



Dynamics 365

POS

Money Management

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PURPOSE

The purpose of this document is to show managers how to perform money management tasks required in their role.

OBJECTIVES

By the end of this module, you will be able to:

- State the return policy
- Identify when a cash refund is appropriate
- Recall or state refund information
- Troubleshoot common morning paperwork errors
- Complete morning paperwork correctly and in timely fashion

REFUNDS

Our number one goal is to provide great customer service, and in order to do that, you need to understand our refund policy. This handout explains what our return policy is and the basic steps you should follow when issuing a return.

RETURN POLICY

“As of January 1, 2017, Goodwill accepts returns within 7 days of purchase. Customers will receive an in-store credit valid for 1 year from the card issue date. Returns must include the purchase receipt, and the original Goodwill tag/label must be attached. Customers returning items without the purchase receipt will receive the last known discount amount of \$1. We apologize: no discounts or returns on new or seasonal merchandise.”

An RMC card is valid 1 year from the card issue date. The expiration date is updated each time there is a transaction on that card. RMC cards are available to be used at any Goodwill retail store location within Central or Northern Arizona. Multiple returns are credited to the same RMC card. Lost cards are not recoverable.

Remember:

- Return must be made within 7 days of purchase.
- Customer must have a purchase receipt.
- Item(s) being returned must still have the original tag/label attached.
- Only **in-store** credit is issued.

Note: The return policy for Northern and Maryland stores may vary. See your direct supervisor for more information.

REFUNDS AND CUSTOMER SERVICE

Even though it is a best practice to follow the procedure we just mentioned closely, our number one goal is to provide great customer service and a positive shopping experience and sometimes this means issuing a refund to a customer when all criteria are not met.

We want to pay attention to the amount being returned. Is it less than \$5.99, \$9.99, or even \$24.99? These amounts are not worth upsetting a customer.

When issuing a refund in this situation, politely inform the customer of the return policy, how it works, and help them understand that we are trying to help them the best way we can. It is also important to advise the customer of their credit balance and expiration date any time you issue a RMC card.

What happens when the customer is not satisfied? When they want more than what you can do? Always involve store management. If the situation is still not resolved, contact your District Manager. Never let the return process escalate to a complaint, and try your best to satisfy the customer before they leave your store.

***Important Note:** Make sure to check for fraudulent returns.*

Do you notice a pattern in which a specific customer returns items on a frequent basis?

Asset Protection assesses refund information and notifies stores to “Be on the Lookout (BOLO)” for future occurrences with a specific pattern if they notice an issue.

Notes:

CUSTOMER DEMANDS CASH REFUND

There are occasions when a customer refuses to accept a store credit and demands a cash refund. Store management must be notified when **any** cash amount is refunded to a customer.

If a customer is demanding a cash refund, and the amount is \$50 or more, you must call your District Manager for approval prior to issuing the refund.

To issue a cash refund:

1. Notify a manager about the cash refund amount.
2. Call your District Manager (if the amount is \$50 or more).
3. Issue the cash refund.

When issuing a refund because an error was made by our team member, such as an overcharge, forgetting to apply a discount, or damaging merchandise upon loading, etc..

- A manager may issue a refund; the amount is refunded using the original payment type.
- Any amount over \$50 still requires District Manager approval.

How do you feel about your knowledge of cash refunds up to this point? Do you think you can identify when a cash refund is appropriate to issue and when it is not?

SCENARIOS – RETURN ERRORS

This section explains how to resolve common errors while issuing a return.

The most common solution to resolving a return error is to reverse the return. This is done by crediting back the amount that was issued to your store, and if necessary re-issuing a new RMC with the correct amount.

Scenario 1:

The customer is returning an item, and you are just about done with completing the return when you accidentally process it as cash instead of a return.

To resolve this issue:

1. Re-ring the transaction correctly. Give the customer the RMC and provide them the credit balance and expiration date information. The customer can leave at this point.
2. Ring a cash sale for the same dollar amount as the error transaction. This offsets the shortage.

Scenario 2:

A customer brings in two different receipts along with a few items for return. You have completed the first return, loaded it on the RMC, and are proceeding to the second return, when you realize you accidentally scanned the wrong receipt.

