

Wake County Alcoholic Beverage Control



Store Operations Manual

Adopted by the Wake County
Alcoholic Beverage Control Board

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WAKE COUNTY ALCOHOLIC BEVERAGE CONTROL
STORE OPERATIONS MANUAL
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A. INTRODUCTION

The Store Operations Manual is intended to provide employees of Wake County Alcoholic Beverage Control assistance and information necessary to perform their duties and responsibilities. The Manual is to be used in conjunction with the Employee Manual and is subject to revision as deemed necessary or appropriate by Wake County Alcoholic Beverage Control Board or General Manager. Failure to adhere to the information provided in this Manual may result in disciplinary action up to and including termination.

Much of the information contained in this manual is based on general considerations which would be necessary for the proper operation of any business. The handling and sale of alcoholic beverages, however, is a heavily regulated enterprise which is governed by a number of special rules provided for in State laws and regulations. Whether a procedure listed in this manual is a basic business consideration or is a requirement of State law is immaterial. In either event, all employees shall follow the procedures as they are listed in this manual unless specifically instructed to do otherwise by a supervisor or the Board.

Because the network of stores and scope of operations conducted by the Board are extensive and complex, it would be impossible to list all of the policies and procedures which govern the operation of the system. This Manual focuses on basic, fundamental matters which must be considered by employees on a regular basis. In addition, there are a large number of day-to-day procedures which may be routine in nature, thus not requiring explanation. Situations and circumstances may vary for employees depending on the nature of each job's responsibilities. It is, therefore, important to remember basic rules for all employees:

- Follow instructions and directions given by those in a supervisory capacity. Some matters may depend upon the store location or other types of operation involved. Supervisors will make judgments as to the proper manner for employees to complete their assigned duties. Cooperating fully with instructions of a supervisor, the Store District Manager, Assistant General Manager or General Manager will ensure that work flows more smoothly.
- Check the proper procedure to follow if unclear on how best to proceed. If an employee is unsure of the procedure to be followed in the handling of an assigned duty, the employee should ask for clarification from his/her supervisor. It is better to check on the proper procedure to follow prior to starting a job, rather than finding out an improper procedure was followed after a substantial amount of time has been devoted to the task.
- Cooperate with supervisors and fellow employees in getting the work accomplished. Employees are expected to show initiative in performing the tasks they know need to be performed. If each employee pulls his or her own weight, everyone benefits. Positive attitudes towards the work and each other will go along way in creating a favorable atmosphere for both customers and employees.

Each Wake County Alcoholic Beverage Control store is assigned a Store Manager and Assistant Store Manager. The Store Manager is ultimately responsible for the store's operation and is given the authority and responsibility necessary to fulfill these important duties. Employees assigned to the various stores, either on a part-time or full-time capacity, are expected to work with the store personnel in a satisfactory manner.

Employees are encouraged to resolve issues in the store at the store level. In the event that issues are not able to be resolved at the store level, employees should speak with the General Manager, Assistant General Manager, and/or Human Resource Staff.

The material in this manual will not relate specifically to particular positions held by Board employees. For example, office and accounting employees perform specialized tasks which can be addressed by the General Manager who is in direct contact with these employees. Law Enforcement personnel are governed by a number of special statutes, regulations and administrative rules they must observe in the enforcement of alcoholic beverage laws. It is helpful, however, for employees to familiarize themselves with the following material in order to have a better understanding of the operations of the ABC system.

As an important reminder, ABC store employees are representatives of Wake County Alcoholic Beverage Control to the general public. Because the public will generally interface with store employees much more so than other Board employees, it is particularly important for store employees to strive to build and maintain a strong customer service focus as they carry out their daily responsibilities.

B. GENERAL ABC RULES AND REGULATIONS

1. USE OF ABC PROPERTY

State of North Carolina ABC Commission rules state that local board members and employees shall not engage in or allow the conduct of any business other than official business on property controlled by the ABC system, including stores, board facilities and warehouses.

2. HOURS OF SALE

No local board shall sell any alcoholic beverages at any store:

- after the operating hours as established by the local board, provided, however, that no sales shall be made between 9:00 p.m. and 9:00 a.m.
- on any day the local board so designates
- on Sundays; and
- on the following holidays: Thanksgiving Day and Christmas Day.

Customers who are in the store when it closes, and the front door is locked will be permitted to complete their purchase. No employee is allowed to enter a store at any time the store is not open except by permission of the Store Manager or General Manager.

3. SALES TO THOSE UNDER THE AGE OF 21 YEARS OLD

Wake County Alcoholic Beverage Control is committed to strict compliance with N.C.G.S 18B-302, which prohibits the sale of alcoholic beverages to any individual under the age of twenty-one (21) years of age. In order to ensure universal compliance with the law by the employees of Wake County, it is the Board's policy that:

- prior to making a sale of an alcoholic beverage to any individual who appears to be under thirty (30) years of age, the ABC store employee shall ask for and examine the individual's drivers license or other I.D. and verify that the individual is twenty-one (21) years old or older.
- individuals who are 18, 19 or 20 years old are not permitted to enter an ABC store, and ABC store employees shall not permit such individuals to enter ABC stores. Individuals who are 17 years or younger and who are accompanied by a parent, step-parent or legal guardian may enter an ABC store.

