



TEAM MEMBER GUIDE

702 CASH COUNTING

The following cash counting policy applies to all locations within the Company where monetary cash sales are conducted. This includes all cash sales, cash returns, opening and closing cash floats, and ROA payments on account. It will also include any cash transactions which occur when a Team Member is receiving a monetary cash payment from a Customer off-site.

In all circumstances, money is to be counted in the cash drawer area under direct view of the cash drawer camera. All monetary cash payments will be counted out verbally. All denominations of cash are to be counted individually by placing same denominations in stacks on the counter. Coinage is to be further displayed on the counter. The same procedure will be applied when returning change to a Customer.

Any Team Member receiving a monetary cash payment from a Customer on-site will direct the Customer to the cash drawer area where money will be counted.

Any Team Member receiving a monetary cash payment from a Customer off-site, will attend the cash drawer area upon arrival to the Company location. A Manager or their designate will also attend the cash drawer area where money will be counted in front of the Manager or their designate.

All Cash returns require the signature of the Customer, the Team Member who completes the return, and a second Team Member who verifies the return. The Team Member will direct the Customer to the cash drawer area where the money being returned to the Customer will be counted.

Each morning the cash float will be counted, at the cash drawer area, prior to store opening while the front doors of the location are locked. The date and cash total will be recorded on the cash float record and signed by the Team Member who performed the count.

After closing hours, while the front doors of the location are locked, the cash float will be counted at the cash drawer area. The date and cash total will be recorded on the cash float record and signed by the Team Member who performed the count. Without exception, all money is to be removed from the cash drawer and locked into the location's safe.

Failure to follow these rules will result in the Team Member being held personally/financially responsible for any missing money. 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.