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I. BOOKSTORE MISSION STATEMENT

The Bookstore exists to provide both students and faculty with textbooks and teaching material required by their academic programs in a professional and timely manner.

Last updated:

Validated by:

II. JOB DESCRIPTIONS

Position Title: Campus Store Manager

Reporting Line: Vice President for Student Affairs

Span of control: Assistant, Cashier, Stock-keeper, Helper

Major tasks and responsibilities:

Campus Store:

- Reception, evaluation, and selection of suppliers and commercial representatives
- Selection of products, negotiation of product prices, and placement of product orders
- Supervision of product deliveries
- Pricing of items on sale

Bookstore:

- Assistance of instructors and coordinators in the selection of academic textbooks
- Coordination between instructors and textbook suppliers
- Placement of textbook orders
- Supervision of textbook deliveries
- Decision on textbook sale prices
- Insertion of textbooks data in the system
- Selling books and handling any related problems during the registration period
- Preparation of student textbooks adjustments
- Follow up textbook invoices

Combined tasks

- Coordination with the ITS Services concerning different reports
- Coordination with Purchasing Department as needed
- Determining objectives and action plan
- Elaboration and follow-up of BCS budget
- Supervision of inventories and stock evaluation
- Preparation of activity reports

Last updated:

Validated by:

Position Title: Bookstore and Campus Store Helper

Reporting line: Campus Store Manager

Major tasks and responsibilities:

- Assist in reception and control of deliveries
- Assist in stock organization
- Assist in shelving and product display
- Assist in sales transactions
- Assist in textbook labeling and shelving
- Assist in other various tasks

Last updated:

Validated by:

III. PROCEDURES

3.1 BOOKSTORE HOURS OF OPERATION

Purpose: To define University Bookstore hours of operation

Policy: The Bookstore is open everyday during the school week.

Procedure:

Regular Hours of Operation:

Monday – Friday, 8:30am-5:50pm

Last updated:

Validated by:

3.2 TEXTBOOK ORDERING

Purpose: To be a reliable source from which students and teachers can buy textbooks and other teaching materials.

Policy: Copyrighted material, including textbooks, course-packs, laboratory manuals, and academic coursework material are available to students and faculty through the University Bookstore.

Procedure:

Textbook Adoption Forms

- Textbooks are ordered in response to Textbook Adoption Forms (Form SA/BS/101 in the Appendix) approved by the Schools' Deans and submitted to the Bookstore. The forms should include:
 - Course ID
 - Course Title
 - ISBN
 - Edition
 - Author
 - Publisher
 - Number of copies requested. This number should match the estimated number of enrolled students in order to avoid shortage or overstock of books that would induce a loss for the University.
- Textbook Adoption Forms (Form SA/BS/101 in the Appendix) must be received at least two months prior to the beginning of each session to permit adequate time to verify availability and place orders with publishers.
- Form submission deadlines are as follows:
 - Fall Semester – April 30th
 - Spring Semester – October 30th of the preceding year
 - Summer Semester – March 30th

*Most major publishers do not maintain big stocks due to high storage costs. Thus, late orders may often be sold out.

Coordination

- The Bookstore should be notified of each School's designated textbook representative, (usually a Coordinator or the Assistant to the Dean). This will be essential to issuing efficient communication to each School regarding out-of-stock books, out-of-print books, restricted books, delivery problems, and any other information regarding the status of textbooks.
- Schools are asked to inform the Bookstore if a class is cancelled to avoid additional shipping charges for book returns.
- Faculty and students are reminded that all material to be used in courses is governed by Copyright.

Last updated:

Validated by:

3.3 TEXTBOOK ADJUSTMENT

Purpose: To provide materials to students and faculty in an organized, cost-efficient manner

Policy: Purchasing all required textbooks from the University Bookstore is compulsory for students and charges are levied for books regardless of whether or not students choose to take them. Students are charged for their textbooks in advance and the difference is adjusted later. Faculty books and materials are charged to the individual schools.

