



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”).

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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

- Must be a business, not an individual
- 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
- \$100.00 minimum for delivery
- 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 **Appendix A.**
- 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).
2. 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.



5. **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:
 - CE - Authorized User - Incorrect name
 - CE - Authorized User - None provided
 - CE - Cafe deposited check with daily deposit
 - CE - Cancelled Order - Sale Not Voided
 - 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
 - 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



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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.**



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"CCA Invoice Processor" Deployment to Bakery-cafes

As part of the transition process, Panera's IT department will deploy a tool called the **"CCA Invoice Processor"** 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 **"House Account"** as the payment method.
- Once a CCA order is entered on the POS and tendered as "House Account", it will be available on the **"CCA Invoice Processor"** screen for the café to assign to the correct CCA customer.
- As part of the process above, two copies of the **"Delivery Receipt"** 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.
- **Please note – ALL CCA orders must be closed out even if the tip is \$0.00.**
- Screen shots and additional details related to the CCA order entry and close out process for cafes are included in **Appendix D.**



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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.



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Appendix A

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 invoice 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 #		
Customer Name	Email Address for Invoices	Email Address for Invoices	Email Address for Invoices	Tax Exempt Y or N	Exemption Number	PO Required Y or N	PO Number	Current CCA Account #	Additional Comments

Accounts Payable Contact Information (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 associated Parent Account

Authorized User Names for CCA Customer

Parent Account (if applicable)	Last Name	First Name						



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Appendix B

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:		Anticipated Annual Charges (Min. \$2,500):	
Contact Name:		Title:	
Email:		Phone #:	
Street Address			
Company Billing Information:		City	
		State	
		Zip Code	
Phone		Fax	
Taxpayer ID #: Do not enter Social Security #		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.			
Email Address:			
If invoices need to be sent via USPS, is the address above the correct address? Yes No			
If no, please provide address:			
List of persons authorized to use this account: (attach additional page if necessary)			
Full Name		Phone Number	Email Address
1.			
2.			
3.			
4.			
5.			
Cafes for Account Set Up: (please list below)			
Accounts Payable Contact (required):			
		Name:	
Phone:		E-mail:	
Are PO#'s required for payment?		Is your company tax exempt? YES** or NO	
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.	
<p>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.</p> <p>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 attorney fees and collection costs in the event of non-payment. 4. There is no guarantee that a receipt signature on each receipt will be obtained at the time of purchase. 5. Credit transactions below \$50 may be rejected.</p>			
The undersigned is duly authorized to sign on behalf of the company applying for credit.			
Signature & Date		Name & Title	
Signature & Date		Name & Title	



Appendix C

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 Period Activity Dates: 12/30/15-1/26/16		
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 Created During Period		
		\$150,188.48
Adjustments:		
	Emergency On Accounts (EOAs)	(\$351.02)
	Miscellaneous Adjustments	(\$232.61)
Total CCA Invoices Billed		
		\$149,604.85
Panera Fee - 3.5% of CCA Invoices Billed		
		(\$5,236.17)
Less:		
	Café Errors	(\$47.35)
	Credit Card Fees	(\$12.68)
Subtotal of Café Errors & Credit Card Fees		
		(\$60.03)
Total Amount Due to Pan American, LLC		
		\$144,308.65



