



DEVELOPMENT PROGRAM

1200

STORE MANAGER

Handouts

STORE MANAGER HANDOUTS

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PAY STATION CASH DEPOSIT (DRB) PART 1-1211

Pay Station Cash Deposit (DRB) Part 1 Handout

The following is an overview of the information reviewed in the module:

The XPT Cash Deposit is critical in ensuring that our deposits make it to the bank and that the XPT's are always able to accept and dispense money. Without proper removal and addition of money to the XPT's, the potential exists for our customers to not be served effectively. This could come from the acceptor being too full to accept money, or the dispensers being empty and unable to deliver change to the customer. When this occurs, we have to take time out to solve the problem. This impedes the customers quick trip to the car wash, and turns it into a longer visit than they expected. It also requires us to spend time resolving the matter, and this takes time away from other critical tasks.

Safety and Security

The XPT cash deposit procedure **MUST** be performed with a Site Manager or General Manager and one other team member. The second team member can be a Team Leader, Shift Leader or another manager. This is done in an effort to ensure your safety and the security of the money being handled. Additionally, to ensure everyone's safety, money may only be removed from, or added to, the XPT's between **7:30am and 4:30pm**. You must also complete the process for both XPT's at the same time. If you don't feel you can efficiently complete both XPT's at the same time, you will need to plan another time to add or remove money.

In order to further ensure safety, and prevent any internal issues, we must keep our safes locked at all times. This is done without exception. The safe should only be opened to add or remove deposit bags and when adding change orders received from Loomis. It is also critical that the safe is visible on the cameras so that there is video evidence of any possible incidents.

Theft

While we have multiple safety measures in place, those measures cannot completely eliminate the possibility of theft. In this instance, we are talking about theft by someone outside our organization. In simple terms, there is a possibility, albeit small, that you could find yourself in the middle of a robbery attempt.

You, our most valuable asset, cannot be replaced. If you do find yourself in a robbery situation, it is safest to meet their demands without resistance. We have cameras located around the site, and pointed at the safe, so if any incident occurs, the cameras will capture video footage that can be used as evidence when further action is taken against the perpetrator.

Team Member Responsibilities

Robbery

As a team member, it is your responsibility to ensure the safety of yourself, your teammates and our guests. In the event of a robbery or break-in, you will need to take the following steps.

1. Remain calm.
2. Follow the robbers' directions without argument, using slow, deliberate movements.
3. Inform the robber if any employees are entering the area.
4. Be observant of the person, and take notice of any distinguishing features, clothing, tattoos, speech impediments or sayings and the details of any weapon used.
5. When the robber leaves the property, close the lanes and immediately call 911.
 - Do not touch or disturb anything that the assailant may have been in contact with.
6. Contact your Area Director and General Manager.
7. Write a detailed account of what happened and what you saw.
 - Include any additional comments from other team members.
8. Follow police instructions.

STORE MANAGER HANDOUTS

Break-In

In addition to robbery, the possibility also exists for our stores to be broken into. When this occurs, it is important to remain calm and perform the following steps:

1. All employees must retreat to a safe distance with good visibility and call 911 immediately.
2. If there are any unfamiliar vehicles near the location take note of the description from a safe distance.
3. Notify Area Director.
4. When the police arrive, they will clear the building and make sure it is safe to enter.
5. Follow police instructions.
6. Take pictures of any/all damage.
7. Go over with area director what needs to be accomplished before opening.

Management Responsibilities

As a manager, it is your responsibility to ensure the safety of our employees and guests during and after a robbery. Anytime you are informed about a robbery or break-in, you will need to take the following steps:

Robbery

- Drive to the location as soon as you are able.
- Ensure that staff and guests are safe.
- Notify Regional Director, Loss Prevention and Human Resources.
- Get an accurate assessment of the amount lost.
- Save all relevant video footage.
- Send relevant footage and all statements to Loss Prevention.
- Follow police instruction.
- Work with accounting on getting a deposit for the store if necessary.

