



Effective Date: 10/01/09
Revised Date: 2/8/18

Desk Procedure:
Vivonet Financial Reporting Manual

If you have any questions regarding this procedure, contact Halo Revenue Accounting via the group mailbox:
HaloRevenueAccounting.Noram@sodexo.com

Of Concern To

Unit Managers and Administrative Staff
Food Service Directors
Vivonet Deployment
Revenue Accounting
Operations Accounting

Introduction

Vivonet provides POS and payment processing capabilities, along with web-based enterprise management and reporting tools, resulting in the unit's financial reporting burden being significantly lighter.

Units with Vivonet will use reports from Vivonet Enterprise Manager (EM) and third-party systems, such as CardSmith, MM Hayes, Blackboard, Heartland or CBORD; to report the financial activity in UFS Cash Management.

Forms/Systems to be Used

- UFS
- Vivonet Enterprise Manager – Sales and Operations Report (S&O)
- Bank of America – Daily Deposit Exception Report (for credit card settlements)
- Third party card service provider's settlement reports

This procedure will cover the following seven areas:

1. **Vivonet Configuration Requirements:** These are important customization options that each unit should discuss with their Implementation Team when preparing to set up the Vivonet system. If you are an existing unit, these options can still be reconfigured by contacting Revenue Accounting
2. **UFS Configuration Requirements:** These are the components of the UFS online reporting tool that must be set up in order to report daily Vivonet sales activity.
3. **Manager/Supervisor Daily Activities:** These are the required tasks that must be completed every day, as well as some common situations which may arise that require manager attention.
4. **Reports in Enterprise Manager:** Descriptions of the most commonly used Enterprise Manager Reports. These reports must always be used to do your daily entries, not reports printed from the registers.
5. **Daily UFS Cash Entry:** Instructions for completing the daily entry of Enterprise Manager data into UFS
6. **Daily Bank Deposit Entry:** Instructions for completing the daily bank deposit entry in UFS

7. **Weekly Activities:** These are the required tasks that must be completed at the end of each week.

Vivonet Configuration Requirements

Terminal Hierarchy

The terminal hierarchy must match the SAP hierarchy. If your terminal has been repurposed from another unit, it must be reconfigured.

When reporting Vivonet activity in UFS, you will perform one entry per day for each eight-digit subunit number. Vivonet terminals must be organized by 8-digit unit number. This can be checked by reviewing the Store Selector section in Enterprise Manager. The registers should be under their corresponding sub units in the hierarchy. If you are a new location, discuss this with your Vivonet Implementation Consultant. The registers must follow the following naming convention when set up in Enterprise Manager: "8 Digit Unit Number" – "Unit Name" – "Register Name"

Note: It is also possible to have an extra layer of hierarchy under an 8-digit unit number. This can be beneficial if your unit has distinct register groupings within one sub unit. It allows for a report to be run that combines those groupings, but still a full report for daily entries.

Day Parts/End of Day

During set up, each unit should specify when they would like their day parts broken up (breakfast, lunch, etc.) as well as when sales should roll over to the next day. The Day Parts Report can be run in Enterprise Manager and may be used for tracking purposes or to report revenue to separate revenue accounts in UFS if desired. The end of day should correspond with the cut off for your daily cash bank deposit. For example, if your unit has a late shift that operates from 10 PM through midnight, but whose cash is deposited with the following day's breakfast and lunch shifts, the end of day should take place prior to the start of the late shift. If configured this way, the Sales and Operations detail will include sales data from the prior day's late shift, corresponding with the bank deposit.

Discounts and Tenders

All discounts and tenders **must** be approved by Revenue Accounting prior to being added to the registers. The Approval Request form is located on the Vivonet Support Center Page of SodexoNet. These approvals aren't based on the program offer itself, only how it is set up in Vivonet and reported in UFS. While there are other differences between the two, the most important is tenders will be included in your Total Sales, and discounts will not be. That means any programs to be billed back to the client should be set up as tenders to ensure proper revenue and tax recognition, and any programs that are Sodexo expenses (or free) should be set up as discounts. All prepaid programs will be a tender. You must use the current published version of the request form to make requests.

Common Discounts:

1. Sodexo Employee Meals
2. Percentage or dollar amount discounts which are a Sodexo Expense: Frequency Cards, Bring Your Own Mug, Employee Discounts, other coupons
3. Percentage off discounts billed to the client* - is there a new tender based on percentage

Common Tenders:

1. Dollar off discounts billed to the client
2. Cashless Activity billed to the client: Meal Tickets, Department Charges or other billable register activity

3. SoGo or other declining balance cards
4. Prepaid Gift Certificates/Coupons/Meal Tickets (already paid for by client or customer)
5. Meal Plans

Notes:

*A client reimbursed percentage off discount is the most common exception to the rule. Vivonet cannot have tenders based on percentage. Therefore these will be set up as discounts; however they require special reporting discussed below.