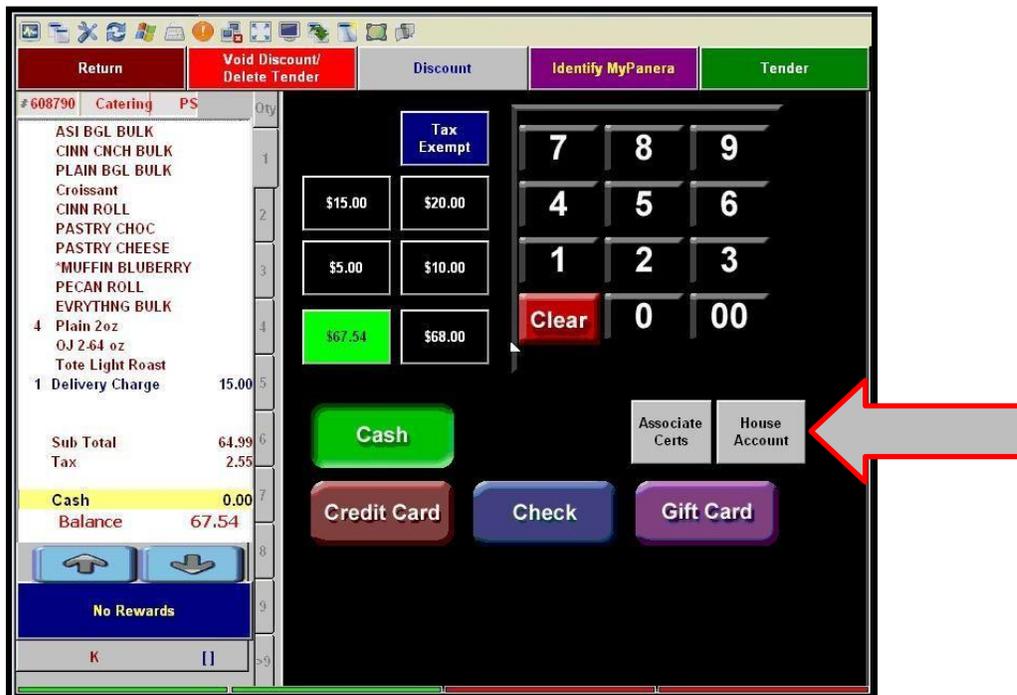
Catering

Appendix D

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

Process to Enter CCA Orders into POS

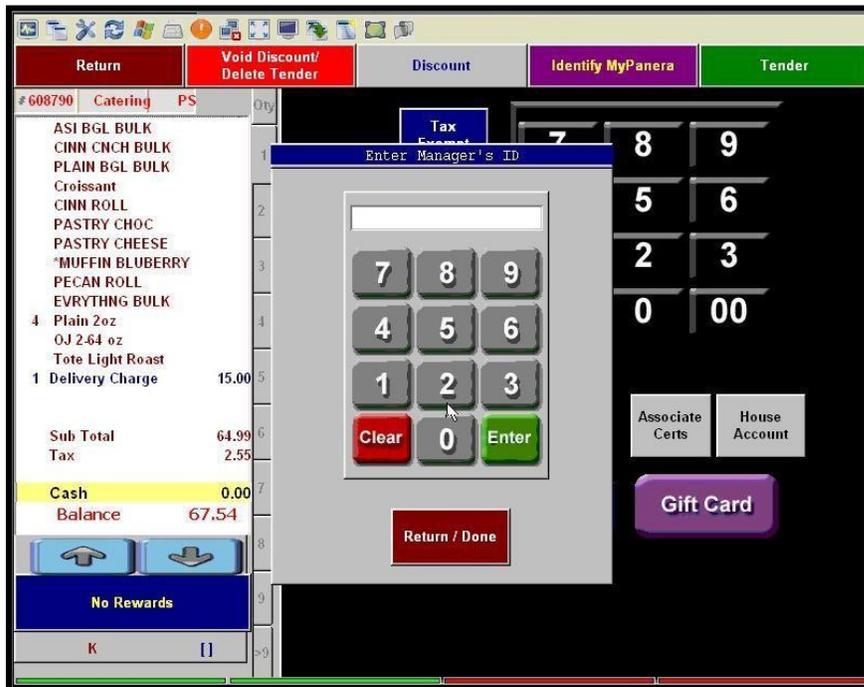
- On the POS screen, select "POS Functions" and then "Panera Catering".
- Enter the CCA customer's order through the regular process and then select "Catering Send".
- Enter a delivery charge (if applicable) and any other required information.
- When the order is ready to be tendered out, go to the Pay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





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



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



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Return Void Discount/Delete Tender Discount Identify MyPanera Tender

608790 Catering PS Qty

ASI BGL BULK		
CINN CNCH BULK	1	
PLAIN BGL BULK		
Croissant		
CINN ROLL	2	
PASTRY CHOC		
PASTRY CHEESE		
*MUFFIN BLUEBERRY	3	
PECAN ROLL		
EVRYTHING BULK		
4 Plain 2oz	4	
OJ 2.64 oz		
Tote Light Roast		
1 Delivery Charge	15.00	
Sub Total	64.99	
Tax	2.55	
House Account	0.00	
Balance	67.54	