- ABC Store employees shall require individuals who enter and ABC Store wearing a mask, hood, or other type of face covering or device that conceals the individual or their face to temporarily remove the mask, hood, face covering, or device upon the individual's entry into the store (and at other times while inside the store, including at the time of purchase, as requested) to allow ABC Store employees to check the individual's identification and verify their age.

In order to ensure strict compliance with this policy, the Board's law enforcement division will from time to time arrange for the purchase of alcoholic beverages in Wake County ABC Board stores by individuals who are under thirty (30) years of age. An employee that sales alcoholic beverages to a minor is subject to disciplinary action up to and including termination. All violations will be reviewed by the General Manager. Consideration will be given to the circumstances surrounding the alleged violation prior to a decision being made.

4. ACCEPTABLE FORMS OF IDENTIFICATION FOR PURCHASES IN WAKE COUNTY ABC STORES

The following are acceptable forms of identification to ensure individuals are twenty-one years of age or older. A valid identification can be defined as one that has not expired and legible. Wake County ABC does not accept forms of digital identification.

- A valid driver and unexpired license with a photo included.
- A valid and unexpired special identification card issued by NC DMV or a similar identification card issued by another state
- A valid and unexpired military I.D. card with a photo included.
- A valid and unexpired passport or passport card with a photo included.

5. FRAUDULENT USE OF IDENTIFICATION

It is unlawful for any person to enter or attempt to enter a place where alcoholic beverages are sold or consumed, or to obtain or attempt to obtain alcoholic beverages, or to obtain or attempt to obtain permission to purchase alcoholic beverages by using or attempting to use any of the following:

- A fraudulent or altered identification document other than a driver's license.
- A driver license issued to another person.
- An identification document other than a driver license issued to another person.
- Any other form or means of identification that indicates or symbolizes that the person is not prohibited from purchasing or possessing alcoholic beverages under this section.

Furthermore, it is considered unlawful for any person to permit the use of the person's driver's license or any other form of identification of any kind issued or given to the person by any other person who violates or attempts to violate the age requirements to purchase alcoholic beverages.

If any customer were to attempt a purchase using a Fraudulent Identification, the Wake County ABC employee is to retain the ID card and notify the on-call Wake County ABC Law Enforcement Staff immediately.

6. DRAM SHOP LIABILITY & SAFE ROADS ACT

As part of the Safe Roads Act of 1983, the Legislature enacted a provision imposing "Dram Shop" liability upon vendors for serving underage minors. This law provides for compensation to aggrieved parties for injuries caused by sales of alcohol to underage persons.

North Carolina law allows an aggrieved party to obtain damages against a permittee or local Alcoholic Beverage Control Board if:

- The permittee or his agent or employee or the local board or its agent or employee negligently sold or furnished an alcoholic beverage to an underage person; and
- The consumption of the alcoholic beverage that was sold or furnished to an underage person caused or contributed to, in whole or in part, an underage driver being subject to an impairing substance within the meaning of G.S. 20-138.1, at the time of the injury; and
- The injury that resulted was proximately caused by the underage person, as defined, without request for justification shall be admissible as evidence of negligence.

Proof of the sale or furnishing of the alcoholic beverage to an underage person, as defined, without request for identification shall be admissible as evidence of negligence.

North Carolina law allows total damages in the amount of \$500,000 per occurrence. There is no monetary limit for damages under common law. Wake County Alcoholic Beverage Control provides insurance coverage to protect its employees should a suit be filed.

Proof of good practices (including, but not limited to, instruction of employees as to laws regarding the sale of alcoholic beverages, training of employees, enforcement techniques, admonishment to patrons concerning laws regarding the purchase or furnishing of alcoholic beverages, or detention of a person's identification documents in accordance with G.S. 18B-129, and inquiry about the age or degree of intoxication of the person), evidence that an underage person misrepresented their age or that the sale, or furnishing was under duress is admissible as evidence that the permittee was not negligent.

7. NO LIABILITY FOR REFUSAL TO SELL OR FOR HOLDING DOCUMENTS

No employee may be held liable for damages resulting from the refusal to sell or furnish an alcoholic beverage to a person who fails to show proper identification as described in G.S. 18B-302 (d), or who appears to be an underage person.

Additionally, no employee may be held civilly liable if the employee holds a customer's identification documents for a reasonable length of time in a good faith attempt to determine whether the customer is of legal age to purchase an alcoholic beverage, provided the employee informs the customer of the reason for his actions.

8. PROHIBITED ACTS – EMPLOYEE & DISTILLER REPRESENTATIVES

Distiller representatives are not to enter any Wake County Alcoholic Beverage Control store except for the purpose of making a purchase or displaying in an approved store.

Distiller representatives are not to contact, either directly or indirectly, or call upon store personnel while store personnel are off duty, for the purpose of promoting their merchandise. Store personnel shall share equally with the distiller representative for responsibility for any infraction of this rule.

