

**North Carolina A&T**  
**State University**  
**Bookstore**  
**Policy & Procedure Manual**

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## **Mission**

The North Carolina Agricultural & Technical State University Bookstore is dedicated to supporting the academic mission of North Carolina Agricultural & Technical State University by providing students, faculty and the University community with excellent service consisting of a wide range of textbooks, general books, supplies, apparel, gifts and other merchandise. In this continuing effort, the bookstore will serve as a public focal point, enhancing the image of the university by reflecting the highest intellectual standard and commitment to learning and customer service.

## **Vision**

The North Carolina Agricultural & Technical State University Bookstore will be recognized as the hub of the University community by being one of the best sources in the campus industry through its dynamic contributions, experience, history, and especially, literature and excellent customer service.

## **POLICIES**

### **Mail**

#### ***Policy:***

It is the responsibility of the Bookstore's business office to pick up and distribute the Bookstore's incoming mail, as well as to prepare and send out the Bookstore's outgoing mail.

1. Incoming Mail
  - a. Pick Up
    - i. The designee picks up the Bookstore's mail from the Mail Center in the basement of Brown Hall each business day (morning and afternoon).
2. Distribution
  - a. The designee sorts the mail by departments.
  - b. Once sorted, the mail is delivered to the respective departments by the designee.
3. Outgoing Mail
  - a. Preparation
    - i. The designee receives outgoing mail, sealed in an addressed envelope, from each department.
    - ii. The designee fills out a postage charge authorization for the mail.
4. Mailing
  - a. The designee takes the mail to the Mail Center in the basement of Brown Hall.
  - b. The mail is submitted to the postal clerk in the Mail Center for mailing.
  - c. Mail should be done twice a day(11:00 am & 3:00 pm). Special runs can be done for emergency situations.

## **Safety and Security**

#### ***Policy:***

It is the responsibility of the Bookstore Director to maintain the safety and security of the Bookstore. This includes but is not limited to guarding against accidents, power failures, theft, robberies, and bomb threats.

#### **Procedures:**

Don't panic. Bookstore is equipped with emergency lighting.

All employees should remain calm and follow the procedures below:

### *Accidents*

- a. In the event of an accident in which a person or persons receives bodily injury, immediately notify supervisor and manager, and call 911 if necessary.
- b. All accidents are to be reported to management.

### *Power Outages*

- a. Remain calm and stay in your area. Supervisors and managers will come to you with flashlights. Keep the customers from being alarmed by assuring them that everything is okay.
- b. Cashiers should lock doors immediately and someone should remain at the doors to explain why we cannot allow customers in the store.
- c. Emergency lighting should be adequate for all employees to start helping customers and asking them to return later or filling their needs and getting them to the registers. Remain with the customers until they are out of the store. A member of management will direct this process.
- d. The objective is to eventually get all the customers out of the store safely and if we allow anyone else into the store, (extreme circumstances only) it would be with an employee escort only.
- e. Monitor the door until the power is restored and our system is up and ready. If the outage will continue for an extended period, managers and supervisors will share further instructions.

## ***Fire, Tornado or Evacuation***

In the event of fire, tornado or any emergency that requires evacuation please follow this procedure and remain calm. It will ensure effective procedures and transfer to customers and employees.

### **Step 1. Start Customer Evacuation**

- A. Alarm sounds or a notice comes to evacuate.
- B. Direct all customers to exit the store immediately

- C. Managers and supervisors will quickly assess situation and will assign special tasks if necessary. Depending on location and type of emergency an alternate route of exit may be decided.

**UNLESS CHANGED, HELP CUSTOMERS AND EMPLOYEES OUT THE FRONT EXIT.**

- D. Announcement will be made on the PA system directing all customers and employees on what action must be taken.
- E. A manager or supervisor will go to the front of the store. Managers and supervisors will spread out through the store covering all departments assisting customers and securing all doors.
- F. Floor employees should assist the managers and supervisors in the evacuation of customers to insure customer safety. Show concern for the customer and offer to hold intended purchases at the nearest counter until the emergency passes.

**Step 2. Securing the Store and Employee Evacuation**

- A. Employees responsible for cash drawers will sign out of the system. Help customers out of the store. The accounting office will secure their area. (In an extremely dangerous situation, a manager may instruct you differently.) Do not worry about closing the system. Employees will secure each area and then exit.
  - B. Other employees should start evacuation using the employee exit. Do not worry about personal objects, they can be replaced, you can't.
  - C. Supervisors should check to be sure all customers and employees have left their area and then go to back office. If there are no other tasks, exit quickly.
  - D. Managers will evacuate after all others are safely out and the store is secured.
2. Fire
- a. In the event of a fire, all customers and personnel are to evacuate the building immediately.
  - b. Members of management will call 911 and supervise the evacuation at the exits.
  - c. If possible, fire extinguishers are to be used to extinguish small fires.
  - d. The store will remain closed until it is safe to reopen.

**Security**

**Shoplifting**

- a. Sensors are placed in books, on clothing, on general merchandise, and on school supplies. If an item is taken through the Sensormatic System at the store entrance/exit without the sensor being removed or desensitized, the system will sound an alarm. Sensors are desensitized by sliding the item over sensormatic desensitizing pad at the registers. Those sensors on

clothing and book bags are removed by using the sensormatic removal gun located at the registers.

- b. In addition to sensors, security cameras are used to further deter shoplifting.
- c. In the event that a shoplifter is spotted, the Store Director and the Cashier Supervisor are notified immediately. **NO** employee of the Bookstore is to chase the shoplifter. Again, the University Police will handle the situation.
- d. If the shoplifter is a Bookstore employee, then the Store Director and the Cashier Supervisor should be notified immediately. Campus Police is to be notified and Director of Auxiliary Services.