Exceptions to this rule include:

- Siblings, who may choose to share books. One of the siblings should inform the Bookstore of their intent to share and present both University ID cards to justify the case.
- Married couples, who may choose to share books. One of the two should inform the Bookstore of their intent to share and present both University ID cards to justify the case.
- Students repeating courses, who are not compelled to buy books for the courses unless different books are assigned.
- Recent edition changes. Students will not be compelled to buy a new edition if they already own the edition existing immediately before it. (For example, a student who owns Ed. 5 of a book will not be charged for Ed. 6 required by another class.)

In the case of the appearance of new editions not mentioned in the School order, the Bookstore notifies both the Coordinator and the Assistant to the Dean and awaits feedback.

Procedure:

- The Bookstore initiates the textbook adjustment process four to five weeks after the beginning of each semester, after students have had several weeks to pick up their books and add/drop classes.
- Textbook adjustment is processed in collaboration with the ITS service, which provides the reports.
- The Bookstore receives a pre-adjustment status report that includes only students who have failed to pick up some/all of the books assigned in their classes.
- The Bookstore Manager's task at this stage is to go through each student's case and determine whether or not exemption rules apply.
- When a final adjustment status report is completed, it is submitted to the VPSA for approval.
- The report should be submitted to the Business Office at least one week before the mid-semester break, or the middle of the semester, during the Summer session. This report includes textbook charges of each student to be deducted from their estimated book charge already paid during registration.

Last updated:

Validated by:

3.4 BOOKSTORE RETURN POLICY

Purpose: To explain the Bookstore's policy on textbook and other returns

Policy: During the Add/Drop period, (typically the first week of classes,) returns are usually permitted. To return textbooks or course materials for any reason, the student should present his/her ID, his/her textbook invoice, and the updated schedule.

Procedure:

Students may return books under the following conditions:

- New textbooks must be in the same condition as when purchased and have no names, marks, highlights, or bent covers).
- If the textbook includes other items like study guides, CD-ROMs, or cassettes, all items must be returned with the book in good condition. Students must also return the wrapping, as it has a barcode label on it.
- If a class is dropped after the add/drop period, the student must provide an official copy of the drop slip. All other requirements apply.
- Prompt returns are important. Books for classes dropped during the add/drop period should be returned within one week of officially dropping the class. The Bookstore fixes a deadline for returns, usually three weeks after the registration period in the Spring and Fall, and only one week after the beginning of the Summer session.
- Damaged/defective copies of textbooks or course materials are exchangeable for non-defective ones, so long as they are returned within two days of the purchase date.
- Textbooks purchased for personal use and paid for with cash-wallet are not eligible for refund.
- Software materials may be returned only if the seals are not broken.

Last updated:

Validated by:

3.5 DESK COPY POLICY

Purpose: To establish a means for professors to receive desk copies of textbooks that they plan to use in their classes

Policy: When course titles and materials have been chosen, instructors may request a desk copy of each book that they plan to use for each class. The Bookstore prefers that instructors order desk copies directly from the publisher (without the interface of the Bookstore), as desk copies are not provided to the Bookstore - publishers fear that a free book would be sold for profit. The Bookstore can provide publisher contacts on request.

Procedure:

Should a professor choose not to contact the publisher directly to request a desk copy of a textbook, the Bookstore may engage in an alternative process, but it should be noted that is this not preferable as it consumes time and money that could be used elsewhere.

Upon a School's request and at its charge (if applicable), the Bookstore provides instructors with desk copies of textbooks and lab manuals. Instructors must indicate textbook needs by completing Textbook Adoption Forms (Form SA/BS/101 in the Appendix), submitted first to the School's Dean for approval.