Break-In

- Drive to the location as soon as you are able.
- Ensure the staff are safe.
- Notify Regional Director, Loss Prevention and Human Resources.
- Follow police instruction.
- Get an accurate assessment of the amount lost.
- Clean any debris after police have cleared to do so.
- Work with Regional Director on what needs to be completed prior to opening.
- Work with accounting on getting a deposit for the store if necessary.
- Save all relevant video footage.
- Send relevant footage to Loss Prevention.

Deposit Schedule

Depending on the location, you may have one or two deposit days each week. For information regarding your location's deposit day, or days, refer to the management team at your store.

Regardless of deposit day, or days, the XPT cash deposit must be completed before the end of the business day two days after the deposit is given to Loomis.

PAY STATION CASH DEPOSIT (DRB) PART 2-1212

Pay Station Cash Deposit (DRB) Part 2 Handout 1

The following are the steps for completing the XPT Cash Deposit:

1. Remove the deposit box from the server room.
2. Remove the change order from the safe and place it in the deposit box.
3. Take the deposit box to the XPT's.
4. Cone off the XPT lane. One at a time.
5. Remove the top lock from the XPT.
6. Scan the barcode on your name badge when prompted.
7. Remove the bottom lock and use the XPT wrench to unlock the door.
8. Unlock the bill acceptor access.
9. Remove the acceptor and remove the money.
10. Give the money to your partner to rubber band and put into the deposit bag.
11. Re-insert the acceptor.
12. Close and lock the acceptor access.
13. Unlock the bill dispenser access.
14. Remove any bills from the reject tray.
15. Remove the dispensers, one at a time, and remove the money.
16. Hand the money to your partner to be rubber banded and placed in the deposit bag.
17. Take the change order from your partner and place it in the dispensers.
18. Re-insert the bill dispensers.
19. Close and lock the dispenser access.
20. Close the XPT, use the wrench to secure the door.
21. Insert the top and bottom lock.
22. When prompted on the XPT screen:
 - Select, "I removed ALL the money from the bill and coin acceptors."
 - Select, "I removed ALL the money from the bill and coin dispensers."
 - Select, "I put the following amount of money into the bill dispensers." Then enter the amount added to the XPT.
 - Select Post then collect the receipt that is printed.
23. Remove the cone from the lane and move to the next XPT.
24. Repeat steps 5-23 for the remaining XPT.
25. Take the deposit box and go back to the office.
26. Go to Site Manager.
27. Login with your credentials.
28. Go to Site Manager → Select Reports → Sales Activity → XPT Cash Audit.
29. Set the date to the deposit date then click Generate.
30. Using the Vault Access Slips, total the amounts removed from the acceptors and dispensers.
31. Check that the Vault Access Slips from the XPTs match the XPT Cash Audit.
 - Confirm that Vault Access Slip "Acceptor Deposits" is greater than zero and amount matches XPT Cash Audit "Money Removed from Acceptors" amount.
 - Confirm that Vault Access Slip "Dispenser Deposits" is greater than zero and amount matches XPT Cash Audit "Money Removed from Dispensers" amount.
 - Confirm that Vault Access Slip "Added to Dispensers" amount matches XPT Cash Audit "Money added to Dispensers" amount.

STORE MANAGER HANDOUTS

- Repeat for each XPT.

32. Prepare the deposit slip.

33. Ensure that the location listed on the top of the deposit slip matches your location.

- If the location on the deposit slip does not match, see if there is another deposit book that has the correct location.
 - If there are no deposit slips with the correct location listed, contact your General Manager or Area Director.

34. Input the date on the top of the deposit slip.

- The XPT vault access slips are used to determine the date of the deposit. The date on the deposit slip and the vault access slips should always match.

35. Input the deposit amount removed from each XPT.

- Do NOT record any other deposits on the XPT deposit slip.

36. Record the total amount removed at the bottom of the deposit slip.

37. Prepare the deposit bag.

38. On the deposit bag input the To, From, Date, Deposit Amount and Account Number in the appropriate places.

- The account number can be found on the deposit slip.

