



Abraham Baldwin Agricultural College

Fiscal Affairs Policies and Procedures Manual

1000 AUXILIARY SERVICES

1001 GENERAL

Auxiliary Services are under the direct supervision and management of the Vice President for Fiscal Affairs. These offices provide auxiliary support services to Students, Faculty, and Staff members of the College, while serving the general public incidentally. Board of Regents Policy requires that Auxiliary Services be totally self-supporting; thus, no State funds are allocated to them in any way. In accordance with this policy and based upon the square footage of space occupied, Auxiliary Services at Abraham Baldwin Agricultural College are charged a percentage of plant operations and maintenance costs and other indirect operating costs of the College. These areas are subject to all rules, regulations, policies and procedures of the University System of Georgia.

1002 OBJECTIVE

Auxiliary Services, through effective management and prudent procurement functions, are committed to providing optimum user products and services at the lowest possible cost, while maintaining quality, value, and attentive, courteous service.

1003 ORGANIZATION AND FUNCTION

Although the kinds and scope of auxiliary services may vary according to need, currently those at Abraham Baldwin Agricultural College include the Bookstore, Food Services, and Vending Services. The organizational charts for Fiscal Affairs, Exhibits 100-1.6, display the organizational structure for Auxiliary Services.

1004 BOOKSTORE

The Bookstore provides for purchase of required course materials and classroom items, supplemental materials, and computer supplies, academic software, learning aids, calculators, and general school supplies. The Bookstore also stocks College apparel, mementos and souvenirs, consumer electronics, and food and drinks.

1004.01 MISSION

The mission of the Abraham Baldwin Agricultural College Bookstore is to support the academic and administrative goals of Abraham Baldwin Agricultural College. As an Auxiliary Services entity it exists to provide a source of materials and services required by the various academic and administrative functions of the College. It exists to provide exemplary customer service to students, faculty, administrative staff and others it serves. The role of this Auxiliary Service is to provide appropriate goods and services at reasonable and competitive prices; to help develop and maintain an effective learning environment; to reflect an institutional image of competence and quality; to encourage cooperative relations within the College community; to provide advice, services and resources that are appropriate to educational needs; to generate income that can augment College resources; to contribute to the strengthening of College identity; and to acknowledge and support the cultural diversity of the College. In executing this role, the Bookstore is committed to effective leadership and management, high quality of innovation, and a projection of an image of dignity and service.

1004.02 GENERAL STATEMENT OF POLICY

Books and merchandise are selected in support of the basic mission, with appropriateness, quality, demand and need being the primary considerations. To the degree possible, merchandise is sold at the lowest prices consistent with:



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Providing first for the operating budget needs, capital equipment replacement reserves and liquidity of a solvent retailing organization through retained earnings; and then for a source of income that can augment College resources in appropriate areas,

The ability to secure favorable pricing through judicious buying and inventory management,

Providing the best possible quality merchandise and service of the highest order consistent with the quality of the College and the needs and demands of the College community, and

Not knowingly participating in, indeed, taking steps to avoid, any predatory practices by selling inferior or unsafe merchandise, or in unfair pricing structures.

1004.03 CUSTOMER SERVICE

1004.0301 Philosophy

The Abraham Baldwin Agricultural College Bookstore is dedicated to providing excellent service to the Students, Faculty, and Staff of Abraham Baldwin Agricultural College.

- Treat all customers with courtesy, dignity, and respect
- Provide timely, efficient, effective services
- Provide clear and easily understood communications
- Establish partnerships with our customers to improve services
- Provide our employees with the training and resources necessary to ensure their success in customer service.

1004.04 EMPLOYEE STANDARDS

1004.0401 Equal Employment Opportunity and Affirmative Action

Abraham Baldwin Agricultural College's Office of Human Resources publishes, distributes, and oversees the College's plans, policies, and procedures documents relating to Equal Employment Opportunity and Affirmative Action. The Bookstore is committed to full application and support of all such plans, policies, and procedures.

1004.0402 Sexual Harassment

The Bookstore will vigorously enforce the College's published policy in this matter. Sexual harassment of any kind will not be tolerated.