Last updated:

Validated by:

3.6 COURSE PACKS

Purpose: To explain the process by which course packs are prepared and sold in the Bookstore

Policy: Course packs, also referred to as ‘manuals’ or ‘course readers’, are collections of published papers and chapters from one or more books that can also include original work of the instructor designed to support the teaching of a course. Course packs are prepared by the Copy Center and sold by the Bookstore. To ensure that course packs are shelved in time for classes, it is important that instructors respect deadlines for submitting material to the Copy Center. Costs of Xeroxing and binding are included in the cost students pay for course packs.

Procedure:

- Instructors/Schools are required to compile and submit all course materials to the Copy Center several weeks (at least two) prior to the beginning of each semester.
- The Bookstore should be contacted in advance to permit shelving preparation.
- Each course pack is delivered to the Bookstore by the Copy Center with a copy of the Course Pack Request Form (Form SA/BS/103 in the Appendix) and a label and the fixed price. Forms should include:
 - Faculty name
 - Name of the School and Cost Center
 - Title, chapters, and/ or selections
 - Course ID number
 - Number of pages
 - Number of copies
 - Total charges
 - Dean of School’s approval
- Numbers of unsold course packs are communicated to the Copy Center, which responds with notification as to whether or not course packs will be reused in following semesters.
- The same policy applying to returning textbooks applies to returning course packs.

Last updated:

Validated by:

3.7 BOOK PRICING

Purpose: To explain the University's pricing policy

Policy: The University Bookstore maintains a pricing policy that is reasonable and fair. Textbook and other prices are normally fixed according to a weighted average method. Prices are subject to change without notice; however, the Bookstore endeavors to fill all orders at their initial prices. Orders that are submitted late from the Schools (and/ or which are placed separately) cause a significant increase of textbook prices.

In addition to University cash wallets, the Bookstore accepts payments in cash, personal, and company checks.

Last updated:

Validated by:

3.8 INVENTORIES

Purpose: For accountancy reasons and at the request of the Business Office, the Bookstore completes textbook inventories as specified

Policy: An annual textbook inventory is completed by the end of the budget year. This inventory is an operation that is performed by members from different departments as explained below.

Individual Schools may request textbook inventories during the textbook ordering process to determine the numbers of textbooks that should be ordered.

Procedure:

- A full textbook inventory is taken once a year, usually on July 31. A team composed of Bookstore and Security Department staff, as well as KPMG members (Audit committee) is gathered.
- Before launching the inventory operation, the Bookstore Manager informs the Business Office of his agenda for the inventory and obtains inventory textbook lists including ISBN numbers, titles, editions, authors, and publishing houses.
- After counting all remaining textbooks and attributing a value to the stock, the Year-End Inventory Report is submitted to the Business Office.

Last updated:

Validated by:

3.9 BOOK SALE

Purpose: To sell books no longer needed for University classes

Policy: The Bookstore organizes special book sales during University events to which large numbers of external visitors are expected. The aim of book sales is the sale of textbooks no longer used by the Schools (including, for example, old editions of books unfit for return to publishers).

Procedure:

- Unusable textbooks are first inventoried, evaluated, and shelved according to disciplines. A list of textbooks selected for a book sale is then prepared and includes:
 - Titles
 - ISBN numbers
 - Editions
 - Authors
 - Publishers
 - Purchase prices and the suggested sale prices
- The suggested prices are determined by the Bookstore Manager and the Bookstore Assistant.
- The final list is submitted to the VPSA for approval. After the book sale, a report of sold books is prepared and submitted to VPSA for signature before being sent to the Accounting Service.

Last updated:

Validated by:

3.10 TEXTBOOK GIFT

Purpose: To have another method by which to dispose of unused books

Policy: In addition to holding book sales to diminish the presence of unused books, the University Bookstore makes gifts of textbooks by request to public universities, schools, and other institutes.