39. Record the total deposit amount on the deposit bag.

40. Remove the bag tag from the deposit bag.

41. Input the date, deposit amount and deposit bag number on the Consignment Log.

42. Place the white copy of the deposit slip in the unsealed deposit bag.

43. Seal the deposit bag and place it in the safe.

44. Close and lock the safe.

45. Go to the office computer and login to the WhiteWater Intranet.

46. Go to the Finance tab and select XPT Weekly.

47. Fill in the required information on Page 1-11.

48. If there were any issues, be sure to record them on Page 12.

49. Attach the XPT receipts, deposit bag tag and yellow deposit slip to the Loomis Change Order Receipt. Then, scan and add the file to the deposit submission

50. Scan and add any additional documentation if necessary.

- Remember, if the XPT did not print a receipt, you will need to include the XPT Cash Audit

51. Input the deposit bag number.

52. Click Submit.

53. Put the deposit box back in the server room.

54. Retrieve the change order from the driver.

55. Verify the amount for the change order.

56. Sign the tablet from the Loomis driver to confirm receipt.

57. Place the change order in the safe.

58. Remove the deposit from the safe.

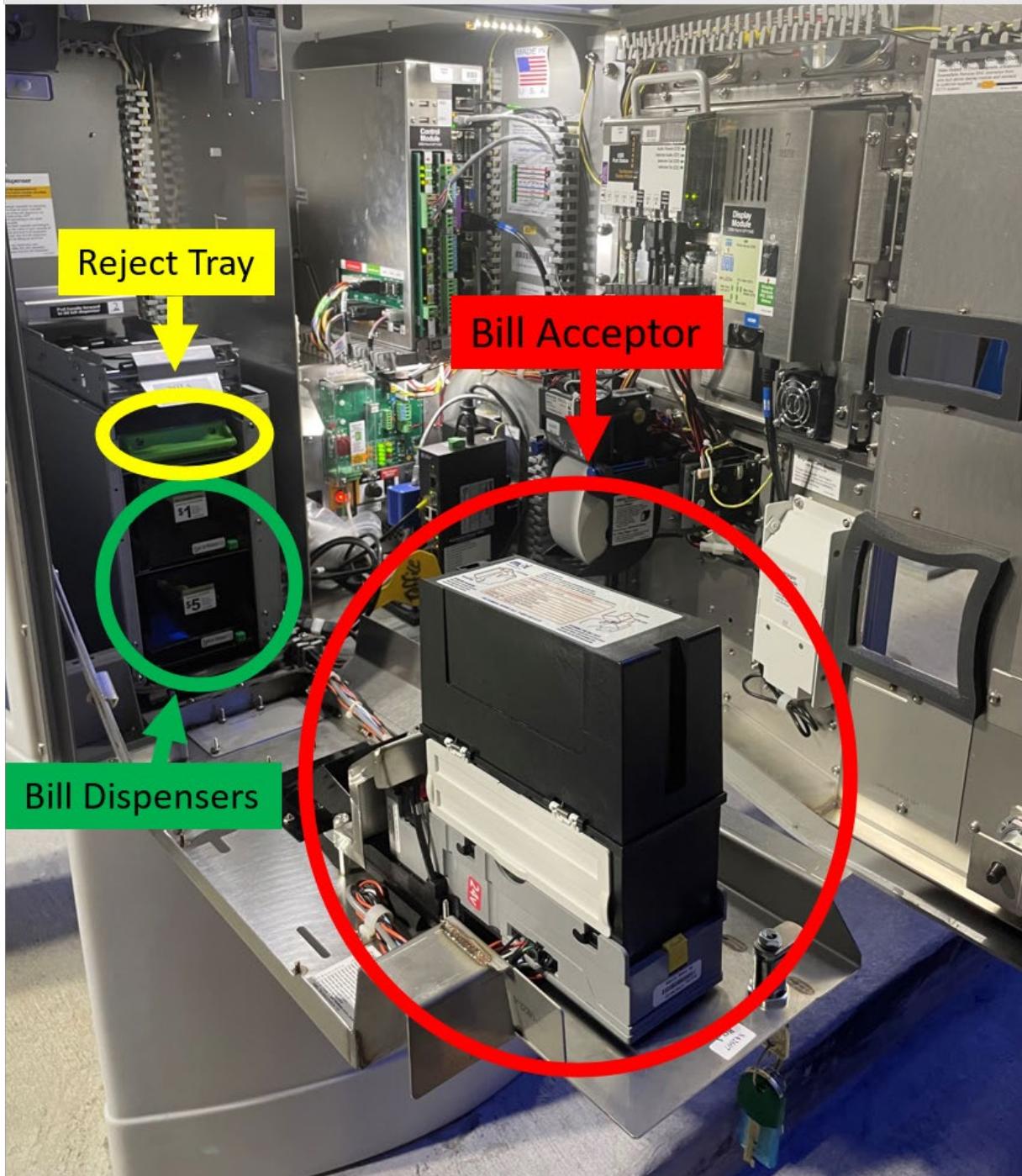
59. Close and lock the safe.