1004.0403 Work Schedule

A. Work Week

A full work week for employees of the Bookstore consists of forty (40) hours per week. Normally, the Bookstore (both Tifton and Moultrie campuses) is open Monday through Thursday from 8:00 a.m. to 5:30 p.m. and Friday from 8:00 a.m. to 3:00 p.m. Prior to and between semesters, during College holiday periods, and for special circumstances such as inventory, the Bookstore may publish and



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abide by special hours for operations. During certain special events, the Bookstore may open at certain additional times.

The following policies apply to all employees:

-Employees are expected to be at their work stations and working by the start of their assigned shifts.

-Employees are expected to remain for the duration of their shifts, or until relieved by replacements or store closing.

-There is to be no deviation from work schedules without prior approval from Bookstore Management or their designee.

B. Lunch Periods

Because the Bookstore offers its customers continuous service from open to close, lunch breaks must be staggered. Bookstore Management will coordinate schedules and approve all such lunch periods.

C. Registration - Book Rush Periods

During the registration period at the beginning of each academic term or semester when the store is heavily trafficked with students buying books and supplies, the Bookstore will usually schedule additional workers, and will extend the hours of operations. Thus, the following policies apply:

With rare exceptions, annual leave cannot be granted during the rush periods (term openings, heavy book delivery and stocking, inventories, buyback, etc.).

Some overtime hours may be required.

Lunch periods may be shortened or rescheduled.

Announcement of the dates for such rush periods and the resulting schedule changes will be made well in advance so that employees can arrange to comply fully with the schedule requirements.

D. Tardiness and Absenteeism

Employees are scheduled to work specific hours to meet established objectives and the service needs of our clientele. The College's policies and procedures concerning tardiness and all forms of absenteeism will be strictly enforced, to include appropriate progressive discipline.

1004.0404 Appropriate Dress

Appropriate dress, good grooming, and good personal hygiene are essential to providing customer service commensurate with the Bookstore's mission. The following policies apply:

All employees are expected to be clean and well groomed at all times. Career employees should dress as professionals. Employees should dress accordingly based on duties for the day. Comfortable shoes are encouraged during Book Rush and buyback periods. Student employees may wear jeans and tennis shoes if they are clean and in good condition.



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NOTE: The above items are guidelines. In questionable cases, Bookstore Management will decide what constitutes appropriate and inappropriate dress.

1004.0405 Smoking

Smoking is governed by statewide laws and College policies furnished to all College employees.

1004.0406 Visitors

All employees are required to strictly limit personal visits to a minimum.

1004.0407 Telephone

Bookstore telephones are provided for official College business only. They are vital and necessary to the efficient operations of the business. Incoming and outgoing personal calls are discouraged, except in case of an emergency. In no case should personal long distance calls be made and charged to the Bookstore telephones.

1004.0408 Professional Development

Bookstore Management will maintain a program for the professional development of the Bookstore staff. Each employee will be trained in safety procedures, the location of emergency equipment and the proper procedures for reporting safety violations.

1004.0409 Ethics and Conflict of Interest

A. Other Employment

Any other employment, either for the College or for others must be reported to Bookstore Management at time of initial employment or at any other time when an employee engages in such other employment. In any situation where the other employment could create an actual, potential, or perceived conflict in the employee's obligation to the Bookstore employment and his or her private interests, or whenever such other employment is closely related to his Bookstore employment so as to create actual, potential, or perceived opportunities for improprieties (misuse of College personnel, equipment, supplies, etc.), the employee may be asked to take measures to eliminate this conflict. If necessary the employee may be asked to: (1) present substantial evidence that no actual, potential, or perceived conflict of interest exists; (2) cease the other employment; (3) seek other employment; or (4) a combination of these measures.

B. Buying Ethics

Abraham Baldwin Agricultural College demands high standards of ethics in the buying of merchandise, goods, and services for resale or other use by the Bookstore. It is understood and required that all employees (buyers in particular) transact business prudently and not profit personally by virtue of employment at the Bookstore. Anything of value acquired is the property of Abraham Baldwin Agricultural College and/or the Bookstore who financed the purchase.

