

This Policy covers daily admin tasks, draft transactions and the brown envelope.

POPULAR QUERIES

As most contracts should be completed through Contract Tool there should be no reason to retain customer paperwork

Paperwork that you do need to keep must be retained in a brown envelope. When that envelope is full it should be dated and sealed then stored in the locked filing cabinet

CRFs should be shredded if customers do not wish to keep them

Brown envelopes are ordered from

[Banner](#)

using item code 3440816

It is the responsibility of the Store Leader or person in charge that day to ensure that Domino Draft Transactions, Returns and Discount reports are checked each day

Any additional daily checks requested by your Compliance Manager should be retained in a separate brown envelope and kept in the secure lockable cabinet

The staff and visitor log can be found

[here](#)

THE DETAIL

The following must be adhered to in conjunction with this Policy:

[Protecting Customer Data Policy](#)

[Store Waste & Archiving Policy](#)

[Back Office Filing Policy](#)

[Sales Validations Policy](#)

Customer contracts are available in Contract View within Advisor Hub, and receipts can be viewed in Electronic Journal in EPOS which reduces the amount of paperwork you have in store. Exceptions are listed in the 'Brown Envelope' section below.

CONTRACT VIEW

Contract View should never be used without the customer being present unless you are performing daily contact checks and reconciliations. At all other times the customer must be present and pass an existing customer verification check performed via Advisor Hub.

Access when the customer is not present is restricted to employees listed on the Keyholder List who are performing the daily contract checks. These checks should always be completed by the most senior person in store each day. Access is closely monitored, and misuse may lead to disciplinary action being taken.

To view the previous day's contracts:

Search for 'Contract View' in Advisor Hub
Insert your store code
Select the previous days date

Whilst viewing each contract you should check:

That you have a contract for every PAYM / Upgrade sale
To ensure all required signature sections, such as Insurance have been completed
If all relevant proofs have been retained for Business Sales – See the Proofs and Identification Policy for more information
That a Manual CIF has been completed fully and retained if a contract states 'Signature Captured Manually'
For any potentially fraudulent trends. For example:

Are the same tenures being used consistently, e.g. 3 years at an address, 3 years at a bank, 3 years employed?
Does the same address appear on different customer contracts?
Do the signatures match throughout the documents?

See the Fraud Escalations Policy for more information or contact your Compliance Manager

DOMINO DRAFT TRANSACTIONS

Draft transactions are sales that haven't been processed to completion in Domino. It is the responsibility of the Store Leader or person in charge that day to ensure that any Device/SIM in draft on Domino is connected.

To generate the report:

Log into Domino
Select 'Report'
Select 'Handset Sales'
Select the trading week you want to run the report on
Select 'All' from the Sales Status drop down menu
Select 'Do Report'

Completed sales should state 'Current' under the 'Status' column. If any transactions appear as 'Draft', complete the following steps:

Log into Excalibur Web and type in the IMEI or CTN to see if this brings up an account. Do not go any further into the customer's account
If the Device/SIM is connected to a customer account, you do not need to do anything else the 'Draft' status will drop off in 30 days
If the device is not showing as connected this should be investigated and connected if required

This report does not need to be printed out. Complete the checklist on the Sign in sheet to confirm this has been done.

RETURNS REPORT

The returns report will show anything returned in your store and must be checked daily to ensure everything has been completed in line with the [Returns and Exchanges Policy](#).

To generate the report:

Log into 'In-store Reporting' via the link on The Office
Select 'Returns'
Enter your store code and the date you are checking

This only needs to be printed if the store has completed a return. Initial on the Sign in Sheet to confirm this has been checked. If you a return has been processed the original and return receipts should be attached to the report.

DISCOUNT REPORTING

The discounts report will show all discounts that have been processed in store via EPOS. This report must be checked daily to ensure that all discounts processed, have been completed in line with the Discounts, Price Amends and Promotions Policy.

To generate the report:

Log into 'In-store Reporting' via the link on The Office
Select 'Franchise Only Reports' and then select 'Discounts - Franchise Only'. All stores should use the 'Franchise Only' option
Enter the store code and the date required

This report does not need to be printed unless specific concerns are identified. Initial on the Sign in sheet to confirm this has been checked.

STAFF AND VISITOR LOG

In addition to completing the

[Staff and Visitor Log](#)

, stores must also action the reconciliation tasks detailed on the log. When completing, the member of staff must initial to confirm that they have completed that section of the admin/paperwork check. The most senior member of staff working that day must also sign to confirm this task has been completed accurately.