### **Robbery**

- e. In the event of a robbery, everyone is to remain calm.
- f. **DO NOT** make any sudden movements.
- g. Warn the robber(s) of any register sounds that may occur.
- h. Do whatever the robber(s) asks.
- i. Call the police (91 1) as soon as it is safely possible.
- j. Contact Campus Police

### **Bomb Threat**

- k. Immediately notify the Store Director and the Cashier Supervisor.
- l. Evacuate all persons from the building while management calls 911.
- m. Managers will supervise the evacuation at the exits.
- n. Do not panic
- o. Take **ALL** threats seriously.
- p. Management is responsible for securing the building.

## **Opening & Closing Procedures**

### **Opening**

1. Opening manager is responsible for preparing the store to open for the day's business
2. Opening manager enters the store and disarm alarm
3. Open store through the POS system (be sure to verify that the date is the current date)
4. Give each cashier present a cash tray
5. Cashier is to verify that the cash tray has the correct opening cash count

6. Cashier opens register and prepares to serve customers on the opening of the store.
7. In the absence of cashier, the opening manager is responsible for this function until the arrival of a cashier and or the cashier supervisor.
8. Opening manager is responsible for the sales floor until 11:00 am which allow the cashier supervisor time to reconcile the morning reports and deposits.

### **Closing**

1. Closing manager is responsible for ensuring that the operation is closed and secured after the close of business.
2. Closing manager is to start preparing the operation for closing one hour before actual closing time.
3. Responsible for closing out & balancing all cashiers.
4. Close store through POS system (be sure all cashiers have been posted first).
5. Ensure that all doors & windows(bathroom) have been properly secured
6. Set the alarm & exit store utilizing the front door.

### **Preventative Measures**

#### **Securing the Sales Floor**

- a. The security camera system monitors the sales floor as well as the store entrance/exit. The Bookstore's Cashier Supervisor is responsible for watching the security monitors and relaying any problems to the store.
- b. Employees, under no circumstances, are to divulge any sensitive information to anyone other than fellow Bookstore employees. This includes wholesale pricing, daily sales totals, cash control procedures, security systems, and other pertinent Bookstore information.

#### **Securing the Safe**

- c. The Cashier Supervisor, and the Accounting Specialist, is responsible for keeping the safe secured. This means making sure the safe is locked whenever it is not being used and keeping its accessibility private.
- d. The safe is located in a private office, accessible to the sales floor, but not viewable from the sales floor.

## **Securing the Building**

- e. The closing manager is responsible for checking all exits to the Bookstore to make sure they are locked, and for checking all rooms to make sure all persons have left the building.
- f. The last manager to leave the building is responsible for arming the ADT Alarm System. In the event the alarm is triggered, the ADT Security Service will notify the police, as well as the following people in this order:
  - 1. Cashier Supervisor
  - 2. Textbooks Manager
  - 3. General Merchandise Manager
  - 4. Store Director

One of these people will need to meet police at the Bookstore to unlock the building. The Bookstore Director must be called about all occurrences.

## **Records Retention**

### ***Policy:***

It is the responsibility of the Bookstore to maintain records concerning Bookstore business and activities for a specified amount of time.

### ***Procedures:***

#### **Re-saleable Items**

- a. Bookstore records concerning orders of re-saleable items will be maintained for a period of three years from the date of the release of audit records.
- b. Records of these orders must include a copy the purchase request and/or the purchase order, as well as a copy of the original invoice. Other pertinent records should be included when necessary (i.e. packing list, facsimile transmissions, etc.). These records are submitted to and maintained by the Bookstore's Accounting Department.

#### **Non-resalable Items**

- c. Bookstore records concerning order of non-resaleable items will be maintained for a period of three years from the date of the release of audit records.

- d. Records of these orders must include a copy of the purchase request and/or the purchase order, as well as a copy of the original invoice. Other pertinent records should be included when necessary (i.e. packing list, facsimile transmissions, etc.).
- e. These records are submitted to and maintained by the Bookstore's Accounting Department.

### Administrative Records

- f. Bookstore records concerning administrative offices of the Bookstore will be maintained for a period of three years.
- g. These records may include reports, memorandums, correspondence, directives, and other records pertinent to Bookstore business.

### Personnel Records

- h. Bookstore records concerning Bookstore personnel will be maintained for a period of one year from the date the individual terminates his/her service to the Bookstore.
- i. These records include application, resumes, job descriptions, personnel actions, evaluations and other relation information. Personnel records are maintained by the Bookstore's Operations Department. Personnel records are maintained for an indefinite period by the University's Human Resources Department.

### Policies and Procedures

- j. Records concerning the policies and procedures of the Bookstore operations are referenced until they are deemed out of date.
- k. Outdated policies and procedures are updated or replaced by new policies and procedures.

### Travel Records

- l. Requests for travel authorizations as well as records concerning reimbursement for travel and related expenses for staff of Bookstore – original: destroyed in office after 5 closed fiscal years and when released from all audits. Reference: Destroy in office after 2 closed fiscal years.

- m. Records include travel authorizations and related correspondence, requests for reimbursement, reimbursement authorizations, and documentation of payment.
- n. Travel records are maintained by the Bookstore's Operations

#### Conference and Workshop Records

- o. Records concerning conferences and workshops conducted by or attended by Bookstore staff are maintained for one year.
- p. Records include correspondence, agendas, programs, reports, training materials, handouts, reservations, and other related records.
- q. Conference and workshop records are maintained by the Bookstore's Operations Department.

