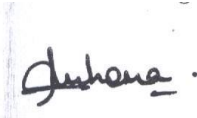





MASENO UNIVERSITY

DOCUMENT TITLE	PROCEDURE FOR BOOKSHOP		
DOC. NO:	MSU/AFD/BK/OP/01	ISSUE NO:	3
DATE OF ISSUE	8 TH JUNE, 2018	REV. NO:	0
AUTHOR	BOOKSHOP MANAGER		
AUTHORIZED BY:	DVC AFD	ISSUED BY:	MANAGEMENT REPRESENTATIVE
SIGNATURE		SIGNATURE	

DOCUMENT TITLE	PROCEDURE FOR BOOKSHOP		
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0.1 DOCUMENT CHANGES

#	Date (dd-mm-yy)	Details of Change		Authorization
		Page	Clause/sub clause	Title
1	13/06/2018	1	Inclusion of title, author, issuance by MR and change of document number to MSU/AFD/BK/OP/01	DVC AFD
2	13/06/2018	2	0.1 Addition of document change table 0.2 Addition of document distribution.	DVC AFD
3	13/06/2018	2	1.0 and 2.0 amended to read....ensure efficient management ofand applies to management of sales...respectively.	DVC AFD
4	13/06/2018	3	3.2,3.3 and 3.4 Reference to ISO 9001:2015 Standard, Maseno University Quality Manual and MSU/VC/MR/OP/01 respectively Numbering of the sub clauses	DVC AFD
5	13/06/2018	3	4.8 and 4.9 addition of SO and DHR 5.0. Assignment of responsibility to BM	DVC AFD
6	13/06/2018	3 and 4	6. Rearrangement of the clauses due to omission of petty cash, stock control and stock taking processes.	DVC AFD
7	13/06/2018	All	Change of font type and size	DVC AFD

0.2 DOCUMENT DISTRIBUTION

This procedure shall be available on the Maseno University Website for authorized users.

1.0 PURPOSE

To ensure efficient management of cash/bulk/staff credit sales and cash handling.

2.0 SCOPE

Applies to management of sales and cash handling at the Bookshop.

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3.0 REFERENCES:

- 3.1 Bookshop Catalogue (POS).
- 3.2 ISO 9001:2015 Standard
- 3.3 Maseno University Quality Manual
- 3.4 MSU/VC/MR/OP/01
- 3.5 Maseno University financial regulations

4.0 TERMINOLOGIES(DEFINITION)/ABREVIATIONS

- 4.1 BM: Bookshop Manager
- 4.2 SA: Sales Associate
- 4.3 BA: Bookshop Assistant
- 4.4 CN: Credit Note
- 4.5 CSR: Cash Sale Receipt (POS)
- 4.6 SRN: Store Requisition Note
- 4.7 AC: Accounts Clerk
- 4.8 SO: Security Officer
- 4.9 DHR: Director, Human Resource

5.0 RESPONSIBILITY

The BM shall be responsible for the effective implementation of this Procedure.

6.0 METHOD

6.1 Cash Sales

- 6.1.1 The Customers shall pick items from the shelves and present them at the counter for receipting.
- 6.1.2 The AC shall run the products on POS system.
- 6.1.3 The AC shall receive cash from customers as per the receipts generated from POS.
- 6.1.4 The SO shall confirm items receipted, pack them, and release the goods to the customer.
- 6.1.5 At the end of the day, the AC shall generate X-report and Z-report (cash sales summary for the day).
- 6.1.6 The AC shall bank all cash received the next day.

6.2 Bulk Sales

- 6.2.1 The BA shall receive and record all bulk orders and requests for quotations.
- 6.2.2 The BA shall assign the orders and requests for quotations to SA for action.
- 6.2.3 For quotation requests, the SA shall issue quotations/ proforma- invoices for goods available in the bookshop.
- 6.2.4 For confirmed orders, the AC shall invoice customers and SA reserve available goods as per customers order. For cash customers, the BA shall authorize the SA to release the goods upon payment

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- 6.2.5 For credit customers, the BM shall authorize release of goods within customers credit limits.
- 6.2.6 The SA shall prepare delivery notes for goods to be released
- 6.2.7 The SO shall verify goods being released; countersign the delivery notes on the documents.
- 6.2.8 The SA and the SO shall dispatch the goods to the customer.
- 6.2.9 The AC shall prepare sales summary for the day.

6.3 Staff Credit Sales

- 6.3.1 Members of staff shall forward duly filled staff credit forms to the BM for approval.
- 6.3.2 The BM shall approve the credit within set credit limits.
- 6.3.3 The staff customers shall pick items from the shelves and present them at the counter for invoicing.
- 6.3.4 The AC shall prepare invoice as per approved credit form.
- 6.3.5 The SO shall confirm items invoiced, pack the goods as per the invoice, and then release the goods to the customer.
- 6.3.6 The AC shall prepare credit sales report for the day.
- 6.3.7 The BM shall submit the credit sales report to DHR for action.

6.4 Cash Handling

- 6.4.1 The AC shall receive all cash from cash sales and credit customers.
- 6.4.2 The AC shall reconcile daily collections with the X-report and Z-Report summary and the audit roll from the till.
- 6.4.3 The AC shall ensure all cash received is banked and file daily banking slips.