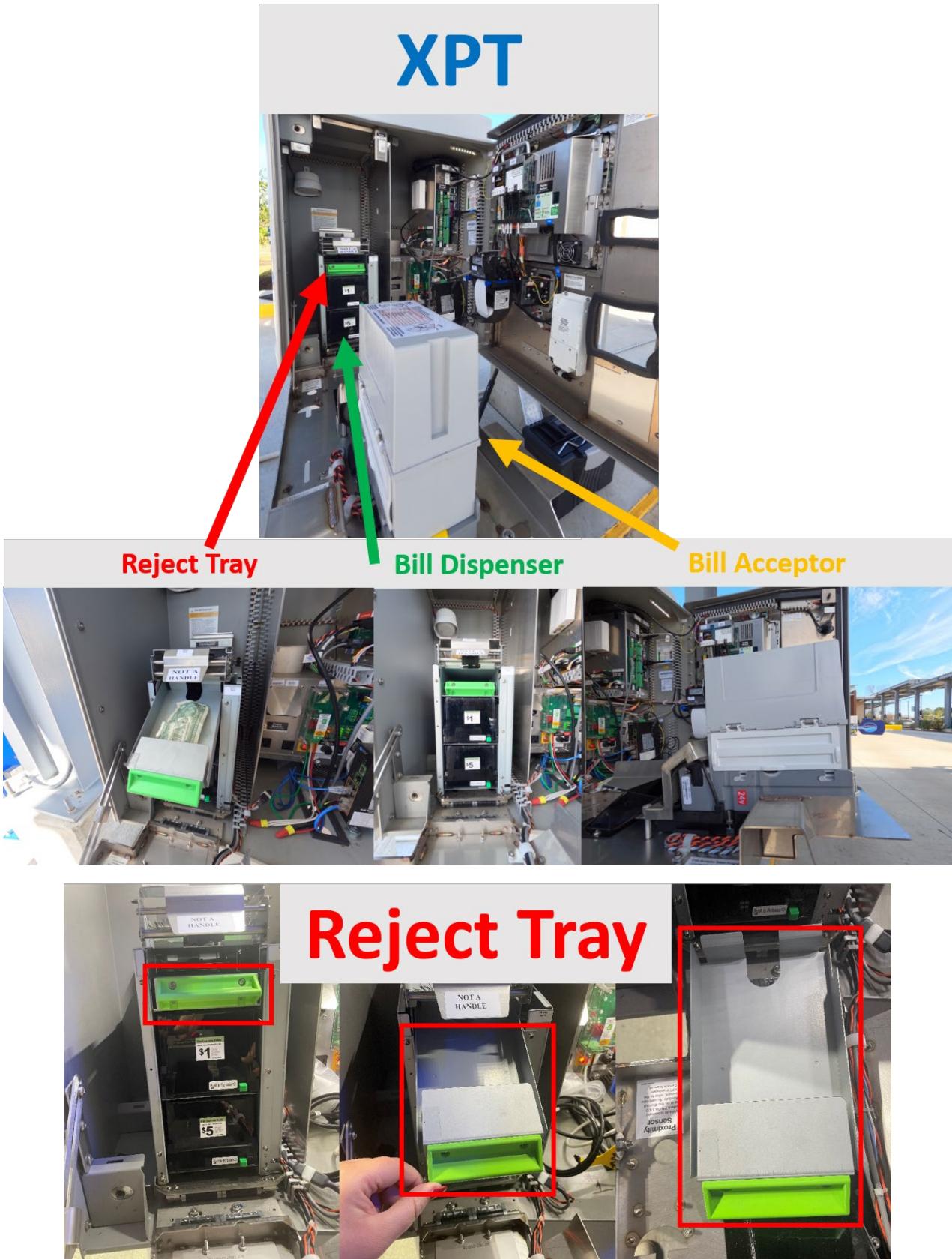
60. Give the deposit bag to the Loomis driver.