#### Budget, Sales, and Financial Records

- r. Budget, sales, and financial records of the Bookstore are maintained until the resolution and release of audit records. Certain budgetary and financial records are maintained for three years.
- s. These records include budget reports, sales reports, and other financially related information. Budget, sales, and financial records are maintained by the Bookstore's Operations Department.

#### Supplies and Equipment Records

- t. Records concerning supplies and equipment, such as operating manuals, warranties and inventories, are maintained until after the disposition of equipment and the resolution of all audits.
- u. These records are maintained by the Bookstore's Operations Department.

#### Audit Reports

- v. Records concerning Bookstore audit reports are maintained for three years from resolution of all audits.
- w. These records are maintained by the Bookstore's Operations Department.

### Purchase Order/Purchase Request Records

- x. Records concerning the Bookstore's purchase orders and purchase requests are maintained for one year after final payment.
- y. These records are maintained by the Bookstore's Accounting Department.

### **2. Applications for Employment**

- a. Records concerning applications for employment are maintained for one year.
- b. If an applicant is hired, the application and other related files are transferred to Personnel Records.
- c. Applications for employment are maintained by the Bookstore's Operations Department.

Reference the University of North Carolina policies for additional information and clarification.

### Position Descriptions

- 1. Records concerning job descriptions are maintained until they are superseded or obsolete.
- 2. Position descriptions are maintained by the Bookstore's Operations Department.

### Time Cards/Time Sheet Records

- 1. Records concerning time worked by Bookstore employees are maintained until one year from after the resolution of all audits.
- 2. Time card/time sheet records are maintained by the Bookstore's Operations Department.

### Grievance Records

- 1. Records concerning disputed employee grievances of the Bookstore are maintained in the employee's personnel file and are not destroyed until the personnel file is destroyed.
- 2. Grievance records are maintained by the University's Human Resources Department.

### Accident Records

1. Records concerning accidents involving Bookstore employees are maintained for three years after the incident.
2. Records involving litigation are forwarded to the University's Business Affairs Department.
3. Accident records are maintained by the Bookstore's Operations Department.

### **Phone Lines**

The phone numbers listed below represent the lines that are used through out the Bookstore or Aggie C-Store to conduct business.

#### Phone Lines for Brown Hall Book Store and Memorial Union C-Store Budget Code 308001

256-0844	Operations	334-7481	Bookstore Fax
256-0845	Operations	334-7593	Bookstore Main Line
256-0846	Operations	334-7725	Bookstore Line #2
256-1257	C-Store Line #2	334-7767	Bookstore (Textbook Office)
256-2146	Bookstore Line #4	334-7127	Bookstore Line #3
256-2147	Bookstore Line #5	334-7628	C-Store Main Line
<b>334-7480</b>	Operations Credit Card Modem (DIS)	<b>334-3109</b>	C-Store Credit Card Modem (DIS)
<b>334-7479</b>	Line for Textbook Modem (DIS)	334-7113	C-Store Fire Alarm Line
334-7092	Bookstore Freight Elevator Line (NOB)	334-7023	Bookstore Fire Alarm Line (NOB)
256-0848	Credit Card Modem Line @ Aggie (NOB)		

## Staff

### Scheduling:

- a. A schedule is written by management for all staff members, permanent, temporary & student worker.
- b. All staff is required to see their direct supervisor about schedule.
- c. All staff is required to submit request for time off at least two weeks prior to allow management time to adjust the schedule.

### Discounts:

- d. University staff & faculty  
Receive 10% off regular priced apparel, & gifts with proper University ID.
- e. Internal Bookstore & Auxiliary Staff  
Employees are eligible to receive a discount on certain merchandise. If you wish to purchase an item from the store, it is best to do so after the end of your workday. This allows you to remove it from the store immediately. If shopping during your workday, purchases should be made on your break or lunchtime. Management reserves the right to inspect any package any employee carries from the store. An employee may not ring out his or her own purchase. **Merchandise that is available for resale may not be held or stashed or put aside until it is purchased.** When merchandise is removed from the sales floor, the store is losing the opportunity to sell that merchandise. All employee purchases are to be rung with a manager or supervisor present. Internal Bookstore staff & Auxiliary Services staff can purchase gifts, apparel, supplies, & electronics at cost plus .01 cent, food at 25% off and trade books at cost plus .01 cent. Please note that textbooks are not discounted at anytime. This discount is a privilege extended to the above mentioned staff and their immediate family. **Any violation of the discount policy will result in suspension of this privilege for months and or disciplinary action.**

## Departments

The Bookstore is charged with providing academic materials, branded Paraphernalia and basic necessities to the university community. The units within the Bookstore include:

Textbook Department

Clothing and Gift Department

Electronics and Computer Department

School Supplies

Accounting Department

Cash Management

Shipping and Receiving Department

Aggie Convenience Store

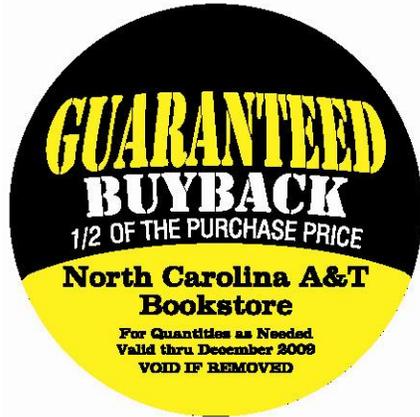
## Textbooks

### ***Policy:***

It is the responsibility of the NC A&T SU Bookstore's Textbook Department to provide all textbooks and additional learning material, such as course packs, for the University community. This includes assessing the needs of the professors, ordering the textbooks, organizing and ordering the course packs, providing the textbooks and course packs at reasonable prices, pre-ordering for students, and dealing with the sale of or the return of surplus books. Except for situations beyond our control, all textbooks are in place and available for sale by the first day of class. NC A&T State University Bookstore gathers copyrights for Course Works, which are packet of information put together for faculty, at no charge to the faculty and has them reproduced for resale in the store.

