Chapter 3 – POS System

Each week your store manager must know exactly what items have been sold, how much money has been removed/collected and what hours each employee has worked.

Each employee should use their own unique clerk ID which they must use when they use the till system.

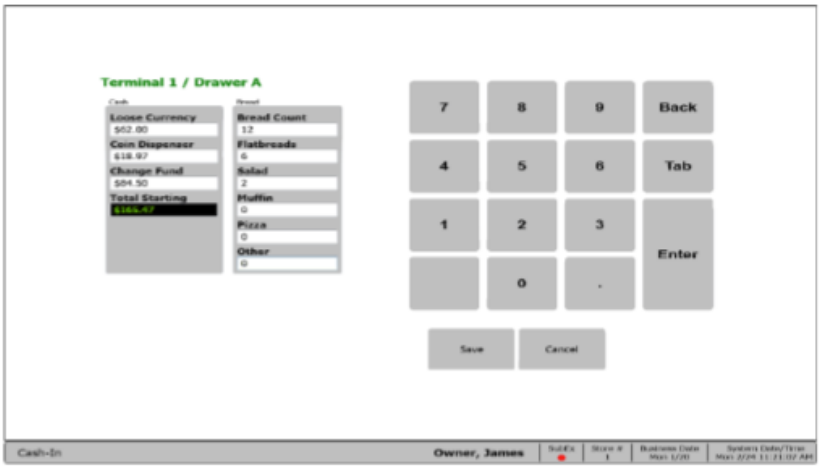
If your team members use the till system under a different clerk ID number you must tell them to only use their own number, this is to ensure we record who is doing what on the till.

All employees must punch in and out as NO PUNCH IN OR PUNCH OUT = NO PAY!

Start the Day

All employees at Sandwich Artist level and above can use this procedure to start a business day, during which all time punches, inventory, sales, and other information are recorded for that date.

1. On the home screen, press Restaurant Functions and log in.
2. Press Operations and press Start Day
3. Validate the business date displayed, press Yes, start [date], and then press OK in the message



Open the Cash Drawer

Note The cash drawer does not open if the date of the Start Business Day is not the current day.

1. On the Cash In screen, use the keypad to enter the values for each of the following items:

   - Loose Currency — All bills and change in the drawer
   - Coin Dispenser — All coins in the coin dispenser only
   - Change Fund — All cash in the safe (bills and coins)
   - Bread Count — All sub roll bread (including footlong = 1, 6- inch = 0.50, and mini = 0.33)
   - Salad — All salad bowls
   - Other — All other carrier types combined (such as wraps, and gluten free bread.)
2. When finished, press Save.
3. In the dialog box asking if you want to save the Drawer Count, press Yes to continue.
4. On the report screen, press Print to print the report or press Save to save the report to the hard drive
5. Press Close.
6.

Cash In Drawer

A One Minute Cash-In should be run at the end of each shift and at the end of each day. This report indicated any over/short on the reconciliation items and the over/short cash in the drawer and safe, based on the sales that were entered and the counts of these items in the store.

Subway Store # 17360
9300 Dadeland Blvd
305-670-6655

CASH IN DRAWER REPORT

Business Date:	06/25/2012
Requested By:	Tester User
Printed: 6/29/2012	5:27 pm
Register / Drawer	1 / A
ADJ PROCEEDS	$1,116.46
+ OP LOOSE CURRENCY	$200.00
+ OP COIN DISPENSER	$0.00
+ OP CHANGE FUND	*$0.00
- PAID OUTS	$0.00
- NON CASH SALES	$647.78
CREDIT CARD	$642.11
UNKNOWN	$121.13
DISCOVER	$12.31
VISA/MC	$518.67
OTHER	$5.67
CASH CARDS	$5.67
= REQUIRED CASH	$648.68
CASH DROPS	$448.68

#	User	Time	Amount
243	7	13:31:57	$400.00
244	11	17:04:24	$58.68
245	11	17:04:41	$0.00

+ CASH IN DRAWER	$200.00
+ COIN DISPENSER	$0.00
+ CHANGE FUND	*$0.00
= ACTUAL CASH	$648.68
OVER / SHORT	$10.00

Before beginning the One Minute Cash-In process on the system, be sure to count the items in the store that your manager requires for reconciliation (bread, change refund, cash drawer, etc.). Use the forms to help get it right

1. On the home screen, press Restaurant Functions and log in.
2. Press Operations and press one minute cash in
3. Enter in the Cash & Bread Count Close line
4. Press Done on the one-minute cash-in
5. Print or save the Cash In report and then close the report.
6. Compare the reports to find the shift where the discrepancy occurred.

