

Local Corporate Catering Account ("CCA") Franchise Service Information Packet

This packet and training manual has been created to provide Franchisees with information and detailed instructions specific to Local Corporate Catering Accounts ("House Accounts").

Table of Contents

Corporate Catering Account ("CCA") Requirements
What are Corporate Catering Accounts (CCAs)?
Minimum requirements to open an account and remain active
CCA Customer Set-up and Approval
Existing CCA Customer Set-up and Onboarding3
New CCA Customer Application and Approval Policy
Tax Exempt Customers4
CCA Invoice & Collection Procedures4
Panera AR Responsibilities4
Franchise Catering Team and Café Responsibilities:4
CCA Write-off Policy
CCA Suspension/Deactivation Policy
Suspension5
Deactivation:6
Payment Remittance for CCA Sales
"CCA Invoice Processor" Deployment to Bakery-cafes
CCA Order Entry & Close Out Process at Bakery-cafes7
Contact Resources & Information



APPENDIX A: Existing CCA Customer Information Template	9
APPENDIX B: New CCA Customer Credit Application	10
APPENDIX C: CCA Payment Remittance Information	11
APPENDIX D: Detailed Processes to Enter, Assign, and Close Out Orders at Bakery-Cafes	CCA 12
Process to Enter CCA Orders into POS	12
Process to Assign CCA Orders to the Correct CCA Customer	16
Delivery Receipts	22
Adding Tips and Closing Out Orders at the POS	24
End of Day of Process	30
APPENDIX E: Accessing the "On Account Client" Listing report	32



Corporate Catering Account ("CCA") Requirements

What are Corporate Catering Accounts (CCAs)?

• Businesses that place recurring Catering orders and are invoiced for later payment ("house accounts").

Minimum requirements to open an account and remain active

- o Must be a business, not an individual
- o Must spend \$2,500 annually
 - Panera's Accounts Receivable department (Panera AR) will review annually for the last 12 months to confirm \$2,500 minimum spend requirement
 - Account may be deactivated if \$2,500 minimum is not met
- o \$100.00 minimum for delivery
- o Invoices must be paid within 30 day payment terms

CCA Customer Set-up and Approval

Existing CCA Customer Set-up and Onboarding

- Existing CCA customers of Franchisee will be "grandfathered" into the Panera program with no additional review or approval required.
- Panera will provide Franchisee with a template to populate with existing CCA customer information to be transitioned to the new program.
 - An example of this template is included in <u>Appendix A.</u>
- Franchisee will send completed template back to Panera to load CCA customer information into system.

New CCA Customer Application and Approval Policy

- Franchise Catering Team (FCT) is responsible for submitting Credit Applications for any new CCA customers to Panera for review and approval per the new CCA customer's Experian credit rating.
 - An example of the Credit Application is included in Appendix B.
- CCA applicants that meet the criteria below will be reviewed and approved within 2 business days of receiving the completed application.
 - Intelliscore Plus rating of 3 or less
 - Days Beyond Terms (DBT) of 12 or below
 - Less than 6 judgments and liens
 - No more than 2 bankruptcies
- CCA applicants that fail to meet the previously mentioned criteria will be sent to Panera's VP, Controller to review other considerations to potentially approve (i.e. size of liens, cause of low scores, etc.).



• Panera will communicate the approval status of all new CCA customers with the Franchise Catering Team and, if approved, will confirm once the new CCA customer is available for use in the system.

Tax Exempt Customers

- In the event a potential new CCA customer is tax exempt, the Franchise Catering Team will also need to provide the following to Panera as part of the application process:
 - Copy of the Tax Exempt Certificate, and
 - Confirmation or approval that Franchise Management agrees the customer should be tax exempt.

CCA Invoice & Collections Procedures

Panera's AR department will be responsible for the invoice and collection activities below and will contact the Franchisee or cafes to provide assistance when necessary. For example, Panera AR may contact the Franchisee or café to obtain updated contact information or to confirm a CCA order for a customer dispute.

Panera AR Responsibilities

- 1. Send invoices daily (via email or mail) to CCA customers for prior day orders at cafes.
- 2. Send monthly statements (via email or mail) to CCA customers including a list of all outstanding invoices.
- 3. Make invoice adjustments as requested by the CCA customer or Franchisee.
- 4. Contact CCA customers for any collection related questions or issues.
- 5. Notify the Franchisee in the event an account may be suspended or deactivated per the Suspension / Deactivation Policy.
- 6. Enforce and follow Suspension / Deactivation policy.

Franchise Catering Team and Café Responsibilities:

- 1. Assist Panera by responding to requests in a timely manner (i.e. contact information, questions regarding orders, copies of signed delivery receipts).
- Review customer delinquency notices to be aware of accounts at risk of suspension.
- 3. Follow proper procedures for CCA sales at the cafes, which include:
 - Assign the order to the correct approved Corporate Catering Account.
 - If a tip is to be added, have the customer write the tip on and sign both copies of the delivery receipt.
 - Leave one copy of the signed delivery receipt with the customer and file the other copy at the café with the daily credit card receipts.
- 4. Notify Panera of any invoice issues as soon as possible.



 Any On Account checks received at the café -Bring to the Tampa Office with packet in a separate envelope labeled: Attn: Tracy Debolt

CCA Write-off Policy

- Bad Debt: Outstanding balances will be written off of Panera's records if over 120 days past due (covered by CCA Service Fee).
- Cafe Errors: Balances written off of Panera's records due to cafe errors are the responsibility of the Franchisee and will be deducted from the monthly payment in addition to the CCA Service Fee. Examples of common café errors include:
 - o CE Authorized User Incorrect name
 - CE Authorized User None provided
 - CE Cafe deposited check with daily deposit
 - CE Cancelled Order Sale Not Voided
 - \circ $\,$ CE Cannot provide proof of delivery
 - CE Customer Dispute Incorrect Items Charged
 - CE Customer Dispute Late Delivery
 - CE Customer Dispute Missing items
 - CE Customer Dispute Overcharged for Delivery
 - CE Customer Dispute Service Issue
 - CE Duplicate sale
 - CE Incorrect CCA customer
 - CE Order Filled in Error
 - CE PO number not provided
 - CE Tip No signed copy
 - o CE Tip Not Authorized
- Panera will include a list of balances written off due to café errors with the monthly payment information sent to the Franchisee.