The following are specific prohibitions (not all inclusive):

Employees are forbidden to participate in any transaction between the store and a business in which the employee has an interest;



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Employees are forbidden to knowingly receive, accept, or seek (directly or indirectly), any payment, tip, loan, or gift in any way related to the discharge of the employee's duties;

Employees are forbidden to receive compensation (excluding Bookstore wages) because of any transaction; and

Employees are forbidden to accept other employment that might be expected to impair the employee's independent judgment.

Failure to comply with the above will be grounds for disciplinary action including possible dismissal.

1004.0410 Other Personnel Policies

The College Policies and Procedures Manual for Human Resources Management (Section 800 of this Manual) apply to all employees of the Bookstore.

1004.05 ORGANIZATION STRUCTURE

The organization charts for the areas of Fiscal Affairs, displays the reporting structure for accomplishing the above functions and responsibilities of the Book Store.

1004.06 LOST AND FOUND

All articles found by an employee in the Bookstore will be reported to Bookstore Management. Reasonable attempts should be made to identify and contact the owner. Any article which cannot be traced to an owner is kept for a couple of weeks in case owner comes back to claim, but then is discarded appropriately.

1004.07 HOUSEKEEPING

Employees are responsible for the appearance and cleanliness of their desks and work areas. They should ensure that working spaces are kept neatly and orderly arranged, the sales floor is uncluttered, and shelves and display areas are kept free of dust.

1004.08 ORDERING SUPPLIES, EQUIPMENT OR SERVICES

All Bookstore employees must submit a request in writing to Bookstore Manager, before ordering office supplies, equipment, and/or services needed to aid in the performance of their job duties. Under no circumstances will any employee remove merchandise from the retail store stock without first obtaining permission from Bookstore Management or his or her designee.

1004.09 SALES REPRESENTATIVES

All sales representatives without prior appointments will be referred to Bookstore Manager. Care must be taken not to allow such sales representatives to interfere unreasonably with the normal and proper exercise of regularly assigned duties and functions or unreasonably impede customer service.

1004.10 CONFIDENTIALITY

All employees of the Bookstore (full-time, part-time, students, etc.) are involved in work that includes pricing, marking, checking invoices, preparing bills, receipts, etc. for customers. This information, when obtained by someone with a bona fide "need to



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know" through proper channels, may be considered public information; however, employees are to treat it as confidential.

1004.11 ORDERING TEXTBOOKS

The Textbook category of merchandise includes all required new and used books and any optional or recommended reading materials needed for classes taught at the College. Each Professor provides a list of required texts (or adoptions) for each course to the Division Chair, who reviews, edits and forwards it through appropriate academic channels to the Bookstore for processing.

1004.1101 Policies

A. Textbook Selection

The Bookstore advises Faculty, through appropriate academic channels, of due dates for book and supply requirements to be furnished to the Bookstore. These requirements must include course number, quantity, author, title, edition, ISBN and publisher. Based on the sales history of each title/course, the Bookstore then orders the books. While the Bookstore may be asked to provide information relevant to a particular textbook, including availability, it has no input as to the selection of titles, edition, or number of books selected for a course.

B. Deadlines

Deadlines for ordering textbooks for regular academic semesters are announced via email from the Bookstore. These deadlines must be observed to ensure a high probability of receiving textbooks by the beginning of an academic session.

C. Reference or General Books

The Bookstore will order reference or general books whenever requested by a faculty member. The Bookstore will also stock other reference or general books based on perceived student needs and industry trends as space permits.

D. Special Orders

The Bookstore will place special orders for books and other items for College staff, faculty, students, or individuals in the community. An appropriate, nonrefundable deposit will be required before issuance of a purchase order. Occasionally, prepayment is required for a special order.

E. Moultrie

The Bookstore in Tifton will requisition books for the Moultrie campus at the same time as the main campus books. The Bookstore is responsible for ordering the books as well as delivering the books to the Moultrie campus either via a Bookstore employee or campus courier.