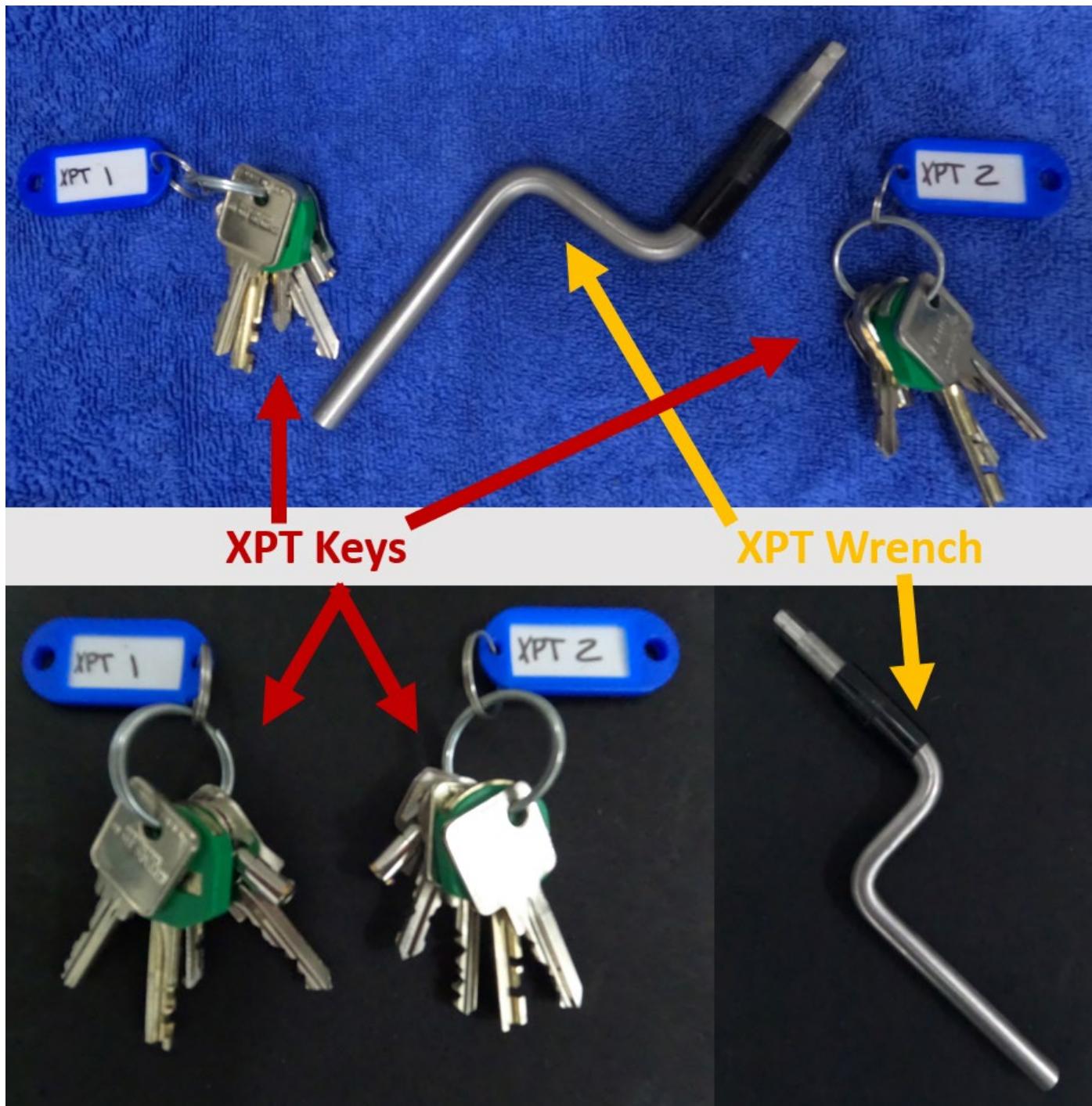
61. Give the Consignment log to the Loomis driver so they can verify the information and sign the form.