Procedure:

- Universities or institutes desiring textbook gifts should send letters of request to the VPSA and include the disciplines of the requested books.
- The VPSA may then ask the Bookstore Manager or Assistant to provide him with the list of the unusable books in stock.
- Approved, the list with selected titles is returned to the Bookstore to prepare the gift.

Last updated:

Validated by:

I. CAMPUS STORE MISSION STATEMENT

The mission of the University Campus Store is to provide students, faculty, and staff with a variety of products such as drinks, school supplies, and toiletries, as well as to make available a wide selection of items bearing the AUI logo. In doing so, the Campus Store aims to meet AUI consumer needs and desires and thus to expand.

Last updated:

Validated by:

II. JOB DESCRIPTIONS

Position Title: Campus Store Manager

Reporting Line: Vice President of Student Affairs

Span of control: Assistant, Cashier, Stock-keeper, Helper

Major tasks and responsibilities:

Campus Store:

- Reception, evaluation, and selection of suppliers and commercial representatives
- Selection of products, negotiation of product prices, and placement of product orders
- Supervision of product deliveries
- Pricing of items on sale

Bookstore:

- Assistance of instructors and coordinators in the selection of academic textbooks
- Coordination between instructors and textbook suppliers
- Placement of textbook orders
- Supervision of textbook deliveries
- Decision on textbook sale prices
- Insertion of textbooks data in the system
- Selling books and handling any related problems during the registration period
- Preparation of student textbooks adjustments
- Follow up textbook invoices

Combined tasks

- Coordination with the ITS Services concerning different reports
- Coordination with Purchasing Department as needed
- Determining objectives and action plan
- Elaboration and follow-up of BCS budget
- Supervision of inventories and stock evaluation
- Preparation of activity reports

Last updated:

Validated by:

Position Title: Assistant

Reporting line: Campus Store Manager

Major tasks and responsibilities:

- Assist in management of staff and equipment of Bookstore and Campus Store
- Assist in the selection and evaluation of suppliers and products
- Coordinate with the Schools regarding academic textbook orders
- Contact and inform students about various matters related to textbooks
- Prepare for pre-registration period (textbook shelving, labeling, and organizing)
- Prepare and follow-up accounting files (orders, purchase requests, delivery notes, and invoices)
- Receive and check-up deliveries
- Approve deliveries
- Follow-up the campus-store cash wallet file
- Assist in introducing new items for sale into Tajinfo system
- Operate textbook transactions via Techlib system
- Carry out periodical and annual inventories
- Assist in the preparation of reports related to both the bookstore and campus-store

Last updated:

Validated by:

Position Title: Cashier

Reporting line: Campus Store Manager

Major tasks and responsibilities:

- Bears full responsibility of sales transactions
- Assist in product selection
- Assist in shelving and organization
- Assist in the annual inventory
- Introduce items into the system

Last updated:

Validated by:

Position Title: Campus Store Stock-keeper

Reporting line: Campus Store Manager

Major tasks and responsibilities:

- Follow-up of stock for the Campus Store
- Assist part-time in sales transactions
- Prepare internal product orders
- Maintain/improve shelving and product display
- Label prices of displayed products
- Receive and control deliveries
- Assist in periodical and annual inventories
- Assist in the selection and evaluation of products
- Monitor expiration dates of products
- Assist in other various tasks

Last updated:

Validated by:

Position Title: Bookstore & Campus Store Helper

Reporting line: Campus Store Manager

Major tasks and responsibilities:

- Assist in reception and control of deliveries
- Assist in stock organization
- Assist in shelving and product display
- Assist in sales transactions
- Assist in textbook labeling and shelving
- Assist in other various tasks

Last updated:

Validated by:

III. PROCEDURES

3.1 CAMPUS STORE HOURS

Purpose: To define the hours of the campus-store

Policy: The campus store is open everyday except for national holidays.