Distiller representatives are not to give liquor or anything of value to store or warehouse personnel at any time. Employees will be held as accountable as the distiller representatives if they accept gifts, either directly or indirectly, from any representative.

9. FINANCIAL INTEREST PROHIBITED

The State of North Carolina ABC Commission Rules and Regulations state that no member or employee of the Board shall have or acquire any financial interest in the business, equipment or premises operated by any person, firm or corporation engaged in the production, sale or distribution of alcoholic beverages.

10. REMOVAL OF BEVERAGES FROM ABC LOCATIONS

Any employee who wishes to purchase merchandise from an ABC location must do so when not working and must have another employee who is on duty at the time to handle the transaction. Payment must be made at the time of the actual purchase. Any spirituous liquors leaving the ABC Board without being sold at retail constitutes non-tax-paid liquor which is in violation of the State ABC Rules and Regulations, as well as Wake County Alcoholic Beverage Control policy. Unless it be for transfer purposes from store to store or from store to Warehouse, taking merchandise from any ABC store or warehouse without paying for it would be stealing which are grounds for discipline up to and including termination of employment and criminal charges being filed.

11. SPECIAL ORDERS

Periodically, a customer will request an item not on the State's regular price list. The NC ABC Commission allows spirituous liquor products, which are not listed on the approved state price listing, to be special ordered if available. Requests for such special orders shall be directed to the Wake County ABC Administrative Offices. The customer will contact Administrative staff who will then submit a request to the State ABC Commission.

A Spirituous Liquor Special Order must be prepaid by the customer to the local ABC Board, which places the order with the Commission. The Commission transmits the Special Order to the supplier who then ships the order to the State Warehouse in Raleigh for delivery to the local board and the customer. The special-order process varies depending upon the product.

12. DISCHARGE UPON CONVICTION

In addition to imposing any other penalty authorized by law, a judge may remove from office or discharge from employment any Wake County ABC Board member or employee who is convicted of a violation of any provision of the North Carolina Alcoholic Beverage Control Laws or of any felony and may declare that person ineligible for membership or employment for a period of not longer than three years. Conviction of a crime under North Carolina Alcoholic Beverage Control Laws or of any felony shall also be grounds for the Commission to remove from office or discharge from employment any local board member or employee.

13. WORK SCHEDULE

- Store Managers and Assistant Store Managers are to put their Store's schedule into Paycor before Saturday at closing. Their Store's schedule should be made accordingly to where there is adequate staff available to open, operate, and close the store. For the purpose of safety, unless approved by the General Manager, Assistant General Manager, and/or Store District Manager, while the Store is open to the public, there should be at least two or more employees working at any time. No part-time employees are to be left at the store without a full-time employee working.
- There shall be a Store Manager and/or Assistant Store Manager closing the store every Friday and Saturday unless approved by the General Manager, Assistant General Manager, and/or Store District Manager.
- Store Managers and Assistant Store Managers are not to schedule themselves off on the same day.
- Store Managers and Assistant Store Managers are expected to close the store at least 2 or more days during the work week.
- At the Store level, employees are allowed to take off one Saturday each month.

- Due to peak season (Veteran's Day through New Year's Day) so as to provide superb customer service, no advance vacation leave will be granted. No store employee will have a Saturday off either during this same peak season.
- Unless advance vacation is approved, the Store Managers and Assistant Store Managers are expected to work the day before Memorial Day, the day before Independence Day, the day before Labor Day, the day before Thanksgiving, the day before Christmas Eve, Christmas Eve, New Year's Eve, Truck Days, Inventory Days, and Inventory Recount mornings.

C. TRANSACTIONS AND HANDLING MONEY

1. HANDLING CASH, CREDIT/DEBIT CARDS, AND DEPOSITS

At all times, employees are expected to demonstrate the utmost care while handling cash, credit/debit cards, receipts or deposits regardless of whether they are completing a customer transaction, transferring funds from the cash register to the safe or preparing a bank deposit.

Throughout the day, surplus money from the cash register will be removed, verified by the Store Manager or designated staff member, and placed in the safe. For both safety and insurance reasons, all money is to be kept in either the cash register or the safe, not in the back of the store or under the counter. For the purpose of accountability, every employee handling cash needs to have their own individual till unless it is at a register designated only for credit card purchases. Money missing as a result of not being in the cash register or the safe will be the responsibility of the Store Manager, the Assistant Store Manager, and/or the person in charge while working that day.

The Store Manager must verify by counting all store monies received from CSRs and Assistant Store Managers by initialing each pack of money received as being correct and as well as indicating from whom the pack of money was received. After verifying each pack of money, the Store Manager or Assistant Store Manager is solely responsible for the money and for depositing the correct amount in the bank.

All responsibilities of the Store Manager are the same for an Assistant Store Manager when the Store Manager is away from the store. At the end of each day, all Wake County Alcoholic Beverage Control stores are required to prepare a bank deposit for the following day and then secure the money in the safe, along with the deposit paperwork. At the start of business, the following day, the Store Manager, the Assistant Store Manager, or employee designated to open the store will verify the information prior to making the deposit at the bank. It is the responsibility of the Store Manager or the Assistant Store Manager to safeguard against money accumulating over the amount covered by insurance.