1004.1102 Procedures

A. Ordering Textbooks

As Textbook Requisitions are received, the Bookstore Manager will review them for accuracy of information and compliance with policies and procedures. Attempts to obtain used books as appropriate should be exhausted before ordering new books directly from the publisher. The Bookstore reserves the right



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to adjust orders up or down based upon sales history of the course, the textbook, and the instructor. All Purchase Orders must be issued via the Bookstore's Inventory Control System (ICS).

B. Ordering General and Reference Books

General and reference books may be ordered at the request of a Faculty Member or at the discretion of the Bookstore Manager based on the perceived needs of students and on current trends. All Purchase Orders must be issued via the ICS.

C. Special Orders

The procedures for this type of order are the same as for General and Reference Books, Section 1004.1102, B. above, except that prepayment is occasionally required. When the special order arrives, the customer will be notified. If the Bookstore is unable to obtain the ordered item, the prepaid amount will be refunded in full.

1004.12 GENERAL MERCHANDISE

The Abraham Baldwin Agricultural College Bookstore stocks such school supplies as pens, pencils, notebooks, filler paper, calculators, and other general supplies. The bookstore also stocks, computer supplies, software, and consumer electronics. The items and quantity of items ordered should be based firstly on prior sales and secondly on the buyer's best prudent judgment with input the other staff.

1004.13 PRICING

In order to operate the Bookstore without sustaining a financial loss, a retail margin is used to determine the selling price of merchandise. The Bookstore's retail price is based on the actual amount the Bookstore is charged for an item. If a publisher, wholesaler, or distributor increases the Bookstore's cost, the Bookstore must adjust accordingly.

1004.1301 Textbooks

New textbooks are generally acquired directly from the book's publisher, though alternate means are sometimes employed if a favorable price can be obtained. Most new textbooks are sold to the Bookstore at net cost and usually produce a 25% margin.

The College contracts with a vendor that buys and sells used textbooks. The vendor is solely responsible for setting prices for these books, but regardless of cost, the Bookstore offers used books for resale at 25% off of the new book's retail price, making the margin on used books variable. Whenever possible, the Bookstore obtains its stock of used books from students during book buyback which occurs several times in any given year. Prices paid to students for their books are generally half of the book's retail price, though several factors may affect the price paid to be higher or lower than half of retail.

Generally, to ensure that students receive the most up to date information, and because older editions have little to no resale value for the Student and can be difficult for the Bookstore to obtain in quantity, the Abraham Baldwin Agricultural College Bookstore recommends that current and/or new editions be utilized whenever possible. If a Faculty Member requests an old edition for a class, the Bookstore will attempt to supply that book, if it is available in sufficient quantities.

1004.1302 Trade or General Books



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Books classified as trade or general books are sold at the suggested retail price and usually produce 40% profit margin.

1004.1303 General Merchandise (Supplies and Soft Goods)

Normally, these items produce an average of 40% profit margin. For some items, like computer products, the margin may be significantly less. For other items, especially those in high demand or those that have been obtained at better pricing due to purchase volume, the margin may be somewhat more.

1004.14 DESK COPIES

Desk copies (complimentary or examination copies) of textbooks are usually available to instructors through the publisher. Generally, these desk copies must be requested by Faculty themselves on division letterhead as the Bookstore is precluded by most publishers from requesting desk copies.

1004.15 RECEIVING MERCHANDISE

1004.1501 Policy

All merchandise is received in the Bookstore from Physical Plant Central Receiving, UPS, Fed Ex, or by freight line truck. All delivered boxes and/or items are to be checked and signed for by an employee of the Bookstore.

1004.1502 Procedures

- A. All cartons or containers should be visually inspected for damage. This should be done before signing for receipt of the shipment. If damage is discovered, it should be noted on the shipping document.
- B. The carton identified as containing the packing slip should be opened first. The packing slip should be identified and matched with the corresponding receiving copy of the purchase order. If a packing slip/invoice is not found, the receiving copy of the purchase order should be used to verify the order. The order should be inspected, counted, and verified against both the packing slip/invoice and the purchase order. Correct items, quantity received, price discounts, etc. should be verified. Accuracy is very important when receiving products into inventory.
- C. The individual receiving the shipment should initial and date the packing slip. Any discrepancy should be noted.
- D. If the order is correct, complete, and in proper condition, the packing slip should be matched to an invoice and be processed for payment.
- E. If the order is incomplete due to shortage, shipping error, damage, etc. or is incorrect for any other reason, the packing slip must be held until order is complete, and the vendor must be immediately notified of any shortage so that they can rectify the problem.