Procedure:

Regular Hours

- Monday – Friday 9:00am-6:00pm
- Saturday – Sunday 11:00am-4:00pm

Hours During Mid-Semester Break

- Monday – Friday 8:30am-1:00pm, 2:00pm-5:30pm
- Saturday – Sunday Closed

Hours During Ramadan

- Monday – Thursday 9:00am-3:00pm, 7:00pm-9:00pm
- Friday 9:30am - 3:00pm.
- Saturday 12:00am - 3:30pm
- Sunday 7:30pm - 9:00pm

Last updated:

Validated by:

3.2 STORE REGULATIONS

Purpose: To maintain respect and order in the Campus Store

Policy:

- Students are not allowed to consume any kind of product inside the campus store
- Students are not allowed to use one another's cash wallets except by express written permission (for example, in the case of a sick student)
- Students are not allowed to use damaged or broken cards or unrecognizable photos
- Payments in cash are not permitted except for visitors
- The cashier is not allowed to handle transactions through ID numbers alone; card must be present
- Students are subject to disciplinary action if they are caught stealing or damaging products inside the campus store
- Students are expected to respect the operating hours of the campus store

Procedure:

Students must respect store regulations and will be subject to disciplinary action in the event of their violation.

Last updated:

Validated by:

3.3 CAMPUS STORE PURCHASING

Purpose: To ensure availability of products responding to the needs of the customers: students, faculty, staff, and visitors

Policy: The campus-store process of purchase shall follow a set procedure to ensure well-organized and timely receipt of items.

Procedure:

- The Stock-keeper prepares an internal order and submits it to the manager for approval.
- The Manager checks the order, processes it, and places it.
- Deliveries are checked and unloaded by the Stock-keeper.
- The Stock-keeper submits the file including the order, receipt note, and invoice to the Bookstore Assistant, who processes payment
- The Assistant ensures that the file is complete, prepares it for payment, and gets it approved by the Manager.
- The file is then sent to the VPSA office for approval of payment.
- After approval by the VPSA, the file is sent back to the Assistant for recording purposes before it is sent to the Budget Service in the Business Office.

Orders

- The Stock-keeper provides the Manager with a regular internal order form of items to order. The order form includes specifications of the items to order and date of delivery. See a sample of the Internal Order Form in the Appendix – Form SA/CS/101.
- The Manager processes the order and submits it to the VPSA office for signature.
- The order is faxed to the supplier or is given to a representative (in the case he is present).
- In case of a shortage of a product, the supplier is requested to notify the Campus Store so that the order may be reviewed.
- A delivery should be received within the period agreed upon.

Deliveries

- Once received, a delivery is verified by the Stock-keeper to make sure that the delivery conforms to the order in terms of quantities and product references.
- The Stock-keeper verifies that all items are within their expiration dates. In case of a violation, the Stock-keeper should notify the Campus Store Manager or the Campus Store Assistant.
- The Stock-keeper signs the receipt note and gives it to the Assistant with the invoice.
- The Assistant should verify the delivery is correct, approve the receipt note, and check if the invoice bears a number, a logo of the company, contact address, and whether or not any item is exempt from taxing.
- Provided that the delivery and the invoice comply with the foregoing regulation, the Assistant signs the receipt note and starts to process the file for payment.

Payment process

- The file including the order, receipt note, and invoice is processed and controlled by the Campus Store Assistant and submitted to the Manager for approval.
- The file is submitted afterwards to the VPSA office for approval of payment.
- Approved by the VPSA, the file is sent back to the Assistant for recording purposes before being sent to the Budget Service and then to Accounting for payment.

Quality of products

- The task of deciding on the quality of products is subject to a shared opinion among the Campus Store staff. Students are also asked to provide their opinions and make their suggestions.

Selling prices

- The Campus Store attempts to maintain pricing policies which are reasonable, fair, and consistent.
- The profit margin of a product depends on the value of its purchase price. Usually, the profit margin is determined by the Manager or his Assistant.