Pay Station Cash Deposit (DRB) Part 2 Handout 2

XPT Inside









Deposit Slip

Location

WhiteWater Car Wash WX0111
8514 FM 1960 E
Atascocita, TX 77346

CHASE
JPMorgan Chase Bank, N.A.
www.Chase.com

DATE 1/19/22

CURRENCY	DOLLARS	CENTS
COIN	3496	00
CHECKS (LET DOWN BURNT)		
1 XPT 1	1,951.00	
2 XPT 2	1,545.00	
3		
4		
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Vault Access Slip

Vault Access Deposits	

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Deposit Slip

WhiteWater Car Wash WX0111
8514 FM 1960 E.
Atascocita, TX 77346

CHASE
JPMorgan Chase Bank, N.A.
www.Chase.com

DATE DEPOSITS	1/19/22	DATE WITHDRAWAL
CURRENCY	3,496.00	
COIN		
CHECKS	XPT 1 1,951.00	
5	XPT 2 1,545.00	
6		
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28		
TOTAL FROM OTHER SIDE OR ATTACHED LIST		
PLEASE REENTER TOTAL HERE		
3,496.00		
Checks and <input checked="" type="checkbox"/> subject to the provisions of the Uniform Commercial Code or any applicable collection agreement.		

Vault Access Slips

Vault Access Deposits
WhiteWater Car Wash-Atascocita
Empl # 3896 @ XPT1
01/19/2022 02:27 PM

Money Removed

Acceptor Bills	-\$688.00
Acceptor Coins	\$0.00
Acceptor Deposits	-\$688.00
Dispenser Bills	-\$1,263.00
Dispenser Coins	\$0.00
Dispenser Deposits	-\$1,263.00
Total Removed	-\$1,951.00

Money Added

Bills Added	\$1,400.00
Coins Added	\$0.00
Added to Dispensers	\$1,400.00
Net Deposits	-\$551.00

Vault Access Deposits
WhiteWater Car Wash-Atascocita
Empl # 3896 @ XPT2
01/19/2022 02:30 PM

Money Removed

Acceptor Bills	-\$177.00
Acceptor Coins	\$0.00
Acceptor Deposits	-\$177.00
Dispenser Bills	-\$1,368.00
Dispenser Coins	\$0.00
Dispenser Deposits	-\$1,368.00
Total Removed	-\$1,545.00

Money Added

Bills Added	\$1,400.00
Coins Added	\$0.00
Added to Dispensers	\$1,400.00
Net Deposits	-\$145.00

XPT Cash Audit Report

XPT Cash Audit Report					
WhiteWater Car Wash- 111 - Atascocita		Wed 01/19/2022 12:00:00am Wed 01/19/2022 11:59:59pm			
Date	Activity	XPT1	XPT2	DXPT1	Totals
1/19/22	Cash paid in to Acceptors	20.00			20.00
	Money removed from Acceptors	-688.00	-177.00		-865.00
	Over/Short detected in Acceptors	0.00	0.00		0.00
	Money added to Dispensers	1,400.00	1,400.00		2,800.00
	Change returned by Dispensers		-12.00		-12.00
	Money removed from Dispensers	-1,263.00	-1,368.00		-2,631.00
	Over/Short detected in Dispensers	0.00	0.00		0.00
Summary for 1/19/22 thru 1/19/22					
	Beginning balance in Acceptors	688.00	157.00	0.00	845.00
	Beginning balance in Dispensers	1,263.00	1,380.00	0.00	2,643.00
	Cash paid in to Acceptors	0.00	20.00	0.00	20.00
	Money removed from Acceptors	-688.00	-177.00	0.00	-865.00
	Over/Short detected in Acceptors	0.00	0.00	0.00	0.00
	Money added to Dispensers	1,400.00	1,400.00	0.00	2,800.00
	Change returned by Dispensers	0.00	-12.00	0.00	-12.00
	Money removed from Dispensers	-1,263.00	-1,368.00	0.00	-2,631.00
	Over/Short detected in Dispensers	0.00	0.00	0.00	0.00
	Ending balance in Acceptors	0.00	0.00	0.00	0.00
	Ending balance in Dispensers	1,400.00	1,400.00	0.00	2,800.00
	XPT Cash Sales to Account For	0.00	8.00	0.00	8.00
	XPT Money Accounted For	0.00	-8.00	0.00	-8.00
	Net XPT Money Over/Short	0.00	0.00	0.00	0.00