Cash Drops

Throughout the day cash drops must be completed, for security reasons.

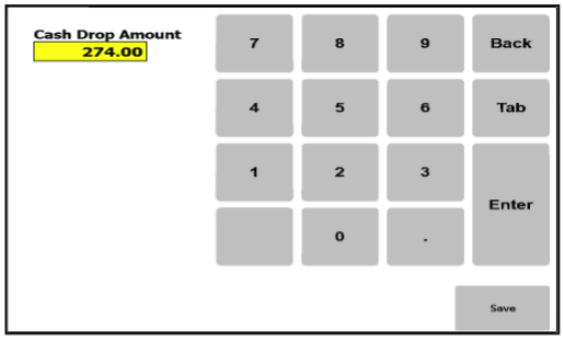
The purpose of cash drops is to ensure we are not carrying an unnecessarily high level of cash at any one time in the till. This minimises the risk of stores being targeted in robberies and maximises staff safety. Should a store be targeted in a robbery and a till carrying a high level of cash be emptied, this will elevate that store and all stores in our estate to being high risk targets as we will be perceived as being worthy targets for future robberies.

You should ensure cash drops are performed frequently throughout the working day. An appropriate amount of money to keep in the cash drawer throughout the day would be no more than £70.00 in bills, plus whatever loose change is deemed necessary. Staff must, without exception, perform cash-drops when prompted to do so by the till. Cash drop prompts should not be ignored. Any members of staff identified as failing to do this may face disciplinary proceedings.

Employees should not always wait for a cash drop till prompt instead employees must cash drop when there is more than £50 in notes in the till. The cash drop should be completed frequently to ensure your cash drawer does not contain high amounts of money.

During the day, you must remove cash from the cash drawer and place it in the safe for deposit to the bank. This procedure records those movements so they can be tracked later.

1. On the home screen, press Restaurant Functions and log in.
2. Press Cash Control and press Cash Drop
3. On the Cash Drop Amount screen, enter the amount of the cash drop. Use the keypad on the screen or a keyboard attached to the SubwayPOS®
4. Verify at you entered the correct amount, and press Save to continue.



5. On the report screen, press Print to print the report or press Save to save the report to the hard drive

6. Press Close

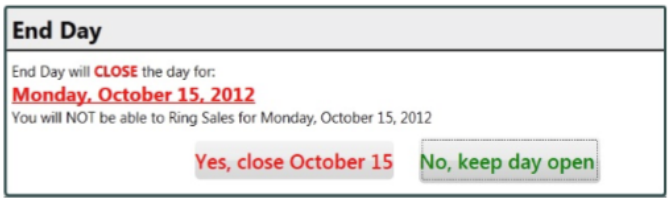
When the daily banking is performed each cash drop is counted and taken to the bank. If the money in the cash drop does not match the amount stated on the POS system disciplinary action will be taken as this is unacceptable. You should recount each cash drop to ensure you are placing the correct money into the cash drop safe.

End the Day

Once you end a business day, no additional sales can be made for that business date.

1. On the home screen, press Restaurant Functions and log in.
2. Press Operations and press End Day. If the cash drawer is open, you are prompted to close it.
3. Press Yes to close the cash drawer and continue with ending the day.
   Press No to return to the main Operations screen.
4. Enter the amount of the cash drop and press Save. Subway POS® displays the Cash Drop report.
5. On the Cash In screen, use the keypad to enter the values for each of the following items:

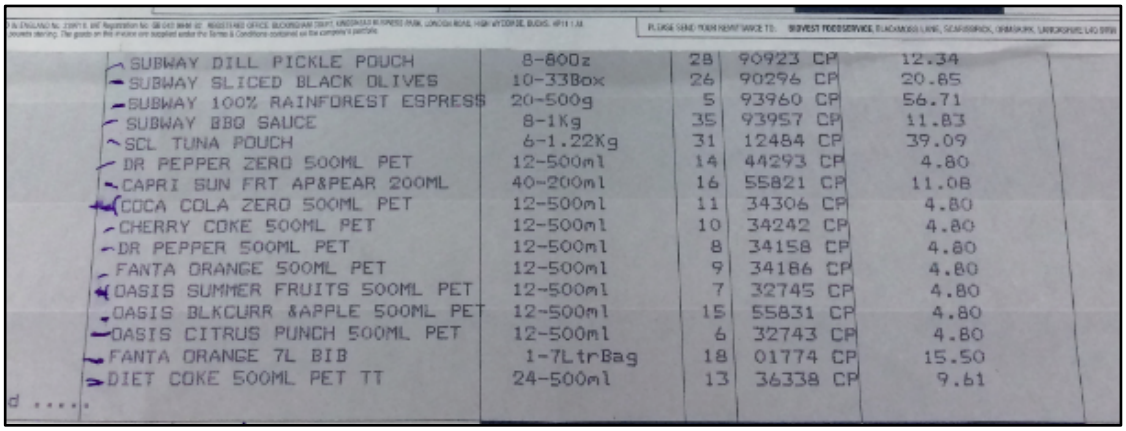
   - Loose Currency — All bills and change in the drawer
   - Coin Dispenser — All coins in the coin dispenser only
   - Change Fund — All cash in the safe (bills and coins)
   - Bread Count — All sub roll bread (including footlong = 1, 6- inch = 0.50, and mini = 0.33)
   - Salad — All salad bowls
   - Other — All other carrier types combined (such as wraps and gluten free bread.)
6. Press Save
7. Press Yes
8. On the Cash Drawer report screen, press Close and then press Yes to confirm
9. Press ok
10. Respond to the End of Day message that appears
11. Press Ok in the message that indicates that the SubwayPOS® has been closed.
12. Press Print or Save on the Storewide Cash Control report, if desired, and then press Close to return to the Operations screen.