CCA Suspension/Deactivation Policy

Suspension

CCA's will be suspended if invoices reach 120 days past due. This means no additional orders can be charged to that CCA until the account is brought current and all past due invoices are paid. Any exceptions must be approved by the VP, Controller. The following process will be used for suspension of accounts:

- 1. Customers will be reviewed for suspension on a monthly basis for the following:
 - a. Bad Debt write-offs
 - b. Payment issues
 - c. Responsiveness



- 2. Potential suspension notifications will be sent to the CCA customer and Franchise Catering Team once an invoice is at least 90 days past due.
- 3. Panera will allow up to a 15 day extension to collect prior to suspending the account if requested by the Franchisee. If no extension is requested, Panera will suspend the account at 120 days past due.
- 4. The suspension and reactivation of CCA's will be submitted to the VP, Controller for approval.
- 5. Panera will notify the CCA customer and Franchise Catering Team via email if an account has been suspended. Panera will also notify the CCA customer and Franchise Catering Team once payment is received for all past due invoices and the account is reactivated.
- 6. Invoices greater than 120 days will be written off per the write-off policy and customers will remain suspended until all past due invoices are paid.

Deactivation:

CCA's that have invoices greater than 120 days may be deactivated and terminated from any further use after careful consideration.

- 1. Customers will be reviewed for deactivation on a monthly basis for the following:
 - a. Bad Debt write-offs
 - b. Suspension history
 - c. Total sales
 - d. Payment issues
 - e. Responsiveness
- 2. Potential deactivations will be discussed with the Franchisee.
- 3. The deactivation and reactivation of CCA's will be submitted to the VP, Controller for approval.

Payment Remittance for CCA Sales

Panera will remit payment to Franchisee for the previous month's CCA sales less:

- The CCA Service Fee of 3.5% of the total invoice amount including sale, delivery, tip, and tax,
- Any sales that are uncollectable due to café errors, and
- Any credit card fees incurred by Panera in connection with a request from the Franchisee to allow a credit card to be used to pay for CCA orders.

Panera will remit payment each month approximately 30 days after the end of Panera's fiscal accounting period.

An example of the Payment Remittance is included Appendix C.



"CCA Invoice Processor" Deployment to Bakery-cafes

As part of the transition process, Panera's IT department will deploy a tool called the <u>"CCA Invoice Processor"</u> to the ROPE terminal / BOH PC at Franchise cafes, which will allow the cafes to assign CCA orders to the correct CCA customer. The "CCA Invoice Processor" will also create electronic (PDF) invoices for Panera to pull and send to Franchise CCA customers daily via email or mail.

CCA Order Entry & Close Out Process at Bakery-cafes

- Cafes will enter CCA customer orders into the POS via the regular Catering order entry process.
- When the CCA order is ready to be tendered out, cafes will go to the Pay Screen and select <u>"House Account"</u> as the payment method.
- Once a CCA order is entered on the POS and tendered as "House Account", it will be available on the <u>"CCA Invoice Processor"</u> screen for the café to assign to the correct CCA customer.
- As part of the process above, two copies of the <u>"Delivery Receipt"</u> will automatically print for the Catering team to provide to customers when CCA orders are delivered or picked-up.
- If a tip is to be added, the customer **must write the tip on and sign both copies** of the Delivery Receipt. The Catering team will leave one copy of the Delivery Receipt with the CCA customer and take the other identical copy back to the café to be kept with the credit card receipts for the day.
- Once the signed copy of the Delivery Receipt returns to the café, the final step is to add any applicable tip and close out the CCA order at the POS.
- <u>Please note ALL CCA orders must be closed out even if the tip is</u> \$0.00.
- Screen shots and additional details related to the CCA order entry and close out process for cafes are included in **Appendix D.**



Contact Resources & Information

 CCA Applications, Sub-Account forms and changes to existing CCAs should be emailed to jessica.alicea@covelli.com. If you are unable to scan the forms, please fax them to the Tampa Office 813-874-0638 and send an email to jessica.alicea@covelli.com AND tracy.debolt@covelli.com notifying that a form has been submitted.

In cases where emailing below addresses ALWAYS CC Jessica Alicea

- Questions specific to CCA application, approval, and set up process for all new CCA catering clients, contact 314-984-3435 or CCA_Requests@panerabread.com.
- Questions and concerns specific to payments and collections, invoice adjustments or credits, contact 314-984-3435 or AccountsReceivable@panerabread.com.
- Technical and software issues contact the Help Desk.



<u>Appendix A</u>

Existing CCA Customer Information Template

Panera will provide Franchisee with a template to populate with existing CCA customer information to be transitioned to the Panera program. Once complete, the Franchisee will send the template back to Panera to load CCA customer information into the system. Below is an example of the CCA customer information required.

CCA Customer Name	Email address for Involce to be sent	Email address for Invoice to be sent	Email address for invoice to be sent	is this CCA customer Tax Exempt?	If so, what is the TE #?	Does this CCA customer require a PO #?		Current / existing CCA Account #	
				Tax Exempt		PO Required		Current	
Customer Name	Email Address for Invoices	Email Address for Invoices	Email Address for Invoices	Y or N	Exemption Number	YorN	PO Number	CCA Account #	Additional Comments

Acc	ounts Payable Contact Informat	tion (name, phone #, email)						
AP Contact Last Name	AP Contact First Name	AP Contact Phone Number	AP Contact Email Address	Billing Address 1	Billing Address 2	City	State	Postal Code

If CCA is a subaccount, please provide

If CCA is a subaccount, please provide associated Parent Account				Authorized User Names for	CCA Customer			
Parent Account								
(if applicable)	Last Name	First Name	Last Name	First Name	Last Name	First Name	Last Name	First Name



<u>Appendix B</u>

New CCA Customer Credit Application

Franchisee will be responsible for submitting Credit Applications for any new CCA customers to Panera for review and approval per the new CCA customer's Experian credit rating. Below is an example of the CCA Credit Application.