XPT Cash Audit Report

Vault Access Slip

Date	Activity	XPT1
1/19/22	Cash paid in to Acceptors	
	Money removed from Acceptors	-688.00
	Over/Short detected in Acceptors	0.00
	Money added to Dispensers	1,400.00
	Change returned by Dispensers	
	Money removed from Dispensers	-1,263.00
	Over/Short detected in Dispensers	0.00
Summary for 1/19/22 thru 1/19/22		
	Beginning balance in Acceptors	688.00
	Beginning balance in Dispensers	1,263.00
	Cash paid in to Acceptors	0.00
	Money removed from Acceptors	-688.00
	Over/Short detected in Acceptors	0.00
	Money added to Dispensers	1,400.00
	Change returned by Dispensers	0.00
	Money removed from Dispensers	-1,263.00
	Over/Short detected in Dispensers	0.00
	Ending balance in Acceptors	0.00
	Ending balance in Dispensers	1,400.00
	XPT Cash Sales to Account For	0.00
	XPT Money Accounted For	0.00
	Net XPT Money Over/Short	0.00

Vault Access Deposits
WhiteWater Car Wash-Atascocita
Empl # 3096 @ XPT1
01/19/2022, 02:27 PM

Money Removed

Acceptor Bills -\$688.00
Acceptor Coins \$0.00

Acceptor Deposits -\$688.00

Dispenser Bills -\$1,263.00
Dispenser Coins \$0.00

Dispenser Deposits -\$1,263.00

Total Removed -\$1,951.00

Money Added

Bills Added \$1,400.00
Coins Added \$0.00

Added to Dispensers \$1,400.00

Net Deposits -\$551.00

Loomis Consignment Log

CUSTOMER CONSIGNMENT LOG

01

Received by: LOOMIS

From _____ consignor, the following packages to be delivered to the respective consignees herein stated, it is agreed that these packages are to be distinctly and securely sealed by the consignor and that LOOMIS shall in no event be liable for any shortage by the consignor claimed in any such package delivered to it not so distinctly and securely sealed; also that in the case of the loss of any package LOOMIS shall not be liable for more than the value as herein stated of such package; and in no event for any amount in excess of the liability assumed in the service contract.

LINE	DATE	NO. OF SEALED PACKAGES	DENOMINATION	SEALED PACKAGES SHED TO CONTAIN	SAO NUMBER	RELEASED BY	SIGNATURE OF CUSTODIAN	ROUTE #	TIME	DATE
01	1/26	3052			DF487809		JM	101055	1-26	
02	1/26	1300.00			DF48778038		SM	11		
03	2/2	3310			DF48778037		JM	101400	2-2	
04	2/9	49.00			DF48778035		Dee L	109450	2/9	
05	2/9	3134.00			DF48778034			1111		
06	2/16									
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CC-07

Loomis Change Order Receipt

Customer Number: 9330340442
Customer Name: WHITE WATER EXPRESS WX111
Address: 8514 FM 1960 E

Order Number : 6169962739
Delivery Date: 01/18/2022 Tuesday
Ship Date: 01/14/2022
Ext. Ref. No. : 898421