↑ ↓

No Rewards

K []

Tax Exempt

\$15.00 \$20.00

\$5.00 \$10.00

\$67.54 \$68.00

7 8 9

4 5 6

1 2 3

Clear 0 00

Cash

Associate Certs House Account

Credit Card Check Gift Card

Return Void Discount/Delete Tender Discount Identify MyPanera Tender

608790 Catering PS Qty

ASI BGL BULK		
CINN CNCH BULK	1	
PLAIN BGL BULK		
Croissant		
CINN ROLL	2	
PASTRY CHOC		
PASTRY CHEESE		
*MUFFIN BLUEBERRY	3	
PECAN ROLL		
EVRYTHING BULK		
4 Plain 2oz	4	
OJ 2.64 oz		
Tote Light Roast		
1 Delivery Charge	15.00	
Sub Total	64.99	
Tax	2.55	
House Account	0.00	
Balance	67.54	

↑ ↓

No Rewards

K []

Enter Manager's ID

7 8 9

4 5 6

1 2 3

Clear 0 Enter

Return / Done

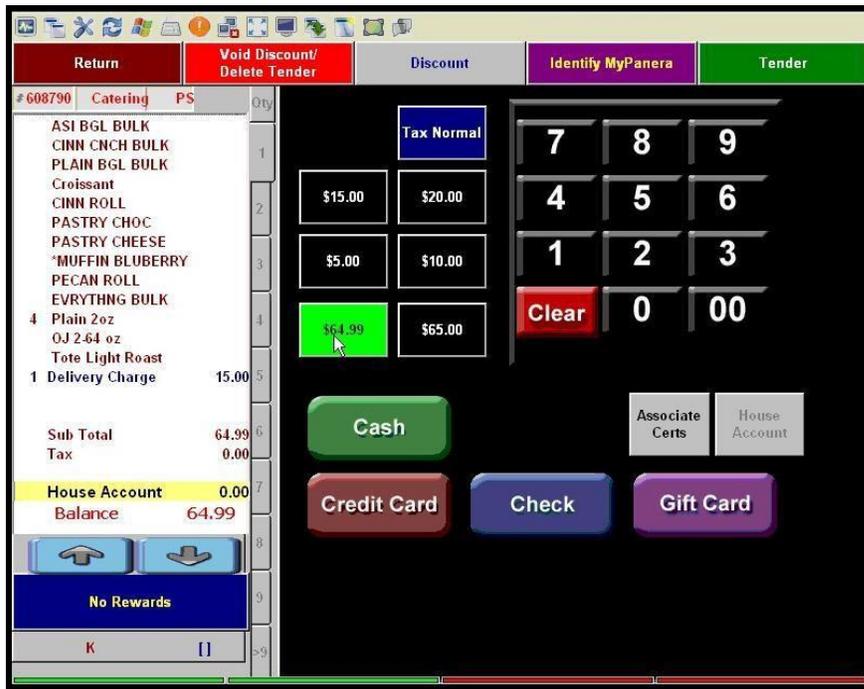
Associate Certs House Account

Gift Card



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



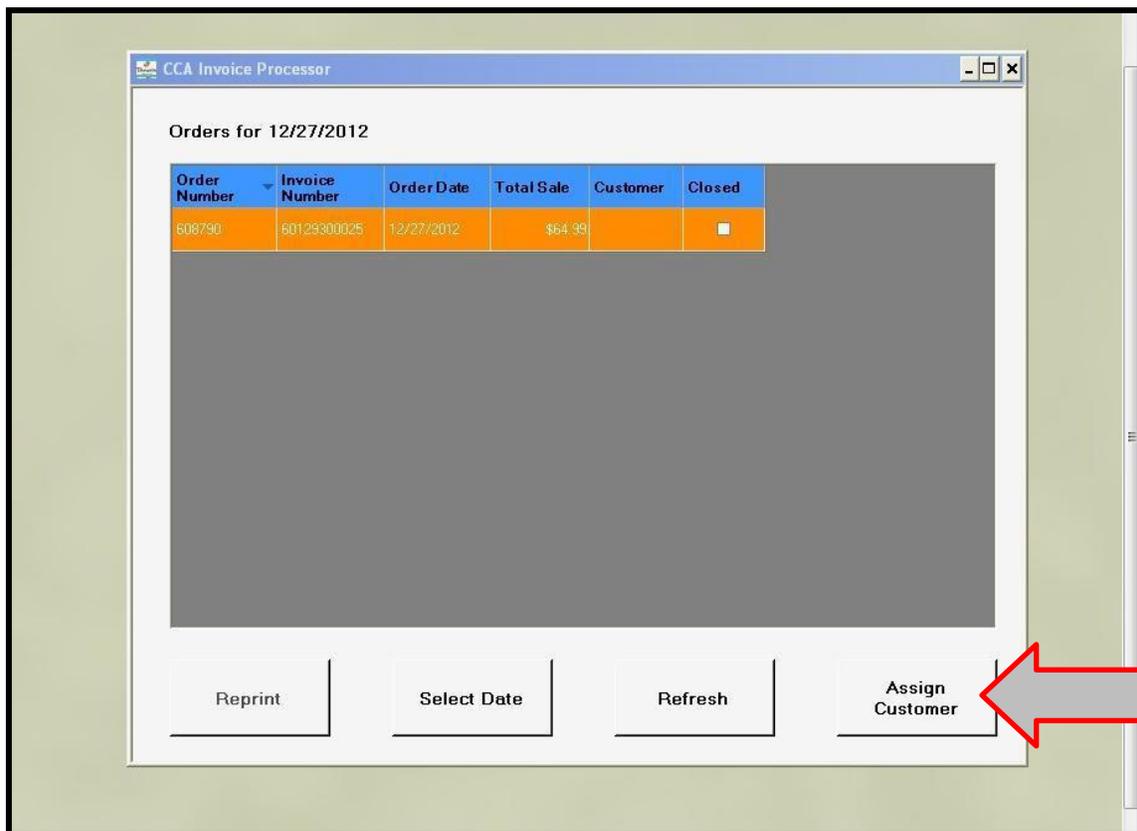
- Once an order is entered on the POS and tendered as "**House Account**", it will automatically appear (may take up to 60 seconds) on the online monitor with the order number, invoice number, and amount of the sale.
- You will also hear an audible "**beep**" from the online monitor/terminal to indicate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



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Process to Assign CCA Orders to the Correct CCA Customer

- **Please note** - CCA orders will appear on the **"CCA Invoice Processor"** screen **without** 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 **"Assign Customer"** to bring up the list of available CCA customers at your café. Select the appropriate CCA customer from the list provided.





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- 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.
- **Please note** – additional information on the fields below are included on the **next page**.
 - Customer PO Number
 - Authorized User
 - Delivery Street Address

Choose the valid corporate catering account customer for this order.

Account Num	Customer Name
340102	ADM MEDIA & EXEC KITCHEN