In this instance, void the transaction and scan the correct receipt.

MORNING PAPERWORK PROCESS

This document explains the morning paperwork process: specifically, what to look for, importance of accuracy and steps of what to do – this includes reviewing information in Dynamics and making deposit entries. A quick reference guide is also available.

Morning paperwork is a required task for a manager; and it must be completed by 9 a.m. each business day.

There are many steps in the morning paperwork process. Let us break this down into four components:

- Count safe and register tills (this includes cash strap bundles from the bank and unused tills left in the safe); when counting safe and tills, it is easiest to start with coins, then bills
- Review calculated statement to compare and verify to Loomis end of day report.
- Review report in Dynamics 365 to compare and verify to Loomis end of day report.
- Enter all required information into Dynamics.

Count safe and register tills.

The morning safe count (also known as safe fund) is one of three times the safe is counted throughout the day. The purpose of this first count is to accept cash and verify funds from the closer.

When performing the morning safe fund count, ensure the following is met:

- One person should count the safe and drop tills. When more than one person performs this count, it compromises the accountability and integrity of the account.
- Make all attempts to complete the safe count prior to store opening.
- If the safe is not in the manager's office, do not count in front of customers, when possible, and ensure the count is performed in a discreet manner.
- Do not exchange funds between the safe and tills until both counts have been verified.
- Log all information regarding the count on the Safe Fund Log.

MORNING PAPERWORK PROCESS, CONTINUED

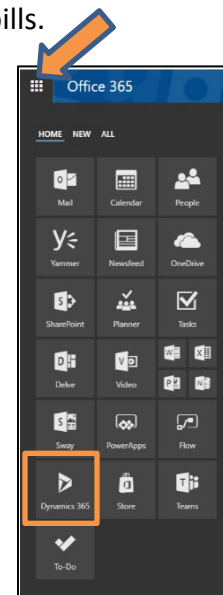
The morning till must be counted by a manager and the individual assigned to the till (RSA). When counting tills:

- Make all attempts to complete the tills prior to store opening. If possible, it is recommended to verify tills and safe all at once.
- Do not exchange funds between the safe and tills until both counts have been verified.
- Once tills are counted, they must be secured either in the safe or drawer.
- The RSA and manager can count the till immediately and secure the till for later, as long as it is secured between the manager's initial count and the RSA's initial count. **This only applies to the morning till count.**

See the **Other Safe Count** section after the morning paperwork process for information on the midday and closing safe count.

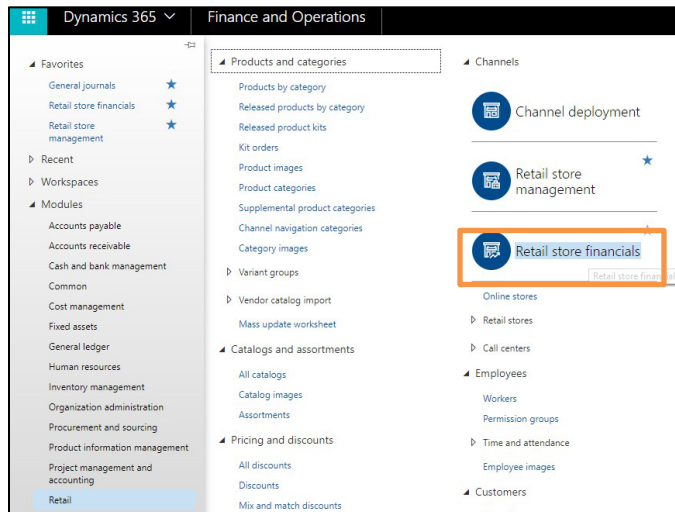
Compare and verify Calculated statement matches Loomis end of day report.

1. Count all cash and tills. This includes cash strap bundles from the bank and unused tills left in the safe; it is easiest to start with coins, then bills.
2. Log all denominations for the safe count on the Safe Fund log.
3. Remove pre-printed end-of-day report from Loomis safe and bring to the manager's office.
4. Log on to the computer; enter your User ID and password.
5. Open Webmail, click the Navigation Pane icon (top left) and choose the Dynamics 365 icon. This icon may be located in a different spot on your icon display.