Deliveries

With all deliveries you should check each item is delivered and you should mark it off the invoice before the delivery driver leaves. It is your responsibility to ensure all products have been delivered and are of a good quality (not missing/broken).

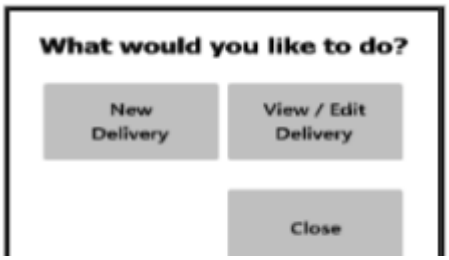
Mark off the products as the delivery man is unloading his trolly. Ensure all products are delivered!



SUBWAY DILL PICKLE POUCH	8-800z	28	90923 CP	12.34
SUBWAY SLICED BLACK OLIVES	10-33Box	26	90296 CP	20.85
SUBWAY 100% RAINFOREST ESPRESS	20-500g	5	93960 CP	56.71
SUBWAY BBQ SAUCE	8-1Kg	35	93957 CP	11.83
SCL TUNA POUCH	6-1.22Kg	31	12484 CP	39.09
DR PEPPER ZERO 500ML PET	12-500ml	14	44293 CP	4.80
CAPRI SUN FRT AP&PEAR 200ML	40-200ml	16	55821 CP	11.08
COCA COLA ZERO 500ML PET	12-500ml	11	34306 CP	4.80
CHERRY COKE 500ML PET	12-500ml	10	34242 CP	4.80
DR PEPPER 500ML PET	12-500ml	8	34158 CP	4.80
FANTA ORANGE 500ML PET	12-500ml	9	34186 CP	4.80
OASIS SUMMER FRUITS 500ML PET	12-500ml	7	32745 CP	4.80
OASIS BLKCURR &APPLE 500ML PET	12-500ml	15	55831 CP	4.80
OASIS CITRUS PUNCH 500ML PET	12-500ml	6	32743 CP	4.80
FANTA ORANGE 7L BIB	1-7LtrBag	18	01774 CP	15.50
DIET COKE 500ML PET TT	24-500ml	13	36338 CP	9.61

Transferring and recording Deliveries from Subventory app

Link all your deliveries from the Subventory app, once linked to the POS press F9.to load the delivery

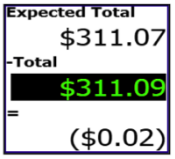


1. On the home screen, press Restaurant Functions and log in.
2. Press Inventory and press Delivery
3. Press New Delivery if you need to manually enter or view and edit to check invoice totals match
4. Highlight a previous invoice and press OK.
5. If manually entering a delivery follow the below
   Press Invoice #, enter the invoice number, and enter the expected total (the total shown on the invoice received with the delivery).
   This value is used as a control check to ensure that the invoice is entered correctly.
6. Select the invoice date and delivery time that the delivery was received.
7. Press the quantity box for each item and enter the number of cases and units from the invoice; or use Qty+ and Qty- to change the quantity.
8. Enter the unit price and tax.
9. If partial cases were received, press Other Counts
10. Press Broken Case or Loose/Unit, enter the appropriate quantity, and press Confirm.

    When you finish entering the delivery, the total in the black area should be the same as the expected total and the = number should be £0.00. If there is a variance (shown on the right side of the screen), an alert message appears when saving the delivery. Variances occur when line entries are incorrect or when the values on the invoice received with the delivery are incorrect. Review the line entries and check the invoice to find the error.
11. Press Save.

