Policy 28: Shops and Tills

Last updated by: SH, JH, RS

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1. Introduction

a) Age UK York (AUKY) and the Board of Trustees (the Trustees) regard its shops as an important feature of the public face of AUKY;

b) The shops are often the first point of contact between AUKY and the general public, offering a welcoming profile, general information and signposting as well as being part of the fundraising activities of AUKY;

c) This Policy applies to all AUKY workers because good liaison is essential between AUKY’s shop workers and the rest of AUKY.

2. Legislation

a) AUKY and the Trustees acknowledge and work within all relevant legislation AUKY acknowledges and adheres to the requirements of current legislation including, but not restricted to: the Financial Services Acts and regulations, Gambling Act, 2005 and anti-money laundering legislation.

3. Responsibilities

a) Each shop has a shop manager, assisted by volunteers;

b) The work of volunteers is highly valued by the Trustees. The shops would not be able to function without them. However, volunteers are not expected to take responsibility for the management of the shops or the shops' money arrangements;

c) In all cases of doubt, volunteers must seek advice from their shop manager or other line manager;

d) Shop managers are responsible to their own line manager or supervisor and to the Finance Manager.

4. Training

a) All workers attend an Induction before beginning any work within AUKY;

b) Shop workers will also attend a specific Induction which will include the following details:

   • Quality customer service;
   • The limits of shop service, information handling and signposting;
   • Arrangements about receipt of goods including furniture;
   • Gift aid;
   • Money handling;
   • Till procedures;
   • Related policies.

5. Payment arrangements

a) AUKY and its Trustees receive reports on shop arrangements and income at each Trustee Board meeting;
b) The Trustees regularly seek ways to ensure good management of shop payments including by introducing card payments;

c) Shop managers are responsible for managing all payment transaction arrangements so that in any case of doubt, volunteers must seek their advice;

d) Some payments, such as payment by card, may only be possible under the supervision of the manager;

e) As part of the continuous intention by the Trustees to facilitate and ensure good management, different shops may have different arrangements and may be piloting new arrangements from time to time;

f) £50 notes are not accepted for payments;

g) Cheques can be accepted over £5 in payment for goods, if supported by a valid cheque card. The following requirements must be met:

- That it is signed in the presence of the worker;
- That the signature corresponds with the printed name of the account holder and the signature on the card
- That it is dated correctly;
- That the sum in figures corresponds with the sum in words and they are both for the total amount of the purchase;
- The card number is written on the back of the cheque by the manager;
- Made payable to Age UK York.

6. Till procedures

   a) Shop till arrangements change from time to time and different shops may have different procedures. Managers will ensure that the workers of that particular shop carry out the appropriate actions covering:

   - Taking payments;
   - Recording payments, giving change and giving a receipt;
   - Refunds;
   - Till errors and recording errors and no sales on the audit roll.

7. Cash management and banking

   a) In some shops, petty cash can be taken from the till for refreshments etc. Receipts must be obtained for all purchases and the purchase and receipt recorded as required by the Finance Manager;

   b) The Finance Manager will decide from time to time how much cash should be kept in the till and what is to be done with the cash removed in this way;

   c) Takings must be banked regularly in accordance with arrangements set out by the Finance Manager. Paying in slips must be sent to the Finance Manager;

   d) Floats of £20 for the clothing shops and £10 for the furniture shop are to be kept in a secure place at the end of each selling day;
e) All tills are to be emptied at the end of each selling day, with the drawers left open.

8. Reservation of Goods

a) Goods may be reserved at the discretion of each shop manager;

b) Managers must not accept deposits on goods reserved in this way. To do so might be construed as entering into a contract under which AUKY could be liable to keep the goods for as long as the customer chooses;

c) Full payment can be taken for furniture when the customer cannot take the goods away and delivery arrangements have been made.