In order to request new discounts or tenders, you must fill out the Discount/Tender Request form and submit it to the Vivonet Revenue Accounting mailbox. The most recent version (major update as of 1/1/15) of the form **must** be used and is available in the Vivonet Support Center on SodexoNet.

All discounts and tenders will be reviewed on a case by case basis by Revenue Accounting.

Third Party Card Services/Meal Plans/Payroll Deductions

Locations utilizing third party card service providers such as Blackboard, MM Hayes, Cardsmith or CBord for cashless tender programs will require additional set up. Programs offered by these locations will be set up with the service provider, and they will assist with completion of a configuration sheet, or submit on your behalf to the Vivonet Deployment team or your Vivonet Implementation consultant. These forms should be submitted as soon as possible as programming can take up to two weeks.

Tax treatment may vary based on tender type and will require separate tender keys.

The Vivonet registers require additional set up based on the programs offered at each location. Some plans will require tender keys set up along with the other payment options, and others will count card swipes in "board mode." Reporting requirements will vary by unit and will be planned with Vivonet Revenue Accounting.

It is the unit's responsibility to reconcile reports from third party service providers with sales data from Enterprise Manager. Their systems are not completely linked to Sodexo, and discrepancies must be investigated.

Note: When doing daily entries, the amounts for different tenders listed on the third party reports should be used rather than the tender amounts listed on the Operations Detail.

SoGo

The SoGo stored value card is a prepaid declining balance card is card that can be used at all Sodexo locations participating in the program. SoGo cards can be sold at the register or ordered in batches at a client's request. They can be loaded at the register or online.

If your unit uses SoGo, you will need a Sale/Load key as well as a tender key for redemptions. Set up in UFS will be necessary as well. Redemptions will have a Less Line Adjustment, and Sales/Loads will be entered in the Revenue Distribution section.

Sales Taxes

All sales tax configurations must be approved by the Tax Department prior to going live. Vivonet will be configured to report multiple tax types separately, and UFS will be set up with applicable account numbers.

Note: A common area of confusion is how to properly report sales taxes associated with custom cashless tender programs. These are some common scenarios:

1. Sales of prepaid cards or loads are non-taxable, but the transactions may be when the cards are redeemed.
2. Discounts that are a Sodexo expense, like employee meals or frequency cards, are non-taxable.
3. Any sales from unbilled register activity, such as department charges, discounts reimbursed by the client or payroll deductions must be taxed at the time of the transaction. When the client is invoiced, tax is **not** applied.
4. If your unit has an agreement with the client for specific customers to be billed at a set percentage, these tenders will be treated as tax exempt and taxes need to be added to the invoice.

UFS Configuration Requirements

The following need to be created in UFS; if your unit was an existing location some may already be set up and can be modified to fit the new requirements. Any questions about this set up should be directed to Revenue Accounting.

Tax Rates: From the UFS menu, select Maintenance > Tax Rates. This will show all currently set up taxes. If you were an existing unit, you should double check to make sure they are correct. If you are a new unit this section will be blank. Click "Add" and use the following set up:

1. Tax Code: Start with 1 and move up sequentially for each additional tax
2. Tax Description: Start with "Sales Tax" and use any appropriate description for any others
3. Tax Rate %: Use the applicable rates for your unit
4. Tax Account No.: Use 44571098 for standard sales tax. If you have additional rates, clicking the magnifying glass will list available accounts.
5. Any additional taxes applicable to your unit will have a specific account number to use. These will be approved by the tax department.

Cashier: In the UFS Menu, select Revenues > Cash Setup > Cashier. If you are an existing unit, you will have cashiers previously set up. In this case, if you have an existing cashier assigned to the number 1, click to highlight that cashier, and then click Edit and update it as follows. If you are a new location, or don't have a cashier assigned to the number 1, click on the Add icon. Create a cashier with the following setup:

1. Number: Enter 1 as the number
2. Last Name: Vivonet
3. First/Middle Name: Blank
4. Cashier Type: Sodexo Employee
5. Audit Date: Today's date

Meal Periods – In the UFS Menu, Select Revenues > Cash Setup > Meal Period. As with the Cashier, if you have an existing day part with the number 1, you should edit that and change the description to Daily Sales. If you don't have any, create a new Meal Period with the number one and call Daily Sales. You will not create separate entries for meal periods. The entire day's activity is reported combined.

Register – You will need to set up a register for your Vivonet activity as follows: Check for details.