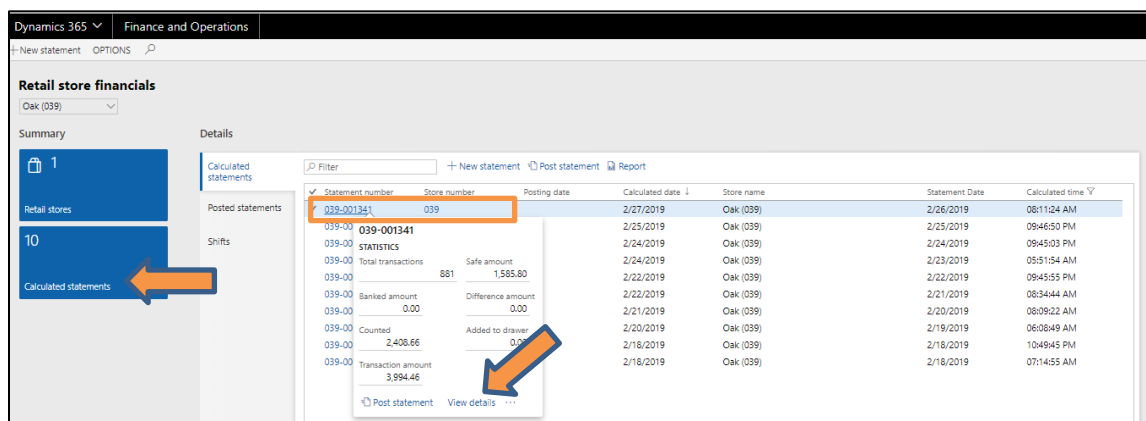


To view cash drop activity for a store, navigate to the **Opening and Closing Tasks** header, press **View Reports**, and select the **Safe drop** report. The system defaults to today's date. Press **Run** to view or the back button to exit.

MORNING PAPERWORK PROCESS, CONTINUED



7. Navigate to **Retail > Channels > Retail Store Financials** or type **Retail Store Financials** in the **Search** bar. Click the star to **Add to Favorites**.



8. Hover the mouse over the previous day's statement and click **View Details**. You can also click **Calculated Statements** and then click the statement number. Make sure the link you access is for your store.

Lines								
Payment method	Payment method name	Card ID	Currency	Transaction amount	Banked amount	Safe amount	Counted	Difference amo...
1	Cash USD		USD	1,321.50	0.00	824.10	500.00	2.60
3	Merchandise Card USD		USD	66.14	0.00	0.00	66.14	0.00
4	American Express USD	AMEX	USD	270.04	0.00	0.00	270.04	0.00
4	Discover USD	DISCOVER	USD	9.00	0.00	0.00	9.00	0.00
4	Mastercard USD	MASTER	USD	134.42	0.00	0.00	134.42	0.00
4	Visa USD	VISA	USD	1,368.61	0.00	0.00	1,368.61	0.00
5	Float Change USD		USD	-500.00	0.00	0.00	-500.00	0.00

9. The Calculated Statement displays. Scroll to the **Lines** section and review each column. See next page for more information on statements.

MORNING PAPERWORK PROCESS, CONTINUED

Lines

Remove Cash declaration Transactions

Payment method	Payment method name	Card ID	Currency	Transaction amount	Banked amount	Safe amount	Counted	Difference amo...
1	Cash USD		USD	1,321.50	0.00	824.10	500.00	2.60
3	Merchandise Card USD		USD	66.14	0.00	0.00	66.14	0.00
4	American Express USD	AMEX	USD	270.04	0.00	0.00	270.04	0.00
4	Discover USD	DISCOVER	USD	9.00	0.00	0.00	9.00	0.00
4	Mastercard USD	MASTER	USD	134.42	0.00	0.00	134.42	0.00
4	Visa USD	VISA	USD	1,368.61	0.00	0.00	1,368.61	0.00
5	Float Change USD		USD	-500.00	0.00	0.00	-500.00	0.00

The calculated statement has the following columns:

- **Payment method:** This is payment method customer used at POS
- **Payment method name:** Cash, merchandise card or credit card type; the Float Change USD payment method is the opening amount
- **Card ID:** Card type
- **Currency:** Always USD
- **Transaction amount:** Total amount for that payment method
- **Banked amount:** This should be 0
- **Safe amount:** The sum of cash drops through a given day; this should also be what is taken to the bank
- **Counted:** Total tender declarations per day; this should be \$100 per shift
- **Difference amount:** Same as over/short variance

To help understand how the POS Operations key or payment method translates to the Dynamics 365 back-end process, reference the following table.