Company Name: Inticipated Annual Charges (Min. 52,500); Email: Title: Phone #; Company Billing Information: City Bues Zip Code Taxpayer ID #; Do Do Taxpayer ID #; Do Information: Phone Fax Information: Phone Fax Panera has implemented centralized billing for Panera, LLC and/or cortain of its franchisees. Please indicate where applicable invoices should be sent. Invoices should be sent. Invoices indicate and the sent of the second to be sent via USPS, is the address above the correct address? Yes No If incoles ane do to be sent via USPS, is the address above the correct address? Yes No If incoles ane do to be sent via USPS, is the address above the correct address? Yes No If incoles ane do to be sent via USPS, is the address above the correct address? Yes No If incoles ane do to be sent via USPS, is the address above the correct address? Yes No 1. Eist of persons authorized to use this account: (attach additional page if necessary) Fuil Name Phone Number Email Address 2. 3.	Panera	Corporate	Panera e Catering Acc	Bread ount Credit Application
Contact Name: Anticipased Annual Charges (Min. \$2,500): Email: This: Phone # : Company Billing Information: City Stee Zip Code Information: Phone # : Stee Zip Code Panera has implemented centralized billing for Panera, LLC and/or certain of its franchisees. Please indicate where applicable invoices should be sent. Experian # (if known): Panera has implemented centralized billing for Panera, LLC and/or certain of its franchisees. Please indicate where applicable invoices should be sent. Experian # (if known): Panera has implemented centralized billing for use this account: (attach additional page if necessary) Full Name Phone Number List of persons authorized to use this account: (attach additional page if necessary) Full Name Phone Number 1.	Company Name:			
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Accounts Payable Contact (required): Name: Phone: E-mail: Are PO#'s required for payment? Is your company tax exempt? YES** or NO **If Yes, please include a copy of your tax exempt letter which will be maintained by Panera, LLC and/or the applicable Panera franchisee. How will the catering account be used? (i.e. meetings, major events, breakfast, etc.) *'If Yes, please include a copy of your tax exempt letter which will be maintained by Panera, LLC and/or the applicable Panera franchisee. The undersigned hereby applies for credit for business purposes only and certifies that the information above is true and correct. If credit is extended, the undersigned agrees to the below credit terms of which are applicable to purchases at approved Panera Fread bakery cafes of Panera, LLC and/or transfer the account at any time for any reason. Credit Terms: The undersigned agrees: 1. To pay all invoices within thirty (30) days of delivery of your order. 2. To be responsible for all purchases of harged to your account. Any past due billings will be subject to finance charge of 1.5% per month. 3. To reimburse the collecting party (Panera, LLC and/or and/or any of its franchisees) for reasonable attorney fees and collection costs in the event of non-payment. 4. There is no guarantee that a receipt signature on each receipt will obtained at the time of purchase. 5. Credit transactions below \$50 may be rejected. The undersigned is duly authorized to sign on behalf of the company applying for credit. Name & Title Signature & Date Name & Title				
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The undersigned hereby applies for credit for business purposes only and certifies that the information above is true and correct. If credit is extended, the undersigned agrees to the below credit terms of which are applicable to purchases at approved Panera Bread bakery cafes of Panera, LLC and/or certain of its franchisees. Panera, LLC reserves the right to modify, cancel and/or transfer the account at any time for any reason. Credit Terms: The undersigned agrees: 1. To pay all invoices within thirty (30) days of delivery of your order. 2. To be responsible for all purchases charged to your account. Any past due billings will be subject to finance charge of 1.5% per month. 3. To reimburse the collecting party (Panera, LLC and/or any of its franchisees) for reasonable atomey fees and collection costs in the event of non-payment. 4. There is no guarantee that a receipt signature on each receipt will obtained at the time of purchase. 5. Credit transactions below \$50 may be rejected. The undersigned is duly authorized to sign on behalf of the company applying for credit. Signature & Date Name & Title				
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The undersigned is duly authorized to sign on behall of the company applying for credit. Signature & Date Name & Title Signature & Date Name & Title	Credit Terms: The undersigned a charged to your account. Any past and/or any of its franchisees) for re signature on each receipt will obtain	grees: 1. To pay all invoices withi due billings will be subject to fina asonable attorney fees and colle ned at the time of purchase. 5. C	in thirty (30) days of de noe charge of 1.5% pe ction costs in the event redit transactions below	fivery of your order. 2. To be responsible for all purchases r month. 3. To reimburse the collecting party (Panera, LLC to fnon-payment. 4. There is no guarantee that a receipt w \$50 may be rejected.
Signature & Date Name & Title Signature & Date Name & Title	The undersigned is duly authorized to s	ign on behalf of the company applying	g for credit.	
Signature & Date Name & Title	Signature	& Date		Name & Title
	Signature	& Date		Name & Title



<u>Appendix C</u>

CCA Payment Remittance Information

Panera will remit payment to Franchisee for the previous month's CCA sales each month approximately 30 days after the end of Panera's fiscal accounting period. Below is an example of the Payment Remittance summary. Please note – details regarding CCA orders, adjustments, and café errors will be provided with Payment Remittance.

Panera, LLC Summary of Franchisee	Bread CCA Activity	- Total
Period Activity Dates:	12/30/15-1/26/16	BREAD
Percentage Fee:	Percentage Fee = 3.5% of total invoice amount (including sale, delivery, tip, tax) as reduced by adjustments (cancellation fee, short order adjustments) and discounts of CCA sales applicable to franchisee's cafes.	3.5%
	Total Franchisee Bread American CCA Invoices	6450 499 49
	Adjustments: Emergency On Accounts (EOAs) Miscellaneous Adjustments	(\$351.02) (\$232.61)
	Total CCA Invoices Billed	\$149,604.85
	Panera Fee - 3.5% of CCA Invoices Billed	(\$5,236.17)
	Less: Café Errors Credit Card Fees	(\$47.35) (\$12.68)
	Subtotal of Café Errors & Credit Card Fees	(\$60.03)
	Total Amount Due to Pan American, LLC	\$144,308.65



<u>Appendix D</u>

Detailed Processes to Enter, Assign, and Close Out CCA Orders at Bakery-Cafes

Process to Enter CCA Orders into POS

- On the POS screen, select "POS Functions" and then "Panera Catering".
- Enter the CCA customer's order through the regular process and then select "Catering Send".
- Enter a delivery charge (if applicable) and any other required information.
- When the order is ready to be tendered out, go to the Pay Screen and select <u>"House Account"</u> as the payment method.