1. Register Number: All Vivonet activity must be reported using a register number between 880-920. If your location has multiple sub units, each will need a unique number in that range. (Ex: 001 = 880, 002 = 881). If you have any non-Vivonet registers as well, they must be reported separately with a register number outside that range.
2. Description: Vivonet Registers
3. Unit Number: The 8 digit unit number the register will be used for
4. Subsection: Will automatically populate based on Unit Number
5. Asset Number: Use the asset number from one of the stickers on any of the registers
6. Worksheet Number: Load the worksheet associated with Vivonet registers (See set up below)
7. Register Reading: \$0

8. State/Zip: The state and zip code of the unit
9. Default Change Fund: \$0
10. POS Number: Blank
11. Register Type: Daily
12. Tax Rates: Click the button and load any applicable rates

Register Model Worksheet – In the UFS Menu, Select Revenues > Cash Setup > Register Model Worksheet. If you have an existing worksheet you can modify that, or create a new worksheet, with the following details:

1. **Credit Cards:** The four main credit card types should be selected, but not Bank Debit Cards.
2. **Adjustments:** You will need a Less Line Adjustment for any other tender or discount being billed to the client, prepaid cards or certificates and certain meal plans. There are no requirements for what description you use, but you should try to select one that makes sense for your situation. You may have multiple tenders that will be reported to the same account number, but each tender should have its own adjustment line. These are the account numbers for the most common types:
 - Unbilled Register Activity: 41810106
 - SoGo: 48702075 (Use reason code 831, which is automatically linked to this account)
 - Meal Plans: These are all dependent on your specific programs. Account numbers must be approved by Operations Accounting.
 - If you have a billable percentage off discount, you will need a Less Line Adjustment to the Unbilled Register Activity account, and an Add Line Adjustment with **no** account number. The amount will be entered into both.
 - Some existing locations may have Sodexo Employee Meals set up as tenders. If this is the case, it requires an adjustment line with **no** account number.
 - Any tender that is only partially billed to the client based on a percentage will have a Less Line Adjustment to contra sales account 7*****
3. **Revenue Distribution:** The actual revenue accounts used to report will depend on your unit. It may be requested by your District Manager that you report separate day parts to their own revenue account, or required by Operations Accounting to report specific categories of items to specific accounts. The generic sales account is 70011100 and can be used if no other requirement is present. These are other common set ups:
 - **Meal Periods:** While not required, your unit may report meal periods to separate revenue accounts. If this is the case, add a line for each revenue account desired.
 - **Branded Items/Specific Item Categories:** If you have any branded merchandise that is required to be reported to specific accounts, add a line for each.
 - **Gift Cards Sold:** Any prepaid gift cards sold or loaded will be reported in the Distribution section and needs to be added as a permanent line the revenue distribution section of your cashier worksheet.

Manager/Supervisor Daily Activities

Training Mode: If you are training cashiers on the Vivonet registers, first switch them to training mode by setting it in the user profile by clicking the check box. Note that there is no indication that anything is different on screen while in training mode, and they must be switched back prior to actual transactions.

Voids>Returns

Vivonet units should perform voids or return transactions in lieu of reporting manual overrings in UFS. There are two scenarios where voids and returns should be used:

1. Closed checks - If the transaction was tendered to cash or credit cards, the same items will need to be returned. Select the Return key and select the item you wish to return. You will need to select the Return key for each item you

return. Once all the return items have been rung up, tender the transaction the same way it was originally tendered. Once the return has been processed, proceed to ring up the items correctly.

Note: SoGo, unit managed plastic prepaid cards and meal plans will require further action. Perform a return as normal, then contact the applicable department to have funds re-added to customers' accounts:

- SoGo: SoGoCashCard.usa@sodexo.com
- Unit Managed Prepaid Cards: RevenueAccountingLogs.NorAm@sodexo.com
- Meal Plans: CampusMealPlanLogs.usa@sodexo.com

2. Open checks - If the cashier hits the Print/Send key before completing the transaction, or a register was offline and did not correctly approve a cashless tender, the check will be left open in the system. At the end of the night, a supervisor or manager will go into the open check and move all items to the trash can. Select the cash button when done and it will print a receipt with a \$0 balance.

Note: Voids and Returns from the Sales and Operations Detail report in Enterprise Manager will **not** be reported in UFS. They are already netted out from Total Sales.

No Sales: The No Sale key should be used to pull cash drawers, not the manager key. When performing the daily cash entry, the number of No Sales is to be monitored to ensure the drawer is not being opened excessively.

Board Mode: Some locations will utilize board mode for their transactions. This allows for a cashier to simply swipe an ID card and automatically approve a set tender for a meal. It is most common in campus locations.

Close Day Process

When performing a close day, any open checks should be voided out so that there is a \$0 balance and closed to Cash. You should also ensure that all cashiers are clocked out.

Unit Record Retention: Each unit is required to follow part CP-134 of the Sodexo company policy for record retention available on SodexoNet.

Centralized Record Retention:

1. ALL registers/tablets are Vivonet – No submission by unit required
2. ALL registers/tablets are Vivonet PLUS Cash Paid outs – Submit the UFS CPO report and receipts
3. Both Vivonet and Non Vivonet registers – Submit normal retention documents for the non-Vivonet registers

Cashier Reconciliations: Reconciliations are to be completed using the Cash Out Reports available from the Vivonet terminals at the end of each cashier's shift and documented on Form 85702. The Employee Cashout reports from the registers show the expected cash count. The Cashier Log (part of Form 85702 on SodexoNet) should be used to monitor individual performance for each 25 day working period.

Note: These tapes should **not** be used for Daily Cash entries.