1004.16 PROCESSING INVOICES AND CREDIT MEMOS

1004.1601 Policy

Payment for merchandise for resale or for use by the Bookstore may be processed only with an original invoice. Payment cannot be made from a statement, although a



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statement may be used to verify that all invoices have been received during a specific period. Payment of invoices and reconciliation of credits should be processed carefully to ensure the Bookstore neither pays too much nor receives too little credit. Credit memos have the same value as money and should be treated accordingly.

1004.1602 Procedures

- A. To verify that all merchandise was received and that everything is in order for payment, an invoice is matched with the corresponding packing slip/receiving document and the purchase order. If the packing slip/receiving document does not match, the Publisher should be contacted immediately. Credits are matched with return/charge back forms to ascertain completeness, correctness, and accuracy. If the credit memo does not match the credit request, the vendor should be contacted immediately
- B. If everything is in order for payment, a copy of any invoice and/or credit memo is forwarded to the Business Office for payment. An Excel spreadsheet summary of invoices and credits is also sent with copies and dated. The Bookstore Accounting Clerk also keeps copies of these items for future reference if necessary.

1004.17 SELLING NON-RETURNABLE BOOKS TO WHOLESALERS

On occasion, the bookstore will be left with unsold copies of textbooks which are no longer returnable to their vendor. When this situation occurs, the bookstore tries to offset some of its losses by selling the book to a wholesaler at wholesaler price (generally 30 – 50% less than the amount the bookstore paid for the book).

1004.18 STUDENT RETURNS AND EXCHANGES

1004.1801 Policy

GENERAL INFORMATION

-Absolutely no refunds or exchanges are accepted without an original ABAC Bookstore cash register receipt. No exceptions can be made. Copies are not accepted. For online purchases from the ABAC Bookstore's website, an online confirmation slip or the packing list included with a textbook order may serve as a receipt.

-All returns are subject to management's scrutiny. The Abraham Baldwin Agricultural College Bookstore reserves the right to refuse any item for refund.

TEXTBOOK REFUNDS

-For full semester classes, you may receive a refund for any reason for the first five business days of the semester. The receipt date must indicate the books were purchased for the current semester. All textbook sales occurring after the first five business days of the semester are final. For summer, short semester and/or session classes, all returns must be accompanied by a drop slip and will only be accepted the first three business days of the session. The receipt date must indicate the books were purchased for the current session. All textbook sales occurring after the first three business days of the short semester and/or session are final.

-Books must be returned in the same condition in which it was purchased in for a 100% refund. Books purchased as NEW with writing, highlighting, earmarks, bumped corners, water damage, and pages removed, etc., will be refunded at the same amount as the retail price of the USED textbook. Abraham Baldwin Agricultural College Bookstore



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reserves the right to refuse any item for refund based on the condition in which the item has been brought back.

-Shrink-wrapped textbooks and shrink-wrapped textbook bundles must be returned unopened in original packaging to receive a 100% refund. Some exceptions are made once there is verification, by a full time staff member, that all pieces are returned and any access codes, where applicable, are unopened.

-Study guides, dictionaries, optional books, and general study aids are not eligible for a refund.

GENERAL MERCHANDISE

-No refund is available for hardware, software, and assorted computer supplies if opened. Exchanges for unopened items are solely at the discretion of the bookstore management. Defective products must be reconciled with manufacturer according to terms of item's warranty and are not returnable to the store.

- Clothing, supplies, and other forms of general merchandise may be EXCHANGED only. All original hangtags must still be attached to clothing items.

- Candy, drinks, and all health & beauty supplies are not eligible for return or exchange..