Last updated:

Validated by:

3.4 SHELVING

Purpose: To ensure good display and organization of products on the Campus Store shelves to contribute to higher sales.

Policy: The Stock-keeper aided by the Campus Store Helper should take responsibility of the shelving of products at the store. Product rotation should be considered and items should be checked to ensure that they are within their expiration dates.

Procedures:

- Products are shelved according to families: drinks, sweets, cookies, etc.
- Verification of expiring items is carried out regularly.
- Product prices are displayed and updated to ensure a good customer service.

Last updated:

Validated by:

3.5 PETTY CASH

Purpose: To offer efficient and practical means of cash refunds of urgent money requests of small amounts

Policy: In the case of a cash refund for any reason, a petty cash form must be completed. This policy is most frequently used in connection with reimbursing the Campus Store for paying transportation fees for shipments in cash.

Procedure:

- A petty cash form (See form in Appendix, form SA/CS/103) is completed by the requester, signed by the VPSA, and then by the VPFA.
- The form is submitted to Accounting Office to process the refund.

Last updated:

Validated by:

3.6 ITEMS WITH A LOGO

Purpose: To promote the image of the University by providing the University community and visitors with items bearing the AUI logo.

Policy: In contrast to other items purchased and resold by the Campus Store, items with the University logo are purchased by the Purchasing Department in collaboration with the Campus Store staff.

Procedure:

- The Campus Store Manager prepares a purchase request with specifications and quantities of the items requested. The request is then submitted to the VPSA office for approval.
- The Campus Store Manager assists the purchasing service by providing information on available suppliers.
- At the request of the Campus Store Manager, the Purchasing Department arranges with the supplier to give the Campus Store samples of the requested items before executing the order.
- Once the samples are received, a commission including members from the Campus Store and the Purchasing Department meets to create a final order.
- If the samples meet the needs and expectations of the Purchasing Department, the Manager gives his approval to execute the order.

Last updated:

Validated by:

3.7 LAUNDRY & MINI-BUS TICKETS

Purpose: To provide students with reliable and efficient means of access to University Laundry machines and mini-bus.

Policy: Laundry and mini bus tickets are sold at the University Campus Store. No cash is accepted to pay for these services.

Procedure:

- The Stock-keeper or the Cashier orders Laundry and mini-bus tickets from the Business Office. A Campus Store staff member will collect and sign for the tickets.
- A copy is kept at the Business Office and another at the Campus Store (signed by the Assistant) record. The Campus Store has no profit margin on either item.

Last updated:

Validated by:

3.8 STORAGE

Purpose: To provide auxiliary storage of Campus Store products

Policy: The Campus Store Stock-keeper must keep an important (20%) amount of essential items stocked in the Campus Store and Bookstore basement to avoid shortage of products in moments of crisis. Orders are placed immediately after the stocked (80%) of products are sold. Perishable items are stocked according to volume of sales and shelf life.

Procedure:

- Items are stocked in terms of demand and importance.
- The Stock-keeper organizes shelves in families.

Last updated:

Validated by:

3.9 EXPIRED PRODUCTS

Purpose: To discard/be reimbursed for items that are already expired when received from suppliers or that become expired in the Store

Policy: As part of the Campus Store agreement with its suppliers, the University is entitled to return expired items through the exchange process, a credit note, or a discount of the total value of the expired product apportioned in future invoices. It is the responsibility of the Stock-keeper to manage his stock in an efficient way in order to avoid products' expiration before purchase.

Procedure:

- In the case that products are already expired when received by the University, the Stock-keeper should notify the Manager or his Assistant.
- The latter should contact the supplier and agree on one of the following to solve the problem: a credit note, a product exchange, or a discount of the total value of the expired product apportioned in future invoices.
- The Stock-keeper removes products that have extended their shelf life and stores them separately to avoid contamination of other products.
- In the event an agreement is reached between the Manager and the supplier on how to get rid of expired product, a return note is then prepared and signed by the Stock-keeper, the Manager, and the supplier's representative.