ATASCOCITA
TX 77346

CHASE COMM
Courier: LOOMIS HOUSTON A Rte: 1
Prepared By: *[Signature]*



6169962739

Currency	Denom	\$Amount
800 FIT Bill	\$1	800.00
400 FIT Bill	\$5	2,000.00
FIT Bill	Total	2,800.00

Total Currency:	2,800.00	Total Boxes:	0.00
Total Coin:	0.00	Total Rolls:	0.00
Total Exchange:	2,800.00		

Sample Deposit Submission

ARMED CARRIER'S RECEIPT



B0284-0044032366

Packing Slip: **Delivery Date:** Tuesday 10/15/19
Location: **WHITE WATER EXPRESS WX101** **Carrier:** Brinks
0000000101
Address: **WHITE WATER EXPRESS WX101** **Inventory:** JP Morgan Chase
0000000101
14614 FM 2920 **Run ID:** Houston
TOMBALL, TX, 77377 **Smart Code:**
Confirmation #: 43506972
Reference #: 1517644036
Bag 1 of 1 **Amount:** \$2,800.00

Currency:	Recycled	Total Currency
1	\$800	\$800
5	\$2,000	\$2,000
Total	\$2,800	\$2,800

YELLOW DEPOSIT SLIP

DEPOSIT RECORD, COPY		32-6
WHITE WATER CAR WASH WX101 TOMBALL		
14614 FM 2920 TOMBALL, TX 77377		
 Morgan Chase Bank, N.A. www.Chase.com		
DATE 1/31/07		AMOUNT IN WORDS: ONE THOUSAND EIGHT HUNDRED TWENTY DOLLARS 00
CURRENCY: DOLLARS COIN: DOLLARS CHECKS: DOLLARS		
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CLEAR DEPOSIT BAG STRIP



Loomis Issue Log

Loomis/Deposit Issue Log

mhord@whitewatercw.com [Switch account](#)

 Saving disabled

Your email will be recorded when you submit this form

* Required

Type of Issue

Select the Type of Issue *

- Loomis No Show
- Loomis Arrived without Change Order
- Loomis Did Not Take Deposit
- Loomis Arrived with multiple XPT Change Orders

XPT Deposit Troubleshooting

<p><u>XPT did not print a receipt</u></p> <ol style="list-style-type: none"> 1. Go to Site Manager 2. Login with your credentials 3. Select Reports → Sales Activity → XPT Cash Audit 4. Set the date to the deposit date then click Generate 5. Total the amounts removed from the acceptors and dispensers <ul style="list-style-type: none"> • Look for the lines that say, "Money removed from acceptors/dispensers" 6. Fill in the total on the deposit slip, deposit bag and Consignment log 7. When this occurs, you will need to include the XPT Audit in lieu of the Vault Access Slips <p><u>The XPT is not accessible</u></p> <p>Wait until access is restored, then perform the procedure. If you cannot submit the deposit before the cutoff day, notify the accounting department by sending a message to accounting@whitewatercw.com</p>	<p><u>Amount of "money added" is entered on the XPT incorrectly</u></p> <ol style="list-style-type: none"> 1. Contact accounting by sending a message to accounting@whitewatercw.com 2. Call your Area Director to have them complete the correction process. <p><u>Did not tell XPT money was removed</u></p> <ol style="list-style-type: none"> 1. Contact accounting by sending a message to accounting@whitewatercw.com 2. Call your Area Director to have them complete the correction process. <p><u>Multiple change orders</u></p> <ol style="list-style-type: none"> 1. Accept extra change order and confirm the amount 2. Place the extra change order in the safe 3. Complete the Loomis Issue Log 4. Notify the accounting department by sending a message to accounting@whitewatercw.com
<p><u>Loomis arrives without the change order</u></p> <ol style="list-style-type: none"> 1. Complete the Loomis Issue Log 2. Notify the accounting department by sending a message to accounting@whitewatercw.com 	<p><u>Loomis no show</u></p> <ol style="list-style-type: none"> 1. Complete the Loomis Issue Log 2. Notify the accounting department by sending a message to accounting@whitewatercw.com

**STORE MANAGER
HANDOUTS**