111112	Bears
ZZZZZZ	EMERGENCY ON ACCOUNT
111114	Falcons
111113	Giants
866866	MASTER CARD

Save & Print

Cancel

Customer PO Number:

Authorized User:

Delivery Street Address:

City: State: Zip:

Cafe Address

1 2 3 4 5 6 7 8 9 0 Caps Lock

Q W E R T Y U I O P Backspace

A S D F G H J K L ;

Shift Z X C V B N M , .

Space



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Other Additional Fields

The screenshot shows a form with the following fields and values:

- Customer PO Number: 1234566
- Authorized User: Jones, Julio (dropdown menu)
- 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 **“Customer PO Number”** field.
 - If a CCA customer **does not** require a PO Number, this field can be left blank.
 - **Please note** – not all CCA customer require a PO number. Please see the “On Account Customer Listing” report on Harvest (referenced in **Appendix E** of this document) for additional details.
- **Authorized User** – All CCA customers **require an Authorized User to be entered.**
 - Certain CCA customers will have a dropdown list of authorized users to choose from in the **“Authorized User”** field above.
 - Other CCA customers will not have a dropdown list and will require the Authorized User’s name to be typed into **“Authorized User”** field.
 - **Please note** – if the Authorized User’s name needs to be entered manually, **the full name (first and last name) is required.** Please see the example on the next page and refer to the “On-Account Customer Listing” report in Harvest (included in **Appendix E** of this document) for additional details.
- **Delivery Address**
 - Please enter the address where the food will be delivered in the **“Delivery Street Address”** field.
 - Please note – the address entered into the **“Delivery Street Address”** 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 **“Café Address”** button will automatically populate your café’s address in the delivery address field. **Please see** the example on the next page.