POS Operations Key or Payment Method	Statement Term/Field on Statement	More Info (if applicable)
Opening Cash	Float Change USD	\$100 opening amount per shift
Tender Declaration	Counted	\$100 closing amount per shift
Cash Drop	Safe Amount	Cash drop totals for that day
Cash Payments	Cash USD	
Gift/Return Card Payments	Merchandise Card USD	
Credit/Debit Card Payments	Credit Card USD	

MORNING PAPERWORK PROCESS, CONTINUED

Payment method	Payment method name	Card ID	Currency	Transaction a...	Banked amou...	Safe amount	Counted	Difference am...
1	Cash USD		USD	1,971.82	0.00	1,371.35	600.47	0.00
3	Merchandise Card USD		USD	-63.29	0.00	0.00	-63.29	0.00
4	American Express USD	AMEX	USD	71.00	0.00	0.00	71.00	0.00
4	Discover USD	DISCOVER	USD	15.71	0.00	0.00	15.71	0.00
4	Mastercard USD	MASTER	USD	582.13	0.00	0.00	582.13	0.00
4	Visa USD	VISA	USD	2,296.35	0.00	0.00	2,296.35	0.00
5	Float Change USD		USD	-600.00	0.00	0.00	-600.00	0.00

Make sure to verify:

- Opening total amounts were entered
- Safe amount matches cash drop totals for that day
- The **Cash USD Counted** field matches the **Float Change USD Counted** field (Cash USD = positive number, Float Change USD = negative number)

Repeat for each closing envelope. Verify amounts are correct.

Statements post automatically. For cash variances (over/short):

- Ensure that X report totals match what is reported into Dynamics 365.
- Remove return and/or gift cards.
- Place all paperwork back into each envelope. Never cross mix media.

To adjust the closing totals (deadline is 10:15 a.m.)

- Click **Edit**.
- Click the **Counted** field, type new amount, and then click **Save**.

When closing a register, look for any cash variances (over/short). If a variance does occur, ask the team member if they recall what may have caused it (e.g., a quick-change situation, payment changed from credit to cash). Inconsistent cash handling or a drawer overage or shortage of \$5 or more will result in disciplinary action. If overage/shortage is \$20.00 or more after making adjustments, create a G Connect case. Other Tips:

- Blind close is the same as closing a register at the end of a shift or day.
- Shared shifts means multiple users can use the same drawer. At the end of each closing shift, close out the register and count down the drawer. You must also perform this process after each RSA shift. If you have multiple team members using the same drawer due to high volume/long lines, perform a till audit to ensure the till is balanced prior to the new team member resuming a shift.
- To view cash drop activity for a store, navigate to the **Opening and Closing Tasks** header, press **View Reports**, and select the **Safe drop** report. The system defaults to today's date. Press **Run** to view or the back button to exit.

If you are unsure if closing amounts were entered, you can enter a tender declaration and overwrite any previous entries.

MANUAL CASH DROP FIX

Manual entry is required to fix a cash drop. Adjustments must be made by 10:15 a.m. for the previous day sales. You cannot make cash drop adjustments after the statement has posted.