2. CASH OVER & SHORT

All cash overages and shortages shall be documented by individual cash drawers on a daily basis and documented with daily activities. Every employee who works at a register must be individually documented. Employees who handle cash are expected to be careful and accurate in reconciling their funds each day noting all overages or shortages. Failure of employees to follow internal controls is considered negligent resulting in potential disciplinary action. The Wake County ABC system recognizes the possibility of differences due to human error from time to time but not on a regular basis. The following protocols shall be followed.

- If a store has a cash over/short in one workday, the Store Manager will document which employee(s) were involved. The Store Manager will give a verbal warning and document the conversation with the employee(s) involved. A log of occurrences will be kept on hand and submitted to the Finance Director on a weekly basis.

- If a store exceeds a cumulative cash over/short of \$25 any month, the Store Manager shall notify the General Manager and/or an Assistant General Manager and provide documentation of such occurrences. The documentation shall include dates, amounts, and names. The General Manager, or his designee, may require employees to supplement the shortages with personal funds.
- The Finance Director will keep a record of cash over/short occurrences and communicate with the General Manager of any concerns.

3. TRANSACTIONS AND MAKING CHANGE

After all bottles have been scanned at the register, the employee is to read aloud to the customer (in a professional manner and tone) the total number of bottles as well as the amount due to complete the purchase. The purpose of this is to make sure that there are no human errors that will affect store inventory nor miss-charges which will inconvenience the customer.

During a transaction, when a customer is using cash, the employee should place the bills on the front of the cash register prior to making change. This step eliminates questions about whether the employee received payment for merchandise or how much was received.

4. NO RETURNS OR EXCHANGES

The Board has a policy of No Returns/No Exchanges as all sales are final. However, there are situations where issuing a return is necessary. For example, if a customer does not have enough money for the transaction, he changes his/her mind prior to leaving the store or there is an error at the time of the transaction, the employee will need to issue a return. All returns are to be properly handled and approved by the Store Manager or the Assistant Store Manager at the time the return occurs. Sometimes these are called voids.

Returns are only possible if the customer has not physically left the store. For customers who have left the store or for ones who return later requesting a refund or exchange, please have them contact the office and speak with the General Manager. Any exception to the No Returns/No Exchanges policy can only be approved by the General Manager.

5. CHECK OUT PROCEDURES

At the end of each day, the store manager or assistant manager shall take the cash register readouts for that day. It is not necessary for these figures to be available to the CSRs.

Once the CSR has counted the money, the store manager or assistant manager will verify both the money and the returns with the CSR. The manager will determine if the CSR's drawer is over or short and keep it on the designated form as such. The manager will also determine if any post voids took place without approval from the Store Management or Administrative On-Call staff.

These records shall be kept with the store's copy of the Daily Store Report. All of these records are retained until after the annual audit. For example, July 1, 2005 – June 30, 2006 are kept and destroyed November 1, 2006. July 1, 2006 – June 30, 2007 are kept and destroyed November 1, 2007, etc.

6. CASHIER ID NUMBERS

The office assigns a cashier number to new employees who will be working in the ABC stores. Store employees use these numbers for identification purposes while using the Board's computerized cash register system. No

employee is to operate under another employee's number. If one is found to be doing so, then they are subject to discipline including termination.

7. ALLOWANCES FOR SHORTAGES IN STORES INVOLVING INVENTORY

Wake County Alcoholic Beverage Control self-service stores receive an allowance of 1/13.333 of 1% of sales or \$75.00 on each \$100,000 in sales to apply to shortages based on sales at the end of each inventory period. The General Manager may require employees to make up shortages in excess of this allowance amount if trends exist. In the event of a shortage, the office will determine the amount owed by each employee based on who was working in the store location during the applicable time period. Employees can choose to pay the amount they owe in full or establish a payment schedule. Employees can pay by cash, check or via payroll deduction. Should an employee resign prior to the balance being paid in full, the employee's final paycheck will be adjusted, in accordance with applicable state laws and regulations.

All employees are reminded that the most effective way to minimize shortages is to be attentive and conscientious in carrying out the duties of a Wake County ABC Board employee. In particular, employees are expected to adhere to the following:

- Unless for Wake County ABC business, no smart phones, smart devices, newspapers, books, or magazines are to be used while working the cash register
- No smart phones, smart devices, newspapers, books, or magazines are permitted in the restrooms
- Keep bottles fronted on shelves
- Refrain from staring out the window in a daze
- Carefully account for merchandise received
- Carefully conduct monthly inventory activities
- Recognize customers in the store by greeting them and asking them if they found everything, they were looking for so as to deter larcenies

8. CUSTOMER RETURN OF PRODUCT

When a customer returns to the store with a bad or damaged product, an employee should follow these steps.