BROWN ENVELOPE

You are required to keep:

EE Home Broadband contracts, checklists and till receipts
BT Home Broadband contracts, checklists and till receipts
Completed manual contracts
EE contracts where the customers signature has been manually captured or disability stamp has been used
Deliver To Store In/Out receipts, containing the ID Scan Reference Number VAS with the last 12 digits of the SAVY Applicant ID reference copied and pasted
Photocopies of business proofs
Credit card chip and signature slips
Excalibur Web Confirmations
Replacement SIM receipts containing the ID Scan Reference Number VAS with the last 12 digits of the SAVY Applicant ID reference copied and pasted

Items in the above list should be kept in the brown envelope in the locked filing cabinet. CRFs are **not** required and should be shredded if customers do not wish to keep them.

Once full, the brown envelope must be sealed, dated and filed away. The envelope must never be left unattended on the shop-floor and the data it contains must always be secured.

Best practice is to place the contents in groups or attached together by category, which will make it easier to find if the store needs to search back through the contents.

Envelopes are ordered from
[Banner](#)
using item code 3440816.

Daily paperwork – In-Store Reporting

Access from The Office under Quick links

The screenshot shows the 'The Office' navigation bar with a teal background and white text. Below it, the 'Quick Links' section is displayed on a white background. It features three columns of links, each with a right-pointing chevron icon. The first column includes 'Insurance documents', 'Speak Up', 'Store master list', and 'Who to call'. The second column includes 'DPD', 'Dimension', 'POS shop', 'eArcu', 'Greet me', 'Mystery Shop portal', 'Product finder', 'NEW** UKG Dimensions', 'Apollo Lite', 'Archive', 'EE coverage checker', 'In-store reporting' (highlighted with a black border), and 'Webmail'. The third column includes 'Stock control', 'Sales Plus', 'Footfall portal', 'ESS / SAP', 'HRC application', 'Toolkit', 'Retail Insights Tool', 'Fujitsu Retail Portal', 'Password resets', and 'Order Gateway'. A 'Working from home' section is also present, containing 'Citrix', 'Consumer.com outbound', 'Live Engage', and 'Campaign stock list'. At the bottom left, there are icons for 'Send to' and 'Immersive Reader'.

The Office Quick Links Pricebook Trading Store Ops Customers People Network Business Incentive

Send to Immersive Reader

- > Insurance documents
- > Speak Up
- > Store master list
- > Who to call

Working from home

- > Citrix
- > Consumer.com outbound
- > Live Engage
- > Campaign stock list

- > DPD
- > Dimension
- > POS shop
- > eArcu
- > Greet me
- > Mystery Shop portal
- > Product finder
- > NEW** UKG Dimensions
- > Apollo Lite
- > Archive
- > EE coverage checker
- > In-store reporting
- > Webmail

Tools links

- > Stock control
- > Sales Plus
- > Footfall portal
- > ESS / SAP
- > HRC application
- > Toolkit
- > Retail Insights Tool
- > Fujitsu Retail Portal
- > Password resets
- > Order Gateway



Login can be reset via IT Helpdesk or SAP Helpdesk

RETAIL SAP REPORTING HOME PAGE

Sales Reports

N.B. Target Calc Data is loaded daily to your back office PC use the link below to access this

Target Calc Data

[Open Target Folder](#)

Store Selection

Other Reports

[Live Sales Regional Level](#)

Store Detailed Sales Report

Detailed Transaction Search KPI Report

The above report is used to map a receipt against the KPI buckets to you identify incorrectly processed sales

Store HBB Orders Report

The above report tracks all HBB sales from Sales Plus (Apollo) & Retail.com N.B. This does not track Till VAS codes

Operational Reports

Returns

Receipt Search by IMEI

Receipt Search by MSISDN (CTN)

Petty Cash

Franchise Only Reports

Daily Reconciliation - Franchise Only

Cash Variance - Franchise Only

Discounts - Franchise Only



<https://vhbtgpbjip01.hec.bt.com:50001/irj/sen>

Variables for InStore Reporting New 9



Date of Sale (*)

24.06.2023



Enter Store Number(s) (*)

4665



[Insert Row](#)

[Execute](#)

[Check](#)

[Back to All Reports](#)

Daily Reconciliation for:

FC23 - Leeds: The Springs; 25.06.2023

CIF Detail									
Group	Till Receipt	Product	Return ?	SME ?	IMEI	Sales Price	VAT	Net	Qty
E Top Up Card	466510000007158	950004187 Top-Up voucher £20	#	#	#	£ 20.00	£ 0.00	£ 20.00	1
Retail Miscellaneous	466510000007148	950000843 Airtime Non-Handset	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	466510000007150	950000843 Airtime Non-Handset	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
Retail Services	466510000007289	950010213 E2 Spend Cap Selected	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	950010850	20% MULTI-LINE DISCOUNT	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	950009689	Contract (Content)	#	#	#	£ 0.00	£ 0.00	£ 0.00	2
	950004104	EE PAYM Welcome Vaillet	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	950000028	Innri & Premium Calls	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	950000028	Roaming Option	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	466510000007148	950010218 E2S Spend Cap Selected	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	950009689	Contract (Content)	#	#	#	£ 0.00	£ 0.00	£ 0.00	2
	950004104	EE PAYM Welcome Vaillet	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	950000870	Internal Retention Code	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	950000875	Phone Visual voicemail	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	466510000007150	950010218 E2S Spend Cap Selected	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	950010850	20% MULTI-LINE DISCOUNT	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	950009689	Contract (Content)	#	#	#	£ 0.00	£ 0.00	£ 0.00	2
	950004104	EE PAYM Welcome Vaillet	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	950000870	Internal Retention Code	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	950000875	Phone Visual voicemail	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	466510000007154	950013472 BuB BT to EE Infile	#	#	0000	£ 0.00	£ 0.00	£ 0.00	1
	950008314	BT Home Order	#	#		£ 0.00	£ 0.00	£ 0.00	1
	950004104	EE PAYM Welcome Vaillet	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	950009107	HBB New	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
EE PAYM Acq	466510000007158	950004104 EE PAYM Welcome Vaillet	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	466511000007289	950010840 ESMS2508 24ME17T0E21	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	950008814	SIM Only Sale	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	466510000007148	950010970 ESS SIM 12508 24M £25	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	466510000007150	950010970 ESS SIM 12508 24M £25	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
EE PAYM SIM	466511000007289	320023410 EE PAYM EO 36us SIM	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
TN/UK PAYM Upg	466510000007148	950000470 Air Time Offer	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	950000481	Offer Airtime (24)	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	466510000007150	950000470 Air Time Offer	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
	950000481	Offer Airtime (24)	#	#	#	£ 0.00	£ 0.00	£ 0.00	1
Overall Result						£ 20.00	£ 0.00	£ 20.00	37

Checked :
Name
Job Title
Signature

Name
Job Title
Signature

[Back to All Reports](#)

07.06.2023; FC23 - Leeds: The Springs
Away Store Returns:

New In Store Reporting Stores Return Away

No applicable data found

Home Store Returns:

New In Store Reporting Stores Return Home											
Calendar Day	Returned To	Accepted By	Tel Receipt	Product	Sold On	Sold At	Sold By - INES	Qty	Net value	Tax amount	Total
07.06.2023	4565 - FC23 - Leeds: The Springs	1124256	40001110	SE Pair/M 4.5 MWh SIM	#	0000		-1	£ 0.00	£ 0.00	£ 0.00
				Phone SE 2022 50 64GB Midnight	#	0000		-1	£ 0.00	£ 0.00	£ 0.00
				ADD LINE 635 2508 24W E37	#	0000	1124256	-1	£ 0.00	£ 0.00	£ 0.00
Overall Result									-3	£ 0.00	£ 0.00

Checked:
Name
Job Title
Signature

Name
Job Title
Signature

[Back to All Reports](#)

Franchise Only Discounts for:

CIF Detail									
Date	Retail location	Trans No.	Cashier	Material	Tax/ff (void with)	Discount Type	Discount Regional Manager	H/O Authorization	Franchise
21.06.2023	FC23 - Leeds: The Springs	7243	1124256	4000202060 Minute One Galaxy A34 5G	EE to EE 24 month Upgrade				£ 24.00
22.06.2023	FC23 - Leeds: The Springs	6334	1122873	660008950 Uplifted Pre Order	Not assigned		£ 30.00		
23.06.2023	FC23 - Leeds: The Springs	7111	1116116	660008950 Uplifted Pre Order	Not assigned				£ 30.00
24.06.2023	FC23 - Leeds: The Springs	6362	1122873	400017668 Cygnus Fast Mains Plug 25w Black	Not assigned				£ 6.00
				400016119 Minute 1 Premium iPhone 14 Pro Max	Not assigned				£ 5.00
				400016112 Minute 1 iPhone 14	ADDLINE 635 UNL 24W 650				
Overall Result							£ 30.00	£ 34.00	£ 30.00

Checked:
Name
Job Title
Signature

Name
Job Title
Signature

