

SMC DAILY WORK BAG ASSEMBLY

The SMC Daily Work Bag should be organized in the following manner.

- 1) Perforated side strips must be removed from all POS receipts and reports.
- 2) Confirm that all handwritten receipts petty cash and the miscellaneous transactions are completed and stapled to the corresponding POS receipt (including void receipts).
- 3) Bank deposit information - Collect bank deposit materials. Verify that the bank deposit slip is correctly completed, all bank card drafts are included and correct, and the Jewelry Accent drafts are included and correct (including voids). Staple together in the following, top to bottom, order:
Order # (from top to bottom)
 - 1 Completed Nightly Report/Daily Work Bag Review
 - 2 Bank deposit slip(s)
 - 3 The signed tear strip of the night drop (if applicable)
 - 4 Jewelry Accent deposit slips
 - 5 Bank card receipts, imprinted drafts and reports
 - 6 Jewelry Accent draft(s)
 - 7 Jewelry Accent Sales Slips
 - 8 POS receipt for bank deposit entry
- 4) Assemble all Daily Work Bag items into a clear plastic, zip-lock style, bag in the following order:
Order # (from top to bottom; after bank deposit information (above))
 - 9 White copy of store 116 (Daily Recon report from EOD reports)
 - 10 White copy of store 113 (Daily Receipts Register report from EOD reports)
 - 11 Customer Insurance Enrollment Form Transmittal and *ALL* Customer Insurance Enrollment forms generated during the day
 - 11 Petty cash receipts (including Spiff paid outs)
 - 12 Daily sales receipts (whites)
- 5) Verify that the store number and the date on the Nightly Report/Daily Work Bag Review are legible and visible through the plastic and send to SMC in next A-Box.
- 6) The store copies (*i.e. daily pink sales receipts, reports, etc.*) of the paperwork for each day must be placed in the In-Store Daily Work Storage Envelope and filed in chronological order (*see Store Office & Cash Drawer Chapter, p. 13*).

DAILY WORK BAG REVIEW

Store DAILY WORK BAGS are an excellent tool for managers to analyze business done and business lost in their stores.

A thorough **review of the Daily Work Bag** can help the store manager **identify areas where sales people are doing well and areas that need to be coached.**

In order for the Daily Work Bag review to truly be effective, it is very important that the manager have a conversation with each sales associate regarding how the sales associate(s) may improve.

Indicated below are a list of things to pay attention to when reviewing a Daily Work Bag.

- Sales Slip Examples:*
- *Sales slips filled out completely and accurately with SKU tag attached?*
 - *Natural add-ons - Associates who never make add-on sales?*
 - *Discounting trends - Same associate frequently give large discounts?*
 - *Cash sales could be DP for a new account.*
 - *Terms too long and payments too low?*
 - *Are split sales happening? Indication whether associates are T.O.ing.*
 - *Registries included on most sales?*
 - *Voided sales receipts - Why?*
 - *Proper use of the "Final Sale" stamp.*
 - *Proper credit approval used?*
- Payment Examples:*
- *Full payments being made (including all late charges)?*
 - *Account covered by insurance?*
 - *Any small balances that we could have "paid off" for customer?*
 - *Payment dates and amounts circled on receipts?*
 - *Past due amounts we should have encouraged customer to pay?*
 - *Credit card payments? They're against company policy!*
 - *Is the same associate taking all payments?*
- Miscellaneous:*
- *Is the bag in the correct order? Anything extra or stuff missing?*
 - *Handwritten sales slips stapled to POS receipts?*
 - *Repair tickets completed correctly & stapled to POS receipts?*
 - *Deposit Summary completed correctly with manager's signature?*
 - *Daily bank deposit made?*
 - *Did the store balance? Over or short?*
 - *Ear piercing release forms for all ear piercing transactions?*
 - *Are all Verifone receipts (bank cards and manual imprinted drafts) included? Quota Adjustments.*