 Remove		Cash declaration	Transactions 							
Payment method	Payment	Payment transactions	ID	Currency	Transaction amount	Banked amount	Safe amount	Counted	Difference amo...	
1	Cash US	Tender declaration transactions		USD	1,811.11	0.00	1,200.41	600.00	-10.70	
3	Merchar	Banked tender transaction		USD	282.61	0.00	0.00	282.61	0.00	
4	America	Safe tender transactions		USD	50.35	0.00	0.00	50.35	0.00	

To adjust a cash drop error:

1. Go to **Transactions > Safe Tender Transactions**.

+ New

ins

OPTIONS

1

102-000012 1.0000000000

Safe tender transactions

Overview

General

Transaction number	Entry status	Status	Payment method	Amount in transaction currency	Date	Transaction time	Created by	Modified by	Explanation
102-POS-102-03-708	None	POS	1	150.00	4/29/2018	03:49:17 PM	Admin	jiauf	
102-POS-102-03-718	None	POS	1	19.01	4/29/2018	05:47:03 PM	Admin	jiauf	
102-POS-102-04-486	None	POS	1	450.00	4/29/2018	03:45:03 PM	Admin	jiauf	
102-POS-102-04-516	None	POS	1	125.88	4/29/2018	06:27:38 PM	Admin	jiauf	

2. The Safe tender transactions screen displays. This screen shows cash drop activity. Click **New**.

102-000012: 1.0000000000										
Safe tender transactions										
Overview General										
Transaction number	Entry status	Status	Payment method	Amount in transaction currency	Date	Transaction time	Created by	Modified by	Explanation	
102-POS-102-03-708	None	POS	1	150.00	4/29/2018	03:49:17 PM	Admin	jiauf		
102-POS-102-04-486	None	Manual	1	10.00	5/10/2018	10:47:03 AM	jiauf	jiauf		

3. A new row displays. Click in the **Amount in transaction currency** field and type a new amount. To fix an over drop, type a negative number. To fix an under drop, type a positive number and then click **Save**. Click **X** to close.

Amount in transaction currency	Date
-200.00	8/13/2018

Payment method	Payment method name	Card ID	Currency	Transaction amount	Banked amount	Safe amount	Counted	Difference amo...
1	Cash USD		USD	1,811.11	0.00	1,210.41	600.00	-0.70

In the **Cash USD** row, the **Safe Amount** column shows the new safe amount with the new manual entry added. The **Difference amount** column shows the update with the new over/short for the day. **If overage/shortage is still \$20.00 or more or you were not able to make the cash drop adjustment on the same day, create a G Connect case.**

MORNING PAPERWORK PROCESS, CONTINUED

Review the Daily Financials report and verify deposited funds into Loomis safe via end of day report.

Now that you have verified and reviewed your end of day report and closing envelopes, make sure the amount of cash and deposit total matches the **Safe Amount** column on the posted statement.

- The Loomis end of day report deposit total from the previous day should equal the amount of the expected deposit on the posted statement. If everything is correct, enter deposit information into Dynamics 365.

Prepare deposit *(if a manual deposit is necessary)*

For example: If a technical issue regarding Loomis safe.

DM approval is required to proceed with this process.

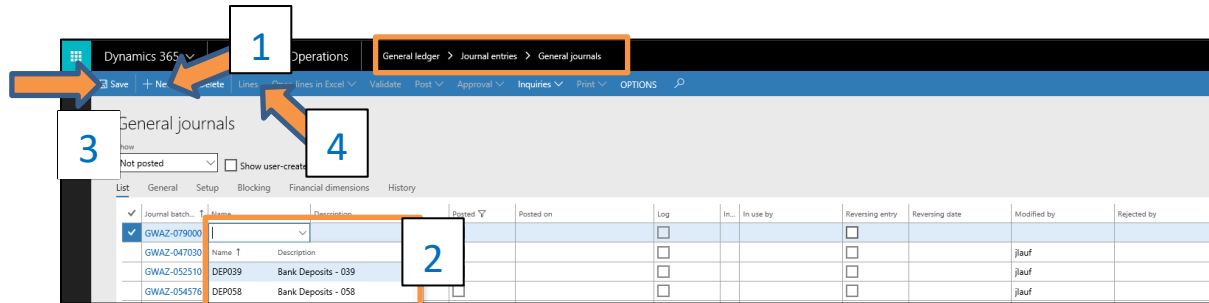
The following requirements must be followed in regards to

deposits:

