



NEXT SECTION

# Table of Contents

## Turn the page for:

Emergency Procedures  
 Have you the latest version?  
 Definitions

<b>Accounting</b>	<b>1</b>
1 Using the Profit & Loss Report .....	1-1
Calculating Profit and Loss .....	1-1
Information Categories .....	1-2
2 Store Spreadsheet.....	2-1
Creating the Store Spreadsheet.....	2-2
Recording Last Year's Figures.....	2-2
Recording The Budget Figures.....	2-2
Interpreting the Store's Budget Performance Figures....	2-3
Recording the Daily Summary .....	2-4
Recording the Weekly Summary .....	2-5
Recording the Monthly Summary .....	2-6
Interpreting the Figures .....	2-6
Identifying the Customer Count.....	2-7
Identifying the Average Sale Amount .....	2-7
Wages to Sales Ratio .....	2-8
Security .....	2-8
3 Monitoring progress of customer repairs .....	3-1
4 Gaining authorisation for a Customer Repair Markdown	4-1
Preparing a Customer Repair Markdown Form .....	4-1
5 Creating Store Credit Accounts.....	5-1
Setting up a Store Credit Account for a Business.....	5-1
Setting up a Store Credit Account for a School or Government Department.....	5-2
6 Maintaining the Spare Parts Register .....	6-1



## **Agent Services 2**

### **AGC Credit Line**

<b>1</b>	<b>Type of Payment Plans.....</b>	<b>1-1</b>
	Interest-Free Payment Plans.....	1-1
	▪ Deferred Payment Options:	
	100 Days Interest Free or 3 Months Interest Free ...	1-2
	▪ 6 Months Interest Free only.....	1-2
	▪ 6 Months Interest Free Deferred Payment Option ...	1-2
	▪ 12 Months Interest Free only.....	1-3
	Interest Bearing Payment Plans.....	1-3
	▪ Interest Bearing Finance.....	1-3
	▪ Low Start Finance.....	1-4
<b>2</b>	<b>The AGC CreditLine Checklist.....</b>	<b>2-1</b>
<b>3</b>	<b>Standard (or Off-line) Applications.....</b>	<b>3-1</b>
	Completing an Application form.....	3-1
	Faxing the Application.....	3-6
	Processing the AGC CreditLine Response.....	3-6
	Completing the CreditLine Schedule.....	3-7
	For an Existing Account Holder with card.....	3-10
	For an Existing Account Holder without card.....	3-10
	For a New Account Holder with approval.....	3-11
	For all customers:.....	3-11
	For Add On Sales.....	3-12
	Raising a Sales Voucher.....	3-12
	Completing the sale.....	3-12
	Distributing the documents.....	3-14
<b>4</b>	<b>eClass (or On-line) Applications –.....</b>	<b>4-1</b>
	Raising an electronic Application.....	4-1
	Submitting an Application on-line.....	4-2
	Processing the AGC CreditLine Response.....	4-3
	Finalising the Checklist.....	4-5
	Processing the Sale.....	4-6
	Completing an Add-on using “eClass”.....	4-7
	After submitting an Add-on.....	4-8
	On the Checklist for an Add-on.....	4-8
	Distributing the documents.....	4-8
<b>5</b>	<b>Sales under Staff Discount Schemes.....</b>	<b>5-1</b>



NEXT SECTION

## RentSmart

6	RentSmart rental conditions.....	6-1
	Determining equipment eligibility for rental.....	6-2
	Determining a customer's eligibility to rent .....	6-3
7	Raising a new Rental Agreement Application .....	7-1
8	Faxing new rental documents to RentSmart .....	8-1
9	Invoicing RentSmart for rental equipment.....	9-1
10	Exchanging an item under warranty .....	10-1
11	Changing an existing Rental Agreement .....	11-1