Return Void Discount/ Delete Tender Discount Identify MyPanera Tender # 600790 Catering PS 0y F Tax Tax Tax CINN COLL PASTRY CHOC PASTRY CHEESE Sto Sto Sto 1 2 3 PASTRY CHEESE MUFFIN BLUBERRY Sto Sto Sto Sto 1 2 3 PECAN ROLL EVRYTHNG BULK 4 5 6 1 2 3 Verift NB LUBERRY 3 Sto Sto Sto 1 2 3 PECAN ROLL EVRYTHNG BULK 4 5 6 1 2 3 Sub Total 64.99 6 Cash 0.00 7 Associate House Sub Total 64.99 6 Credit Card Check Gift Card Account Mo Rewards 9 5 5 5 5 5 5	3 🚡 🗙 🕄 🦓 🖮 🍕		ا 🗖 🦉	Ð				
# 608790 Catering PS Ory ASI BGL BULK 1 Tax 7 8 9 Croissant Cinix CNCH BULK 1 1 515.00 520.00 4 5 6 PASTRY CHOC PASTRY CHEESE 3 515.00 510.00 1 2 3 PASTRY CHEESE * * 1 2 3 1 2 3 PASTRY CHEESE * * 1 2 3 1 2 3 PASTRY CHEESE * * 1 2 3 1 2 3 PASTRY CHEESE * * 1 2 3 1 2 3 VEVRTHING BULK 4 1 3 568.00 0 </th <th>Return</th> <th>Void Discoun Delete Tende</th> <th>t/ r</th> <th>Discount</th> <th>Identi</th> <th>fy MyPanera</th> <th>Te</th> <th>nder</th>	Return	Void Discoun Delete Tende	t/ r	Discount	Identi	fy MyPanera	Te	nder
ASI BGL BULK CINN CNCH BULK PLAIN BGL BULK Croissant CINN ROLL PASTRY CHEESE 'MUFFIN BLUBERRY PECAN ROLL EVRYTHING BULK 4 Plain 2oz OJ 2 64 oz Tote Light Roast 1 Delivery Charge 15.00 St0.00 St0.00 St0.00 St0.00 St0.00 St0.00 St0.00 St0.00 Clear O 00 Associate House Account Credit Card Check Gift Card	608790 Catering PS	Oty		ī —				-
Croissant 2 \$15.00 \$20.00 4 5 6 PASTRY CHOC PASTRY CHEESE 3 \$5.00 \$10.00 1 2 3 PECAN ROLL 2 3 \$5.00 \$10.00 1 2 3 PECAN ROLL 2 3 \$5.00 \$10.00 1 2 3 PECAN ROLL 2 3 \$5.00 \$10.00 1 2 3 Tote Light Roast 1 567.54 \$58.00 Clear 0 00 Sub Total 64.99 6 Cash 0.00 7 Balance 67.54 8 Credit Card Check Gift Card No Rewards 9 4 5 6 4 5	ASI BGL BULK CINN CNCH BULK PLAIN BGL BULK	1		Tax Exempt	7	8	9	
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EVENTING BULK 4 Plain 202 0J 2 24 0Z Tote Light Roast 1 Delivery Charge 15.00 Sub Total 64.99 Tax 2.55 Cash 0.00 Balance 67.54 No Rewards 9 K [] 50	PASTRY CHEESE *MUFFIN BLUBERRY PECAN ROLL	3	\$5.00	\$10.00	1	2	3	
1 Delivery Charge 15.00 5 Sub Total 64.99 6 Tax 2.55 Cash Associate Cash 0.00 7 Balance 67.54 6 No Rewards 9 K [] -0	EVRYTHNG BULK 4 Plain 2oz OJ 2-64 oz Tote Light Roast	4	\$67.54	\$68.00	Clear	0	00	
Sub Total 64.99 6 Tax 2.55 Cash Associate Cash 0.00 7 Balance 67.54 8 No Rewards 9 K [] -0	1 Delivery Charge	15.00 5						
Cash 0.00 7 Balance 67.54 Credit Card Check Gift Card No Rewards 9 9 9 9	Sub Total Tax	64.99 ⁶ 2.55	Cas	h		Associ Cert	iate House ts Accour	e nt
Image: Constraint of the second sec	Cash Balance 67	0.00 ⁷ 7.54	Credit	Card	Check	G	ift Card	
No Rewards 9	6)4							
K [] >9	No Rewards	9						
	К	>9						



• Selecting the <u>"House Account"</u> pay type will prompt for a Manager swipe/login. The screen will then prompt a customer name to be entered for the order.

	🕑 🛃 🔀 💭 🍋 1		*	
Return	Void Discount/ Delete Tender	Discount	Identify MyPanera	Tender
≠608790 Catering PS	Oty			
ASI BGL BULK CINN CNCH BULK PLAIN BGL BULK	1	Tax Enter Manager's ID	- 8	9
Croissant CINN ROLL PASTRY CHOC	2		5	6
PASTRY CHEESE *MUFFIN BLUBERRY PECAN ROLL	3	7 8 9	2	3
EVRYTHNG BULK 4 Plain 2oz 0J 2-64 oz Tote Light Roast	4	4 5 6	0	00
1 Delivery Charge	15.00 5		Associa	te House
Tax	2.55			
Cash Balance 6	0.00 ⁷ 57.54 —		Gif	t Card
		Return / Done		
No Rewards	9			
K	11 >9	- 1 fer	H	

- Once the Manager swipe is complete, the pay type on the left hand column will update to reflect the <u>"House Account".</u>
- Also, from this screen, tax can be removed from the order by selecting <u>"Tax</u> <u>Exempt"</u> if the CCA customer has been approved as tax exempt. Please see the "On Account Customer Listing" report on Harvest (referenced in <u>Appendix E</u> of this document) for CCA customers approved as tax exempt.
- **<u>Please note</u>** you will be prompted for another Manager swipe/login if <u>"Tax</u> <u>**Exempt**</u>" is selected to remove tax for approved tax exempt CCA customers.
- Please see the next two screen shots below.