Last updated:

Validated by:

3.10 CASH WALLETS

Purpose: To ensure an efficient and practical means of payment for both the University community and the Business Office

Policy: Students, staff, and faculty must use their personal cash wallet cards to pay for products purchased at the Campus Store. Students are not allowed to use each other's cash wallets, nor are damaged or broken cards permitted. Transactions through ID numbers alone are not allowed; the cash wallet card must be presented. Cash payment is not permitted for students, staff, or faculty. Non-respect of this regulation shall be recorded as a violation by the Cashier.

Procedure:

- Students are provided with cash wallet cards at the time of registration and may obtain replacements after making a payment at the Business Office.
- Students must pay for items from the Campus Store with their cash wallets.
- The card is credited by making a payment at the Business Office.

Last updated:

Validated by:

3.11 CAMPUS STORE CASH WALLET

Purpose: To handle cash payment for visitors

Policy: The Campus Store has its own cash wallet that is to be used to pay for products, textbooks, and AUI publications purchased with cash by visitors. The Campus Store cash wallet is re-activated in the Business Office when the balance nears negative. The amount credited to the Campus Store cash wallet is 10,000 DH.

Procedure:

- The Cashier informs the Assistant to the Manager when cash wallet funds are low.
- The Assistant collects money from the Campus Store Cashier to reload the card and affirms that it is the correct amount..
- The Assistant requests that the Card Manager Assistant in the Business Office provide him with a sales report of all cash payment transactions since the previous time the card was loaded.
- The Assistant gives the money to the Accounting Cashier and obtains a receipt.
- He completes a cash wallet file, including the sales report, the cash wallet form (See Appendix Form SA/CS/105), and the receipt of credit and submits it to the Manager for signature.
- The cash-wallet file is sent to the VPSA office for approval.

Last updated:

Validated by:

3.12 CAMPUS STORE INVENTORY

Purpose: To report the Campus Store inventory status to the Administration for accounting and auditing purposes

Policy: For financial purposes, the Campus Store should provide an annual inventory report of its stock closing by the end of the budget year (July 31st).

Procedure:

- The Campus Store must carry out an annual inventory prior to the end of the budget year (usually July 31st).
- This operation is performed by a team including members from the Campus Store, a member or more from an external auditing team, and a member from the University inventory service or the Security Department.

Last updated:

Validated by:

3.13 ACTIVITY REPORT

Purpose: To provide essential information on Campus Store activities to University Administration

Policy: An Activity Report shall be prepared and submitted once a year or more often as necessary.

Procedure:

- The preparation of the report shall follow the Activity Report Guidelines provided by the University with any necessary additions to reflect the unique aspects of Campus Store services and shall include:
 - ✓ An assessment of the activities of the year
 - ✓ A comparison of activities against objectives
 - ✓ An evaluation of achievements and shortcomings
 - ✓ Suggestions for improvements
- The Activity Report shall be accompanied by an action plan illustrating objectives for the new academic year.
- The report shall be submitted to the VPSA by the beginning of the academic year.

Last updated:

Validated by:

APPENDIX - FORMS



Bookstore

Textbook Adoption Form

SCHOOL / SESSION ORDER: YEAR

SCHOOL TEXTBOOK ORDER FORM

Instructions: Please submit a duly signed hard copy form and a copy by email. **DO NOT CHANGE THE FORMAT!!!** (revised for fall 1998 order)

Please be accurate as possible in estimating the expected number of students.

List alternative title(s) where possible.