- Two people must always verify the deposit.
- Use the previous day's date when filling out the deposit slip, as that was the day the sales actually occurred.
- Complete all the fields of the Deposit Log. See the **Deposit Log** section in this guide for more information.
- Managers must rotate preparing the deposit and going to the bank. The same manager should not be taking the deposit to the bank every day.
- Take all prior day deposits to the bank no later than 5 p.m. Visit a teller to get a copy of the receipt when the bank is open. Use a night drop bag, when the bank is closed. Get a receipt for the night drop deposit, the next time you visit a teller.
- Do not stop anywhere on your way to making a deposit. Bring deposit receipt immediately back to the store. Another manager must review, verify, and sign off that the receipt was received.
- Deposit email notifications are sent from the email address donotreply@goodwillaz.org at 9:30 a.m. to stores that are missing a deposit. District Managers also receive a list if their store(s) is missing a deposit.
- Complete only one deposit a day. Today's deposit should only include the previous day's funds. Current day's funds are deposited the following day.

MORNING PAPERWORK PROCESS, CONTINUED

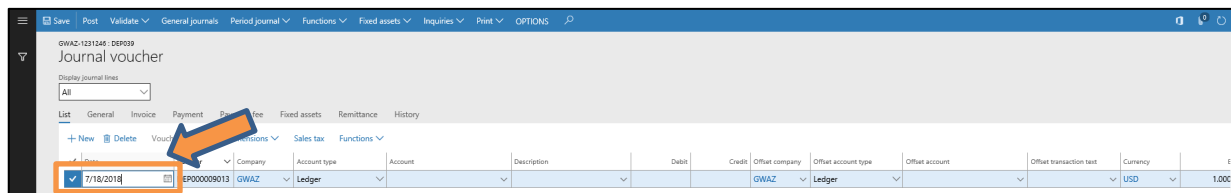
To report the daily deposit, create a deposit journal.



To enter the deposit:

1. Login to Dynamics 365.
2. Go to **General ledger > Journal entries > General journals**.
3. Click **New**.
4. From the **Name** drop-down menu, select **DEPXXX**. XXX is the store number.
5. Under the Description column, type **Deposit** and **month/day**.
6. Click **Save**.
7. From the top navigation menu, click **Lines**.

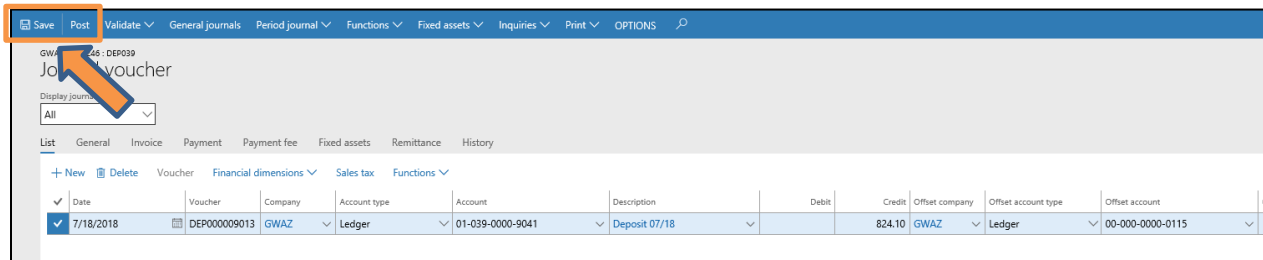
Name	Description
DEP039	Deposit 07/18
DEP153	Deposit 07/18
DEP831	Deposit 07/17



8. The Journal Voucher displays. Enter the following information:
 - a) **You must adjust the date to reflect the previous day since that is when the sales occurred.**
 - b) Click the **Account** drop-down menu; choose **01 - Retail**, your store number, **0000**, and **9041**. For example, 01-058-0000-9041.
 - c) In the **Description** field, type **Deposit**.
 - d) In the **Credit** field, type the amount of the deposit.
 - e) Click the **Offset account** drop-down menu; choose **00 – None**, **000 – No store**, **0000 – No specific program** and the appropriate offset account indicated on your deposit slip:
 - **0115 – Bank of America Retail**

Offset company	Offset account type	Offset account
GWAZ	Ledger	00-000-0000-0115

MORNING PAPERWORK PROCESS, CONTINUED



Date	Voucher	Company	Account type	Account	Description	Debit	Credit	Offset company	Offset account type	Offset account
7/18/2018	DEP000009013	GWAZ	Ledger	01-039-0000-9041	Deposit 07/18		824.10	GWAZ	Ledger	00-000-0000-0115

9. Click **Save**.
10. Click **Post**.
11. On the top right under your initials, click **Close**. Finance reviews and posts.
12. Complete the Deposit log.