The NC A&T State University Bookstore also provides used textbooks (when available) for sale to students by the implementation of its **Guaranteed Buy Back Program**. This program identifies to students books that will be bought back at the end of the semester at 50% of the price paid. These books are clearly labeled with a Guaranteed Buy Back sticker with an expiration date. These books are priced approximately 25% less than a new book. The Bookstore is able to develop this program because of a campus wide two year adoption policy for textbooks approved by the Provost and Vice Chancellor for

Academic Affairs in August 2007. Textbooks and Course Works are identified by an ISBN number located on the bar code label on the back cover or inside the front cover. Our system identifies each title by this number and locates information regarding it. A used sticker on the spine of the book and a used book barcode label identifies used books.



Textbook shelves are set up in alphabetical order according to departments and then numerically within each department. Shelf cards for each class provide the student with class name and number, author, title of book, whether books are required or recommended, and the new and used price. Course Works are treated as textbooks and are shelved in the same manner.

## ***Procedures:***

### *Textbooks*

#### *Assessing the Needs of the Professors*

1. The Textbooks Manager is responsible for coordinating textbook purchasing with the needs of the professors.
2. A notice is sent to all professors requesting that they submit their textbook needs for the upcoming semester by a certain date. Once the deadline passes the textbook manager begins the process for ordering.
3. Department submits requisitions on line for each course offered for each semester whether a text is required or not. – The Deans and or Chairpersons are responsible for the approving all textbook requisitions. (The bookstore knows the requisition has been approved when we receive conformation of acceptance.)
4. The text book manager prints list of requisitions accepted on line and reviews each requisition. If all information is correct with no research needed, the text manager will accept and approve the requisitions.
5. Once on line requisition is accepted and approved, the information rolls from on line requisition to PRISM.

6. Textbook manager runs titles not worked report after on line requisitions have been accepted and approved into PRISM. Each title must be worked in order decisions, previous sales history considered, stock on hand allocated and buy back quantities estimated. Other factors that affect the quantity to order are: size of publisher, publisher's return policy, retail price of book, restocking fees, custom or bundle, core curriculum course. After title is worked with quantity to order, allocated stock on hand and estimated buyback, an open to buy quantity will remain.
7. A want list to wholesalers is generated from the open to buy quantities in order to obtain additional used books.
8. Order work sheet report can be generated for the text book manager and bookstore manager to review before generating purchase orders to the major publishers.
9. Once confirmations are received from wholesalers, a purchase order is generated for those books with an estimated cost on the purchase order. (Allocated stock on hand, estimated buy back quantities, purchase orders generated from want list confirmations reduce the open to buy quantities to major publishers.)
10. Purchase orders will be generated to major publishers subsequent to the major buyback in order to fill all outstanding quantities.

### Ordering the Textbooks

1. A purchase order is generated to the publisher by the Textbook Manager or designee
2. The purchase order is reviewed and signed by the Bookstore Director
3. The Textbook Manager notifies the publisher of the books that will be needed and places the order.
4. Once purchase orders are completed, prices can be updated based on actual cost information received at the time the order was placed.
5. The purchase order is then separated : White copy- stays with the Textbook Department, Canary copy- goes to the Shipping & Receiving Department & Pink copy- goes to the Accounting Department
6. The books are then shipped to the bookstore
7. Books are received by the shipping and receiving department of the bookstore, processed and shelved to be sold to the students for the semester requested.

### Textbook Preparation for Sale

1. New textbooks are accounted for and priced accordingly.
2. Used textbooks are cleaned of all old stickers and markings, accounted for, and priced accordingly.
3. Textbooks containing computer software are marked "Do Not Scan."

### Textbook Pricing

1. New textbooks are marked up according to industry standards which are between 20%-25% from the unit cost.
2. Used textbooks are marked up according to industry standards which is 33% from the unit cost.

### Special Orders

1. A customer may request a book to be preordered; however, the customer is required to pay for the book before it will be ordered.
2. The Textbook Manager or designee will notify the customer when the book arrives.

### Buybacks

1. The Textbook Department buys textbooks from students all year. Except student athletes.
2. Students selling books back to the bookstore must present a valid picture ID before the transaction can take place (University Student Id, driver's license, state id with picture).
3. If a book is not going to be used in a future semester, it can only be bought back for the wholesale price (utilizing information from the Buyer's Guide). The store's policy for the major buyback at the end of the semester is the student will receive 50% of the retail providing the textbook has been adopted for the upcoming semester.

### Course Packs

1. The Textbook Department will provide all instructors with a Custom Publishing Order Form and a Copyright Permission Request Form.
2. Both of these forms must be filled out completely before the order will be placed.
3. The Textbook Department will place course pack orders when they receive these two forms.

## **Student Account Charges**

### Policy:

Accounts will be set up onto the Nebraska POS/IAS as they are received.

### Procedures:

### Student Athletes

1. Auxiliary Services provides the Bookstore with a list of athletes who are eligible for book awards.
2. This list the names of the athletes and the amount awarded them to spend on textbooks and school supplies.
3. The bookstore bill out to Auxiliary Services at the designate time per discussions.
4. Auxiliary Services ensures that all funds are transferred to proper Bookstore account.