## Cash Handling

1	Removing excess cash from a POS Register .....	1-1
2	Cashing up a POS Register .....	2-1
3	Declaring a day's takings.....	3-1
4	Banking a day's takings.....	4-1
5	Banking more than once a day .....	5-1
6	Distributing Day-end Reports and Paperwork.....	6-1
	Reports for Store Filing .....	6-1
	Paperwork for the Credit Department:	
	Blue Satchel .....	6-4
	Paperwork for the Banking & Contracts Department:	
	Green Satchel.....	6-4
	Paperwork for the Banking Department:	
	Black Satchel.....	6-5
	Other paperwork for the Banking Department:	
	White Satchel .....	6-8
	Paperwork for the Accounts Payable Department:	
	Red Satchel .....	6-9
7	Maintaining change for the POS Registers .....	7-1
8	Purchasing an item through Petty Cash .....	8-1
9	Reinstating the Petty Cash Float .....	9-1
	When Accounts Payable	
	send a cheque in reimbursement.....	9-3
10	Handling cash (Company Policy).....	10-1





## NEXT SECTION

6	By Facsimile .....	6-1
7	Filing .....	7-1
	How correspondence is filed .....	7-1
	Folders in the Store Manager's Office .....	7-2
	Where to find correspondence .....	7-11
8	Archiving documents and records .....	8-1
	Preparing documents for archiving .....	8-1
	Document retention table .....	8-2
	Destroying records at Store level .....	8-4

**Human Resources****6**

1	Managing staff performance.....	1-1
2	Confidentiality .....	2-1
3	Conflict of Interest.....	3-1
4	Gifts and gratuities .....	4-1
5	Days in lieu .....	5-1
6	Direct Deposit of Pay .....	6-1
7	Employment Declaration .....	7-1
8	Employment Application .....	8-1
9	Equal Employment Opportunity – EEO .....	9-1
	What is unlawful discrimination?.....	9-1
	What is discrimination, harassment or vilification?.....	9-2
	When does EEO apply?.....	9-2
	Who is responsible for EEO?.....	9-2
	What staff should do if they are discriminated against, harassed or vilified .....	9-3
	EEO in the workplace .....	9-3
10	Injuries Register .....	10-1
11	Leave: Annual.....	11-1
	Leave entitlements .....	11-1
	How to apply for leave .....	11-5
12	Leave: Compassionate .....	12-1
13	Leave: Long Service .....	13-1
14	Leave: Parental.....	14-1
	Maternity Leave .....	14-1
	Paternity Leave .....	14-2
	Adoption Leave .....	14-2



## NEXT SECTION

15	Leave: Sick .....	15-1
	What to do when you are sick .....	15-2
	What the manager does when you are sick .....	15-2
16	Leave: Other types.....	16-1
	Defence Force .....	16-1
	Jury Service .....	16-1
	State Emergency Service and Rural Fire Service .....	16-1
	Without Pay .....	16-2
17	Manual Handling Stock to Minimise Injury.....	17-1
	Risk Assessment.....	17-1
	Identifying Problem Areas .....	17-2
	Designing the Layout.....	17-4
	Consulting with Staff .....	17-4
	Controlling the Risk .....	17-4
	Preventing Stock Handling Injuries .....	17-5
	Redesign to Reduce Manual Handling .....	17-5
	Redesign of Work Organisation .....	17-6
	Redesign to Reduce Reaching, Twisting and Bending ....	17-7
	Redesign of Workplace Layout .....	17-8
	Use of Mechanical Aids and Equipment.....	17-8
	The Workplace Environment .....	17-9
	Educating and Training .....	17-9
18	Name Badges .....	18-1
19	Overtime .....	19-1
20	Pay Procedures .....	20-1
21	Position Description .....	21-1
22	Preferred Dress.....	22-1
23	Punctuality.....	23-1
24	Smoke Free Workplace .....	24-1
25	Staff Appraisal .....	25-1
26	Stealing .....	26-1
27	Relatives and friends as employees.....	27-1
28	Relatives and friends as visitors .....	28-1
29	Superannuation .....	29-1
30	Termination or dismissal .....	30-1
31	Union membership .....	31-1