1004.1802 Procedures

- A. All refunds/exchanges require a cash register receipt as proof of purchase.
- B. Bookstore Management or their designee will process the return/exchange via the Point of Sale (POS) system.
- C. Items returned will be circled and initialed by cashier on all receipt copies. The amount owed will be given to the customer in the same form in which they originally paid.

1004.19 METHODS OF PAYMENT

1004.1901 Policy

The Abraham Baldwin Agricultural College Bookstore accepts cash, checks, bank charge cards (Visa and MasterCard), and General Dollars on the ABAC Gold card as methods of payment. During certain, limited periods of the year, the Bookstore accepts financial aid credit and third party vouchers.

1004.1902 Procedures

- A. Personal Checks
 - 1. For students a valid Abraham Baldwin Agricultural College Gold Card is required. Anyone without a valid ID, with the exception of employees of the College, must provide two other forms of ID. If the customer does not have any form of ID, their check cannot be accepted.
 - 2. Checks must be made payable to Abraham Baldwin Agricultural College with correct address, telephone number, name and identification number on the face of the check. The check must be signed by the person whose name appears on the check. Counter checks are not accepted.



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3. If the check belongs to someone other than the student (parent, guardian, relative, etc.), the student's name, local address, telephone number, and student ID must also be written on the check.
4. A two-party check will not be accepted. Students attempting to use a two-party check should be referred to the Business Office. Any check made out to any entity other than Abraham Baldwin Agricultural College should be referred to the Business Office.
5. If the check is accepted, it should then be imprinted for deposit the via POS system and inserted in the cash drawer.

B. Travelers' Checks or Money Orders

A traveler's check or money order must be processed in the same manner as a personal check. The customer must have proper identification and endorse it in the presence and view of the cashier. No prior approval is required.

C. Bank Cards (Visa and MasterCard)

Customer's bank card must be processed through the POS system. If the back of the card is unsigned, the cashier should ask for the customer's ID. The amount of the sale will be entered for authorization. Upon authorization, the register will print the charge form. The customer must sign the charge slip. The signed copy, after the signature is compared with the back of the card, will be inserted in the cash drawer, and the customer will be given their receipt. A third receipt copy is also printed and kept for the Bookstore's file for future reference if needed.

1004.20 SALES TRANSACTIONS AND SECURITY

1004.2001 Register Unlocked and Unattended

An employee should never leave his or her register unlocked and unattended. If the shift is over and the replacement employee has not arrived, the employee must remain at the register. In the event it is absolutely necessary for the employee to leave, he or she must first notify the Bookstore Manager or other supervisor.

1004.2002 Location of Cash until Transaction Completed

Cash tendered should never be put into the cash drawer until the transaction is completed satisfactorily. The money should be left on the ledge above the drawer or across and on top of the drawer (in sight of the customer) to forestall disputes about the amount of cash tendered. The cash tendered should not be easily reached by the customer or any other bystander. The register drawer should be closed after each transaction to avoid theft.

1004.2003 Money to Restock Register or Make Change

Money used to restock a register should be issued by Bookstore Management and put immediately into the cash register by the cashier.

1004.2004 Large Bills

Bills with a denomination of larger than \$10 should be checked for validity using counterfeit markers provided at the register.



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1004.2005 Periodic Transfer of Cash to Safe

During high volume periods, money (checks, bank cards, etc.) should periodically be removed from the register and deposited in a safe or other designated place. Bookstore Management should be notified of such a situation.

1004.2006 Accuracy

Employees should never allow themselves to be rushed, either by a customer or by the formation of a long line. Accuracy is vital, and hurrying through transactions can cause crucial errors. If a long line forms, the employee should summon Bookstore Management who will, if possible, open another line.

1004.2007 Quick-change Artists

Employees should be aware of the tactics of quick-change artists (e.g., interrupting and distracting the cashier during a transaction with repeated questions and requests), and how to deal with them (e.g., completing one transaction at a time, always having the money tendered in plain sight, slowing down to ensure accuracy, and if necessary, calling for assistance).

