

C06A. Candela Standard Operating Procedures (SOPs)

It is recommended that following standard operating procedures (SOPs) should be followed by the customers for system backups and day to day operations. This will prevent data loss in case of hardware failure, prevent financial leakages for the business, and make the system more reliable and useful:

1. **Security and User Rights:** There should be different groups for different types of users. Each user group should be assigned appropriate rights as per business requirements. Following should be observed:
 - a. Users should always use their own password. Generic password (one password used by all users) should never be used.
 - b. Shop manager and other shops user (cashiers) should have separate groups and their rights should be set carefully
 - c. Cashiers should never be given rights to “Update” or “Delete” invoices
 - d. User rights to generate reports should be carefully checked
 - e. User rights to export data to excel should only be with administrator.
 - f. Each user can be marked as cost user. The cost user can see “COST” values in the system. Only selected users should be given these rights.

2. **System Backups:** User should take system backups on regular basis. In case of a system problem we can use these backups to prepare computer again. Following are recommended:
 - a. Backups should be taken on a separate disk drive. This will help if the hard disk becomes totally faulty
 - b. If the above is not possible, then the backup should be taken on separate partition.
 - c. System backups should be taken regularly. Daily backups are good practice. If not possible then at least weekly backups should be taken
 - d. After some time backups should be taken on CD or DVD and be kept as a safe place. Such CD should be burnt every two weeks.
 - e. Hard copies of GRN and invoices should be kept for at least one week.
 - f. For multi location businesses backup is not required at shops. Taking backup at head office is sufficient. Please note that head office only contains shop data when it was last synchronized.

3. **Daily Closing:** Shop Closing (End of Day) should be done regularly. This helps in reducing pilferage and does not allow the employees to make undesired changes in system. Following should be checked carefully:
 - a. Cash submitted to head office in daily closing/POS closings
 - b. Cash difference between system cash and physical cash
 - c. For multi-locations businesses it is advised that shop manager should send copies of invoices and deposit slips to head office on daily basis.

4. **Sales and Returns:** It is very important to place proper controls on Sales and return screen. This is especially true for Grocery or similar businesses where stock frequent counting is not possible. Please Note:
 - a. No delete or update rights be given to any person on the shop
 - b. Once the item is scanned, cashier should not be able to remove the item. Manager Override can be configured.
 - c. Rights for sale return should be limited. Cashier may be allowed to do an exchange where he is not required to pay back cash
 - d. While doing End of Day (Shop Closing) ensure that no invoices exist in Holding area.
 - e. Back date entry of sales should not be allowed.
 - f. Open adjustment should not be allowed for cashier

5. **Invoice printing:** when customer invoices are made print out should be taken. It is advised that two copies should be printed. One copy for the customer and other copy should be retained for office record. Please Note:
 - a. The office copy is very important and should not be ignored
 - b. To enforce second copy printing, the invoices should be counted and matched with day summary while doing shop closing
 - c. Multi location businesses should ask the shop managers to daily send the printed invoices through couriers to head office

6. **Purchase/Goods Receipt:** Good received note (GRN) can be made directly or it can be based on a purchase order. It is better that all the purchase are handled through purchase order. At the time of GRN the user should be restricted to receive the goods based on already made PO.

7. **Stock takes / Physical Audits:** physical audits of inventories are one of the most important activities of retail business. In most cases it is recommended that physical audit of inventories are done on monthly basis. Following should be observed:
 - a. If possible, audits should be done (supervised) by external auditors
 - b. The audits should be implemented quickly so that correct inventory is reflected in the system
 - c. Best way of conducting audits is through Data Collectors
 - d. The shops and warehouses inventory bins should be tagged. Audits should be carried out using Candela Sessions
 - e. It helps if shop manager commissions or rewards are linked with correctness of stock takes.
 - f. Every stock take should be signed by shop manager. This stock takes forms the basis of next audit.

- g. Any differences in stock are usually responsibility of shop manager. Most of the time it helps if all shop staff is held responsible for the inventory loss.
 - h. If a shop manager is changed then perform a complete stock take in presence of old and new shop manager.
8. **Stock Transfers:** for multi location business stock transfers are routine tasks. Stock transfers should be done carefully. Following should be observed:
- a. If possible, stock dispatches should be done through scanners
 - b. Even if the stocks are dispatched through scanners, at the receiving end stocks should again be scanned.
 - c. STR should not remain open in the system for long time. This may contribute in pilferage. When the STR is physically received, it should be immediately received in the system also.
 - d. STR adjustment (receive quantity is different from dispatch quantity) should be done promptly and STR status should be closed.