1. Have the customer complete a Distressed Merchandise Bad Product Form. The form request will ask for the name, contact information, date of purchase (attach receipt if available), and reason for return of product. This form can be found at WakeABC.com/docs
2. Inform the customer they will be contacted by management after a company representative in consulted and that this may take several days.
3. Attach the Customer's Distressed Merchandise Bad Product form to the bottle being returned.
4. Notify the General Manager you have a returned product transfer it as soon as possible to the office.

9. CUSTOMER COMPLAINT OF PRICED DISCREPANCY BETWEEN SHELF TAG AND REGISTER

When there is a discrepancy between the shelf tag price and the cash register price where the shelf tag price is lower:

1. Complete a Price Discrepancy Form providing the date and time of the visit, store location, customer information, product with discrepancy, price on shelf and price in the register.
2. Inform the customer the discrepancy will be reviewed by the office. Payment will be made to the customer for the amount of difference if the product was purchased.

D. STORE GUIDELINES

1. DELISTED ITEMS, SLOW SELLERS, NEW ITEMS, AND PRICE LISTS

The State of North Carolina ABC Commission price list is updated on a monthly basis. In addition, at times, slow sellers will discontinue being offered in all or some stores. Discontinued items shall be affixed with a sticker notifying the public of such.

When new items arrive and are stocked in the ABC stores, new items shall be affixed with a sticker notifying the public of such.

The State of North Carolina ABC Commission price list and monthly specials are to be posted on the Wake County ABC website and in each ABC store in a conspicuous place where the public may examine it for prices and brands. In some instances, Wake County ABC may provide a digital code to be scanned which will take customers to a website with such information.

2. STORE APPEARANCE

All Wake County ABC stores are to be well maintained and kept presentable to the public before, during, and after operational hours. The Store Manager is expected to ensure compliance is met with all standards set forth by Wake County ABC.

(SEE ATTACHEMENT A FOR A STORE STANDARDS CHECKLIST)

- Parking lots and other outside areas are well lit, neat, clean, and free of trash and debris
- Windows, floors, counters, and shelves are to be clean from all debris at all times.
- Windows should be clean from all signage clutter. Wake ABC provides an A-frame sign that lists all customer rules. This should be placed in a conspicuous place outside of the building at the front entrance door.
- Areas around the check-out counter, entrance/exit doors are neat, clean and free of clutter
- Shelf merchandise is fronted and free of dust and dirt
- Maintaining all floor displays and endcaps so that they are fully stocked and looking professional and organized
- Backrooms, desk area, and rest rooms are to be organized, neat, and clean. No inventory stock is to be kept in the restrooms unless approved by the General Manager, Assistant General Manager, and/or Store District Managers.
- Ceiling tiles and air returns are to be cleaned from debris and replaced if water stained. (Note: Maintenance staff should be notified when this is needed so that they can complete the task)

If the Store Manager or Assistant Store Manager is in need of equipment or supplies to assist in keeping up the store's appearance then the General Manager, Assistant General Manager, Store District Managers, and/or Maintenance staff need to be notified.

3. TELEVISIONS AND RADIOS IN THE STORE

Personal televisions or smart device tablets are not allowed in the Wake County ABC stores. Radios (or phones used as Bluetooth devices) are permitted in the stores to provide pleasant background music. Loud, offensive, inappropriate music, political news programs, sports programs, and/or radio talk shows are not conducive to the shopping environment the ABC Board strives to maintain for its customers.

During hours that the store is open for business, employees are not to wear headphones, buds, or ear devices when working on the sales floor or stock room. Such devices could inhibit customer service and deter employees from being observant and vigilant.

4. SPECIAL CONTAINERS AND VALUE-ADDED ITEMS

There are times when items are packaged in special decorative containers or come with value added items. The containers or value-added items are provided as a benefit to the retail customer who purchases the product and are part of the product being sold to the customer as a “single unit”.

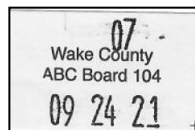
The warehouse is not required to make these special decorative containers or value-added items available to the wholesale (MXB) customers. Any merchandise received at the warehouse or any store with these containers missing should be reported to the office.

Approval of the disposition of these special containers or value-added items or exceptions to the above must be approved through the General Manager. Failure to follow this rule may result in disciplinary action up to and including termination.

5. STAMPING CASES

Cases received at an ABC store from the State and/or Wake County warehouse must be stamped within 24 hours of being received. A numbered coding stamp is provided for this purpose. The stamp shall be affixed directly above the North Carolina Code Number already affixed on the box. The coding method used by the Board is:

The top line will state the store number. The second line will state the date that the case was received regardless where it is from. Example: If store No. 7 receives a shipment on September 24, 2021 then the stamp shall read.



6. DEBIT MEMOS AND DAMAGED MERCHANDISE

Before credit can be received for damaged merchandise it must be inspected by the distiller representatives. The Board representatives must determine if damaged merchandise is the responsibility of the distiller or of the Wake County ABC employees. Debit Memo Forms are used to help make and document the proper determination.