School or Center:

Semester:

A new	The
textbook	latest
for this	edition

Item	Course N°	Title or description	Edition	A new textbook for this course?	The latest edition possible?	Author(s)*	Publisher	ISBN	Qty §	N° of sections

Prepared by: _____

Date: _____

Approved by: _____

SA/BS/101



Bookstore

Internal Textbook Purchase

Date _____

School/Department _____

Cost Center _____

Requester Name _____

Function _____

Course Number _____

	Titles	ISBN
1	_____	_____
2	_____	_____
3	_____	_____
4	_____	_____
5	_____	_____
6	_____	_____

Purpose: to be used in connection with teaching responsibilities

Dean _____

Signature _____

Recipient _____

Signature _____

Transacted by _____

Signature _____

SA/BS/102



Bookstore

Course Pack Form

COPY CENTER AUTHORIZATION-INSTRUCTION FORM	
	COMMENTS-INSTRUCTIONS
Name.....	
Department/School.....	
Cost Center.....	
Description of Document.....	
Pages in Document.....	
Number of Copies.....	
Total Pages Copied.....	
Total Charge.....	
Authorized by.....	
Due Date and Time.....	
Received in CC by/ Date.....	
Completed by/ Date.....	

SA/BS/103

Campus Store
Internal Order Receipt

Date:

DESIGNATION	Qté/CAISSE	Nbre de Caisse	Qté Unit.	PRIX.HT	REMISE	TATAL HT

Total
HT

TVA

Total
TTC

Stock-keeper:

Manager:

SA/CS/101



Campus Store

Bon de Commande Form

BON DE COMMANDE N°

Date:

*De : UNIVERSITY AL
AKHAWAYN
ATT : <Nom du Fournisseur*

DESIGNATION	Qté/CAISSE	Nbre de Caisse	Qté Unit.	PRIX.HT	REMISE	TATAL HT

**Total
HT
TVA
Total
TTC**

Manager:

V.P.S.A.:

NB: Veuillez nous livrer le (Date/ Mois/ Anneé)

I Akhawayn University
P.O. Box 104, Avenue Hassan II, Ifrane 53000, Morocco
Telephone (212) 35 86.20.26 Fax 035 56 71 47
E.mail: C.Belfekih@au.ma

SA/CS/102

Campus Store
Petty Cash Voucher

PETTY CASH VOUCHER

DATE : _____

I _____, received from the campus-store cash

Desk _____ for:

Transport fees from _____ to _____

Received By:

Paid By:

SA/CS/103



Campus Store
Purchase Request Form

<i>Purchase Requisition</i>						
<i>ITS Equipement (Hardware, software, audio, vidéo, telephone....)</i>						
PR Number _____		Date _____		Cost Center _____		
School or Department _____			Budg Reference _____			
Description of items	Further specifications*	Purpose	Qty	Unit Price	Total amount	Delivered

* Includes itinerary time, period interval...etc. all elements needed to rapidly process your orders
 ** refers to the time you want the service to be delivered. Keep in mind that all requests need at least 4 weeks to be processed

ITS Director approval: _____

Indicate the building number and room for the delivery to be made: _____

The person to receive the delivery & phone number: _____

SIGNATURES :

Preparer of Purchase Request: _____

Dean or Department Head Approval: _____

Vice President Approval: _____ Signature

VPFA's Approval: _____ President's Approval: _____

INSTRUCTIONS:

All purchase requests once signed by the head of the department should be handed to the purchasing departement
 You are welcomed to make suggestions and propose price quotes from competitive suppliers in order to negotiate better deals

SA/CS/104



Campus Store

Cash Wallet Request Form

Office of Business Services

Date of request:

Re-activate the amount of :

For the campus-store Account.

Cash Card for use with cash payment guests

(Attached to this form is the cash-wallet sales report)

Signature of Manager: _____

Signature of Dean : _____

Signature of VPFA : _____

For Business Office Use only :

Person Charging Card _____ New or Add Card No. _____

Card Returned to _____ Date _____

Al Akhawayn University

P.O. Box 104, Avenue Hassan II, Ifrane 53000, Morocco

Telephone (212) 5 56.77.77 Fax 56.71.50

SA/CS/105