

Policy & Procedure for Discounts and Price Overrides

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1. Introduction

1.1 Context

The objectives of this Discount/Price Override Policy and Procedure is:

- To provide guidance in best practice of administering discounts and price overrides
- To ensure proper procedure is being followed when processing discounts and/or price overrides
- To ensure price overrides are properly communicated to keep databases up to date and reduce the need for further price overrides

1.2 Purpose

This policy has been introduced to create accountability and compliance within shops when using discounts and/or price overrides.

1.3 Scope

This policy applies to all employees who have security clearance to utilize both price override and discounts features at the till. All employees should read and understand the new policy and how it affects them, and must sign the final sheet to declare acknowledgement and understanding.

2. Price Overrides

2.1 Amendments

Currently, if you choose to do a price override, you will be prompted to choose one of four options:

- Damaged
- Incorrectly Priced
- Refund
- Value Customer

The only valid option to choose for a price override is now: Incorrectly Priced.

Development is in place to remove all other options. However, in the meantime, only “Incorrectly Priced” should be utilized. Under **no** circumstances should any other option be selected when a price override is occurring.

Why?

The only reason to be do a price override is because an item is not scanning correctly at the till.

2.2 Security Clearance

Only certain staff members have permission to allow price overrides:

- Managing Pharmacists
- Front of Counter Managers
- Senior Technicians (where nominated)

Only authorized staff members are allowed to carry out discounts or price overrides. Till cards are not to be given to unauthorized staff members to perform duties they are not authorized to do. Any changes in security clearance status must be approved by your territory manager.

**Please note that no changes have been made to existing security clearance at this time.*


2.3 Procedure

What should you do if you have to price override an item?

As aforementioned, the only time you should be performing a price override is if an item is not scanning incorrectly. When an item is scanning incorrectly, head office must be notified to amend the issue. Any time a price override occurs, a Price Override form must be filled out and sent to the support office via products@allcaresupport.ie so they may look into the error and take any action necessary to fix it from happening.

We want to reduce the amount of price overrides so that items scan correctly the first time, so communication with head office is key to help us fix these errors.

When a price override occurs, fill out the following form (named “Price Override Form” which you can find in the File Depot on the Allcare website under Commercial → McLernon’s Docs.)

Allcare Price Override Form					
Pharmacy:		 Your Irish Community Pharmacy			
Phone #:					
Date:					
E-mail to products@allcaresupport.ie					
Barcode	Product Name	Unit Size	Price Currently Scanning	Correct RRP	Comments

Fill out all fields and e-mail the form to Ashley so she can look into the error.

2.4 Follow Ups

We will be following up from the Support Office weekly when price overrides are lodged without a Price Override Form being sent out.

Failure to comply with procedure will be escalated to your Territory Manager and Head of Security to investigate further.

2.5 Tip!

We understand that at peak times it can be difficult to log an email after an individual sale. Print a Price Override Form to keep at the tills and quickly write down products and prices as they arise, and then type them up and send them into the Support Office in batches when you have a break between rushes. All forms must be typed and sent electronically. Scanned sheets will not be accepted.

3. Discounts

3.1 Amendments

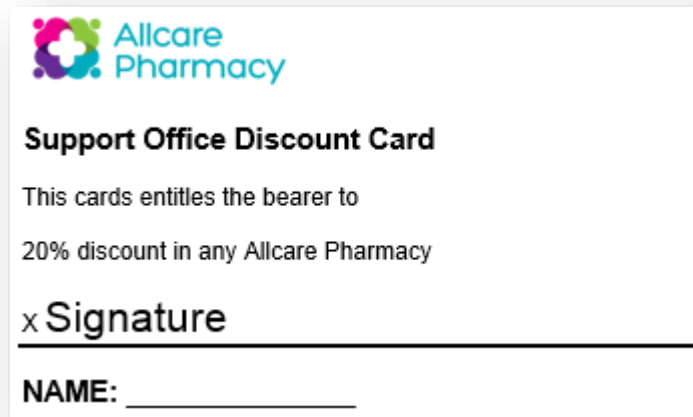
There are five discount bands available to choose from when selecting “Discount” from till.

- Allcare Staff Discount – 20%
- Uniphar Staff Discount – 20%
- Medical – 10%
- Damaged – 10%
- Valued Customer – 10%

All of these discounts have fixed rates attached to them. Discounts are not allowed to be increased further, and discounts cannot be combined. This also means that if there is a discount already on an item in store, you cannot apply an additional item on top. For example:

Aveeno's line of skin creams are currently 33% off. This discount comes off automatically, and cannot be combined with any other discount band; no exceptions.

