



STANDARD OPERATIONAL PROCEDURES

COMMERCIAL SERVICES

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New Supplier Set Up

Key Principles

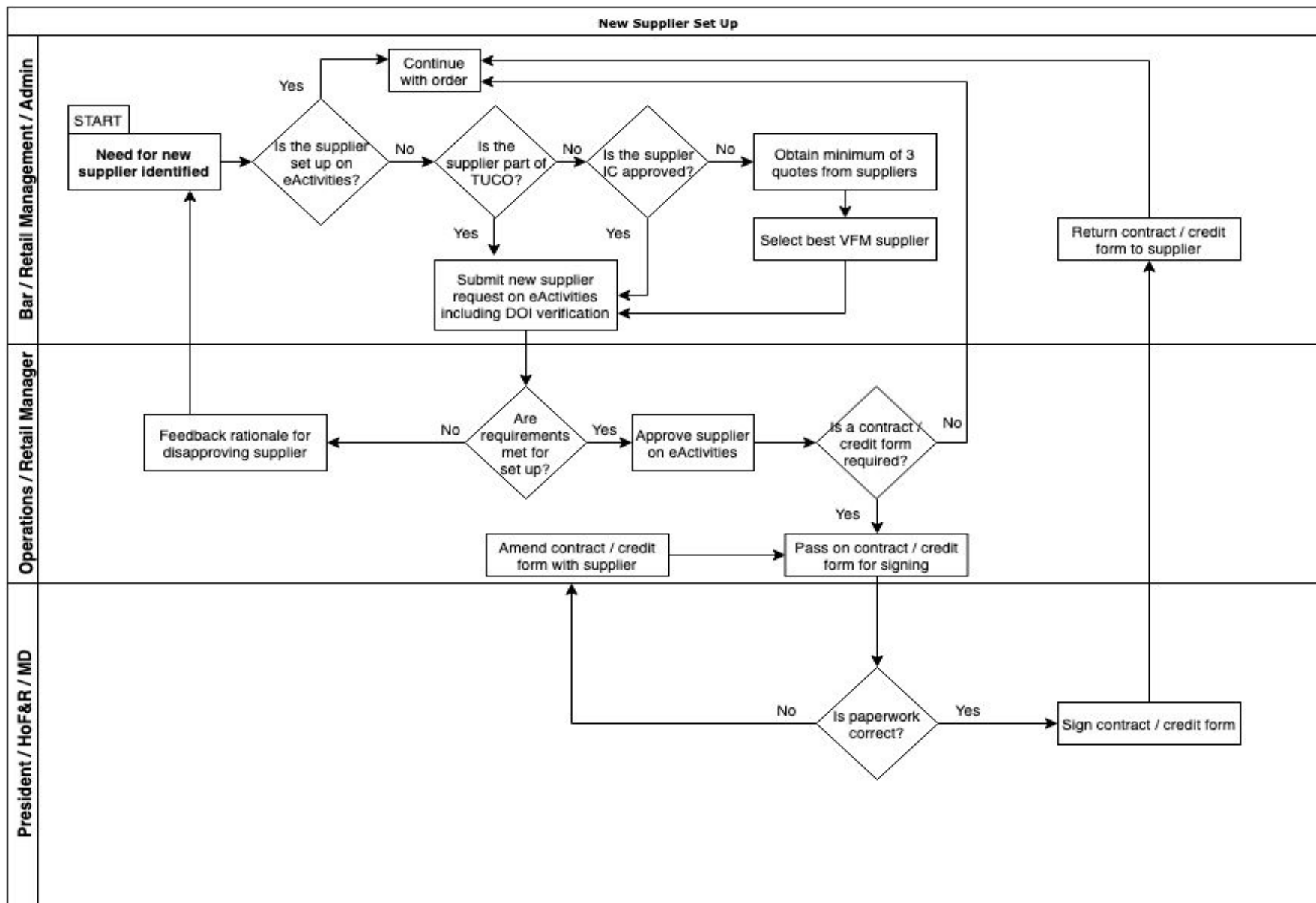
- Value for money (VFM, i.e. the most favourable balance of cost, efficiency and quality) is the key principle underpinning all Imperial College Union purchasing decisions
- New suppliers, where goods and services are over the value of £5,000 per annum, will have proved VFM by either already being on the Imperial College London approved supplier list, TUCO member or through a tender process
- Suppliers providing goods and services that are paid for using a Union credit card would be included in this procedure
- Any new supplier will be set up in accordance with Imperial College Union requirements as stated in its Financial Procedures
- The approval of suppliers will be done so by the Operations Manager and Retail Manager for their respective areas
- Any conflicts of interest must be declared to the Managing Director, Head of Finance & Resources and the President in order for the supplier to be approved
- Supplier agreements where a signed contract/credit form is required will be done by the:
 - Union President
 - Managing Director
 - Head of Finance & Resources

Standard new supplier process

See attached process map

Exceptions

- Exceptions are not expected to be common and can only be authorised by a member of the Strategic Management Group
- In situations where the Operations Manager or the Retail Manager submit a request for a new supplier the request will be authorised/disapproved by the Head of Commercial
- The Managing Director, in consultation with the Head of Finance & Resources, may agree in advance the award of a tender other than those offering the lowest price. Any such decision must be disclosed at the next Finance and Risk meeting



Ordering Goods for Resale

Key principles

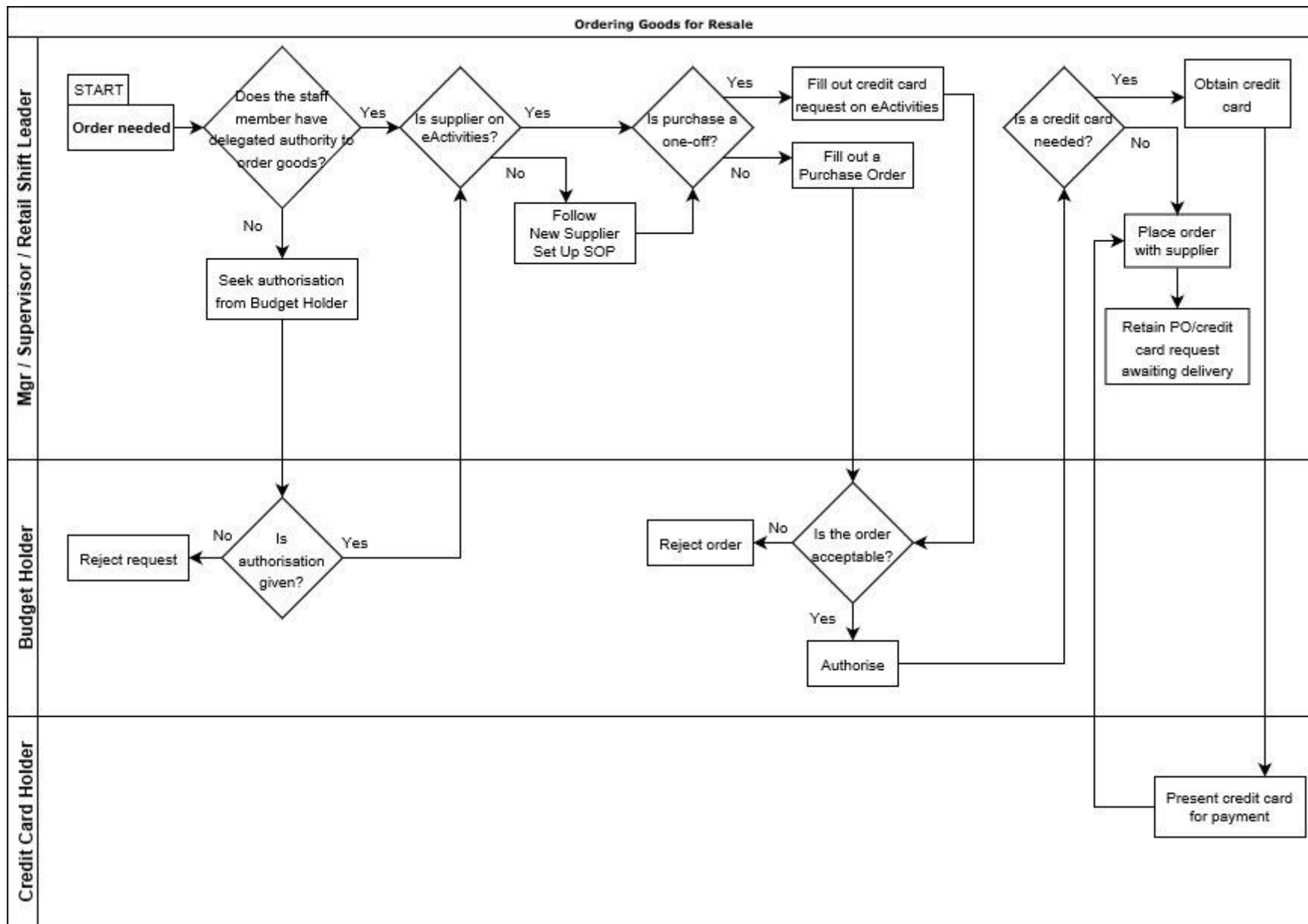
- Suppliers already approved and set up on eActivities, or TUCO members yet to be set up, should be used first as they have been agreed as showing value for money
- Those suppliers who Imperial College Union have a contract in place with should always be used whilst within the contract period
- Goods should be ordered by the relevant Manager, Supervisor or Retail Shift Leader according to their area of work/outlet. Only approved products which have been agreed as part of contractual obligations or deemed suitable by the Operations Manager and the Retail Manager should be purchased for their respective areas
- A uniquely numbered Order Sheet/Purchase Order must be completed for each order
- Managers/Supervisors/Retail Shift Leaders placing orders should not be the same as those checking and goods receiving the order at time of delivery