Over Tenders: Over Tenders should be disabled. They can occur when a tender is run through the registers for an amount higher than the actual tab. There are two causes of this. First, it is possible that a cashier manually input an erroneous tender amount higher than the total tab and second, an ID card was swiped or scanned too soon during the transaction, resulting in the ID number being interpreted by the system as the desired tender amount. This can result in

customers being over charged and your drawers show as out of balance. When reviewing your Operations Detail, over tenders will show as a second "Change" line in the Tenders section. If you see one of these please contact Revenue Accounting immediately, as we can instruct you on the workaround for reporting that day's activity.

Note: An exception to this rule would be if your location has a paper gift certificate program. In this situation, a transaction can be over tendered for the balance of the certificate and change will actually be returned to the customer.

Prepaid Certificates or Tickets: If your unit has a unit managed prepaid certificate program, the Non- contractual deferred income procedure must be followed. This includes maintaining a log of all outstanding gift certificates, reporting sales and use to the proper balance sheet account and refunding the entire amount or a remaining balance as cash if the customer desires. Additional information and a tracking form can be found on SodexoNet.

Credit Card and Third Party Payment Reconciliation: Your unit is responsible for reconciling the credit card payments received by Bank of America with Enterprise Manager. Appendix A below outlines this process. If your unit has a third party card service, summary reports from their systems must also be reconciled with Enterprise Manager. If any discrepancies are found during this process, contact Revenue Accounting for assistance. The amounts listed for different programs on the third party report should be used for your adjustments, not the tender amounts from the Enterprise Manager reports.

Reports in Enterprise Manager

Note: While reports can be run at any time to have a general idea of the day's activity, they should not be used as final totals for reporting in UFS until the following day. This allows the registers to fully sync with the server overnight.

Navigate to: <http://sodexo.vivonet.com>. From the home screen, click the Reports icon. Before running a report, click the Store Selector icon and select your desired 8 digit unit. Next, use the calendar section to highlight your desired date(s). Remember when first opened, today's date will be highlighted. Be sure to de-select it before running a report not meant to include today. You can click and drag over days to select a range.

Select your desired report from the drop down menu and click Run. The report will open on the right section. There is a gray bar between the calendar and the report section; if you click the arrows it will hide the calendar. Reports can be saved as PDFs or other file types by clicking the export icon (which is a blue floppy disc) or printed using the print icon in the menu above the report title. Below is a description of the most commonly used reports:

Sales and Operations Detail (S&O): This report will be used to make all UFS Cash Entries. It will summarize sales, taxes, discounts, tenders and some additional data. After you run this report, it will show a list of all active registers that day. You can click the Gross Sales amount for an individual register to see data only for that register, or the total for all registers combined. Use this for daily entries. From within this report, you can drill into individual transactions by clicking on a tender name. This will list all transactions with this payment method.

Data Health: This report will tell you if your registers are currently online and transmitting to the server. If a register is offline, it will show the time since it was last connected. If your registers are not online, credit card approvals will not go through and complete sales data will not show on your other reports. If after completing your entry and you have an over/short that you do not expect, check the data health report to see if you are fully synced.

Day Parts: As discussed above, your registers should be set to your unit's desired day parts. This report will show sales data divided into these desired time frames. Some units report sales revenue from specific periods to different revenue accounts in UFS and this report is used in these situations; however doing so is not required by Revenue Accounting.

Sales by Hour: Similar to the Day Parts report, however this shows sales by hour.

Menu Mix: This report shows a listing of the quantity of each menu item sold.

Daily UFS Cash Entry

Note: Vivonet activity must be reported separately from any non-Vivonet activity. You should use a separate register in UFS outside the 880-920 number range to report any cash box or older register sales data.

In order to perform daily cash entries, you must use the Sales & Operations Detail (S&O). You should wait overnight before running the report for use in the daily entry. Do not use Cash Out or Detail reports from the registers. Follow the steps below completely. If after inputting all required data you see an Over/Short amount that doesn't make sense, you should contact Revenue Accounting **prior** to transmission.

General Information: The fields on the top of the cash entry should be filled in as follows:

1. Register – Select the register associated with the 8 digit unit number you are reporting.
2. Cashier – Select cashier 1 - Vivonet
3. Meal Period – Select Period 1 - Daily Sales
4. Transaction Date – Date being reported

Basic Items: The fields along the left of the entry should be filled in as follow:

1. Cash Count – This should be the exact amount of your deposit for the day. The amount will be automatically transferred into the Deposit Amount field and the Change Fund should show zero.
2. Register Reading - End of Shift – This amount **must always** match the Total Sales field from the Summary section of the S&O. A reconciliation between that amount and what is entered here is performed by the Revenue Accounting Department and your unit will be contacted for a correction if there is any difference.
3. VOIDS/OVERRINGS – Voids listed on the S&O are **not** entered. Neither Voids nor Returns listed on the S&O need to be entered in UFS, their amount is already reflected in Total Sales. Only enter manual overrings performed outside the register in this field. However, you should be using the void function on the register in this situation.
4. No Sales – The number of No Sales listed on the S&O after the Voids and Returns sections will be entered here.
5. Customer Count – The customer count can be found in the last section of the S&O called Service Performance and is labeled Guests.