## NEXT SECTION

	Requesting approval to create an Adjustment Invoice ...	4-2
	Creating the Adjustment Invoice.....	4-4
	Post investigations for rejections .....	4-4
	Appealing against rejection .....	4-4
	Reporting a transit loss for insurance purposes .....	4-5
<b>5</b>	<b>Avoiding damage to stock.....</b>	<b>5-1</b>
	Display Stock.....	5-1
	Shelf Stock.....	5-2
	Bulk Stock.....	5-2
<b>6</b>	<b>Querying Product Quality .....</b>	<b>6-1</b>
<b>7</b>	<b>Protecting Electrostatic Sensitive Devices.....</b>	<b>7-1</b>
	For stores that have Velostat foam .....	7-1
	For stores that have anti-static drawers.....	7-2
	What are Electrostatic Sensitive Semiconductors? .....	7-2
<b>8</b>	<b>Reporting a Bar Code Problem.....</b>	<b>8-1</b>
<b>9</b>	<b>Replacing missing parts.....</b>	<b>9-1</b>
<b>10</b>	<b>Clearing Soiled, Damaged or Repaired Stock (Not New Stock) .....</b>	<b>10-1</b>
<b>11</b>	<b>Reporting lost or damaged stock for insurance purposes</b>	<b>11-1</b>
	Lost or damaged stock in transit.....	11-1
	Lost or damaged in packaging in Store .....	11-2
	Lost or damage stock in Store .....	11-2
	Completing a Report.....	11-3
	Damaged stock sent to Service .....	11-4
	Distributing copies of the Security/Insurance Report.....	11-4
<b>12</b>	<b>Transferring Stock.....</b>	<b>12-1</b>
	Preparing and packing the stock for transfer .....	12-2
	Completing the Consignment Note for a transfer.....	12-4
<b>13</b>	<b>Transfer Labels .....</b>	<b>13-1</b>
	Using Transfer Labels.....	13-1
	Coloured transfer labels are not required when... ..	13-4
<b>14</b>	<b>Processing the Stock Movements Checklist.....</b>	<b>14-1</b>
	Daily process .....	14-2
<b>15</b>	<b>Conducting daily stock checks .....</b>	<b>15-1</b>
<b>16</b>	<b>Stocktake Preparations .....</b>	<b>16-1</b>
	Advising staff, security and customers of the pending stocktake .....	16-2
	Stock Movement Cut-offs .....	16-3
	Arranging Stationery.....	16-4



## NEXT SECTION

	Unfinalised Transfers .....	16-6
	Labelling Plant Stock .....	16-6
	Labelling Empty Boxes.....	16-6
	Labelling all items with Catalogue Numbers .....	16-7
	BER Stock.....	16-7
	Organising Extra Staff.....	16-8
	Naming conventions for Stocktake Locations.....	16-9
	Mapping the Store.....	16-10
	Preparing Locations for Stocktake.....	16-11
	Maintaining the Stocktake Tracking Sheet.....	16-12
	Allocating Items to a Location .....	16-13
	Selecting Locations and Printing Worksheets .....	16-14
	Pre-counting Bulk, Loose and Excess Stock in the Back Office / Store Room .....	16-16
	Spot checking pre-counted Locations .....	16-20
	Recording movements from/to Back Office/Store Room	16-21
	Pre-Counting Excess stock on the shop floor .....	16-23
	Stocktake Forms – What do they look like? .....	16-24
<b>17</b>	<b>Conducting a Full Stocktake.....</b>	<b>17-1</b>
	Preliminary Stocktake Tasks .....	17-2
	Conducting the Stocktake Meeting .....	17-5
	Who Does What on the Day of Stocktake? .....	17-7
	I’ve just finalised my stocktake by accident. Help! .....	17-26
	Types of Discrepancy Reports .....	17-27
	Stocktake Reports – What do they look like? .....	17-28
<b>18</b>	<b>Implementing Price Control .....</b>	<b>18-1</b>
	Automatic Price Changes.....	18-2
	Manual Price Changes.....	18-2
<b>19</b>	<b>Freighting stock or items for repair or recall .....</b>	<b>19-1</b>
	Freighting stock .....	19-1
	▪ Packages 3 kilograms or less .....	19-1
	▪ Packages more than 3 kilos but less than 5 .....	19-1
	▪ Packages more than 5 kilos .....	19-1
	▪ Dangerous goods.....	19-2
	▪ Metropolitan deliveries.....	19-2
	▪ Charge Weight .....	19-2
	▪ Bookings with Australian Air Express .....	19-3
	▪ Service Returns and Product Recalls .....	19-3
<b>20</b>	<b>Unfinalised Transfer Checklist .....</b>	<b>20-1</b>
<b>21</b>	<b>Stock Adjustment Reason Codes .....</b>	<b>21-1</b>





NEXT SECTION