1004.21 CHARGE SALES TO STUDENTS

1004.2101 Policy

Sales may be charged to any valid Student account with available funds via the POS system. The student's Abraham Baldwin Agricultural College Gold Card must be presented to verify the student's identity and the credit amount available to the student.

1004.2102 Procedures

Students receiving financial aid may charge Bookstore merchandise by presenting their ABAC Gold Card to the cashier. Their account will be verified for funds at that time via the POS/Banner interface. The purchase should then take place via the POS system.

The customer should be issued and should retain a copy of the register receipt for his or her records.

1004.22 CHARGE SALES TO COLLEGE DEPARTMENTS AND DIVISIONS

1004.2201 Policy

The Bookstore is authorized to charge purchases made by other College departments or divisions upon request by said department or division

1004.2202 Procedures

All sales to departments and divisions must be transmitted through the POS system as a bid or quote. Inventory is not removed at this time but documentation is made. Once funds are received from the department via check or transfer in Peoplesoft, then inventory is adjusted or it is processed through the POS. The department or division representative must sign for their purchase. A copy of the receipt is then given to the purchaser to pass through proper channels as determined by their department or division.

1004.23 DAILY BALANCING OF CASH



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1004.2301 Policy

Each day the contents of each cash drawer for each sales register will be balanced and total receipts placed in the safe. The revenue is then deposited with the Cashier in the Business Office.

1004.2302 Procedures

- A. At the end of each day the contents of the cash drawer will be listed, counted, verified and balanced against a POS generated register report using the Bookstore's daily transmittal spreadsheet.
- B. Each register is then verified by a member of Bookstore Management and all registers are combined together to be deposited with the Business Office. POS reports to verify the deposit are included with the deposit and are also kept filed by date in the Bookstore.

1004.24 END OF FISCAL YEAR INVENTORY

1004.2401 Policy

An inventory will be conducted annually as near to June 30 as possible. Every item for resale in the store must be counted and entered into the Bookstore's ICS. All items with discrepancy in counts should be recounted to ensure that counts are accurate. Corrected inventory once verified is then downloaded into the Bookstore's Inventory Control System (ICS). The Moultrie store is pre-counted and recorded on inventory sheets to be scanned the first day of inventory. All discrepancies are then counted/verified by Moultrie employees.

1004.2402 Procedures

- A. Prior to the beginning of an inventory, employees will arrange all items neatly and orderly, grouping and blocking all like items to facilitate counting and recording. In doing this, the employees will prepare items to be scanned into the ICS for compiling.
- B. All Bookstore personnel will count and indicate quantities counted. The Bookstore Manger and Accounting clerk work together to scan, call out quantities, and record the items using the trakker. An inventory report is printed to check for any obvious inconsistencies; some recounting may be done to assure accuracy.
- C. After the count is completed, the cost and retail price are verified for correctness and accuracy.
- D. After the inventory has been completed, the Bookstore Manager will spot check for accuracy as well as look at anything that seems really incorrect before final adjustments are made through the POS system.
- E. A list of items returned to their vendor but not yet credited is made available.
- F. The inventory reports and other accounting reports are used to complete the inventory, the year-end financial statements, and the auditor's calculation.

1004.25 DEPARTMENT CATEGORY INVENTORIES



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Throughout the year, all department categories such as new and used textbooks or supplies will be counted in the above manner to ensure that ICS stock on hand counts are correct.

1004.26 PETTY CASH

A petty cash fund is authorized for the Bookstore; however, in certain situations, extra cash may be requested and obtained from the Business Office for the exclusive purpose of maintaining adequate change funds for cash drawers. The amount will be specified in the authorizing letter.

1004.27 STORE SECURITY, LOSS PREVENTION, AND EMERGENCIES

1004.2701 Security and Emergency Telephone Numbers

Security and emergency telephone numbers will be posted throughout the Bookstore by all telephones. They are as follows:

Police (Public Safety) – 391-5060
Other Emergency Services - 911

1004.2802 Presence of Security

Uniformed security is generally used for asset protection during the book rush occurring during the first week of each new semester as well as during book buyback.