Paid Outs: If you have any paid outs they will not be listed on the S&O, you must track them manually and save receipts for any over \$10 to be scanned and emailed to the BSC.

Credit Card Slips: The totals of credit card activity can be found in the Tenders section of the S&O. Enter each into its correct field and click ok.

Adjustments: All other cashless tenders and programs being billed to the client will be entered here. Adjustment lines for each of these tender types should already be set up in the Register Model Worksheet with an appropriate account number. Enter each of the remaining non-credit card tenders or billable programs into their appropriate adjustment line by clicking it to highlight it, click edit, enter the amount, and finally clicking ok.

Remember Discounts are not normally entered as adjustments in UFS for Vivonet units. The exception to this would be a billable percentage off discount as discussed above. If your unit has one of these, you should have already set up a Less Line Adjustment to Unbilled Register Activity as well as an Add Line Adjustment which will have no account number. You will enter the amount of that discount in both fields.

Gross Receipts & Tax: Enter data for the three sections of this tab as follows:

1. Tax Exempt Sales – This will be the sum of regular items sold that are exempt for certain customers or tender types, and any prepaid gift certificates or declining balance cards sold or loaded. Gift cards sold or loaded will be listed in the Summary section of the S&O labeled Gift Cards Sold. Note that if you have more than one type of prepaid option, sales for all types will be combined here. This is a rare situation, but if it applies to your location, you will use the Menu Mix report to find the individual totals. Use an exempt reason code that makes sense for your situation. If your unit has an combination of tax exempt items, customers, or tender types, the easiest way to ensure you accurately report tax exempt sales is to use the following formulas using data from the S&O:

Taxable Sales = Tax Collected / Tax Rate

Exempt Sales = Total Sales - Taxable Sales

Note: If you have more than one tax rate, you will only need to perform this calculation with the primary rate.

2. Taxes – Any taxes will be listed separately in the Taxes section of the S&O. Enter them into their appropriate line in this section by selecting them, clicking edit, inputting the amount and finally clicking ok.
3. Revenue Distribution – These lines should be already set up in your Register Model Worksheet. Any adjustments to an account number will flow through to this section automatically and should not be changed. If you are reporting to only one revenue account and you don't have any Gift Card sales or loads, the amount you enter into the revenue account will be the "Variance" displayed at the bottom of this section. Highlight the line and click edit to enter the amount and click ok when finished. If you have other accounts set up, use the following additional procedures:
 - a. Specific Item Categories: If you have any branded info or merchandise that is required to be reported to specific accounts, you will see them listed in the Sales section of the S&O listed by Major Group. Enter them into their assigned account line.
 - b. Day Parts: If your unit is directed to report to specific day parts to their own revenue account, you must run the Day Parts Report in Enterprise Manager. Take the Total for each section and subtract the Tax Collected. Enter that amount in its associated revenue line. The last day part amount should be the amount of the last remaining "Variance."

Note: The variance will update itself after any amounts are added in this section and must be zero before the entry can be saved as complete. If you make a change and your variance is out of balance, clear your last revenue line and click a blank part of the page. It will reset the variance and you can enter that amount into the final blank line. See the screen shots and table below for an example daily entry and quick reference summary:

Operations Detail (S&O)

Summary

Type	Amount (\$)
Gross Sales	\$3,385.71
- Discounts	\$0.00
= Net Sales	\$3,385.71
+ Service Charges	
+ Tax Collected	\$233.51
+ Gift Cards Sold	M \$110.00
= Total Sales	B \$3,729.22

Sales

Major Group	Qty	Gross Sales	Discounts	Net Sales
Subway	223	\$286.24		N \$286.24
ODC-LTO	12	\$57.12		\$57.12
SDX-Beverage	359	\$532.84		\$532.84
SDX-Food	1,194	\$2,335.52		\$2,335.52
Simply To Go-Food	30	\$68.86		\$68.86
Ultimate Deli-Food	61	\$105.13		\$105.13
Major Groups Total	1,879	\$3,385.71		\$3,385.71

Tax Collected

Name	Amount (\$)
State Tax	K \$233.51
Total Taxes	\$233.51

Note: If you have more than one tax set up on your registers, they will appear separately here. If you only have one rate, you can also use the total that is listed in the Summary section shown above.

Discounts

Name	Qty	Amount	% Total Discounts	% Gross Sales
Total Discounts				

Note: Any discounts used on your registers will be listed here. These are **not** reported in UFS unless billed to client.

Voids

	Qty	Amount (\$)	Avg Void (\$)
Voids	2	\$10.46	5.23

Note: Any voids or returns listed here are **not** reported in UFS.