### Vocational Rehabilitation Students

1. An “Authorization for Services” form is submitted to the Bookstore from the North Carolina Department of Human Resources, along with a “Case Service Invoice.”
2. The authorization form provides detailed information concerning who the student is, how much money they have been provided with, what the money is to be used for, and to whom the invoices are to be submitted.
3. When the student selects his/her merchandise, the invoice is filled in with the total cost, and a copy of the sales receipt is attached to the invoice.
4. The Bookstore retains the authorization form and the gold copy of the invoice. The three invoice copies and the sales receipt are submitted to the University’s Counselor for Vocational Rehab Students to be processed.  
A check for the items received is sent to the Bookstore. When the check is received, the Bookstore’s Accounting Technician logs the check number, the date the check was received, and the amount of the check onto the authorization form.

### Veterans Administration Students

1. An “Authorization and Certification of Entrance or Reentrance into Rehabilitation and Certification Status” form is provided by the U.S. Department of Veterans Affairs for each student receiving VA funding for textbooks and supplies. This form provides in detail who the student is, the student’s VA file number, and the student’s enrollment period.
2. After the student selects his/her merchandise, a charge ticket is filled out listing the goods and their prices. The student receives the pink copy of the charge ticket and the Bookstore retains the gold copy. A copy of the sales receipt as well as the two remaining copies of the charge ticket is returned to the U.S. Department of Veterans Affairs for remittance. The student must sign the charge ticket when receiving the merchandise.

## **General Merchandise, Computer & Electronics and School Supplies**

Policy:

It is the responsibility of the Bookstore's General Merchandise Manager to purchase and maintain general merchandise, and school supplies for the University community. This involves selecting and ordering the merchandise and supplies, and displaying the merchandise and supplies. The purchase of Computer and Electronics is done by the IT Administrator/Electronics Manager.

Procedures:

Selecting and Ordering General Merchandise, Computer & Electronics and School Supplies

1. The General Merchandise Manager meets with the Bookstore Director to determine what types of merchandise is needed in the Bookstore.
2. Computer & electronics and schools supplies are ordered in accordance with campus requirements and needs.
3. After the types of merchandise needed has been decided upon, the General Merchandise Manager meets with the University approved vendors to generate the necessary purchase orders.
4. A purchase order is generated to the vendor by the General Merchandise Manager or designee ensuring that proper pricing is on the purchase order.
5. The purchase order and supporting documents are reviewed and signed by the Bookstore Director.
6. The General Merchandise Manager then sends copies of the purchase orders to the appropriate vendor.
7. The purchase order is then separated : White copy- stays with the General Department, Canary copy- goes to the Shipping & Receiving Department & Pink copy- goes to the Accounting Department
8. The merchandise is then shipped to the bookstore

Receiving and Displaying General Merchandise, Computer & Electronics and School Supplies

1. The merchandise, computer & electronics and/or supplies are priced and prepared to be distributed onto the sales floor.
2. Once on the sales floor, the general merchandise, computer & electronics and school supplies are arranged in an organized and astatically pleasing manner.

## Obsolete General Merchandise, Computer & Electronics and School Supplies

1. General Merchandise, computer & electronics and School Supplies are deemed obsolete when they are no longer available from the manufacturer, are not needed by students for class work, or are old and outdated.
2. Obsolete items are offered at discounted prices. Any items that can be returned to the manufacturer for credit are returned in an expedient manner.

## **Shipping and Receiving**

### Policy:

It is the responsibility of the Shipping and Receiving Department of the University Bookstore to ship and receive goods to and from vendors or manufacturers.

### Procedures:

#### Shipping Goods

1. When broken goods are received the receiving clerk notifies the vendor and clearly notes the vendor's instructions on the packing slip. (goods should still be received to the POS system and Return Request generated to remove item, from inventory)
2. When too many goods, are received the Receiving Clerk notifies the buyer who will contact the vendor in order to resolve the issue. (The goods should still be received to the POS system.
3. If the goods are to be returned to the vendor the buyer needs to generate a Return Request and send to the stockroom.
4. The Receiving Clerk prepares the goods and returns them via a parcel carrier or freight line.
5. An address label with the vendor's name and address is prepared and attached to the package.
6. The package(s) are shipped to the vendor via a parcel carrier or freight line, whichever the vendor provides or the package(s) warrants.
7. After goods are shipped out, the Receiving Clerk makes an entry in the Shipping Log verifying that the goods were shipped.
8. When a vendor overcharges for goods that are received, then the responsible department manager has the responsibility of resolving the price issue.

#### Receiving Goods

1. After an order is placed, goods are shipped to University Bookstore via a parcel carrier or freight line.

2. When the shipment is received the Receiving Clerk verifies the number of packages, notes if any of the packages are damaged and signs the shipping manifest.
3. The Shipping and Receiving Department verifies the shipment by matching the packing slip up with the number of items received. Notes all discrepancies on the receiving document
4. If the shipment is correct, the Receiving Clerk contacts the vendor about discrepancies and notes what action will be taken.
5. All merchandise for resale is received utilizing the Nebraska POS/ICS System. Merchandise can be received manually or by scanning (PDA handheld).
6. A Receiving Document for the purchase order received is then printed, filled out, and signed by the Receiving Clerk or designee.
7. Once all receiving is complete, the packing slip and receiving documents are then sent to accounting department for payment.

## **Cash Management**

### ***Policy:***

The Bookstore Operations Department is responsible for the receiving of funds, the distribution of funds, the balancing of registers, the preparation of sales reports, and the daily deposit of sales.