1004.2803 Internal Theft, Shoplifting, and Security Breaches

Employees must constantly be on the alert to prevent internal theft, shoplifting, and breaches in security. All Bookstore personnel should be trained on what to look for to identify shoplifters and breaches in security.

1004.2804 Reporting a Shoplifting or Theft

To report a shoplifting case, an employee must observe what item is taken and where it was concealed. The employee must keep the suspect in their line of sight from the time the suspect is observed until the supervisor or security personnel are notified. An employee cannot accuse the person of shoplifting or physically touch the person. Instead the employee should ask the suspect to come with him to talk to Bookstore Management. Security camera footage may also be used to identify thieves and/or track their movements throughout the store.

All shoplifters will be prosecuted, including employees who commit internal theft.

1004.2805 Robbery

The following are guidelines in case of a robbery:

-Above all, employees must cooperate with the perpetrator. Never question or try to dissuade a robber;

-Give the person *exactly* what they ask for. Do not offer anything additional;

-Try to note a description. Remember things that distinguish him or her from others, i.e., facial hair, hair color, approximate height, weight, age, and race;

-Listen carefully to what is said and note the person's voice characteristics;



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-Note the direction of travel or flight after the confrontation. Do not follow the suspect;

-Notify the Police, Security, and Bookstore Management immediately.

1004.2806 Fire

The following policy guidelines relate to preventing fires and what to do if a fire occurs:

-Avoid creation of fire and safety hazards (e.g., empty boxes and equipment left in aisles of sales and/or stock areas).

-All employees during initial employment orientation and periodically thereafter will be familiarized with the location of, and how to use, all fire extinguishers, fire alarms, fire escape measures and routes, and emergency exits.

-When an employee sees smoke or fire, Bookstore Management should be immediately informed. In case of a fire, 911 should be called immediately.

In case of fire drill or an actual fire:

-Ask customers to leave merchandise on the counters and exit the store in a quick and orderly fashion.

-Cashiers should exit their particular register, ensuring it is logged off and locked until the area is again secure.

-See that all disabled employees and customers are assisted in leaving.

-Employees should insure that all customers have exited before exiting the store themselves.

1004.2807 Power Failure

The following guidelines should be followed in case of power failure that lasts for more than a few seconds:

-Flashlights designated for this purpose and provided by the Bookstore should immediately be secured, turned on and used to accomplish other actions described in this section.

-All work stations (registers, desks, etc.) should be secured.

-Whenever authorized by Bookstore Management customers will be asked to leave or, if necessary, escorted from the building by employees with flashlights. Customers will be asked to leave on counters or shelves all merchandise not already purchased.

-Employees will observe exits to ensure orderly exiting of customers and to watch for possible shoplifting.

1004.2808 Severe Weather Conditions

Employees of the Bookstore will comply with policies and procedures applicable to all College employees and areas pertaining to severe weather conditions. These are published and distributed by the Office of Human Resources Management.



Abraham Baldwin Agricultural College

Fiscal Affairs Policies and Procedures Manual

1004.29 POLICIES AND PROCEDURES

Each employee will be given reasonable paid work time to read manual sections pertaining to the Bookstore - all of Section 1004 of this Manual. Upon the completion of reading, the employee must verbally acknowledge that he or she has read and understood the manual.

1005 FOOD SERVICES

Abraham Baldwin Agricultural College contracts the operation of its Cafeteria to a competitively selected food service vendor. This facility serves a variety of meals and snacks. Operating hours vary during the year. Requests for catering services, or items for special events, should be made directly through the Continuing Education Department of the College. All services of the facility may be purchased by Faculty and Staff.

1006 VENDING SERVICES

Vending machine operations are a part of Auxiliary Services, under the supervision of the Vice President for Fiscal Affairs. A competitively selected vendor operates these services on a commission basis.

Vending machines are located throughout the campus and provide snacks, soft drinks, juices, and the like. To obtain a refund, when machines fail to render the product or return the money, the user must visit the Bookstore to receive reimbursement. The user should direct complaints to this person so that appropriate individuals can be notified and corrective action taken, when appropriate.

Requests for installation or removal of machines or other questions related to vending should be directed to the office of the Vice President for Fiscal Affairs.