Deliveries based on a Template

1. Press Delivery Template
2. Highlight a delivery template to use, and then press OK.
3. Enter the invoice number and the expected total (the total shown on the invoice received with the delivery). This value is used as a control check to ensure that the invoice is entered correctly.
4. Select the invoice date and delivery time that the delivery was received.
5. Press the quantity box for each item and enter the number of cases and units from the invoice; or use Qty+ and Qty- to change the quantity.
6. Enter the unit price and tax.
7. If partial cases were received, press Other Counts
8. Press Broken Case or Loose/Unit, enter the appropriate quantity, and press Confirm
   When you finish entering the delivery, the total in the black area should be the same as the expected total and the = number should be $0.00. If there is a variance (shown on the right side of the screen), an alert message appears when saving the delivery. Variances occur when line entries are incorrect or when the values on the invoice received with the delivery are incorrect. Review the line entries and check the invoice to find the error.



9. Press Save

Cash Payments

Counterfeit (fake) bank notes have been accepted by Subway employees in several of our stores and they are worthless! When checking banknotes, it is best not to rely on just one feature, but to check a few. All staff should check EVERY bank note they receive from a customer to ensure they are real. If a member of staff is unsure whether a note is fake or real, they should check features of the bank note (detailed below) and if still unsure they should ask their manager for guidance. If a member of staff finds a fake note, they should ask the customer if they have another method of payment as they cannot accept the note at this time.

NEW POLYMER NOTES:

1. Check the see-through window
2. The tower should be gold on the front and silver on the back
3. Around the edge of the see-through window the border should change from purple to green
4. Check the foil patches: When the note is tilted the word five changes to pounds January 2017
5. Check the polymer and the raised print: the note is printed on polymer which is thin and flexible plastic. When you run your finger across the front of the note you can feel raised print in areas such as 'Bank of England'.
6. Check the UV feature: if you look at the front of the note under the UV note checker a number 5 should appear in bright red and green while the background remains dull in contrast.
7. Use the 'detector pen': The pens work by reacting with the starch that is present in 'normal' wood pulp paper. So, whilst they can detect some (but not all) counterfeits printed on paper, they won't detect counterfeits printed on polymer. Be careful as old or dirty pens can be unreliable.

PAPER BANKNOTE (£20 notes):

NB - £50 notes should not be accepted unless your store has been approved by the Head Office. If your store has gained approval for accepting £50 notes you will receive specific instructions on how to check each £50 note.

1. Check the metallic thread on the back of the note: This appears as silver dashes on the back of the note. If you hold up the note to the light it will appear as a continuous dark line.
2. Check the watermark: Hold the note up to the light and you will see an image of the Queens portrait together with a bright £20
3. Check the paper and raised print: By running your finger across the front of the note you can feel raised print in areas such as 'Bank of England' and around the number '£20'
4. Use the 'detection pen': The pens work by reacting with the starch that is present in
5. 'normal' wood pulp paper. The pen will make marks on the note if it is a fake note (as shown in the top image to right).
6. Check the UV features: If you look at the note under a good quality UV light (note checker) the number 20 appears in bright red and green. YOU SHOULD ALSO LOOK FOR – randomly spread light strips which should be visible on the front and back of the note.
7. Check the holographic strip: The strip on the note has several foil patches along its length which contain alternating holographic images. The positioning of the patches varies along the strip. When the note is tilted, the hologram should change image.
8. Check the see-through register: Hold the note up to the light and you will see coloured
9. irregular shapes printed on the front and back that combine to form the £ symbol.

If you have any questions regarding this policy or the instructions on how to check the notes, then please speak with your manager. New notes and coins will be appearing over from 2017 onwards in the UK so make sure you know which notes & coins are acceptable to take in your store.

Contactless Payments

- Attract and retain customers with a faster, more convenient way to pay and save time
- Increase restaurant thru put and lower labour costs by reducing customers' time waiting in line

With Apple Pay/contactless cards, customers use one touch to pay with Touch ID for transactions less than £30 or amount set by their bank. There's no need for the customer to open an app or even wake the smartphone display. For Apple pay –

1. To pay, the customer holds the phone ¼" – ¾" above the screen of the chip and pin terminal and transmit payment card credentials with their finger on Touch ID on the phone. The phone will then send the necessary information from the Apple Pay mobile payment app to the contactless payment terminal.
2. The customer will know payment information was successfully sent with a subtle vibration and beeping sound.
3. Once credit card credentials are received and the confirmation shows on the screen, complete the transaction as usual.

Remember – All receipts should be offered to the customer after every transaction!