When completing Debit Memo form, please keep the following in mind:

- Please make sure that the top or lid of the bottle always has the store number, a dash, and then followed by the NC Code number attached. For example Store 27 has a broken bottle of Tito’s 750 mL, then the sticker on the top of the bottle should read “27-44238”
- Indicate if the damage is concealed, if the case was dry or wet case, or if the damage is employee breakage.
- Credit cannot be received for bottles with broken seals or for short-in-case if there is not a bottle indentation in the section where the bottle is said to be missing.

- Employee breakage and customer breakage can be used on the same completed fillable form. Every other type of breakage needs to have its own completed fillable form.

When receiving merchandise from the warehouse, any case that has been opened, appears to have been tampered with, or is wet, should be inspected by the Store Manager, Assistant Store Manager, and/or warehouse truck driver before the truck leaves the store.

If a case is received with a bottle short and if there is a bottle indentation in the case, the case should be returned. If a wet case is received, it should be inspected by the store manager and truck driver. If it is determined that the case is wet because of broken contents before entering the store, it should be returned.

If breakage occurs after an item is inside the store, it is Employee Breakage and not the responsibility of the Distiller. Unless there are careless irresponsible reoccurring situations determined by the General Manager, employees themselves will not be held responsible for reimbursing Wake County ABC for damaged product.

Damaged merchandise will be picked up monthly by the Store District Managers. Any debit memos not previously sent to the office should accompany the damaged merchandise. Damaged bottles found and not picked up by Store District Managers should be counted as ending inventory and written up on a debit memo for the next month.

Following the procedures outlined above will enable the office to process and verify all debit memos before inventories arrive. It is recommended that Store staff keep up with damaged merchandise immediately after being discovered so as to remain organized.

7. INSPECTIONS REPAIR AND MAINTENANCE

Occasionally an outside agency, such as the Fire Department, Health Department, etc., may make an inspection of an ABC Board property. After such inspections, requests for corrective action may be made by the department making the inspection. All requests need to be in writing and forwarded to the General Manager's attention before they are considered valid. The General Manager will then pass such needs on to Maintenance or another responsible party.

8. MONTHLY INVENTORY

Wake County Alcoholic Beverage Control conducts physical inventory on the last working Tuesday of the month. The only exception shall be the month of June when a physical inventory shall be conducted on the last working day of the month. Under the direction of the Store Manager or the Assistant Store Manager, in the Store Manager's absence, a careful and thorough count of all merchandise is done and recorded using the handheld scanning equipment. Recounts of codes on the variance reports must be done prior to transmitting the inventory information to the office. Complete and accurate monthly inventories are an important aspect of the Board's business that allows it to operate efficiently and effectively. Employees assisting with monthly inventory activities are expected to do their part to achieve that goal, which may or may not include split shifts or long hours. Unless approved by the General Manager, the Store Manager and Assistant Store Manager are expected to be present for all inventories and recounts completed the following day.

(SEE ATTACHMENT B FOR INVENTORY STEPS CHECKLIST).

9. PROCEDURES FOR OPENING THE STORE

To begin each business day in the store, the employee responsible for opening should ensure the following tasks are completed:

- Parking lots and other outside areas are free of trash and debris;
- The entrance and exit doors are cleaned.
- Areas around the registers are neat and clean.
- The Store's deposit is completed and checked for accuracy and ready for deposit.
- All registers planning to be used have a till that is counted and ready to be used

10. PROCEDURE FOR CLOSING THE STORE

To properly close the store at the end of business, the employee responsible for closing should ensure the following tasks are completed:

- 30 minutes to an hour before closing, the carpet is vacuumed or tile dust mopped or cleaned
- 30 minutes to an hour before closing, parking lots and other outside areas are free of trash and debris;
- 30 minutes to an hour before closing, the entrance and exit doors are cleaned.
- 30 minutes to an hour before closing, areas around the registers are neat and clean.
- Perform the appropriate closing register functions.
 - Verify that all receipt printer machines have adequate amounts of paper
 - Print off "tender report" for each individual cashier. Print one to keep at the store for six months.
 - Print off "sales report" for each individual cashier. Print one to keep at the store for six months.
 - Print off "sales analysis" for each individual cashier. Print one to keep at the store for six months.
 - Print off "consolidated tender report" by store. Print two with one being brought to the office with weekly paper work and one retained at the store for six months.
 - All registers should be signed out of except for the one that will be used to run the end of day function.
 - Select "End of Day" (this should be completed by the individual responsible for closing the store that day)
 - Verify that all tills have opened and are empty
- Begin fronting all bottles on the shelves, endcaps, and displays
- Email finance@wakeabc.com the "tender total" listed on the "consolidated tender report"
- Prepare the store's daily deposit
- Ensure the store's video footage is visible on the television in the stock room.
- Inspect all store entrances and ensure they are locked and secured.
- Activate the store's alarm system.

11. PROCEDURE FOR COUNTING CASH

The following illustrates the method that should be used to count the end-of-day cash. Properly loaning in, completing pickups, and counting each cash drawer down is imperative in running a competent and efficient operation. It is an insurance policy that protects both the employer and employee alike.