Standard ordering goods for resale process

See attached process map

Exceptions

- If an Order Sheet/Purchase Order cannot be completed for whatever reason the Operations Manager or Retail Manager can authorise the ordering of goods in an emergency situation for their respective areas



Receipt of Goods

Key principles

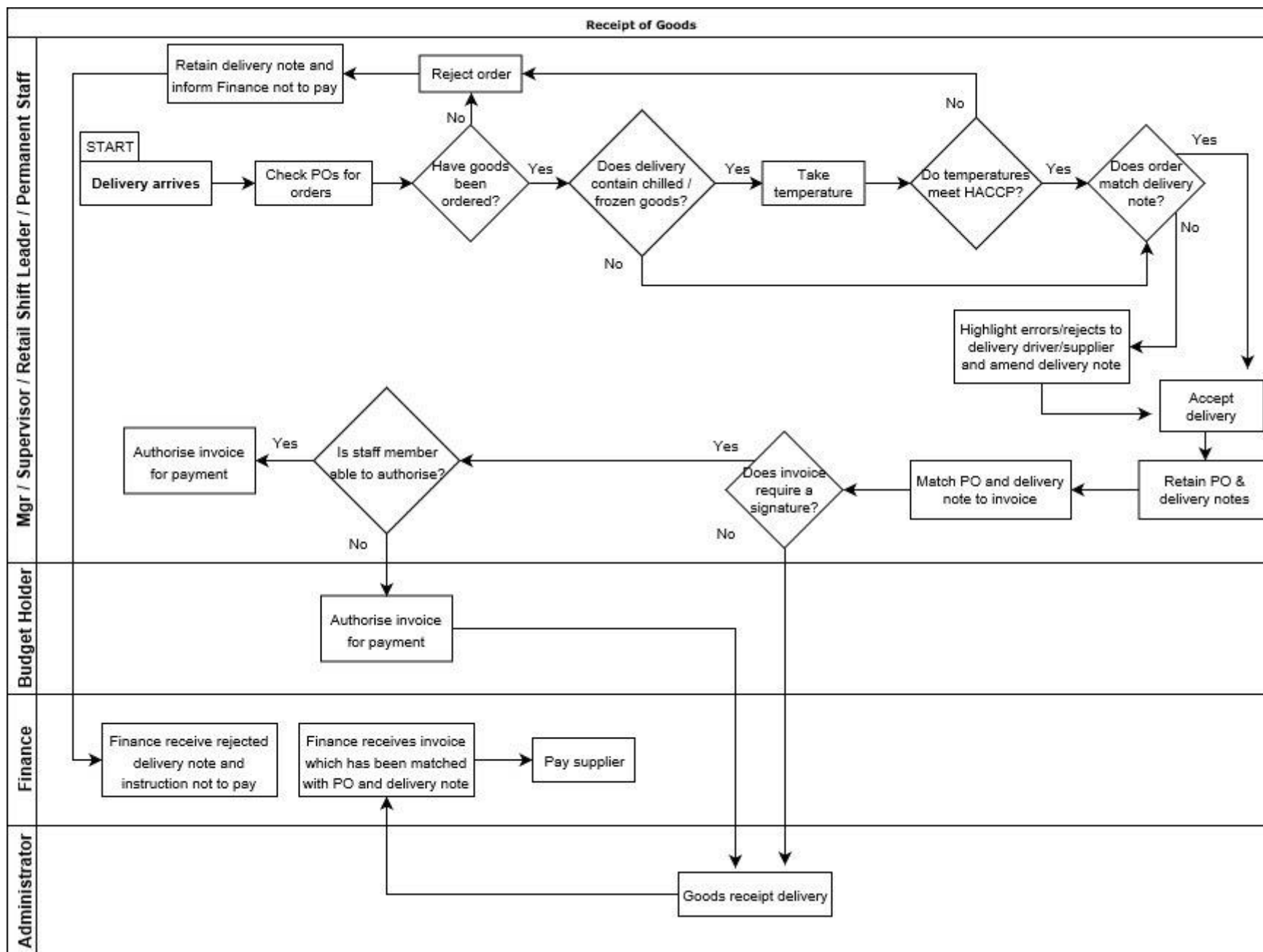
- Segregation of duties where possible (i.e. the person receiving the order will be different from the person that placed the order)
- Goods will be rejected if not at the correct temperature, not ordered in the first place or defective in any way

Standard receipt of goods process

See attached process map

Exceptions

- In smaller outlets with fewer staff it may not always be possible to segregate duties, meaning the person that ordered the goods may be the person that receives the goods and goods receipts them in the epos system. In this instance, periodic spot checks will be carried out by the Operations Manager and Retail Manager for their respective outlets
- Currently, h-bar does not goods receipt onto the ICU EPOS system since it is not part of the ICU EPOS network. In this instance, stock is managed via internal and external stock takes.



Transfer of Goods between Outlets

Key principles

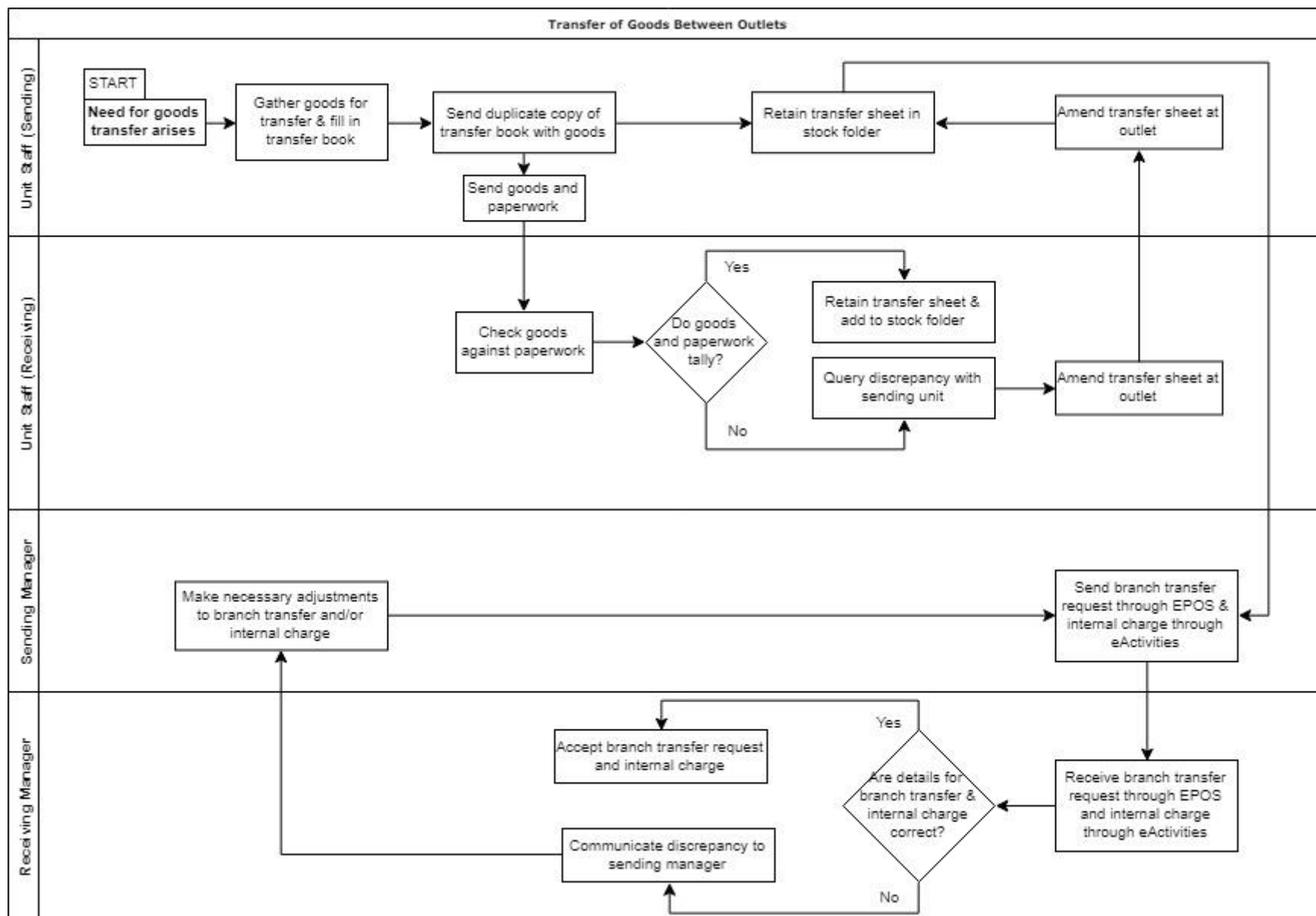
- Stock transfers are necessary for effective team working, meeting customer requirement and providing the best opportunity to maximise on the sale of goods
- The definitive record of stock holding, by unit, is the EPOS system (minus unrecorded sales, plus stock due to be goods received, plus any unrecorded adjustments)
- All stock held at an outlet belongs to that outlet and cannot be moved without a record of the transfer. Therefore all transfers between outlets must be entered into the Transfer Book and records kept for stock taking purposes
- All stock transfers will be finalised through a branch transfer within the EPOS system and settled financially through eActivities