You must work with your District Manager to correct any incorrect deposit entries. Do not call or submit a ticket to IT.

Note: Log information is on next few pages.

SAFE FUND LOG

[illegible]

Figure 1: Safe Fund Log

The Safe Fund Log is used to track the amount of money (dollars and cents) in the change fund for each of the drops. Managers need to complete all columns of this log every time they count the funds in the safe.

The safe fund must be counted three times daily.

- First count is in the morning by the opener.
- The second count is when the closer arrives.
- The third and final count is with the closer.

When filling out the Safe Fund Log:

- Count all bills and coins; it is easiest to first start with coins, then bills.
- Open and count all cash strap bundles and unused tills.
- Log all denominations and counts.
- Verify that the total matches the designated amount of their store safe. This may vary by store.
- Verify that the amount matches the designated bill/coin amounts total.

SAFE FUND LOG, CONTINUED



Figure 2a: Gazette – Home Page



Figure 2b: Retail One-Stop

To locate the Safe Fund Log:

1. Open the **Gazette** home page.
2. Click **Retail One-Stop**.
3. Click the **Safe Fund Log** link.
4. You have the option to **Open** or **Save** the document to your desktop.

Note: Although the Safe Fund Log can be found online, it should be printed out, filled out by hand, and used throughout the day. Place completed logs in your monthly paperwork folder.

DEPOSIT LOG

DEPOSIT LOG								
Date Sales Occurred	Amount	Counted by: Initials	Verified by: Initials	Bag #	Deposited by: Initials	Actual Date of Deposit	Deposit Receipt Amount	Deposit Slip Verified by: Initials

Figure 1: Deposit Log

The Deposit Log is used to track deposits from the previous day's funds . One deposit is required each day.

All deposits must be entered into Dynamics daily. If a deposit is entered after the deadline, you must notify your District Manager, Asset Protection, and Finance via email with the following information: date, amount, and reason for the late deposit.

Use the Deposit Log to keep track of all deposits entered into Dynamics 365.

Note: You must work with your District Manager to correct any incorrect deposit entries in Dynamics 365. Do not call or submit a ticket to IT.