"Loaning in" can be defined as money taken from the safe and put into a till to go into that register. Proper register functions should be selected when doing this. "Pickups" can be defined as an excess amount of money removed from an assigned employee's till throughout the hours of operation. No till should be in excess of \$500 during the hours of operation. At any point in time, unless being processed by staff, there should be no money in the store that isn't secured and kept in the register till or Store safe.

1. Count down each cash drawer and generate a consolidated tender report by cashier. Attach that variance to the cashier's receipts that have been generated during their shift. The cashier's receipts consist of amounts both loans and pickups.
2. Once all of the cash drawers have been counted the next step is to consolidate all the cash. Combine cash and use the chart below as an example of how to break it down into respective denominations.

BUNDLE / ROLLS	CURRENCY
Twenties	\$500
Tens	\$100
Fives	\$100
Ones	\$25
Quarters	\$10
Dimes	\$5
Nickels	\$2
Pennies	\$0.50

3. All loose change is to be combined into a change bag. This eliminates the common practice of having multiple mixed coin rolls.
4. Prepare the stores deposit. You only deposit rolled coins or minimal loose coins. The bank tellers will appreciate your efforts, and you will have used your time at the bank as efficiently as possible.

In summary, here is the process broken down into four digestible steps.

1. All cash drawers are counted and have the correct over/under.
2. All cash has been consolidated and counted into their respective bundles /rolls the store change first before counting the daily cash deposit.
3. Make the appropriate change order to balance your store change.
4. Count the remaining currency. That is your deposit!

12. WEEKLY AND MONTHLY REPORTS

For documentation purposes, checks and balances, and accountability there is paperwork that should be submitted to the Administrative Office.

Unless approved by the General Manager, this paperwork should be submitted by 2:00 pm on Tuesday of each work week.

- Daily Store Report
- Consolidated Tender Report by Store
- Bank Daily Deposit slips
- Cash Over/Short Form by employee
- Mixed Beverage Daily Summary including invoices, mixed beverage bank deposit slips, and credit card summaries

Unless approved by the General Manager, this paperwork should be submitted on the first working day of the month involving data of the previous month

- Credit card sales report
- Cash Over/Short Form by employee if the month ends mid-week

- Mixed Beverage Daily Summary including invoices, mixed beverage bank deposit slips, and credit card summaries if the month ends mid-week

13. STANDARD FOR STOCKING SHELVES

- Merchandise will be placed on the shelves using the “right-hand approach” method. This can be defined as locating products on the shelf by price (going clockwise or from the left to the right in direction). Basically, the lowest price product should be far left as one is facing the shelf. The lowest price product for each section should always be on the bottom left shelf.
- The shelf price tag should be lined up with the far-left bottle. The purpose is to keep shelves tight with product and merchandising
- 375 mL bottles will start to the left; 750 mL bottles will be to the right of the 375 mL bottles; and the 1.75 L bottles will be to the right of the 750 mL bottles.
- The prices of the 750 mL bottles will determine the shelf location for all brands, with the higher price 750 mL bottles on the top shelves. Other brands in the same category with lower prices should be in a vertical setting.
- In the event of monthly and quarterly price changes, the shelving will not be re-arranged to accommodate the adjustment of the 750 mL bottles.
- Due to the height of the 1.75 L bottles of certain brands, they may be placed on the top shelf.
- If possible, some brands such as Evan Williams Honey Reserve, Jack Daniels Honey, and Wild Turkey American Honey, to name a few, will be placed next to the original brands on the shelves. The prices for these 750mL may be higher than the original brand prices.
- Set and maintain all bottles at the front of the shelf, with the exception of end caps where a balance should be maintained between the front and back of the shelf.

(SEE ATTACHMENT C FOR SHELF AND DISPLAY STANDARDS)

14. TRUCK ORDERS

The purpose of these steps is to assure that an order of product, whether it be from the State Warehouse or the Wake County ABC Warehouse, is thorough and complete on the needs at each store. Not following these steps will produce missed product and provides poor service for your customers. Truck order should a responsibility shared by both the Store Manager and Assistant Store Manager.

1. Print a suggested order from Navision.
2. For Stores getting direct shipments from the State, visit the State of NC ABC Commission’s inventory website. For Stores getting direct shipments from the Wake County Warehouse, please reference “Store 98” inventory in Navision and communicate with Warehouse staff on various products needed.
3. Verify the last truck order and make note of items that were cut. Feel free to contact the General Manager, Assistant General Manager, and/or Store District Managers immediately after your last truck to provide them with a list of items ordered and cut. They will help supplement these items from Warehouse inventory when possible. Store Management should not be requesting items that were failed to be ordered.
4. Verify items on monthly special pricing (SPA)
5. Walk the stock room making a list of items that are used by mixed beverage, bulk items, upcoming tastings, and/or upcoming seasonal items.
6. Walk the sales floor making a list of items that are needed.
7. Verify the display rotation schedule of products are needed for current and upcoming floor displays and endcaps.