### ***Procedures:***

#### *Receiving of Funds from the Bank*

1. The University Treasurers Office issues a check to replenish the vault fund and the petty cash fund.
2. University Bookstore's Cashier Supervisor orders the needed funds from the bank.
3. The Cashier Supervisor delivers the check to the bank and picks up the requested funds with an escort from University Police.
4. The Cashier Supervisor returns the funds to the Bookstore, where he or she sorts and stores the funds into the vault.

#### *Safe Procedures*

1. Day Safe combination is given to all managers/supervisors who are responsible for opening, closing and the handling of cash funds for the operation.
2. Deposit Safe combination is given to Cashier Supervisor, Account Specialist, Accountant and Bookstore Director.
3. Main Safe located downstairs combination is given to Cashier supervisor, Account Specialist and Bookstore Director.

### *Cashier Performance Guidelines*

All variances greater than two dollars (\$2.00) over or short will result in the following:

1. The first occurrence will result in the customer service representative being issued a warning with the understanding that any violation within twenty cashiering shifts will result in additional counseling.
2. The second violation within the original twenty-day warning will result in the customer service representative being placed on a probation status for an additional twenty days (shifts), from the date of the new occurrence.
3. Then next occurrence within the new twenty days (shifts) will result in termination.

Upon the completing of the twenty day warning or probation you will be restored to your normal status with the counseling card being placed in your permanent file.

**Shortages in excess of \$2.00 will be remitted to NC A&T SU Bookstore immediately or by the ensuing pay period. In addition any shortage greater than \$20.00, could result in possible termination of employment.**

**All cashiers will be required to sign a Cashier Accountability Statement.**

### *Cashier Reconciliation's*

1. Each cashier has their own cash bank for the day. At the end of the shift or the day, a Cashier Report (CR) is generated by a manager/supervisor to balance the drawer. Once the funds and all media have been verified by cashier, Cashier Supervisor, accounting specialist and or closing manager it is then entered in to the Cash Count Record through the POS system. Once every thing has been entered, the posting is done, a report is printed which is signed by both the cashier and supervisor.
2. Cash bank is secured in the day safe and the deposit is dropped in the deposit safe by the Cashier Supervisor, Account Specialist or closing manager.
3. If during the day one or more currencies becomes too full in the cash drawer of a register, then the Cashier Supervisor will remove the abundant currency, bound it together, identify it by attaching a paper that states what register bank and cashier the funds are apart of, place the money in a locked bag, and stored it in the drop safe. Funds on hand in cash drawer are never to exceed \$300.00.

### Deposits

1. The next business day the Cashier Supervisor, Account Specialist or designee prints out a Register Totals Report which reports the total sales for each register for the day.
2. Next, he or she removes the cash bags from the deposit safe, counts the total sales for each register, (count is done by two people, Cashier Supervisor, Account Specialist, or designee) being sure that all cash bags used for each register are included.
3. The Cashier Supervisor then compares the total sales from the registers to the total sales reported by the Register Report. Any discrepancies of \$5.00 or more must be accounted for by re-verifying the sales totals and researching the transactions.
4. Once all funds have been verified, the money is prepared for depositing at the bank.
5. The University Police is then notified to come and escort the designated person to the bank with the deposit.
6. Once the deposit has been verified by the bank, the bank stamps the deposit slip.
7. The Cashier Supervisor or designee takes the pink copy of the deposit slip, the daily transmittal, the deposit verification slip, the Total Sales Report, and the credit card batch report to the University Treasurers Office.
8. The Treasurers Office certifies the deposit figures and enters the deposit into the Bookstore's account.
9. The Cashier Supervisor retains a copy of the certification of the deposit and returns to the Bookstore.

### Credit Card Procedures

1. The Bookstore accepts American Express, Visa and Master Card credit cards only.
2. When a credit card purchase is made, the cashier swipes the credit card through the register or manually enters the credit card number into the register. The transaction then enters the credit verification process. The charge will either be accepted or denied depending on the cardholders' available credit.
3. If the transaction is accepted, then two receipts will print out. The first receipt is the store copy and must be signed by the cardholder. The second receipt is the customers copy.
4. If the transaction is denied, then the customer must pay by other means or the transaction is cancelled.

### Check Cashing

The University has designated the Bookstore as one of the units to cash personal checks for approved University staff. This can be done providing the following criteria have been met. Checks can only be cashed providing the Bookstore has the available funds.

1. Bookstore will cash checks up to \$50.00.
2. Checks must be made out to N.C. A&T SU Bookstore
3. Proper ID will be required: driver's license, or approved state ID and university check cashing card.
4. Check must have name and address printed on the front.
5. All checks will then be processed through cashier register

**Book Vouchers** are only accepted as a form of tender through Aggie One card.

## **Refunds**

### **North Carolina A&T State University Bookstore RETURNS POLICY**

#### **ORIGINAL ITEMIZED CASH RECEIPT MUST ACCOMPANY ALL MERCHANDISE\***

Merchandise must be in good, resalable condition, as purchased. All boxes, wrappers, stickers and tags must be intact and affixed to merchandise. Refund issued in same currency paid; please allow 14 days for refund if paid by check.

#### **GENERAL MERCHANDISE/TRADE BOOKS/APPAREL/GIFTS**

General merchandise, apparel and gift Items may be returned for a full refund, exchange, or store credit within ten (10) days of original sale. Trade books will be refunded within 3 days in the same condition as purchased.

#### **TEXTBOOKS/COURSE RELATED MATERIALS**

New textbooks are only returnable, starting the first day of classes, within the first seven days of the fall/spring semesters and the first three days of the summer sessions.