DEPOSIT LOG, CONTINUED



Figure 2a: Gazette – Home Page

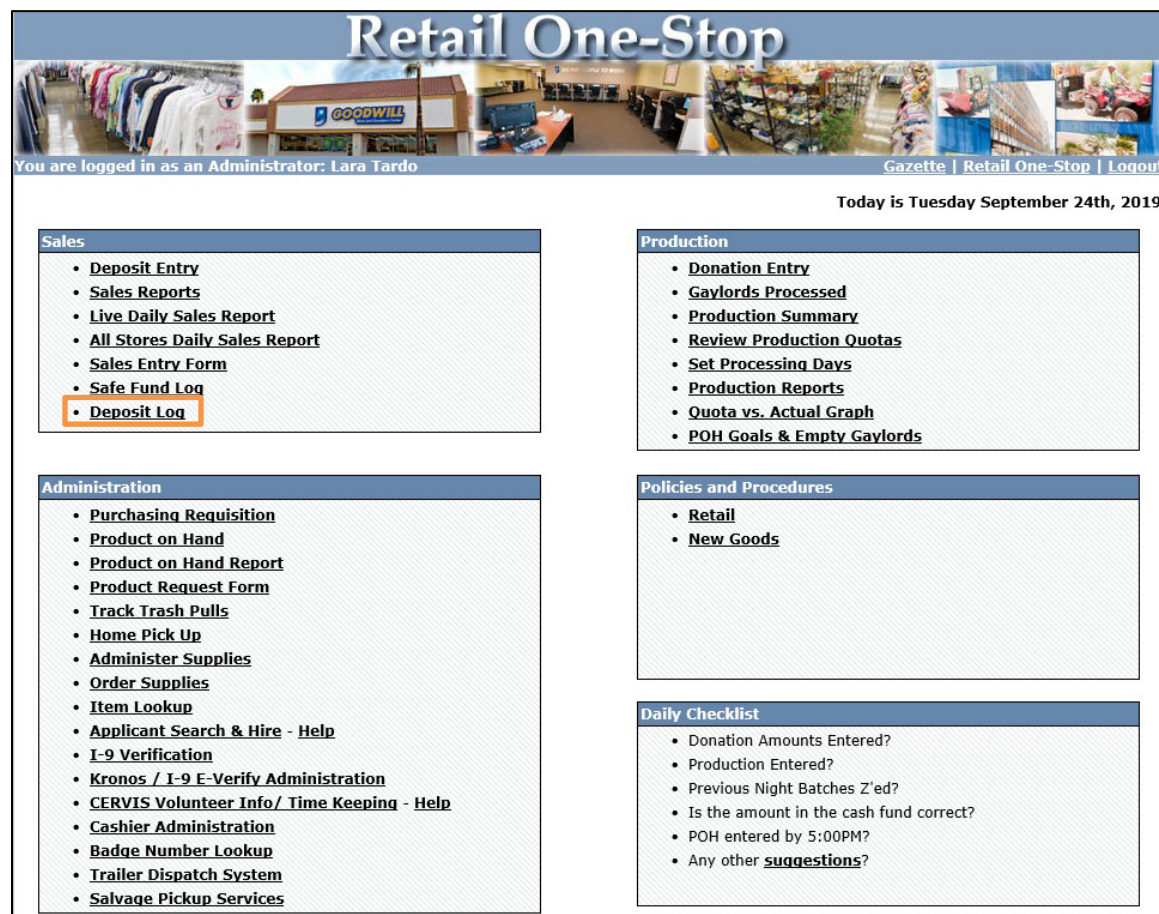


Figure 2b: Retail One-Stop

To locate the Deposit Log:

1. Open the **Gazette** home page.
2. Click **Retail One-Stop**.
3. Click the **Deposit Log** link.
4. You have the option to **Open** or **Save** the document to your desktop.

Note: Although the Deposit Log can be found online, it should be printed, filled out by hand, and used in the morning. Place completed logs in your monthly paperwork folder.

KNOWLEDGE CHECK – MORNING PAPERWORK

Objective: Complete morning paperwork correctly and in timely manner.

The following criteria must be met to successfully meet this objective. Did you?

- Count safe and all tills.
- Remove end of day report printed from Loomis safe.
- Perform all steps to verify, and review closing envelopes.
- Ensure the end of day report and your deposit total match what your Safe Amount shows in the posted statement.
- Verify retail statement.
- Report the actual deposit total into Dynamics 365 and correctly fill out the Deposit Log.

Notes:

OTHER SAFE COUNTS

The midday count is the second safe count of the day. The purpose of the midday count is to accept cash and verify funds from the **previous** manager.

When performing the midday safe count ensure the following is met:

- One person should count the safe. This includes cash strap bundles from the bank and unused tills left in the safe. When more than one manager performs this count, it compromises the accountability and integrity of the count.
- If safe is not in manager's office, do not count in front of customers, when possible and ensure the count is performed in a discreet manner.
- Do not lay out money on the floor or counters during the count.
- Log all information regarding this count on the Safe Fund Log.

The purpose of the closing count is to accept cash and verify funds from the opener. The closing safe count is the last safe count of the day. This also sets up the process to be accurate for the opener.

When performing the **closing safe count** ensure the following is met:

- One manager should count the safe. This includes cash strap bundles from the bank and unused tills left in the safe. When more than one person performs this count, it compromises the accountability and integrity of the account.
- Do not perform the safe count **until the store is closed** and all the tills have been closed, counted out, and verified. The safe count is the last thing that should be counted.
- Do not exchange funds between the safe and tills until both counts have been verified.
- Log all information regarding this count on the Safe Fund Log.

MAKING CHANGE FOR REGISTER TILL

When making change for a register till, ensure the following is met:

- If a till needs change, the RSA must notify a manager as soon as possible and before they run out of funds.
- All change should come from the safe. Avoid pulling change from one till to another.
- Do not provide change in the middle of a transaction.
- Never take advantage of an already open till to remove funds.