



TEAM MEMBER GUIDE

701 PICK TICKETS AND SELF INVOICING

Team Members are not permitted to use pick tickets to extend more credit than an account allows. A pick ticket should only be used for a charge account if there is an ROA in hand and the Team Member is waiting for Head Office to post it.

Merchandise and/or service must never be given out to a cash customer on a pick ticket. All merchandise and/or service must be paid in full before leaving the building.

A request for release of an invoice must be made to the Accounting department **prior** to giving merchandise to a customer. If the request is denied, the Team Member cannot release the merchandise.

All Team Members are required to have their personal transactions with the Company completed by another Team Member. A Team Member must not self-create or self-invoice their own personal transaction.

Failure to follow these rules will result in the Team Member being held personally/financially responsible for the unpaid merchandise and/or service. Team Members who fail to adhere to the Company policy shall be subject to disciplinary action, up to and including termination of employment for cause.