Standard transfer of goods between outlets process

See attached process map

Exceptions

- H-bar at present does not use the same epos as other licensed trade outlets and Retail. Therefore h-bar would not add their stock transfers to the EPOS system, but would fill out the Transfer Book with a record of the transaction and paperwork retained at the unit for the stock taker. The transfer would be settled financially via eActivities as usual.



Wastage

Key principles

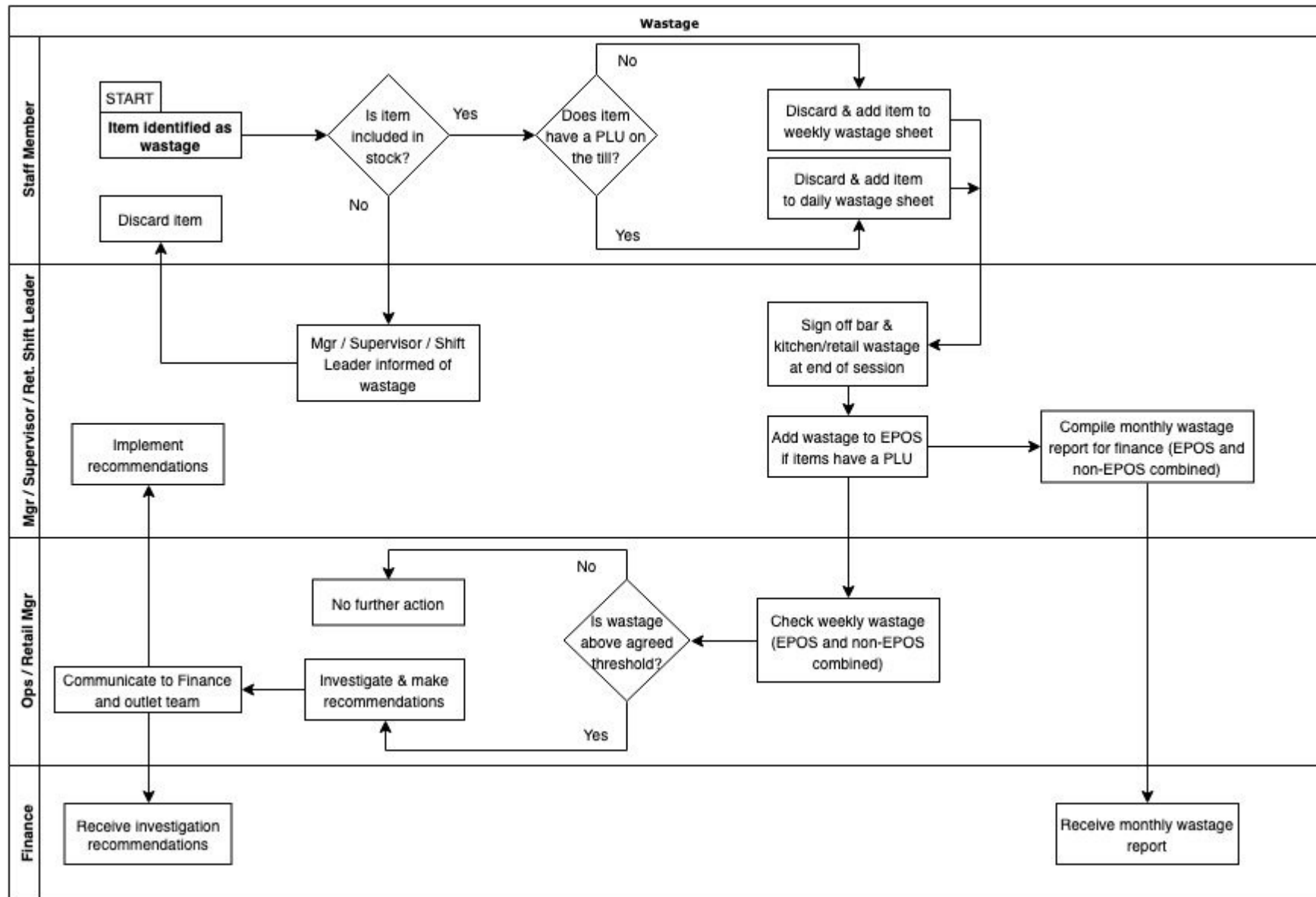
- All goods that are part of stock and not sold or stored must be recorded as wastage
- Items are wasted either at retail price via the EPOS system or at cost via a wastage sheet. The wastage total is the combination of these two reports.
- All wastage is authorised by a manager or Shift Leader
- Wastage levels will be monitored and anything above the wastage threshold will be investigated by the Operations Manager and the Retail Manager for their respective areas