New textbooks purchased after the 7<sup>th</sup> day of any semester are **FINAL SALE**. Used textbooks and custom course and lab materials are only returnable within the first seven days **when accompanied with proof that the course has either been dropped or cancelled.**

#### **COMPUTERS/ELECTRONICS**

Hardware: All hardware sales are final at the time of pickup. If the product is defective, it must be repaired or replaced as per the manufacturer's warranty policy.

Software/Electronics: Returnable if unopened, or deemed defective by our staff.

#### **FINAL SALE/NO REFUNDS OR EXCHANGES**

### **for these items**

- Sale merchandise or items marked “final sale”.
- Study aids i.e. Solution Manuals, Study Guides, Cliff, and Monarch Notes
- Medical Reference/Exam Prep, Pre Test, High Yield etc.
- Problem Solvers, Exam/Test Prep Books (GRE, GMAT, ARCO, REA etc.)
- Magazines, Music, Videos or CD’s
- Custom published materials, special orders

North Carolina A&T State University Bookstore reserves the right to deny any return and alter this policy at any given time as deemed appropriate by management. Refund policy subject to change without notice.

NC A&T SU Bookstore returns policy 05/07

## **BUYBACK POLICY AND PROCEDURES**

### ***Policy***

1. The **major** buyback periods occur at the end of the spring semester and the end of the fall semester.
2. Textbooks which will be used the following semester and for which the bookstore has adoptions from the department or professor will be purchased back at 50% of their retail cost. Books which are missing pages, are unusually marked on, or are other wise unusually damaged, will not be bought back by the Bookstore. \*Please note, there is a limit on the number of books that the Bookstore can purchase at 50% of what the customer originally paid for the book and once the limit for a certain title has been met, the Nebraska POS/ICS automatically switches back to purchasing at wholesale value.
3. To facilitate the buyback process, a student presents a book or books at the Buyback Desk in the Bookstore.
4. The student must present a valid NC A&T SU student ID.
5. The designated buyback clerk looks up the value of each book by entering the book's ISBN# into the Nebraska POS/ICS.
6. During non-major buyback periods, books are bought back at retail & wholesale prices.
7. Once the price for each book has been determined, the clerk notifies the student, who then decides whether or not to sell the books back.
8. When books are sold back, the student is given cash for the books.

### ***Procedures***

1. Make sure buyback area is secure.
2. Verify cash amount in buyback drawer at the beginning of buyback each day.
3. Fill out cash drawer report, sign and date sheet.
4. Have cashier supervisor verify funds, sign and date cash drawer report.
5. Cashier supervisor should have cash drawer available for back up cashier.
6. Sign on to buyback using assigned buyer name and password. Keep retail and wholesale books separate.

7. When relief cashier is used, exit buyback, lock and secure cash drawer.
8. Run buyback report, subtract end of day dollar amount from cash drawer beginning total.
9. Verify cash remaining in cash drawer.
10. Fill out end of day cash drawer report, sign and date.
11. Cashier supervisor should verify cash in drawer at end of day, sign and date cash drawer report sheet.
12. Cashier supervisor should add money to cash drawer to equal amount set for each day's beginning buyback amount.
13. Lock drawer and secure in safe.
14. Verify book totals for retail and wholesale buyback, process retail books and put on shelves.
15. Secure wholesale books downstairs (NBC comes in once a month and pack books for shipping).

### ***Petty Cash Procedures***

1. No longer use petty cash. Purchase Card or Purchase order is used for all non-resale transactions.

### ***Balancing the Vault***

1. The Cashier Supervisor balances the vault every workday with the assistance of the Accounting Specialist, appointed person or a manager.
2. The vault is balanced by counting all moneys in the vault and matching that total with the vault fund total (the beginning vault balance).
3. Any discrepancy must be accounted for, and if it cannot be found, it must be reported to the Store Director.
4. All moneys counted are recorded onto the Vault Cash Form. This provides an ongoing record of money exchanges with the vault on a daily basis.

### ***Distribution of Change Funds***

1. Each cashier receives a cash bank with a specified change fund.
2. The change fund is subject to change depending on conditions (i.e. RUSH, game days, summer sessions, and regular sessions).
3. The breakdown of change funds is as follows:

\$150.00 Change Fund (used during Regular Sessions and Summer Sessions)

pennies	\$1.00	ones	\$50.00
nickels	\$4.00	fives	\$30.00
dimes	\$5.00	tens	\$30.00
quarters	\$10.00	twenties	\$20.00

\$500 Change Fund (used during Offsite events and Game Days)

pennies	\$1.00	ones	\$100.00
nickels	\$4.00	fives	\$205.00
dimes	\$10.00	tens	\$120.00
quarters	\$20.00	twenties	\$40.00

\$10,000 Change Fund (total impress funds for the Main store)

pennies	\$100.00	ones	\$2200.00
nickels	\$200.00	fives	\$3,000.00
dimes	\$500.00	tens	\$3,000.00
quarters	\$1000.00	twenties	\$

\$1,000 Change Fund (total impress funds for the Aggie-C Store)

pennies	\$25.00	ones	\$400.00
nickels	\$20.00	fives	\$405.00
dimes	\$50.00	tens	\$
quarters	\$100.00	twenties	\$

## **Accounting**

### ***Policy:***

The Accounting Department of the University Bookstore is responsible for processing Accounts Payable, for processing Purchase Orders, and for processing Purchase Requests for non-resale items. All purchases must be made in accordance with North Carolina's State Purchasing Procedures regardless of fund source. University Bookstore activities are monitored by the Office of Auxiliary Services.