- Once the payment method has been changed to "<u>House Account"</u>, select the bright green box (\$64.99 below) for the full balance due.
- <u>PLEASE DO NOT PARTIAL TENDER CCA ORDERS BETWEEN DIFFERENT</u> <u>PAYMENT METHODS</u>

) 🛃 🔛 💭 🏊 🚺				
Return	Void Discount/ Delete Tender	Discount	ldentify	MyPanera	Tender
≉608790 Catering PS	Oty				
ASI BGL BULK CINN CNCH BULK PLAIN BGL BULK	1	Tax Normal	7	8	9
Croissant CINN ROLL PASTRY CHOC	2 \$15.00	\$20.00	4	5	6
PASTRY CHEESE *MUFFIN BLUBERRY PECAN ROLL	3 \$5.00	\$10.00	1	2	3
EVRYTHNG BULK 4 Plain 2oz 0J 2-64 oz Tote Light Roast 1 Delivery Charge	4	\$65.00	Clear	0	00
Sub Total Tax	64.99 6 0.00	Cash		Associat Certs	e House Account
House Account Balance 6	0.00 ⁷ 4.99	dit Card	Check	Gift	t Card
No Rewards	9				
K	>9			10	

- Once an order is entered on the POS and tendered as <u>"House Account"</u>, it will automatically appear (may take up to 60 seconds) on the online monitor with the order number, invoice number, and amount of the sale.
- You will also hear an audible <u>"beep"</u> from the online monitor/terminal to indicate a new order is available on the <u>"CCA Invoice Processor"</u>.
- <u>Please note</u> this beep will continue to occur every 30 seconds until the CCA order is assigned to the <u>correct CCA customer</u> on the <u>"CCA Invoice</u> <u>Processor"</u> (process summary and screen shots below).



Process to Assign CCA Orders to the Correct CCA Customer

- <u>Please note</u> CCA orders will appear on the <u>"CCA Invoice Processor"</u> screen <u>without</u> a customer by default. You will be required to assign the CCA order to the correct CCA customer in the system.
- To assign an order to the correct CCA Customer, highlight the appropriate order and then select <u>"Assign Customer"</u> to bring up the list of available CCA customers at your café. Select the appropriate CCA customer from the list provided.

Number Number	Order Date Total Sal	e Customer Closed	
608790 601/2930002		4.99	



- Next, please select the appropriate CCA customer from the list provided.
- Below, we selected CCA Customer "Falcons".
- Once the CCA customer is selected, continue on to the fields below to enter other information that may be required such as Customer PO Number, Authorized User, and Delivery Street Address.
- <u>Please note</u> additional information on the fields below are included on the <u>next page</u>.
 - Customer PO Number
 - \circ Authorized User
 - Delivery Street Address

	Customer Name	
340102	ADM MEDIA & EXEC KITCHEN	Print
111112	Bears	
ZZZZZZ		
	Falcons	
111113	Giants	
866866	MASTER CARD	el
	Cafe Ad	dress
	City: Lake St. Louis State: MO Zip: 63367	dress
1	City: Lake St Louis State: MO Zip: 63367 2 3 4 5 6 7 8 9 0 Г	dress Caps Lock
1	City: Lake St Louis State: MO Zip: $\boxed{63367}$ City: Lake St Louis State: MO Zip: $\boxed{63367}$ Control Control	dress Caps Lock
	City: Lake St Louis State: MO Zip: $\boxed{63367}$ Cafe Add 2 3 4 5 6 7 8 9 0 \square c 2 3 4 5 6 7 8 9 0 \square c 2 3 4 5 6 7 8 9 0 \square c 2 3 4 5 6 7 8 1 0 P Backs	dress Caps Lock
Q N A Shift	City: Lake St Louis State: MO Zip: $\boxed{63367}$ City: Lake St Louis State: MO Zip: $\boxed{63367}$ Control Control	dress Caps Lock



Other Additional Fields

Customer PO Number:	1234566	
Authorized User:	Jones, Julio 💌	
Delivery Street Address:	861 Robert Raymond Dr	
City:	Lake St. Louis	State: MO Zip: 63367

- **Customer PO Number** some CCA customers may require a PO number to be included on their invoices.
 - If a CCA customer requires a PO Number, please enter in the <u>"Customer</u> <u>PO Number"</u> field.
 - If a CCA customer <u>does not</u> require a PO Number, this field can be left blank.
 - <u>Please note</u> not all CCA customer require a PO number. Please see the "On Account Customer Listing" report on Harvest (referenced in <u>Appendix E</u> of this document) for additional details.
- <u>Authorized User</u> All CCA customers <u>require an Authorized User to be</u> <u>entered.</u>
 - Certain CCA customers will have a dropdown list of authorized users to choose from in the <u>"Authorized User"</u> field above.
 - Other CCA customers will not have a dropdown list and will require the Authorized User's name to be typed into <u>"Authorized User"</u> field.
 - <u>Please note</u> if the Authorized User's name needs to be entered manually, <u>the full name (first and last name) is required</u>. Please see the example on the next page and refer to the "On-Account Customer Listing" report in Harvest (included in <u>Appendix E</u> of this document) for additional details.
- <u>Delivery Address</u>
 - Please enter the address where the food will be delivered in the <u>"Deliverv</u> <u>Street Address"</u> field.
 - Please note the address entered into the <u>"Delivery Street Address"</u> field will appear on the final invoice, so please be sure to enter the correct address.
 - If the order will be picked up at the café, selecting the <u>"Café Address"</u> button will automatically populate your café's address in the delivery address field. <u>Please see</u> the example on the next page.



- Below is an example of a CCA customer (Ravens) that requires the Authorized User's name to be entered manually into the <u>"Authorized User"</u> field vs. being selected from a dropdown list. Again, please be sure to enter <u>both the first and</u> <u>last name</u> of the Authorized User into this field.
- Please also be sure to enter the correct address where the food will be delivered in the <u>"Deliverv Street Address"</u> field.
- If the order will be picked up at the café, please select the <u>"Café Address"</u> button below to have the <u>"Delivery Street Address"</u> field automatically populated with your café's address.