8. Verify items that are allocated or limited time offers by checking the State of NC ABC Commission's inventory website. Feel free to contact the main office for support and details.
9. Make your adjustment to the products needed within Navision's suggested order and print the document.
10. Review the document thoroughly and before submitting, make note of all zeroed items allowing time for the Warehouse stock to be replenished. Warehouse stock can change daily, nights, and weekends.
11. For Stores getting direct shipments from the State, visit again the State of NC ABC Commission's inventory website. For Stores getting direct shipments from the Wake County Warehouse, please reference "Store 98" inventory in Navision and communicate with Warehouse staff on various products needed.
12. Store Managers and Assistant Store Managers can now submit the truck order. Once the order has been submitted, an email message needs to be sent to truckorders@wakeabc.com which will notify proper administrative staff of the work being completed in Navision.

15. WORK PLACE INJURIES

It is the goal of Wake County ABC to prohibit and avoid all injuries. All injuries that occur on property owned, leased, or managed by Wake County Alcoholic Beverage Control are to be immediately report to the Main Office. This includes any injury of a Wake County ABC employee or an individual that is a customer or vendor (non-employee).

When any incident occurs, the first step is to contact 911 if medical services are needed. The second step is to contact the office and relay the injury to the General Manager, Assistant General Manager, or Human Resource Director. The next step is for the Store Manager or Assistant Store Manager to document the incident using the proper forms and submit them to the Main Office once completed.

(SEE ATTACHMENT D FOR ANY INJURY OF A WAKE COUNTY ABC EMPLOYEE)

(SEE ATTACHMENT E FOR ANY INJURY OF A NON-WAKE COUNTY ABC EMPLOYEE)

ATTACHMENT A
STORE STANDARDS CHECKLIST

The purpose of this form is to provide the Store staff with a checklist of things to make sure are taken care of so as to keep the store operating professionally, efficiently, customer friendly, and top in appearance.

ATTACHMENT B
INVENTORY STEPS CHECKLIST

The purpose of this form is to assist Store staff with a checklist to make sure everything is accomplished before, during, and after monthly inventory.

ATTACHMENT C
SHELF & DISPLAY STANDARDS (1 of 3)
ENDCAPS



Positive Qualities Of Product Displayed On An Endcap

- All bottles are fronted to the edge of the shelves
- Bottle labels are facing the customer standing in front of the shelf
- All shelves should be completely full with bottles. No pints should be placed on endcaps.
- No more than three items should be included within an endcap
- No empty boxes should be included in the display
- There are to be no handwritten or filled in shelf tags
- Shelf tags can be centered instead of far left bottle aligned
- If aligned vertically, the bottles need to be of identical size and brand
- If aligned horizontally, the bottles need to be of identical size and brand
- Any case cards or marketing materials should not be more than 24 inches above the top shelf on the end cap



NOTE:

Examples of what an end cap is NOT supposed to look like

Note: For any questions or clarification, please contact the Store District Managers

ATTACHMENT C
SHELF & DISPLAY STANDARDS (2 of 3)
WALL OR FLOOR SHELF



Positive Qualities of Product Displayed On A Shelf

- All shelves are to be full with bottles no empty gaps
- All bottles are fronted to the edge of the shelves
- Bottle labels are facing the customer standing in front of the shelf
- Right hand approach is utilized (see notes in D.14 this manual)
- Core products are to start on the left with any flavors placed to the right.
- Shelf tags are positioned to the left side of all bottles of same product
- There are to be no handwritten or filled in shelf tags
- Sales price placards are to be placed beside and not in front of the existing shelf tag
- Use assigned clips to display sales price placards and verify they are not taped
- All RTD and can merchandise are to be located on their designated category shelving and not with their like brand. For example, Jack Daniel's Coke Cans are not to be with Jack Daniel's black label bottle. They are to be on the RTD Can shelf.

Note: For any questions or clarification, please contact the Store District Managers

ATTACHMENT C
SHELF & DISPLAY STANDARDS (3 of 3)
FLOOR DISPLAY



Positive Qualities of Product In A Floor Display

- To verify the brand Representative involving the display, always reference the assigned display rotation provided by Administration.
- No part of the floor displays is to exceed six feet in height, and this includes cases and any marketing material
- No empty boxes should be included in the display unless for initial documentation purposes
- Communicate with the Assistant General Manager or Store District Managers to make sure the display is adequately stocked during the entire display schedule
- Make sure all cases are stacked, aligned evenly, and fronted using the same side of the box
- All visible bottles are fronted with labels facing the same direction
- Fillable sales price case cards should be visible at all times on all displays
- When needed, take product from the display to fill gaps on the shelves.
- There should be a minimum of four cases within each case stack.

Note: For any questions or clarification, please contact the Store District Managers

ATTACHMENT D
INJURY INCIDENT REPORT FORM FOR EMPLOYEE

The purpose of this form is to document information and details whenever an employee of Wake County ABC is injured on any property owned, leased, or managed by Wake County ABC.

ATTACHMENT E
INJURY INCIDENT REPORT FORM FOR NON-EMPLOYEE

The purpose of this form is to document information and details whenever a customer or non-employee of Wake County ABC is injured on any property owned, leased, or managed by Wake County ABC.