

# PACKAGING & SHIPPING STORES'

## OPERATIONS MANUAL

140 Pages

### TOPICS IN TABLE OF CONTENTS

#### HOW TO USE THIS MANUAL

#### INTRODUCTION

#### BASIC POLICIES

##### CUSTOMER AND VENDOR SERVICE

*Our Goals*  
*Tone and Verbiage*  
*Greeting Policies*  
*Telephone Standards*  
*Handling Questions and Complaints*  
The "Do You Mark-Up Question"  
Handling Unpleasant Customers  
Employee Empowerment

##### HOURS OF OPERATION

*Store Hours*  
*Holiday Hours*  
*Working Hours*  
*Days of Operation*  
*Schedules*  
*Overtime Pay*

##### PERSONNEL POLICIES

*Overview*  
*Dress Code and Grooming*  
*Professional Behavior*  
*Rules of Conduct*  
*Smoking, Alcohol, & Drugs*  
Smoking  
Alcohol  
Drugs

##### EMPLOYEE SUGGESTIONS, COMMENTS, & COMPLAINTS

##### EMPLOYEE PROGRAMS & BENEFITS

*Employee Purchases*  
*Benefits*  
*Overtime*  
*Holidays*  
*Vacation*  
*Insurance*  
*Bereavement Pay*  
*Sick Pay*  
*Well Pay*  
*Time-Off Request*  
*Bonus Program*  
Example of a Simple Bonus Program

Example of an Aggressive Bonus Program

**OPERATIONAL PROCEDURES**

PARKING

STORE OPENING PROCEDURES

STORE DAILY/CLOSING PROCEDURES

MONTHLY REPORT

CASH REGISTER PROCEDURES

*Counter Selling*

Suggestive Selling

Active Selling

Preferred Carriers

*Processing a Transaction*

*Check Cashing Policy*

Acceptable Checks

What to Verify on Each Check

What to Write on Each Check

Verify Funds

*Accounts Receivables*

*Receipt on Account*

*Customer Refunds*

Employee Empowerment

Refund Procedures

*Cash Paid-Outs*

Acceptable Paid-Outs

Processing a Paid-Out

*Daily Deposit*

RETURNED PACKAGES

TRACERS

CLAIMS

C.O.D.S

QUOTING

PICK-UP & DELIVERY SERVICE

INVENTORY

*Stocking*

*Transfers*

*Receiving*

*Counting*

*Ordering*

EMERGENCIES

*Security System*

*Preventing Robberies*

*Power Outages*

*Natural and Unnatural Disasters*

*Driving Accidents*

*Injuries*

**ADMINISTRATION: BOOKKEEPING AND ACCOUNTING**

COMPANY'S BASIS ON ACCOUNTING

TERMINOLOGY

CHART OF ACCOUNTS

*Current Assets*

*Fixed Assets*

*Long-Term Assets*

*Current Liabilities*

*Long-Term Liabilities*

*Cost of Sales*

*Expenses*

**DAILY BOOKKEEPING**

*Daily Deposit Information*

*Returned Checks*

Our Policy

Checks Presented as Non-Payable

Bad Debts Collection on Returned Checks

*C.O.D. and Claims*

**ACCOUNTS RECEIVABLES**

*Offering Credit*

Credit Application Cover Letter

Credit Application

Credit Reference Request Form

*Approving Credit*

*Invoicing*

*Bad Debts Collection on Account Receivables*

**ACCOUNTS PAYABLE**

*Entering Invoices*

*Payments*

*Prepaid Expenses*

**SALES TAX**

**INVENTORY & PURCHASING**

*Par Levels*

*Received Inventory*

*Physical Inventory Counts*

*Purchasing*

When to Order

What to Order

How to Order

**MONTHLY ACCOUNTING**

**BOOKKEEPING SCHEDULE**

**ADMINISTRATION: PERSONNEL**

**OVERVIEW**

*Hiring Process*

*First Day of Employment*

*Paperwork for Each Employee*

*Payroll Records*

*Employment Laws*

*Workers Compensation Insurance*

*Schedules*

*Overtime Pay*

**PAYROLL FORMS AND TAXES**

*Overview*

*Tax Payments and Reports Due Dates*

Payments Due

Vendor Name

941 Tax

940 Tax

State Withholding Taxes

SUTA

*How to Apply for Employer ID Numbers*

Application for Employer Identification Number

Application for State Withholding Number

Application for State Unemployment Tax Number

*Employment Tax ID Numbers*

*Employment Tax Forms*

Overview

Employment Eligibility Verification  
Federal Withholding Form  
W-2s  
State Withholding Form

*Tax Returns*

Employer's Quarterly Federal Tax Return  
Federal Unemployment Tax Return (FUTA Return)  
State Withholding Tax Recap Forms  
State Unemployment Tax Returns

**EMPLOYEE MANUAL**

**HIRING**

*Approved Interviewers*

*Be Selective*

*Advertisements for Employment*

Signs

Employee Referral Program

Classified Ads

*Employment Application*

*The Interview*

Interview Preparation

Schedule the Interview

Greet the Interviewee

Physical Appearance and Behavior

Conduct the Interview

*Second Interview*

*Check References*

*Hiring an Employee*

Offer Letter

Owners Notes

**BENEFITS**

*Overtime*

*Employee Purchases*

*Holidays*

*Vacation*

*Insurance*

*Bereavement Pay*

*Sick Pay*

*Well Pay*

*Time-Off Request*

*Bonus Program*

**RESPOND TO APPLICANTS**

**EMPLOYEE UNIFORMS**

*Company Uniform*

*Company Shirts*

**COMMENDATIONS**

**EMPLOYEE WARNING**

**EMPLOYEE ACKNOWLEDGEMENT**

**SECOND COMPANY REPRESENTATIVE**

**REVIEWS**

*Review Times*

*Preparation for a Review*

*The Review*

Employee Evaluation Report

**REFERENCES ON PAST EMPLOYEES**

**EMPLOYEE SUGGESTIONS, COMMENTS, & COMPLAINTS**

## **FILES ON YOUR CD**

Applicant Reference.doc  
AR Form.doc  
AR Welcome Ltr.doc  
AR Collection Letter  
Bad Check Letter.doc  
Bank Deposit Log.doc  
Bonus Program (see Store Error Report)  
Closing Checklist.doc  
COD Form.doc  
Commissions Program.doc  
Credit Application Ltr.doc  
Credit Request.doc  
Deposit Form.jpg  
Employee Forms Info.doc  
Employee Commendation.doc  
Employee Welcome Ltr.doc  
Employment Application.xls.  
Hiring1.jpg (Hiring Sign)  
Hiringft.jpg (Hiring Sign)  
Hiringft2.jpg (Hiring Sign)  
Hiringpt.jpg (Hiring Sign)  
Hiringpt2.jpg (Hiring Sign)  
Interview Questions.doc  
Inventory.xls  
Monthly Acctng.xls  
Monthly Report.xls  
Opening Checklist.doc  
Paid Out Form.doc  
Pickup Form.doc  
Purchasing.xls  
Quote Form.doc  
Refund Form.doc  
Rejection Ltr.doc  
Returned Packaging Form.doc  
Returned Package Ltr.doc  
Returned Package Policy.doc  
Review Employee.doc  
Review Letter.doc  
Schedule.xls  
Store Error Report.doc  
Time Off Request.xls  
Tracer Form.doc  
Transfer Form.xls  
Warning Form.doc