### ***Procedures:***

#### *Accounts Payable*

1. Once an invoice is received from a vendor, it should be date stamped by the Bookstore's Accounting Clerk.
2. He or she should match the invoice up with the purchase order copy.

3. After the receipt of goods have been okayed by the Receiving Clerk and a copy of the receiving document, goods received document and packing slip have been forwarded to the Accounting Clerk, he or she should pull the attached invoice and purchase order copy from the vendor outstanding file.
4. The invoice if not matched immediately to a packing slip and receiving documents should be filed in an invoice outstanding file.
5. The Accounting Clerk must then check the cost, quantity, and shipping charges for accuracy using the attached invoice, purchase order, receiving documents along with the packing slip. Using the purchase order copy, the Accounting Clerk should code the invoice with the assigned merchandise code and retail for each line item.
6. The Bookstore's Accounting Clerk must forward the original vendor invoice along with a vendor spreadsheet to the University Accounts Payable Department for payment within seven business days.

### *Purchase Orders*

1. All purchase orders must be sequentially numbered.
2. An order number must be assigned at the time the order is placed.
3. When an order is placed, the purchase order is completed with the vendor's name, quantity ordered, description of items ordered, merchandise code, and the cost of each item (except textbooks) with extended totals.
4. At the time purchase orders are completed, they must be approved and signed by the Bookstore Director or his or her designated person.
5. Purchase orders are then filed in a suspense file while waiting for the delivery of merchandise. A copy of the purchase order must also be submitted to the Bookstore's Receiving and Accounting Departments, and to the vendor if requested.
6. Bookstore purchase orders are generated on the Nebraska POS/ICS System.

### *Purchase Requests for Non-Resale Items*

1. The Bookstore representative making the purchase request should submit the purchase request to the Bookstore Director for review and approval.
2. The Bookstore Director should review the purchase request for completeness and reasonableness.
3. Once the Bookstore Director has approved the purchase request, it should be submitted to the Director of Auxiliary Services for review and approval.
4. The Director of Auxiliary Services will then forward the approved/signed purchase request to the University Purchasing Department for approval.
5. The University Purchasing Department will, after approval, issue a purchase order to the University Bookstore, mail one copy to the vendor, and forward one copy to Accounts Payable.
6. Upon receipt of merchandise, equipment, or service, the Bookstore's Accounting Clerk will forward a copy of the packing slip, sign the receiving report, and return it immediately to the Accounts Payable Office.

### *Bookstore Voucher Reconciliation*

1. When a university department completes its need of Bookstore Vouchers, the remaining vouchers are returned to the Bookstore.
2. The Bookstore then calculates the amount owed to the Bookstore by the university department by adding up the remaining vouchers and subtracting that sum from the initial amount sent to that department.
3. Once this has been done, the university department is responsible for paying the Bookstore for the used vouchers.

### *Accounts Receivable*

Accounts that expire 45 days from activation date:

1. USDA
2. Athletics

Accounts that expire at the end of each semester:

1. Veteran Affairs
2. Vocational Rehabilitation
3. Training & Employment Services
4. Employment Security Commission (ESC)
5. Services for The Blind
6. Campus PO scholarships accounts

Accounts that expire at end of the fiscal year:

1. Campus Departmental accounts

Accounts that do not expire until funds are depleted:

2. Prepaid Accounts

Note: Account expiration period will be displayed in the customer comments section and on the printed receipt.

### *Accounts Billable*

1. Accounts receivables are billed on the 15 and the end of each month.

### *Accounts Receivable Payments (checks by mail)*

1. Checks received from Agencies and Organizations for students are posted in Prism by the Accounting Department to the students accounts. (Some checks may include multiple student accounts)
2. Once checks have been posted in Prism the Payments Entry Form is printed then checks are sent to the cashiers to be posted at the register in POS.
3. All A/R checks will be posted as a Pay/In (#725 Accounts Receivable Payments)
4. Back up documents for payments will be sent to Operations in order for payments to be included on the daily transmittal.

### *Returns*

1. Buyers initiate credit request in Prism's inventory control system
2. Credit request is automatically transferred to the accounting.
3. Accounting Department receives tracks, maintains and resolves all credit request within Prism daily.

### *Inventory Adjustments*

1. Stock adjustments should be done monthly
2. Stock should be adjusted for the following reasons with prior approval from Bookstore Director: donations, damages, theft
3. Paper should be printed signed by the buyer and director
4. Copy forwarded to the accounting department on a monthly basis.

## **Department Charges**

### ***Policy:***

It is the responsibility of the Bookstore to provide merchandise and supplies to university departments. These purchases are approved by the University Purchasing department via a purchase order which is submitted to the Bookstore for processing.

## ***Procedure:***

### ***Submittal of Purchase Order***

1. The University Department submits a purchase order approved by the University Purchasing department to purchase merchandise and supplies.
2. The purchase order contains necessary information such as the PO number, item descriptions, quantity ordered, and the department placing the order.

### ***Processing of Purchase Order***

1. The purchase order is received by the Bookstore's accounting department.
2. The accounting department makes a copy of the original purchase order and sends it to the appropriate department.
3. The original copy is maintained in the accounting department and is used to set up the account in the PRISM system.
4. Once the purchase order is entered on the PRISM system the appropriate department is able to charge merchandise to the account.

## ***IT Department***

### ***Backup Procedures***

1. Daily backups for POS and ICS servers will be changed every morning and kept in the safe.
2. Two sets of both tapes will be kept and alternated weekly
3. During month end closing, a backup of both servers will be taken and stored off site in a fire proof safe. (Currently with Karl Henry, IT Administrator-717-903-5488 c, 336-338-3210 h)