Standard wastage process

See attached process map

Exceptions

- None



Stocktaking

Key principles

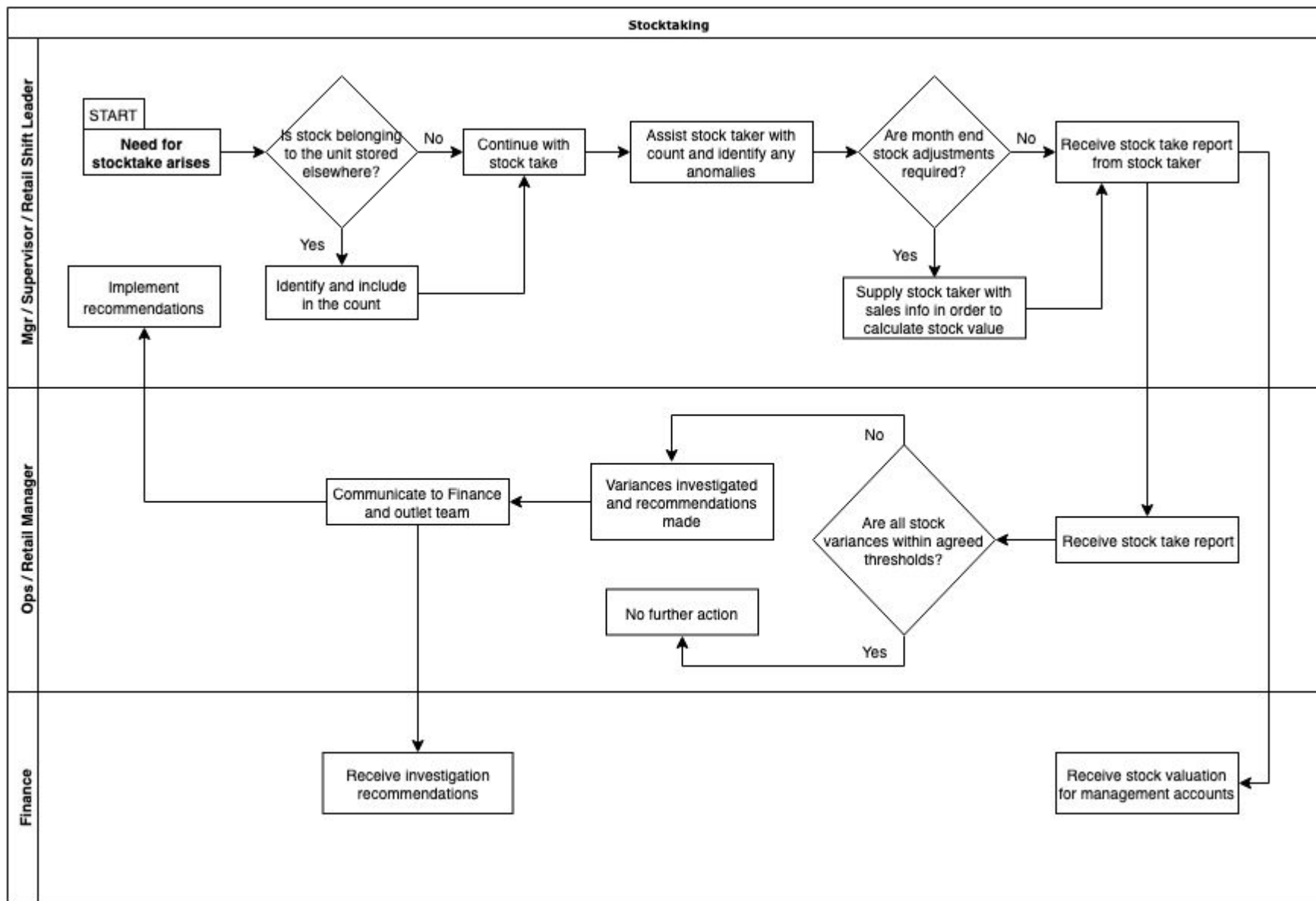
- The stockholding level on EPOS minus unrecorded sales, plus stock due to be goods received, plus any unrecorded adjustments is the definitive record of stockholding by unit
- All goods will be counted on the last day of each month after the outlet has closed or the first day of the next month before the outlet has opened excluding any deliveries made that day
- Any free goods that are acquired as a result of a purchasing promotion or other acquisition will be added to stock and included in the valuation
- Stock variances above the agreed tolerance will be investigated by the Operations Manager and the Retail Manager for their respective areas
- Commercial Services outlets will complete regular line checks on their key products and keep records of this. Finance can request access to line check results at any time.

Standard stocktaking process

See attached process map

Exceptions

- Retail currently do a yearly stock take for the financial year end. For this exception the term 'Stock Taker' would refer to the Retail Assistant Manager.
- Due to trade levels in Beit Bars there are two external audited stocktakes per month.
- If the last day of the month falls during a period of University closure, stocktaking will take place on a date agreed with the Finance Department
- Should for any reason a stock take be taken on a different date to that stated in the key principles a stock adjustment will be given to the Finance Department as soon as possible



Cashing-up & Cash Discrepancies

Key principles

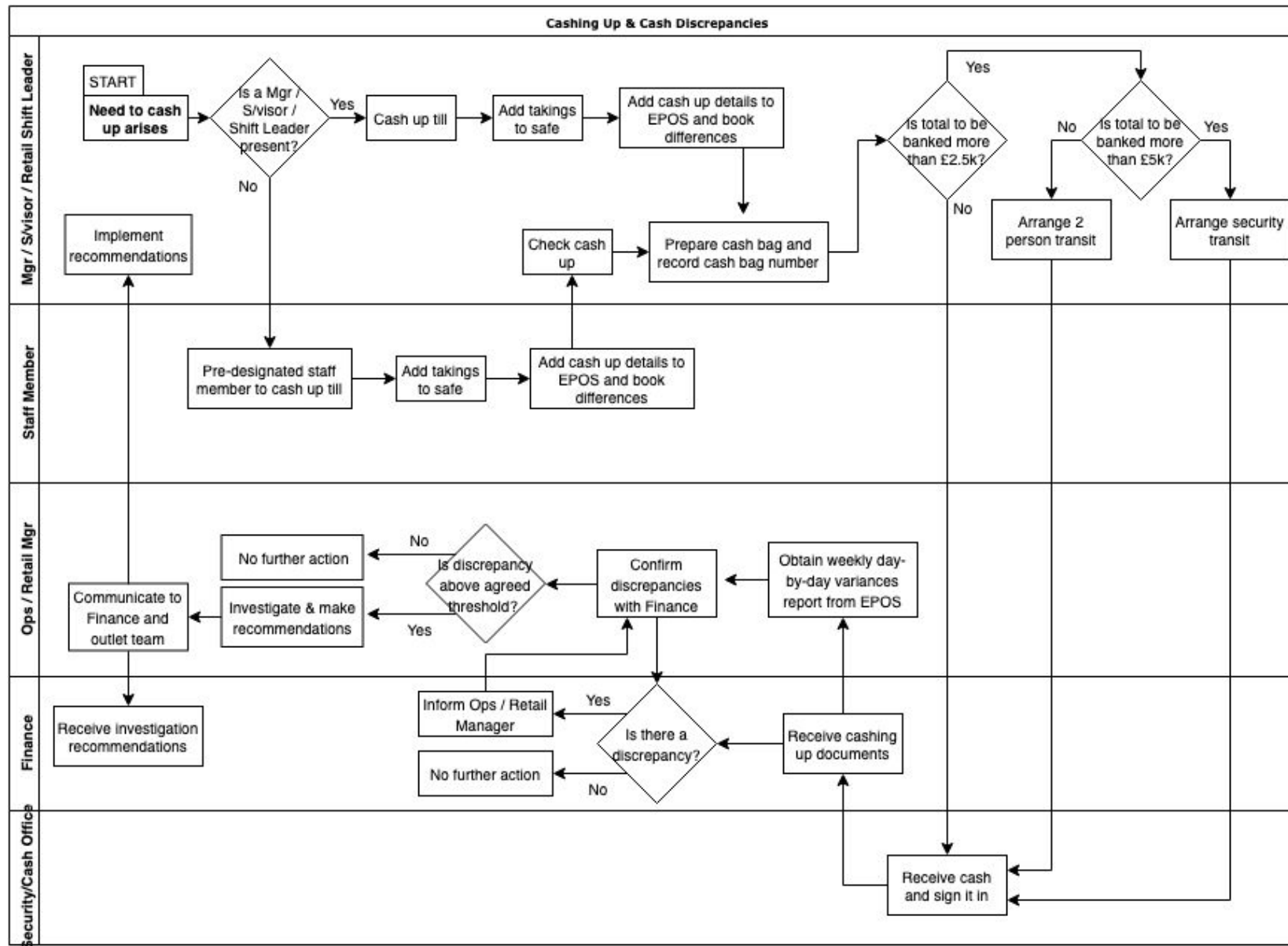
- Tills should be cashed up at the end of the shift to their agreed float limit by an authorised member of staff
- A shift is considered a changeover of Manager/Supervisor/Retail Shift Leader i.e. in Beit Bars where there are two shifts a day there will be at least two cash ups per day
- Cash discrepancies above the agreed threshold will be investigated by the Operations Manager and the Retail Manager for their respective areas
- All floats will be held in a safe overnight

Standard cashing-up & cash discrepancies process

See attached process map

Exceptions

- On rare occasions, where a Manager/Supervisor/Retail Shift Leader is not on shift at the end of the day a responsible member of staff may be designated to cash up tills
- h-bar at present does not use the same EPOS as other licensed trade outlets and retail. Therefore h-bar would only supply paper evidence of cashing up and would not enter onto the EPOS system



