Official Cash Payment Voucher Policy

Purpose and Overview

This guide outlines the steps necessary to issue a Cash Payment Voucher (CPV).

| Guidelines |
|---|
| Only the Store Manager, Senior Assistant Manager, or Marketing Manager is authorized to do cash payments. Verify the Salesman ID before creating the CPV. |
| For a customer vehicle repair over $200, do not create a CPV or pay. File a report for the claim, the Claims team will process and pay the customer. |
| Do cash payment vouchers immediately; do not wait until the end of day. |
| If the CPV amount exceeds $300, AVP approval is required. |
| Every payment voucher will have a receipt attached to the cash voucher, and only the Store Manager or Senior Assistant Manager can sign for a CPV. Either one must sign and print their name on each receipt. This paperwork will then be stapled to the daily transaction register. |
| Select the correct CPV category in the POS. Do not use "Miscellaneous" when another option is appropriate. (See CPV examples below.) |
| To ensure that business policies are being followed, the Store Manager or Senior Assistant Manager must review and sign the daily transaction register every day. |
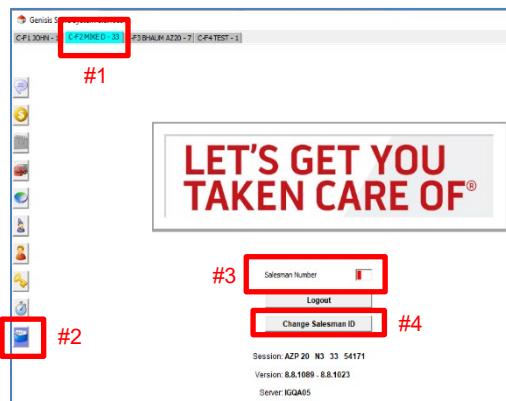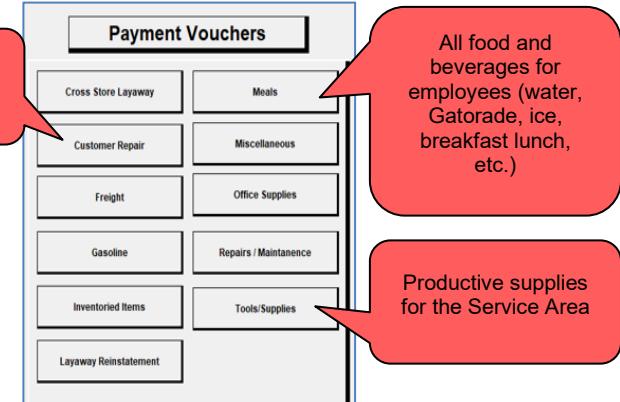
Reviewing Daily Transaction Register

Step	Action
1	Review the daily transaction register every day and verify that the following cash payment guidelines are being followed.
2	Highlight each negative cash transaction and initial on the transaction register to verify that you looked at the transaction and that all CPV guidelines were followed.
3	Ensure that every void, refund, and layaway refund include a brief explanation as to why the refund/void is being performed.
4	If the till is out of balance, investigate and resolve discrepancy.
5	Once the above steps are completed, Manager/Senior print and sign the register.

CPV Examples

Customer Repair/Satisfaction *Anything related to customer satisfaction*	Productive Supplies *Any supply related to the service area*	Office Supplies
Labor *(cust sat)*	Drill Bits	Pens, Markers, Pencils
Customer Meals	Tools	Paper
Sensors	Sockets	Scissors
Rebates	Store Communications *(Walkie Talkie, Headsets)*	Calculators
Lugs/Lug Kits		Printer Supplies *(Toner, Ink)*
Tire Disposal *(cust sat)*	Gloves, Safety Glasses	Label Maker Supplies
Wheel Locks	Tire and TPMS Bags *(Plastic Bags)*	Tape
Stud/Wheel Repair	Tire Shine/Brushes	White Board Supplies
Wipers *(cust sat)*	Valve Pullers	Glue
Towing	Racking/Storage Suppliers *(Wipers, TPMS, etc.)*	Velcro
Hub/Center Caps	Shop Vacuum	Office & Till Keys
Customer Valves	Speakers/Stereo *(Music)*	Envelopes
Tire/Wheel Discounts *(Military, Found it Lower, Rebates, AAA, etc.)*		

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Processing CPVs in the POS

Step	Action
1	The name of the person logged into the POS session prints out on the cash payment voucher. Before creating the voucher: 1. Ensure that your ID shows in the light-blue tab in the top left 2. Select the blue **Sessions** icon in the lower left 3. Key in your ID 4. Select the **Change Salesman ID** button
2	Select the correct menu category when submitting a cash payment voucher. *(See category examples on the previous page.)* Do not select **Miscellaneous** when another menu category is appropriate.
3	Fill out the form correctly for the option selected. Enter a clear description, including the appropriate purpose such as "cust sat," "office supplies," "food and beverages," "productive supplies."
4	Get Store Manager, or Senior Assistant Manager, signature.
5	Staple to daily transaction register.

Contact

Please contact your Store Manager or AVP with any questions or concerns.

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