3.2 Allcare Staff Discount – 20%



**Example discount card*

- i. **Who can give a staff discount?**
 - ✓ Managing Pharmacists
 - ✓ Front of Counter Managers
 - ✓ Senior Technicians (where nominated)
- ii. **Who can receive a staff discount?**

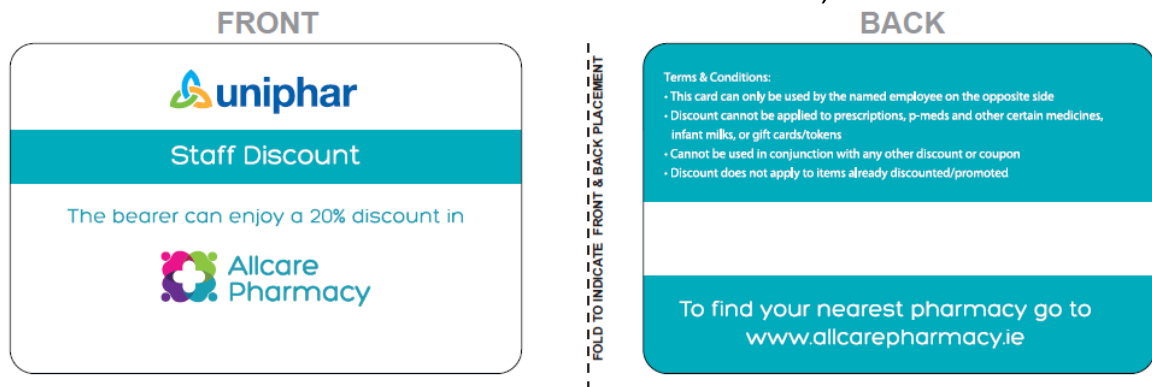
Only Allcare staff are allowed to receive a staff discount. This includes Support Office staff, but they must show their discount card to obtain their discount. Staff are allowed to ask for identification if they are unsure if the card belongs to the staff member in question. This 20% discount is only available to staff and is not available to family and friends. Staff may only avail of their discount in their home store.
- iii. **Procedure**
 - Staff Discounts can only be availed of **before** or **after** the staff member's shift, or on a **lunch break**.
 - Staff receiving the discount must be on the opposite end of the counter (as if they were a customer) during the entire transaction.

- Their copy of the receipt must be stapled to the outside of the bag and be clearly visible.
- This policy also applies to Support Staff, except that they can visit and receive their discount at any time.
- No discount is to be given on purchases of prescriptions, gift cards or tokens (please refer to *Policy Staff Prescription Processing & Purchasing* – document reference: PM006)
- Discount does not apply to product already discounted/on promotion and cannot be used in conjunction with any other discount or coupon

**Information on processing staff prescriptions can be found in policy PM006 – “Staff Prescription Processing and Purchasing.”*

3.3 Uniphar Staff Discount

Uniphar staff are also able to avail of a staff discount at any of our Allcare Pharmacies. Their discount card is different from ones used in the Allcare network, and look like this:



Their discount varies slightly from ours, and terms are as follows:

- 20% discount off all front of counter product, including all OTC medicines
- No discount is to be given on purchases of prescriptions, gift cards or tokens
- Discount does not apply to product already discounted/on promotion and cannot be used in conjunction with any other discount or coupon

*Please ensure you select the correct button—Uniphar Staff Discount—and not the Allcare discount. Even though they are both 20%, it’s important so select the correct discount for us to track.

3.4 Medical Discount – 10%

This discount is available to nurses and doctors who come into the store. Nurses and doctors will make their identities known to staff, but when in doubt you may ask for an employee I.D. This discount is only available to nurses, doctors and medical staff and cannot be used for any others persons.

3.5 Damage Discount – 10%

Damage discounts should only be utilized when an item has aesthetic flaws making it undesirable to purchase at full price.

Items should not be sold as damaged if they would pose a health concern to be sold, such as wipes, OTC items, a cracked candle, etc. These should be kept off the sales floor.

Damage discounts are limited to 10% because anything severely damaged should not be sold on the sales floor.

3.6 Valued Customer Discount – 10%

We have moved the Valued Customer option from Price Override to an actual discount option, fixed at 10%. This is to be used at the Manager's discretion, and is not to be abused. Examples of a scenario where giving a Valued Customer Discount would be okay:

- Local sports teams shopping for first-aid supplies
- A long-standing customer who frequently shops and is loyal to the pharmacy
- Can be used as an upsell technique to encourage a high-value sale

4. Declaration

By signing below I acknowledge that I have fully read and understood the *Policy & Procedure for Discounts and Price Overrides*. I declare that I will uphold the policy as is laid out above and understand that failing to do so can result in disciplinary actions being taken against me. I understand that if I have any doubts about the policy that guidance is available from my Territory Manager and from the Support Office.

DATE	EMPLOYEE'S NAME (PRINT)	SIGNATURE

Return the final page when fully signed by all staff no later than 2 weeks after policy roll out. Please fax to (01) 4133686 ATTN: Ashley Smith and e-mail asmith@allcaresupport.ie to notify Ashley that it has been faxed.