



TEAM MEMBER GUIDE

821 CASH CREDIT TRANSACTIONS

Without exception, the customer's printed name, signature and telephone number must be written on the credit invoice every time a credit is processed.

The Team Member processing the credit and a second Team Member (witness) must both sign the Company's copy of the credit invoice.

The Manager must verify all credit invoices against the stock every morning in order to identify discrepancies in a timely fashion.

Team Members who contravene the Company's policy will be subject to disciplinary action, up to the termination of employment for cause.