Returns

	Qty	Amount (\$)	Avg Return (\$)
Returns			

No Sale

	No Sales
No Sales	D 2

Tax Override

Item Name	Tax Override Qty
Tax Overrides	0
Total Tax Overrides:	0

Tenders

Tender		Amount (\$)	%Total Tender
<u>Amex</u>	G	\$100.34	2.7%
<u>Cash</u>		\$3,799.65	101.9%
<u>Change</u>		(\$2,146.93)	-57.6%
<u>Department Charge</u>	H	\$91.92	2.5%
<u>Discover</u>	G	\$73.60	2.0%
<u>GC Redeemed</u>	I	\$99.04	2.7%
<u>Mastercard</u>	G	\$333.54	8.9%
<u>Visa</u>	G	\$1,378.06	37.0%
Total Tender		\$3,729.22	100.0%

Note: The Cash line shows the total cash given to cashiers, and the Change line shows the amount returned as change. The net of these two is the amount of Cash that should be in the deposit for the day, not including any over/short due to handling or certain input errors. You must **always** use the **actual** deposit amount while reporting, not this total.

Service Performance

Type	Amount (\$)
Net Sales	\$3,385.71
Guests	E 1,043
Average Per Guest	\$3.25
Checks	1,040
Average Per Check	\$3.26

UFS Cash Entry

Item Description	Amount
Cash Count	1652.68 A
Change Fund Amount	0.00
Deposit Amount	1652.68
Paid Outs	0.00
Total Credit Card Slips	0.00
Total Funds Accounted For	1652.68
Register Reading - End of Shift	3729.22 B
Register Reading - Start of Shift	0.00
Total Register Receipts	3729.22
Less Voids/Overrings	0.00 C
No. of Voids/Overrings	0
No. of NO-Sale	2 D
Customer Count	1043 E
Total Adjustments	0.00
Gross Receipts & Tax	3729.22
Total Tax Collected	0.00
Total Revenue Distribution	3729.22
Cashier Over/Short Amount	-2076.54 F

Paid Outs	Credit Card Slips	Total Adjustments	Gross Receipts & Tax
Start of Shift Reason		Over/Short Amount Reason	
Visa : 1378.06	<input checked="" type="checkbox"/> Enabled		
MasterCard : 333.54	<input checked="" type="checkbox"/> Enabled		
Discover : 73.60	<input checked="" type="checkbox"/> Enabled G		
American Express : 100.34	<input checked="" type="checkbox"/> Enabled		
Bank Debit Card :	<input type="checkbox"/> Enabled		
Total Amount: 1885.54			
OK		Cancel	

Paid Outs	Credit Card Slips	Total Adjustments	Gross Receipts & Tax
Start of Shift Reason		Over/Short Amount Reason	
Code: Description (Type)	Account No.	Amount	
625: LES - HOUSE CHARGES H	41810106: UNBILLED REGISTER AC1 H	-91.92	
831: LES - SOGO STORED VALU I	48702075: DEFERRED INCOME I	-99.04	
		Total Adjustments:	-190.96
Edit		Insert	
Delete		OK	
		Cancel	

Paid Outs	Credit Card Slips	Total Adjustments	Gross Receipts & Tax
Start of Shift Reason		Over/Short Amount Reason	
Gross Receipts & Tax: 3538.26	Exempt Reason: 009: DEFERRED INCOME/GIFT C. J		
Tax-exempt Sales: 110.00	Taxable Sales & Tax: 3428.26		
M Tax Distribution - User Must Input Sales Tax			
Tax Code: Description (Rate / Account Number)			Amount
1: State Sales Tax (6% - Acct# 44571098) M			233.51
Total Tax Collected			233.51
Taxable Sales:			3194.75
Net Sales:			3304.75
Edit		Insert	
Delete		OK	
		Cancel	

Revenue Distribution

Number: (Account Description)	Transaction	Amount
41810106: UNBILLED REGISTER ACTIVITY		-91.92 L
48702075: DEFERRED INCOME		-99.04 L
48702075: DEFERRED INCOME	0	110.00 M
70013140: SALES SUBWAY	0	286.24 N
70011100: FOOD-REGULAR 🔍	0	0.00 O
Net Sales:		3304.75
Total Revenue Distribution:		205.28
Variance:		3099.47 ←
<input type="button" value="Edit"/> <input type="button" value="Insert"/> <input type="button" value="Delete"/> <input type="button" value="OK"/> <input type="button" value="Cancel"/>		

70011100: FOOD-REGULAR	0	3099.47 O
Net Sales:		3304.75
Total Revenue Distribution:		3304.75
Variance:		0.00 ←
<input type="button" value="Edit"/> <input type="button" value="Insert"/> <input type="button" value="Delete"/> <input type="button" value="OK"/> <input type="button" value="Cancel"/>		

Note: The Variance must show 0.00 before you can save your entry.