Account Num	Customer Name	
1456	MONSANTO Save & Print	t i
111111	Patriots	
330100-M2001	PLANET BREADIASSOC ORIENT - CE	
111115	Rams	
111117	Ravens	1
123	TALX Corporation Cancel	
111116	Tavana	1000
horized User: livery Street Add	dress: 861 Robert Raymond Dr City: Lake St. Louis State: MO Zip: 63367	
honzed User: livery Street Add	dress: 861 Robe <u>T</u> t Raymond Dr City: Lake St. Louis State: MO Zip: 63367 2 3 4 5 6 7 8 9 0 ┌ Caps L	.ock
honzed User: livery Street Add	dress: [861 Robe]t Raymond Dr City: Lake St Louis State: MO Zip: [63367 2 3 4 5 6 7 8 9 0 Γ Caps L W E R T Y U I 0 P Backspace	.ock
ihonzed User: livery Street Add	dress: $\begin{bmatrix} 861 \text{ Bobe]t} \text{ Raymond Dr} \\ \hline \\ City: \\ Lake St Louis \\ State: MO Zip: \begin{bmatrix} 63367 \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & & \\ & & & \\ & & & & \\ & & & \\ & & & \\ & & & \\ & & & & \\ & & & \\ & & & & \\ & & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & & \\ & & & \\ & & & \\ & & & $.ock
Ivery Street Add	dress: $\begin{bmatrix} 861 \text{ Bobe}]t \text{ Raymond Dr} \\ \hline \\ City: \\ \hline Lake St Louis \\ State: \\ \hline MO \\ Z \\ \hline X \\ C \\ V \\ \hline B \\ \hline X \\ C \\ V \\ \hline B \\ \hline N \\ \hline M \\ \hline Cafe Address \\ \hline Cafe Addres \\ \hline Cafe Address \\ \hline Cafe Address \\ \hline Cafe Address $.ock



Once all of fields are properly completed, please select <u>"Save & Print".</u>

@ ropeserver1293 (10.15.126.15)) Ultr@VNC Vi	iewer + SecureVNCPlugin-v2.3.0.0 by Adam D. Walling	
		 10.15.126.15 	
	Account Num		
	1456	MONSANTO Save & Print	
	111111	Patriots	
	330100-M2001	PLANET BREAD/ASSOC ORIENT - CE	
	111115	Rams	
	111117	Ravens	
	123	TALX Corporation Cancel	
	111116	Tavan	
	ustomer PO Num	1234566	
4	ithorized Lleer		
	alivery Street åddi	Reverse Ref Bohert Baymond Dr	
		Cafe Address	
		City, Jeans of Loois State, IMO Zip, 103307	
	. <u> </u>	2 3 4 5 6 7 8 9 0 1 Caps Lock	
-			
	A	S D F G H J K L '	
	Shift Z	Z X C V В N М , .	
-			
		Space +	



- The CCA order will now appear on the <u>"CCA Invoice Processor"</u> screen with the CCA customer selected in the previous step.
- In addition, two copies of the <u>"Delivery Receipt" will automatically print.</u>
- You can also reprint delivery receipts if necessary by highlighting the order and selecting <u>"Reprint"</u> (see below).

Number	Number	Order Date	Total Sale	Customer	Closed	
608790	60129300025	12/27/2012	\$64.99	Ravens		



Delivery Receipts

- Two copies of the initial Delivery Receipt will print once all fields discussed in the previous examples are completed and the <u>"Save and Print"</u> button is selected.
- **<u>Please note</u>** the "Tip" and "Final Total" amounts will be blank on the Delivery Receipt (see screen shot on next page).
- When the food is delivered or picked up, please take **BOTH copies of the Delivery Receipt** to be completed and signed by the CCA customer.
- If a tip is added, please have the CCA customer update the <u>"Tip"</u> and <u>"Final</u> <u>Total"</u> amounts and sign <u>BOTH copies</u> of the Delivery Receipt.
- Again, the CCA customer should update and sign <u>BOTH copies</u> of the Delivery Receipt.
- Please leave one copy of the Delivery Receipt with the CCA customer and take the other identical copy back to the café to be kept with the credit card receipts for the day.



2 m	Panera Bread Cafe 601293	Delivery Nu	mber:	60129300025
BRE	AD ^a Lake St Louis MO 63367			
0.000				
	DELI	VERY RECEIPT		
Custom	er Billing Address:	Delivery Details:		
111	1117	Delivery Date:	12/27/2012	
Ra	vene	Customer BO #	1224566	
i va		Customer PO #.	1234500	
995	Raven Streen	Authorized User:	Ray Lewis	
Bal	timore, MD 22919	POS Order:	608790	
		Delivery Address:	861 Robert Ray Lake St. Louis,	mond Dr MO 63367
QTY	Description		Unit Price	Amoun
1	Morning Contl		\$49.99	\$49.90
1	ASI BGL BULK			
1	CINN ONCH BULK			
1	PLAIN BGL BULK			
1	Croissant			
1	CINN ROLL			
3	PASTRY CHOC			
2	PASTRY CHEESE			
4	PECAN ROLL			
1	EVRYTHNG BULK			
4	Plain 2oz			
1	OJ 2-64 oz			
1	Tote Light Roast	2		
Pleas	e remit payment to:	Sul	btotal:	\$49.99
		Del	livery Fee:	\$15.00
	Panera Bread Company	Sal	es Tax:	\$0.00
	Attn: Accounts Receivable	Tot	al:	\$64.99
	P.O. Box 504888	Tip	c.	
	St. Louis, MO 63150-4888	Fin	al Total:	MO.
		* Ple	ase reference in	voice number on
		payn	nent remittance	
leceive	r's Name & Phone (printed):			



Adding Tips and Closing Out Orders at the POS

- Once the signed copy of the Delivery Receipt returns to the café, the final step is to add any applicable Tip and Close the order at the POS.
- To do this, return to the POS and select <u>"POS Functions"</u> to pull up the menu pictured below.
- From the <u>**"POS Functions"**</u> menu, select <u>**"Manager Menu"**</u> to bring up the Manger Menu on the next page (Manager swipe/login required).
- <u>Please note this step MUST be completed even if the Tip is \$0.00.</u>