Ordering Change

Key principles

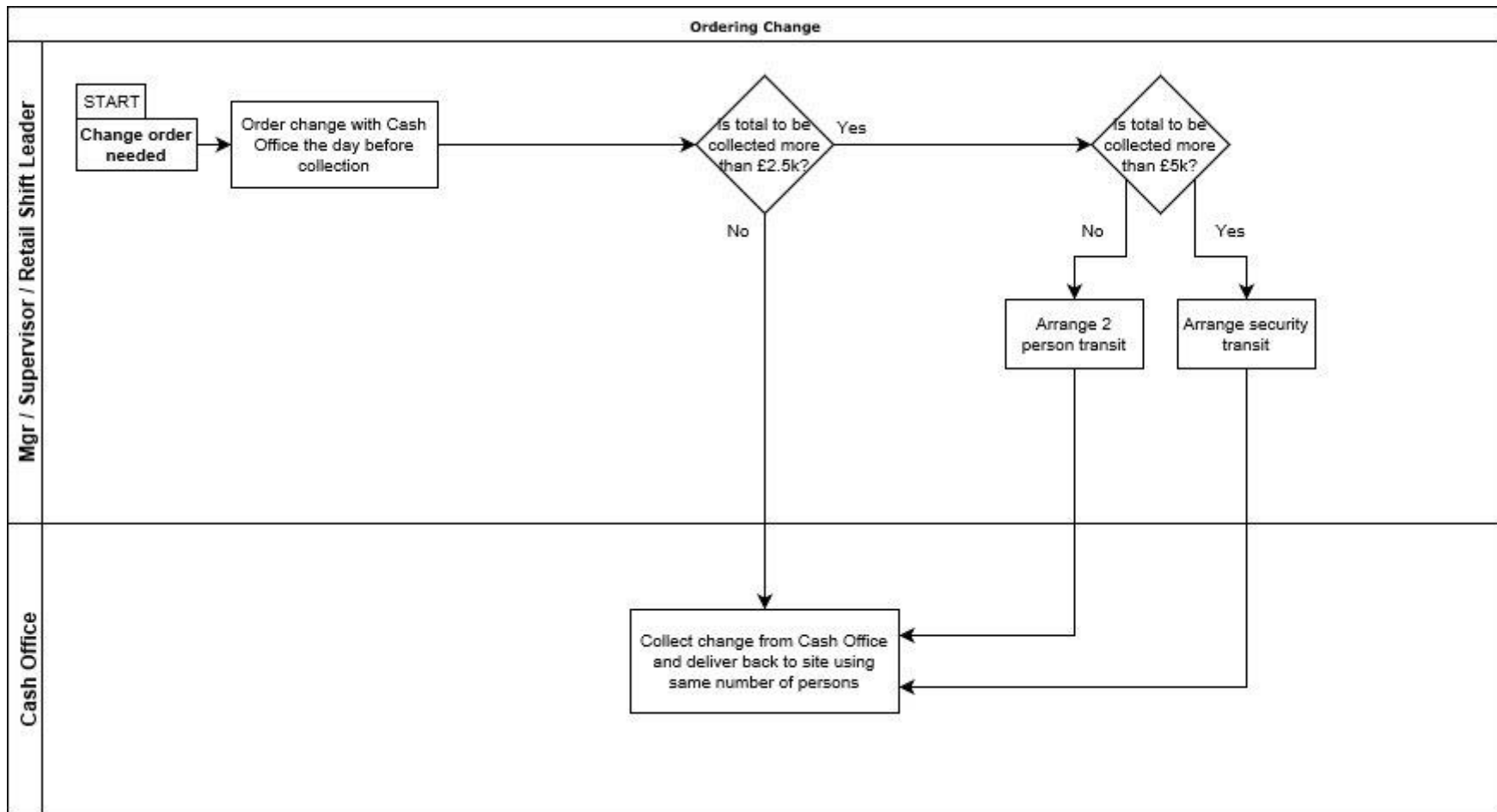
- A suitable amount of change should be kept in each outlet's safe in line with the insured holding level of that safe and the trading requirements of the outlet
- All floats should be made up with the necessary amount of change
- Change will form part of the safe count value
- Imperial College's Cash Office collection day is limited to Tuesdays only

Standard ordering change process

See attached process map

Exceptions

- Reynolds Bar collect their change direct from the bank. The same procedure will be carried out in regards to persons required for transit based on cash amount



Refunds

Key principles

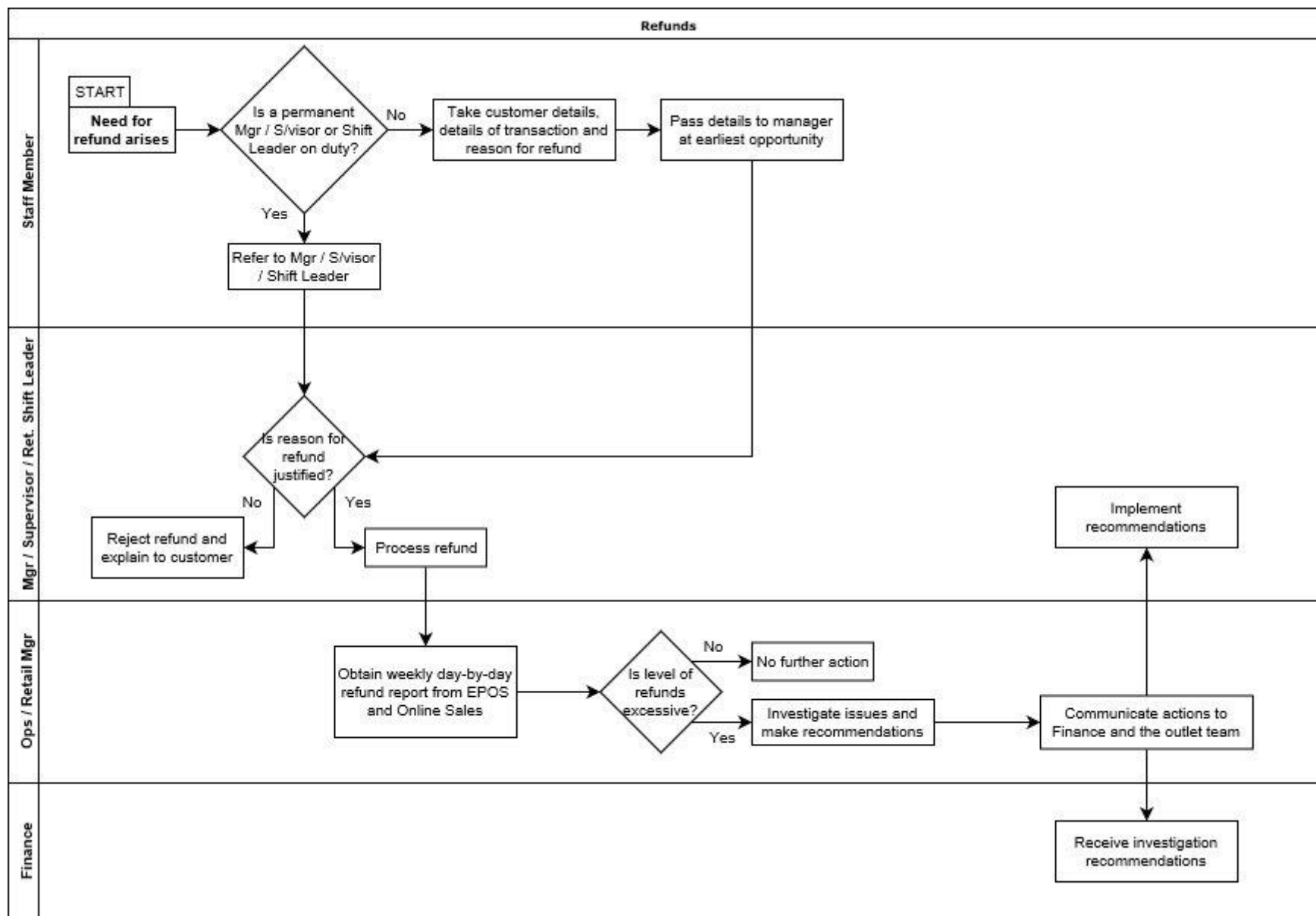
- Refunds represent a fraud/theft risk and in order to protect staff from suspicion rigorous controls must be in place
- Imperial College Union will not process card payments if the customer is not present. Therefore refunds will only be dealt with at the point of sale immediately after the need for a refund has arisen
- Refunds above the agreed threshold will be investigated by the Operations Manager and Retail Manager for their respective areas
- The Head of Commercial Services will periodically review levels of refunds made in retail due to the Retail Manager being able to process refunds themselves

Standard refund process

See attached process map

Exceptions

- On rare occasions whereby a customer has realised there is a problem with a card payment (e.g. accidentally charged twice) several days after leaving the outlet, a refund can be issued upon receipt of evidence of the disputed transaction having occurred. In this instance, the card holder would have to return to the outlet with the original payment card and provide evidence to the manager, who would investigate and assess whether a refund was due. In the event of an international customer who is no longer able to return with their payment card refunds can be processed over the phone