UFS Field	Source/Notes
A Cash Count	Actual deposit amount. Include only cash from Vivonet registers.
B Reg. Reading - End of Shift	Total Sales from Summary section of the S&O
C Voids/Over Rings	Any Over Rings performed without a register transaction are reported here. DO NOT report Voids or Returns from the S&O.
D No Sales	Total No Sales from the S&O
E Customer Count	Guests from the Service Performance section of the S&O
F Cashier Over/Short Amount	This field is automatically calculated in UFS. After inputting all data, this total should match the total over/short from the cashier reconciliations.
G Credit Cards	From the Tenders section of the S&O
H Other Tenders	These will be found in the Tenders section of the S&O:
1 Unbilled Register Activity	Cashless activity that will be billed to the client should have its own tender. They will each need a Less Line Adjustment set up in the Register Model Worksheet with the account number 41810106.
2 Meal Plan Usage	Meal Plans will be configured differently for each unit. Some may require their own tender, reporting to specific account numbers, or may just be a swipe which will not appear on the S&O. Contact Revenue Accounting for your setup. When doing your cash entry, use the third party reports from your service provider for the amounts of the adjustments rather than the tenders from the S&O.
3 Prepaid Card	When a prepaid certificate or ticket is purchased, it must be reported to a Liability account, 48702030, rather than revenue. When used, it will be reported with a Less Line Adjustment to the same account. Contact Revenue Accounting for your set up and other documentation requirements.
I SoGo Redemptions	SoGo redemptions will be listed in the Tenders section of the S&O and will be reported with a Less Line Adjustment to account number 48702075.

J	Tax Exempt Sales	The sum of all SoGo loads, prepaid certificate sales, tax exempt items and tax exempt tenders will be entered here. Use a reason code that makes sense. If your unit only has Loads, the amount can be found in the Summary section of the S&O. If you have any of the other type or a combination, determine the total with this formula: Taxable Sales = Tax Collected / Tax Rate Tax Exempt Sales = Total Sales - Taxable Sales
K	Sales Tax	From the Tax Collected section of the S&O. Report each tax separately.
L	Adjustments	Adjustments with account numbers will flow to the Revenue Distribution section.
M	SoGo Loads	Loads are listed in the Summary section of the S&O as Gift Cards Sold. For every cash entry that has SoGo cards sold click "edit" on the cash entry screen and enter the amount from "Gift Cards Sold" on the S&O report and enter that amount into the amount section of the cash entry.
N	Special Sales	If you have certain branded items or other products, you may be required to report revenue from these groups to specific account numbers. The major groups are listed in the Sales section of the S&O.
O	Regular Sales	The remainder of your revenue will be the Variance line at the bottom Distribution section. Once you enter the variance amount into a revenue line, it will change to zero. If you make any changes to previously entered data, you may have to change the amount in the revenue line so that the variance shows zero. You can set the revenue line back to zero and the variance will be recalculated. You can then re-enter that amount.

Daily Deposit Entry

In the UFS Menu, select Revenues > Cash > Deposits. Click Add and enter the data as follows:

1. Unit Number: This will be automatically be filled in. Make sure it is the correct 8 digit unit number.
2. Deposit Type: Cash
3. Week End Date: The current week will automatically be filled in.
4. Deposit Ticket No: Enter the actual ticket number
5. Deposit Amount: Enter the actual deposit amount

A list of cash entries not yet linked to a deposit will be displayed below the fields. Select the entry that corresponds with the deposit. The Amount Remaining will automatically update and should show 0.00.

After your cash and deposit entries are entered, you can click Transmit to FSC > Prepare Transmission, from the menu. Select the cash module and click transmit. If you have any questions or concerns about any part of your entries, you should contact Revenue Accounting prior to transmission.

Weekly Activities

1. Before you transmit your final Cash Management data for the week, generate a Sales and Operations Report for the week's activity. Select the S&O from the drop down, highlight each day and click run.
2. Verify that the totals from the Sales and Operations Report agree to the weekly UFS Cash Management Report. If it does not agree, research any variance. Contact Vivonet Revenue accounting to discuss making necessary corrections.
3. Units with the Vivonet POS system from Vivonet will no longer be required to send in a weekly Record Retention mail in. A new system will automatically create and save a copy of each day's Sales and Operations Detail Report, so you

will not need to save any hard copies of these receipts for large over rings and voids must be scanned and emailed to the BSC. You will continue to follow Sodexo General Policies, specifically CP-134 Retention of Records (attached) for unit level retention policies. If your unit has both Vivonet and Non Vivonet registers, you will need to scan the required reports for the non-Vivonet activity.

4. Continue to Conduct Surprise Cashier Audits. These audits can be documented on the Surprise Audit form that can be found in Form 85702. Surprise audits should be conducted by management to ensure that each cashier is audited as per segment policy:
 - a. Corporate Services, Corporate Services Solutions, and Military – once per quarter, however 90 days may not pass between surprise audits for any cashier.
 - b. All other segments – once per period.

Appendix A

Credit Card Settlement Reconciliation

The Bank of America Daily Deposit and Exception Report (DDER) will be utilized as the unit’s batch settlement report. Due to processing cutoff times, this report may not be available for up to 2 business days. If you do not see the report within 2 business days, please contact the Banking Reconciliation Department.

The report can be accessed at the Bank of America Merchant Services website -

<https://www.bamsaccess.com/apps/logon/logon.asp?msg>

Detailed login instructions can be found in the Banking Department BAMS Access Instructions included with your BAMS login credentials.