	ی کے 🛃 🖉				_ pcws88
Duplicate Delete MyPanera	POS To Go Line Functions 1	fere Line 2 Phone In Send	Catering TO Send	GO HERE	
≠ 608790 Phone In PS Oty		Cancel			
1	Gift Cards	ansaction Set 86 Co	unt		
2	Print Receipt	Print Any Receipt	Reprint Last Receipt		
3	Pickup Orders / Adjust Orders	Store Phone In	Panera		
4	(Phone In & Catering)	Send Catering	Cate Catering		
5	Service Charges Delivery	Customer Pickup Charge	Open Delivery Charge		
6					
7		Manager Menu	•		
		Return to POS			
No Rewards 9					
Ask for Reward ID [] >9					



• From the "Manager Menu" screen below, select "Tips."

		e y z a 4) 4-	4			N
Duplicate Delete MyPar Main Item MyPar	iera	POS To Go Functions 1	Here Line	2 Phone In Send	Catering Send	TO GO	HERE
#608791 HERE PS	Oty						
	1	Void Unpaid Order	Over Ring	Post Adjust Paytype	Tips		
	2						
	3	Paid Out	Paid In	Skim	Electronic Journal	KDS Refresh	
	4						
	5	Drawer Audit	Close Drawer	No Sale	Enable Training Mode		
	H						
	6	POS Reports	OPS Center	Reprint Close	Kitchen Scheme	Sample Screen	
T.1.1. 0.00	7			Drawer			
	8			Return			
No Rewards	9						
Ask for Reward ID []	>9						
	\square	1E.	10.		12		

 Next, select <u>"On Account/Credit Card Tips"</u> to pull up a list of open orders available to be tipped out.





- Select the order you wish to tip out even if the Tip is \$0.00.
- Again, **all orders MUST be closed**, **tip or no tip**, by selecting the order from the screen below.

Select check to close	
TIP 608790 K Server: PS 19:20 \$64.99 Catering	
k	
Pg Up Pg Dn Return	

- Please enter any applicable tip here.
- If no tip was added by the CCA customer, <u>please confirm \$0.00 is entered</u> and then select the <u>"Enter"</u> button to proceed.





- The system will then prompt you to confirm the tip.
- Please select <u>"OK"</u> to proceed, or <u>"Cancel"</u> to change the tip amount.

Duplicate Delete MyPanera Fu	205 To Go Line Here Line 2 Phone In Catering TO GO HERE
P608790 Catering PS OTY ASI BGL BULK OTY OTY CINN CNCH BULK 1 Croissant 1 Croissant 2 PASTRY CHOC 2 PASTRY CHESE 3 "MUFFIN BLUBERRY 3 PECAN ROLL 2 PASTRY CHESE 3 Tote Light Roast 1 Delivery Charge 1	10.00 789 456 Order Entry
Sub Total Tax 9.000 House Account 64.99 Change 0.00 8 No Rewards 9 Ask for Reward ID 1	OK Cancel

• Selecting <u>"OK"</u> will update the final total reflecting the added tip.





- Once the CCA order has been closed/ tipped out, return to the <u>"CCA Invoice</u> <u>Processor"</u> screen on the online monitor to confirm the order is now closed. This will be indicated by a checkmark in the box under the <u>"Closed"</u> column.
- You may also print the final copy of the <u>"Delivery Receipt"</u> by highlighting the order and selecting <u>"Reprint"</u> (see example on next page).
- Please note ALL orders must be closed out before the end of day.

Number	Nu	voice Imber	Order Date	Total Sale	Customer	Closed	1	
608790					Ravens	•		



- Below is an example of the final "Delivery Receipt".
- <u>Please note</u> the <u>"Tip"</u> and <u>"Final Total"</u> amounts are no longer blank and have been updated to reflect the added tip.

Panera Bread Cafe601293 RANGTA 861 Robert Raymond Dr BREAD [®] Lake St. Louis, MO 6336	Delivery Number: 60129300025
E an an an	ELIVERY RECEIPT
Customer Billing Address 111117 ^h γ Ravens 999 Raven Streen Baltimore, MD 22919	Delivery Date: 12/27/2012 Customer PO #: 1234566 Authorized User: Ray Lewis POS Order: 608790 Delivery Address: 861 Robert Raymond Dr Lake St. Louis, MO 63367
QTY Description 1 Monilig Cost 1 Ass Boll Bulk 1 Onin Order Bulk 2 PANN Boll Bulk 3 Order Bulk 1 One Moll 1 PASI RY ONCE 2 EVENTINBLIEERERY 3 EVENTING BULK 4 Plan 2az 3 OJ 248 ac	<u>Unit Price Arnound</u> \$49 <i>9</i> 9
Please remit payment to: Panera Bread Company Attn: Accounts Receivable P.O. Box 504888 St. Louis, MO 63150-4888	Subtotal: \$49.99 Delivery Fee: \$15.00 Sales Tax: \$0.00 Total: \$64.99 Tip: \$10.00 Final Total: \$74.99



End of Day of Process

At EOD, the close BOH will automatically be populated with CCA order, tip, and assigned customer information.

🥔 ESDIRI	IS38 - pcAnywhere	- 7 🛛
88		an 1 1 00:24
	Performing End of Day Please wait	
	Password measurements	
	Please check the box to print the report □Sales Detail Report □Sales & Labor By Time Report	-
	OK	
	Cafe Listener	



The CCA (On Account) variance will be zero if all CCA orders for the day were closed out and assigned to the correct CCA customer. If the variance is not zero, the closing Manager will need to complete the following:

- Back out of the EOD process
- Go to the online monitor
- Assign the correct CCA customer to the open order or cancel the order on the POS
- Re-run BOH close

Please note – the best practice is for the Catering Coordinator or individual responsible for Catering orders at the cafe to review, assign, and close out all CCA orders on the online monitor before going home to prevent problems for the closing Manager. After all orders have been assigned in the CCA Invoice Processor you may restart the "End of Day" process again.

CloseBOH (Today's Date: 12/27/2012)	
File	
Cafe Number: 601293 Business Date: 12/27/2012 🗾 Continue	
On Account Invoices Validation Check	
1 Corporate Catering Account order hasn't been assigned to an approved customer.	
Places out the ClaceBOH application, assign an approved Comparise Cataring Assount	
customer in the CCA havaice application (spically found on the ROPE terminal), and run	
CloseBOH again.	
If you need assistance, contact the IS Help Desk	
<u>o</u> ĸ	
Application Will Close	



<u>Appendix E</u>

Accessing the "On Account Client Listing" report

All CCA customers currently assigned to a specific cafe will appear on the "On Account Client Listing" report available on Harvest. To access this report for your café, please enter your café's username and password to log into Harvest.