Voids & Over-rings

Key principles

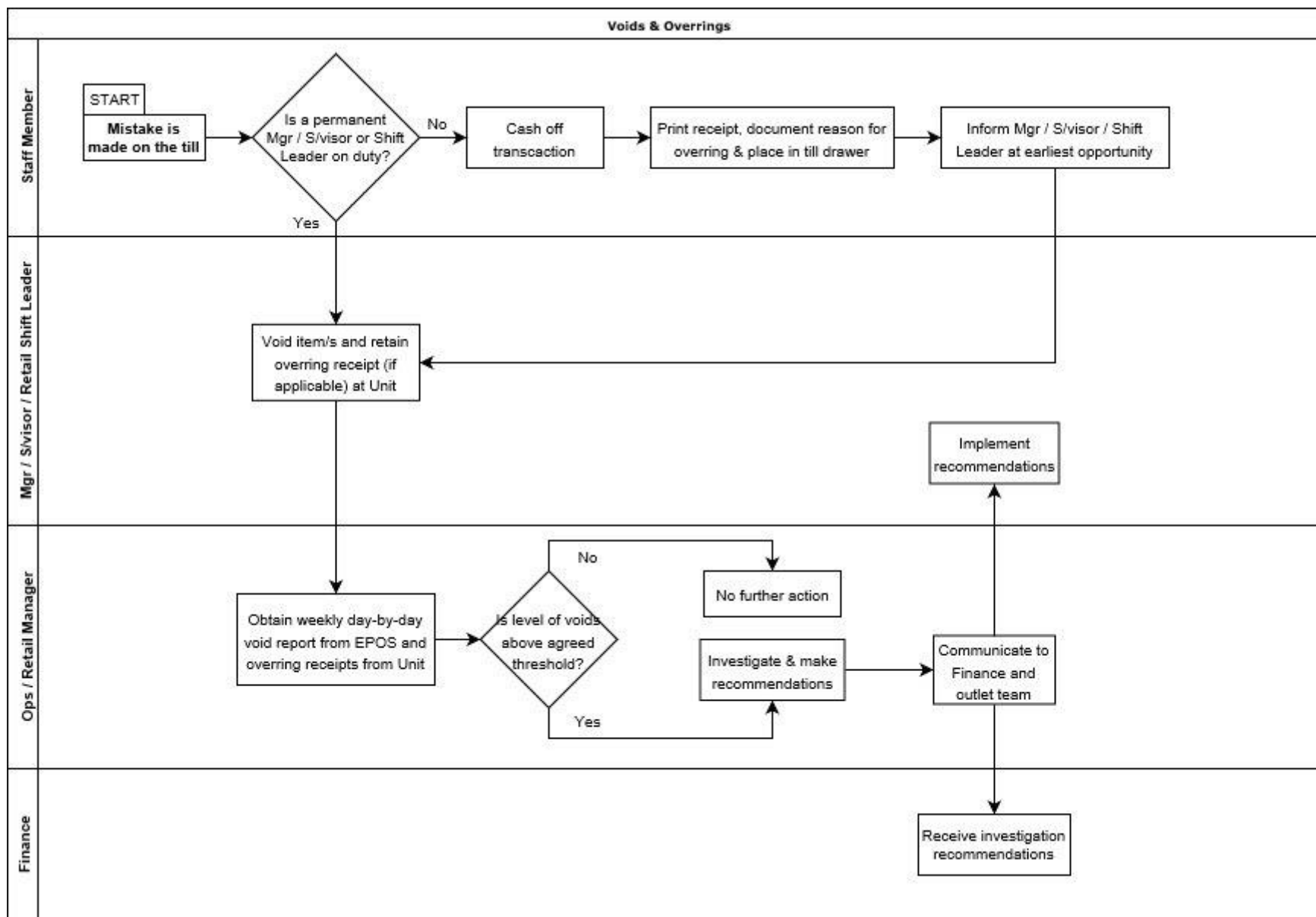
- Over-rings will be brought to the attention of the Manager/Supervisor/Retail Shift Leader at the earliest opportunity
- Levels of voids and over-rings will be monitored and if over the agreed threshold will be investigated by the Operations Manager and Retail Manager for their respective areas
- Hierarchical till controls have been set to allow only managers, Supervisors and Shift Leaders to perform voids.

Standard voids & over-rings process

See attached process map

Exceptions

- None



Annual Supplier Review

Key principles

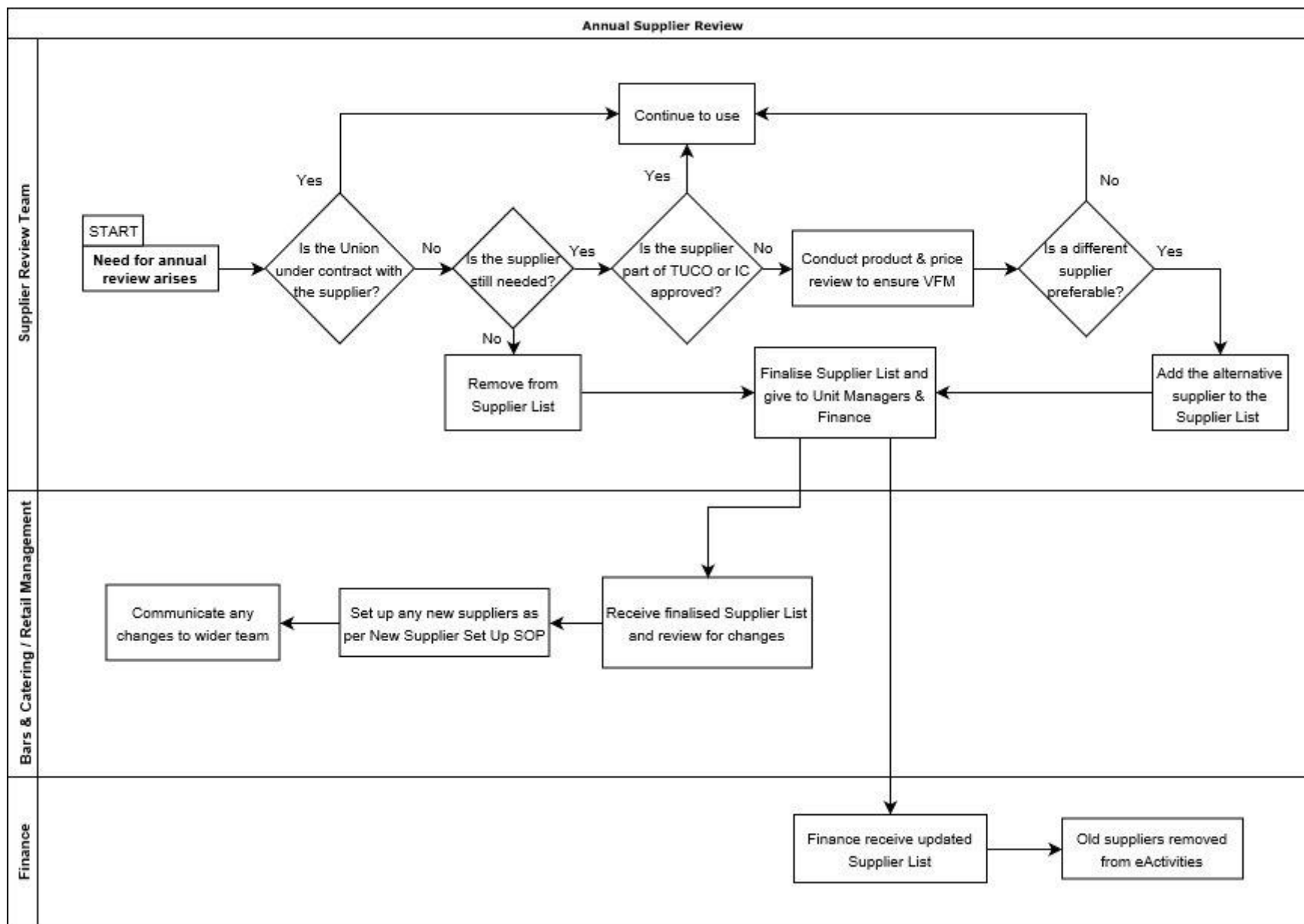
- All suppliers that Imperial College Union are not currently under contract with and those that are not on the Imperial College London approved supplier list will be reviewed to ensure value for money
- All suppliers that are no longer used will be removed from eActivities
- The Supplier Review Team(s) will include both the Operations Manager and the Retail Manager to review suppliers for their respective area, plus the Commercial Services Administrator, the Deputy President of Finance and Services and a member of the Finance team
- Where there is a cross over in the use of a supplier between Retail and Licensed Trade the review of the supplier will be done jointly between the two departments