The screenshot shows the 'BA Merchant Services' interface. At the top, there is a navigation bar with links: Home, Getting Started, Site News, View Reports, Report Search, Support, and Logoff. Below this is a 'User Information' button. A search bar contains the text 'Find' followed by a 'GO' button and several utility buttons: 'Printer Friendly Page', 'Export', 'Guide', 'First Page', and 'Next Page'. The page number is shown as 'Page: 1 OF 000003'. Below the search bar, there are fields for 'Report ID' (D09D30072 - DEPOSIT AND EXCEPTION REPORT), 'Report Version' (10/07/2010-22:10:44), and 'Report Section' (101007200235-----2T4GC). A 'Change Version' button is present with a tooltip that says 'Click here to change the date.' Below this is a table with four main sections: 'DEPOSIT DETAIL SECTION', 'NET NON SETTLED SUMMARY', 'REPORT PERIOD CARD TYPE TOTALS', and 'CHGBCK/REJECT/ADJ SUMMARY'. The table contains columns for 'MERCHPAYMT DATE', 'BATCH/ DATE', 'FILE #', 'CREDIT # ITEMS', 'SALES # ITEMS', 'NET SALES \$ AMOUNT', 'CB/REJ/AD \$ AMOUNT', 'J NET SETTLED \$ AMOUNT', 'NET NON-SETTLED \$ AMOUNT', 'PROC FEES/ MISC \$ AMT', and 'DEPOSIT \$ AMOUNT'. The data row shows values for 10/06 and 10/07, with a total deposit amount of 344.56.

- Amex non-settled transactions. Amex transactions will always show as non-settled and do not need to be researched unless notified by the Banking Reconciliation Department
- All other non-settled transactions. (Visa, MasterCard, Discover) These transactions are to be reported as declined credit card activity. See UFS Procedure – Declined Credit Card Sales, available on SodexoNet).

The *last page* of the DDER contains the individual card summary detail. The “NET \$ AMOUNT” for each credit card type should agree to the Vivonet report. If the amounts do not agree, contact the Banking Reconciliation Department.



Select last page of report. [User Information](#)

Find [GO](#) [Printer Friendly Page](#) [Export](#) [Guide](#) [Prev Page](#) [Last Page](#) Page: OF 000003

Report ID 009030072 - DEPOSIT AND EXCEPTION REPORT

Report Version 10/07/2010-22:10:44 [Change Version](#)

Report Section 101007200235-----2T4GC

DEPOSIT DETAIL SECTION	NET NON SETTLED SUMMARY	REPORT PERIOD CARD TYPE TOTALS	CHGBCK/REJECT/ADJ. SUMMARY				
REPORT PERIOD CARD TYPE TOTALS LOCATION # 0002350000 [REDACTED] DDA# /							
***** ITEMS *****							
GROSS	SALES	CREDIT	NET	SALE \$ AMOUNT	CREDIT \$ AMOUNT	NET \$ AMOUNT	FEE \$ TOTAL
MEX	2	2	0	2	26.86	0.00	26.86 0.06
/ISA	27	27	0	27	242.70	0.00	242.70 6.56
MASTERCARD	8	8	0	8	111.14	0.00	111.14 2.66
PT PERIOD CREDIT TOTAL	37	37	0	37	380.70	0.00	380.70 9.28
REPORT PERIOD CARD TYPE TOTAL LOCATION 0002350000 [REDACTED] SUMMARY							
	37	37	0	37	380.70	0.00	380.70 9.28

Appendix B

The **Data Health Report** is Vivonet’s monitoring system which is easily accessible in Enterprise Manager. Data Health allows you to take preventive actions to resolve connectivity issues. If you believe any of your registers are not online, run this report in Enterprise Manager to determine which are having issues.

Connection Lag Time	Currently Connected	Data Lag Time
0d 0h 8min	Green	0d 0h 8min
0d 0h 7min	Green	0d 1h 55min
0d 0h 7min	Green	0d 4h 13min
0d 0h 8min	Green	0d 4h 20min
0d 0h 8min	Green	0d 1h 2min
5d 4h 22min	Red	5d 4h 40min
0d 0h 8min	Green	0d 4h 45min
0d 0h 8min	Green	0d 0h 45min

Dashboard Indicators

- Green – all terminals are connected.
- Red – indicates a connection or server issue. Immediately perform the following steps:
- Shut down terminal to desktop.
- Cancel+1+Enter, yes to shut down.
- Select desktop
- Select Internet Explorer from start icon. If the page loads to secure.myhalo.com, it’s a server issue. If display states unable to open page, it’s a connectivity issue. Connectivity issues should be directed your client IT or internet provider for assistance.
- If the page doesn’t load, it’s a server issue. Please contact Vivonet Technical Support for assistance at 888.667.9111 opt. 4. Cash management questions should be directed to NorAm Vivonet Revenue Accounting HaloRevenueAccounting.Noram@sodexo.com.