😢 👻 🏈 Oracle Applications Home Page 🍘 Sign In 🗙	🏠 * 🔝 - 🖃 🖶 * Bage + Safety + Tgols + 🕖 + 🎽
Sign In	
Enter your Single Sign-On user name and password to sign in	
User Name	
Password Login Cancel	
Unauthorized use of this site is prohibited and may subject you to civil and criminal prosecution. <u>Click Here</u> To Reset Your Password	

From the main Harvest Screen, select the "Reporting" tab

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	panera	har	vest	:	/	Weld Eri nom Logo	ome Cafun ut	n 600628		30					42 ° F Forecas January 9,	<u>ا</u> 2013
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From the <u>"Reporting"</u> tab screen, select <u>"On Account Customer Listing"</u> located under the "Drilldown Reports" column, and "Sales & Cash Management" sub-column.

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Clicking on the <u>"On Account Customer Listing"</u> link will bring up the screen below. Click <u>"Submit Query"</u> to generate the <u>"On Account Customer Listing</u>" report.





Again, all CCA customers currently assigned to a specific cafe will appear on this report. The report is first sorted alphabetically by the CCA customer (Company) name, and then alphabetically by the last names of the authorized users on the account.

vel: Cafe Date Crea	ted: 03/08/2016 11:31 AM	AM						
) Customer Name	Authorized User First Name	Authorized User Last Name	PO Required	Blanket PO Number	Tax Exempt ID	Comments		
Bears	Jay	Cutler	N		24-648764	PO Required for order		
Bears	Matt	Forte	N		24-648764	PO Required for order over \$3,000		
Falcons	Julio	Jones	N		Tax Exempt			
Falcons	Matt	Ryan	N		Tax Exempt			
Falcons	Roddy	White	N		Tax Exempt	0		
Giants	Eli	Manning	Y		333331	65		
Giants	Hakeem	Nicks	Y		333331	2		
Giants	Victor	Cruz	Y		333331			
Patriots	Stevan	Ridley	Y	312-841-218-384	37-8468246	3		
Patriots	Tom	Brady	Y	312-841-218-384	37-8468246	-		
Patriots	Wes	Welker	Y	312-841-218-384	37-8468246	8		
	On Account Custom el: Cale Date Crea Ash Avenue Customer Name Bears Bears Falcons Falcons Giants Giants Giants Patriots Patriots Patriots Patriots	On Account Customer Listing el: Cale Date Created: 03/06/2016 11:31 AM Ash Avenue Authorized User First Name D Customer Name Authorized User First Name Bears Jay Bears Jay Bears Julio Falcons Matt Falcons Roddy Giants Eli Giants Victor Patriots Stevan Patriots Tom Outcode Matt	On Account Customer Listing el: Cale Date Created: 03/08/2016 11:31 AM Ash Avenue Authorized User Authorized User D Customer Name Authorized User Bears Jay Cutler Bears Jay Cutler Falcons Matt Forte Falcons Matt Ryan Falcons Bein Manning Giants Eli Manning Giants Victor Cruz Patriots Stevan Ridley Patriots Tom Brady	On Account Customer Listing Report ID: dr_i et: Cale Date Created: 03/08/2016 11:31 AM Ash Avenue D Customer Name Authorized User First Name Authorized User Last Name PO Last Name Bears Jay Cutler N Bears Matt Forte N Falcons Matt Ryan N Falcons Matt Ryan N Falcons Beints Eli Manning Y Giants Hakeem Nicks Y Giants Stevan Ridley Y Patriots Tom Brady Y	On Account Customer Listing Report ID: dr_0001, v1.1 et: Cale Date Created: 03:06/2016 11:31 AM Ash Avenue Authorized User First Name Authorized User Last Name PO Required Blanket PO Number Bears Jay Cutler N Image: Cutler N Bears Matt Forte N Image: Cutler N Falcons Julio Jones N Falcons Matt Ryan N Falcons Roddy White N Giants Eli Manning Y Giants Victor Cruz Y Patriots Stevan Ridley Y Patriots Tom Brady Y	On Account Customer Listing Report ID: dr_0001, v1.1 et: Cale Date Created: 03:06/2016 11:31 AM Ash Avenue D Customer Name Authorized User First Name PO Last Name PO Required Blanket PO Number Tax Exempt ID Bears Jay Cutler N 24-648764 Bears Matt Forte N 24-648764 Falcons Julio Jones N Tax Exempt Falcons Matt Ryan N Tax Exempt Falcons Roddy White N Tax Exempt Giants Eli Manning Y 333331 Giants Victor Cruz Y 333331 Patriots Stevan Ridley Y 312-841-218-384 37-8468246		

The "PO Required" column indicates whether or not a specific CCA customer requires PO numbers to be included on their invoices. If required, the PO number provided by the customer while placing the order must be entered on the "CCA Invoice Processor" screen when the café assigns the CCA customer to the order (see page 18). Alternatively, certain customers may require and provide a "Blanket PO Number" to be included on ALL invoices (see examples included in the 6th column of the screen shot above). If required, the "Blanket PO Number" must be entered for all of this CCA customer's orders in the PO Number field on the "CCA Invoice Processor" when the café assigns the CCA customer to the order (see page 18).

The "Tax Exempt ID"" column lists the customers Tax Exempt ID, if applicable. Tax is to be removed from the order for all Tax Exempt CCA customers. The Tax Exempt ID field will be **left blank** if the customer is **not Tax Exempt.** This field will only be filled in for those customers who are Tax Exempt.

<u>Please note</u> – some CCA customers who are Tax Exempt will not have a Tax Exempt ID. For example, the State of Texas does not issue Tax-Exempt ID's, so instead you'll see the words "Tax Exempt" to indicate these Tax Exempt customers.

The final column is for additional notes or comments that require close attention when fulfilling that CCA customer's order. These comments could include special instructions provided from the customer that need to be followed while executing the order to ensure timely payment.