Standard annual supplier review process

See attached process map

Exceptions

- None



Retail Online – Return of Goods

Key principles

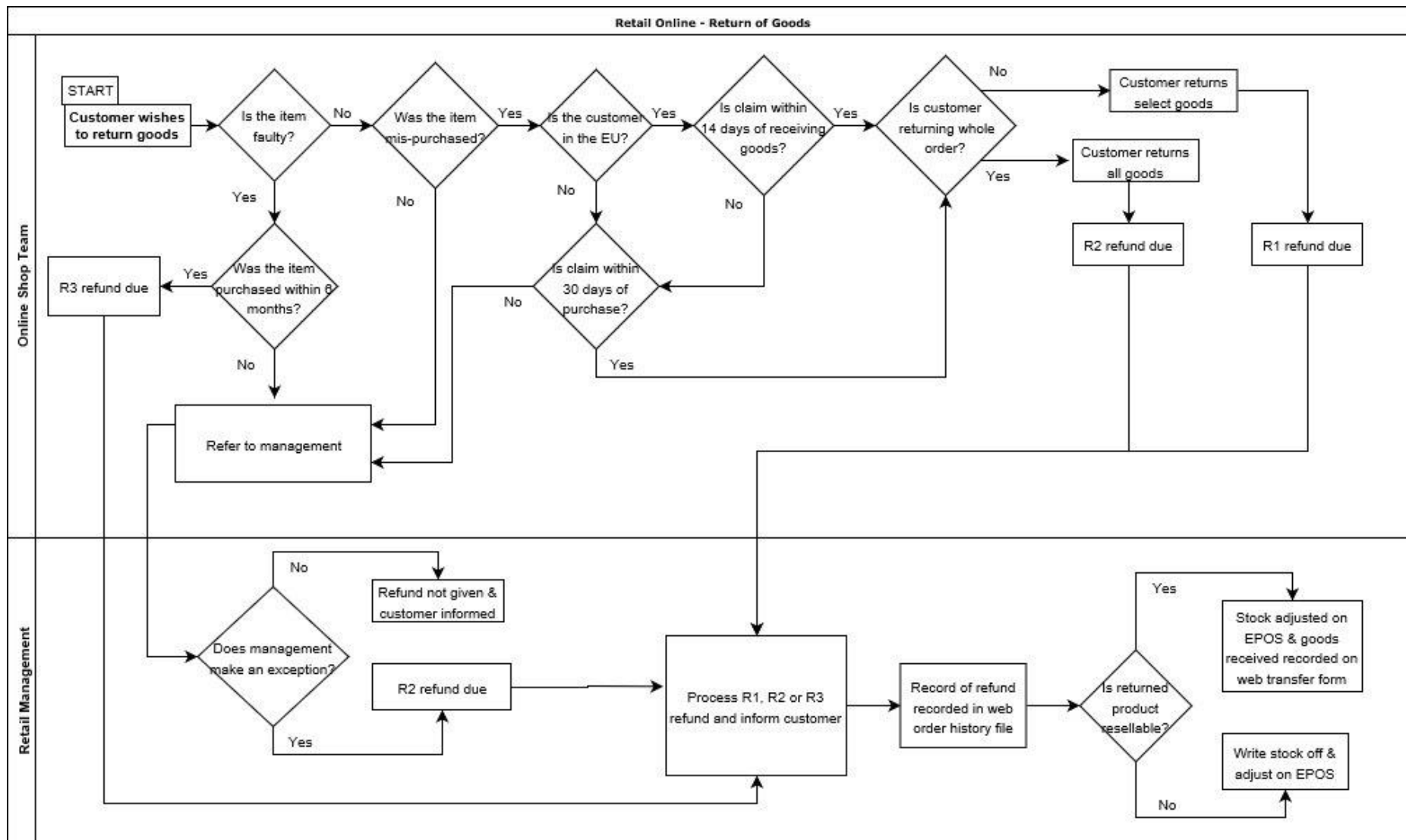
- A record of all stock adjustments, transfers out/in of products, written off stock, and refunds made will be kept on file
- All stock adjustments from refunded items will be monitored and checked against the web order history. Refunds made above the threshold will be investigated by the Retail Manager
- All statutory rights for customers will be upheld
- All refunds will be processed by the Retail Manager or Retail Assistant Manager. The three types of refunds are:
 - R1 Refund – Customer qualifies for refund on select items only
 - R2 Refund – Customer qualifies for refund on all items and shipping out
 - R3 Refund – Customer qualifies from refund on all items and all shipping
- On rare occasions management may make an exception on whether a refund is made i.e. the purchase was made 31 days ago where the regulation stipulate a 30 day refund time period. These exceptions will be monitored periodically by the Head of Commercial Services

Standard retail online –return of goods process

See attached process map

Exceptions

- None



Retail Web Sales

Key principles

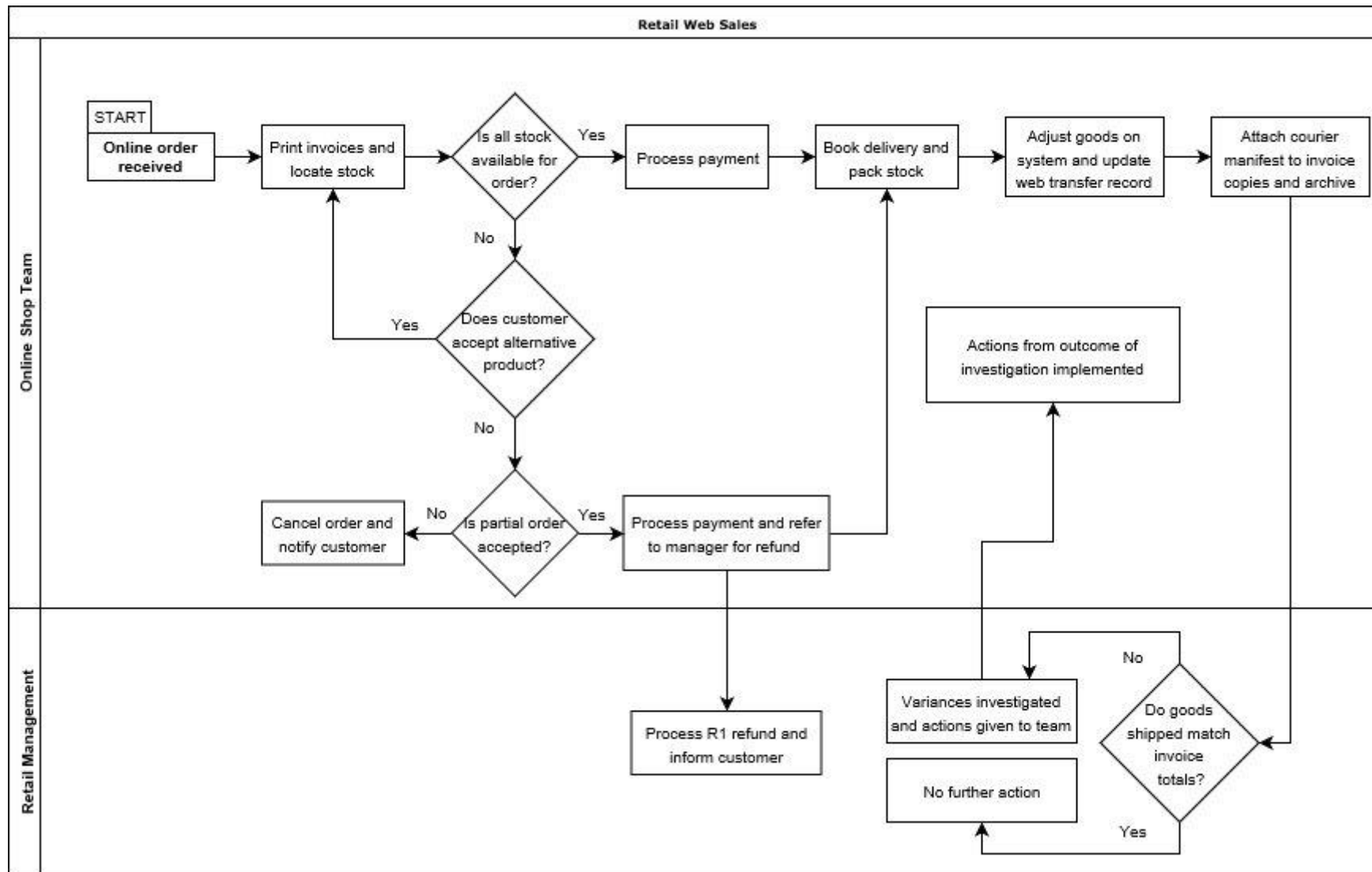
- A record of all stock adjustments, transfers out/in of products, written off stock, and refunds made will be kept on file
- All items shipped against invoice totals will be monitored by the Retail Management. All discrepancies will be investigated
- All statutory rights for customers will be upheld
- All refunds will be processed by the Retail Manager or Retail Assistant Manager. The types of refund would be:
 - R1 Refund – Customer qualifies for refund on select items only
- Refunds made would fall into the same auditing process as those made within the Retail Online – Return of Goods Standard Operating Procedure

Standard retail web sales process

See attached process map

Exceptions

- None



New Food Production

Key principles

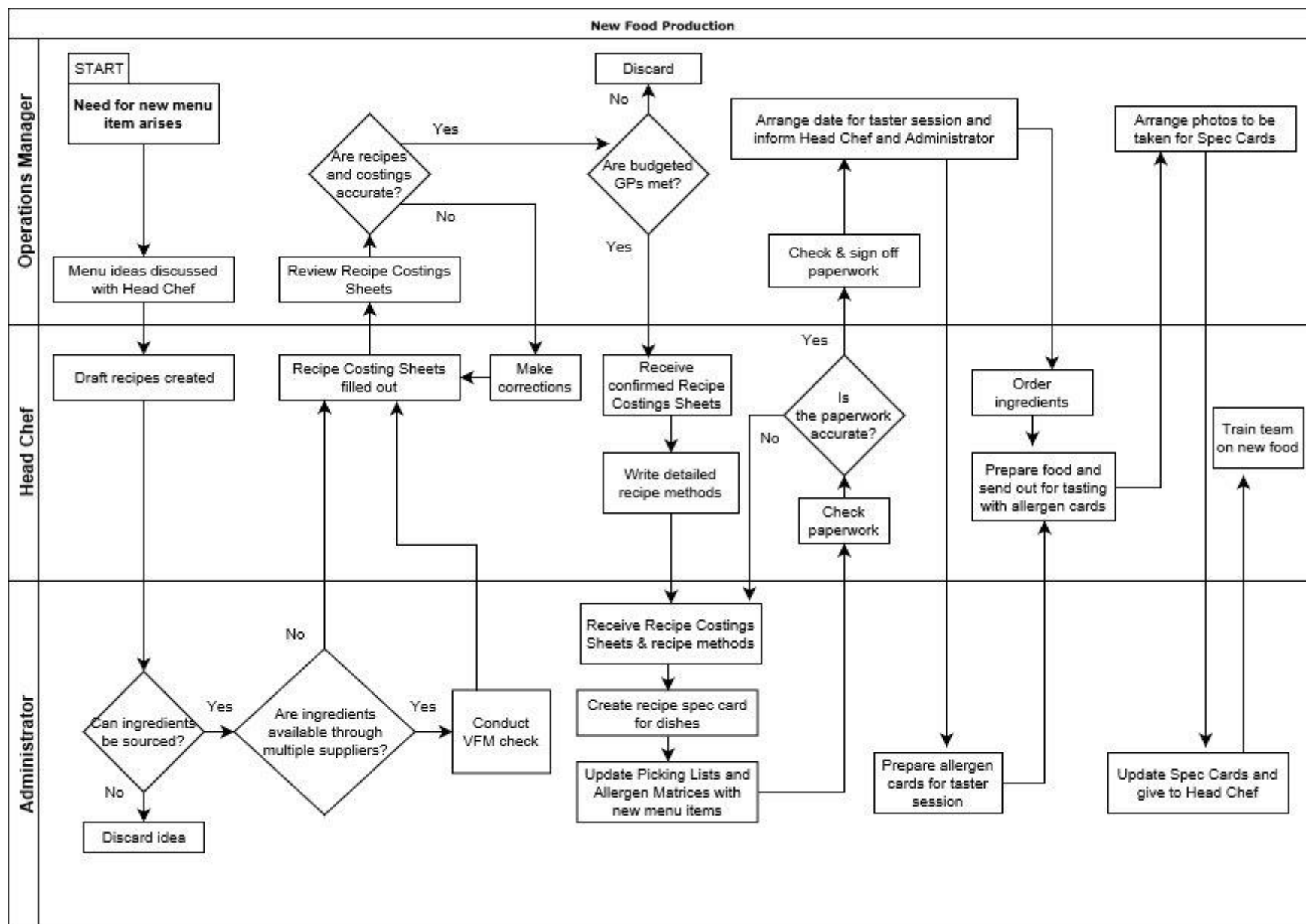
- Food safety regulations must be followed at all times
- All documentation relating to food safety must be in place, up to date and records kept as appropriate
- Up to date recipe costings, spec cards, allergens matrices and picking lists should be held centrally by the Administrator with any changes authorised by the Operations Manager only
- Ingredients should be sourced from suppliers already approved and set up on eActivities, as they have been agreed as showing value for money, or TUCO suppliers not yet set up

New food production process

See attached process map

Exceptions

- None



Changes to Existing Ingredients & Recipes

Key principles

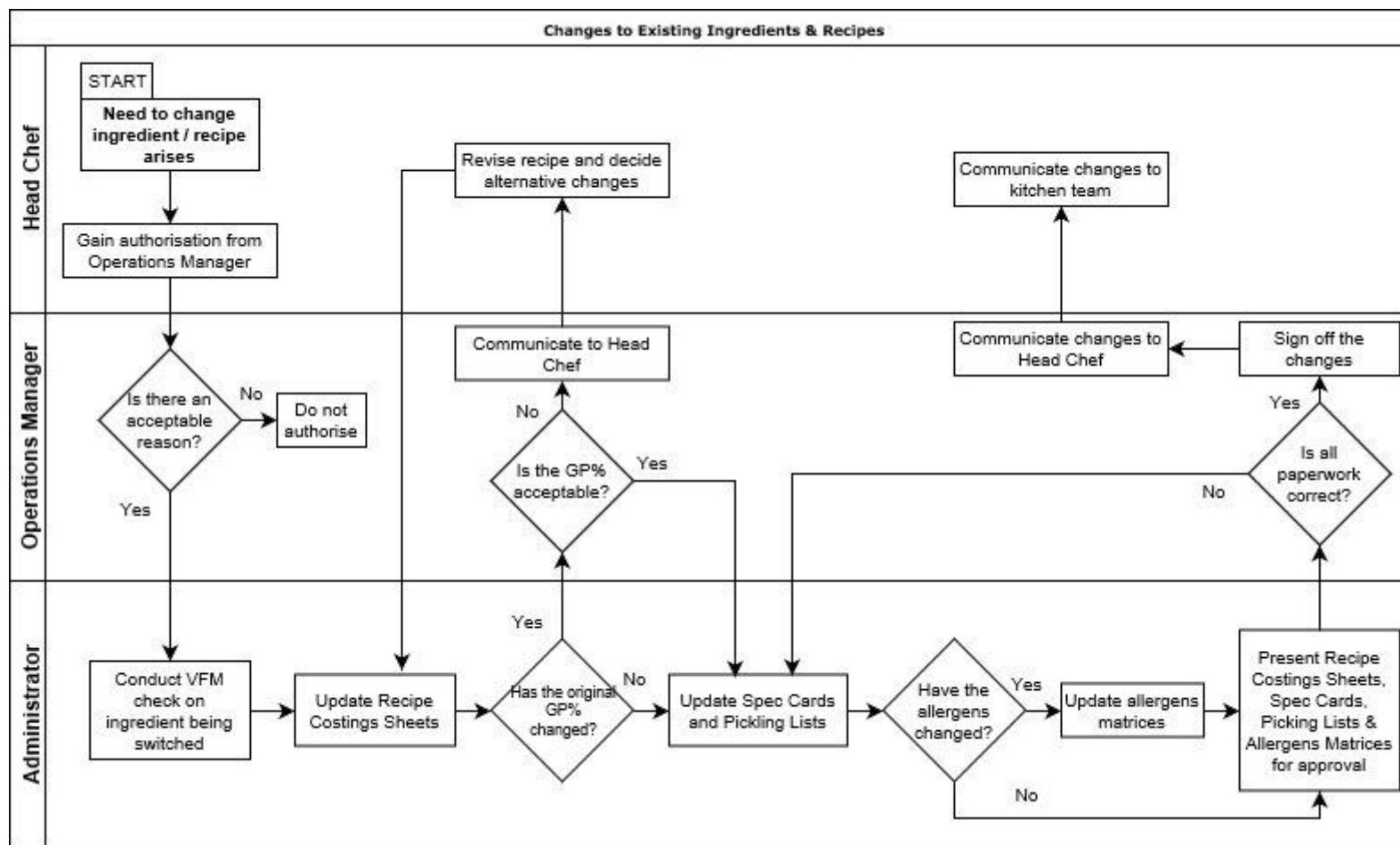
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Changes to existing ingredients & recipes process

See attached process map

Exceptions

- None



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