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

Choose the valid corporate catering account customer for this order.

Account Num	Customer Name
1456	MONSANTO
111111	Patriots
330100-M2001	PLANET BREAD/ASSOC ORIENT - CE
111115	Rams
111117	Ravens
123	TALX Corporation
111116	Texas

Customer PO Number:

Authorized User:

Delivery Street Address:

City: State: Zip:

1 2 3 4 5 6 7 8 9 0 Caps Lock

Q W E R T Y U I O P

A S D F G H J K L

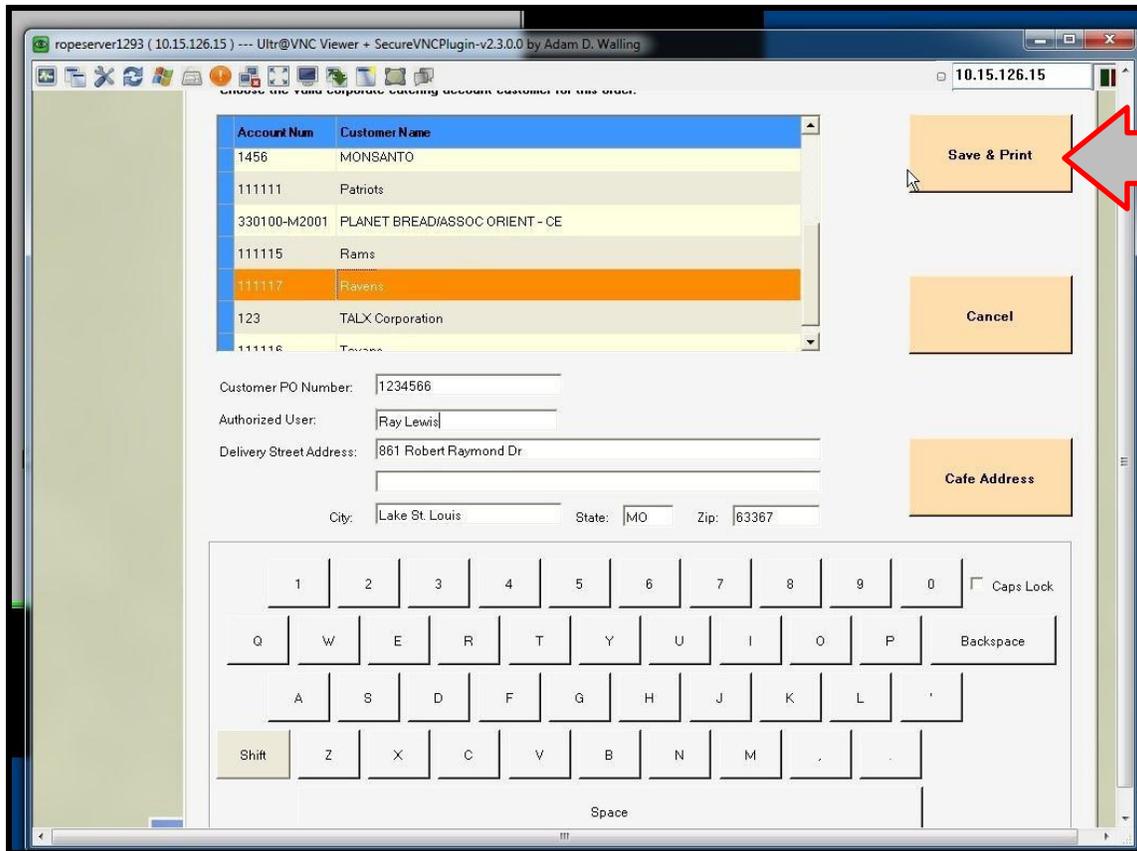
Shift Z X C V B N M

Space



Catering

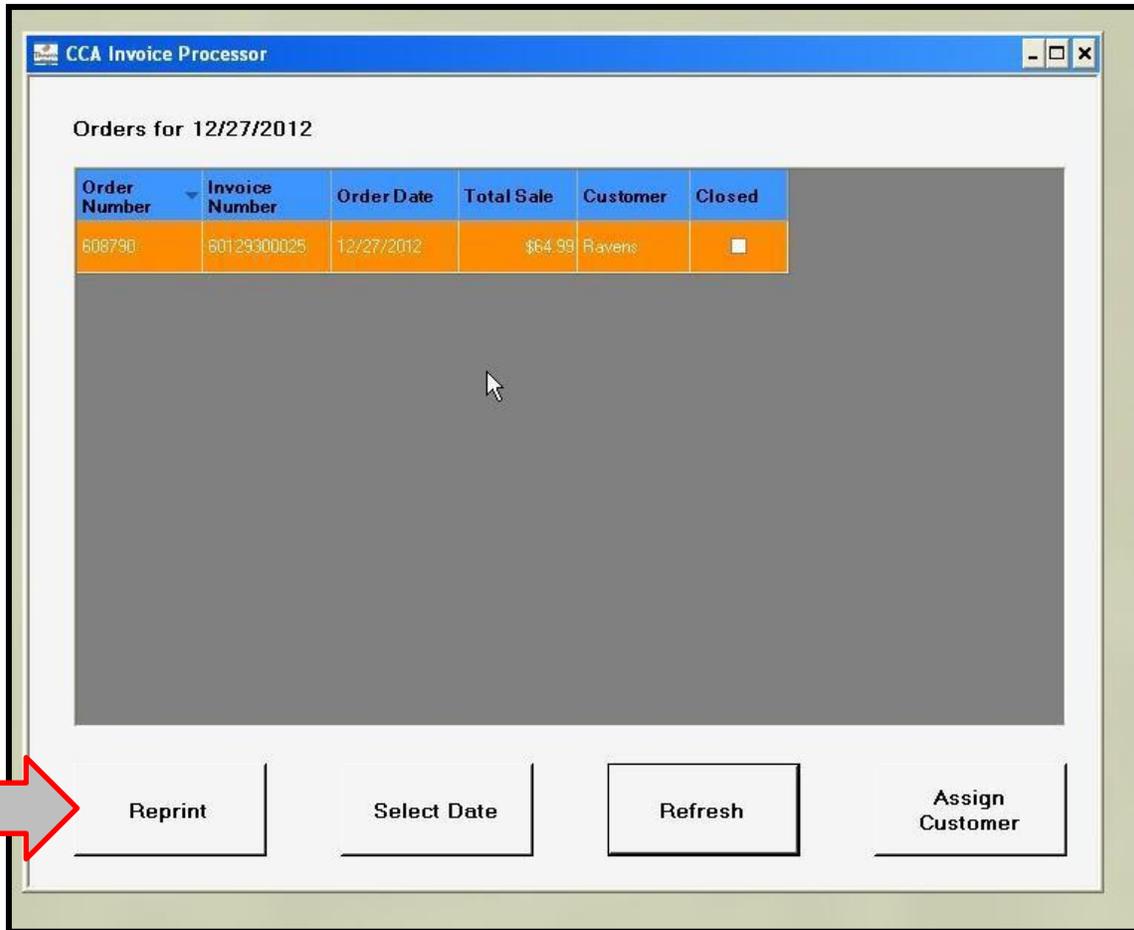
- Once all of fields are properly completed, please select **"Save & Print"**.





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





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Delivery Receipts

- Two copies of the initial Delivery Receipt will print once all fields discussed in the previous examples are completed and the **"Save and Print"** button is selected.
- **Please note**- 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 **"Tip"** and **"Final Total"** amounts and sign **BOTH copies** of the Delivery Receipt.
- Again, the CCA customer should update and sign **BOTH copies** 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.



Catering

Panera
BREAD®
Panera Bread
Cafe 601293
861 Robert Raymond Dr
Lake St Louis, MO 63367

Delivery Number: 60129300025

DELIVERY RECEIPT

Customer Billing Address:

111117
Ravens
999 Raven Street
Baltimore, MD 22919

Delivery Details:

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	Unit Price	Amount
1	Morning Contl	\$49.99	\$49.99
1	ASI BGL BULK		
1	CINN ONCH BULK		
1	PLAIN BGL BULK		
1	Croissant		
1	CINN ROLL		
1	PASTRY CHOC		
1	PASTRY CHEESE		
1	MUFFIN BLUEBERRY		
1	PECAN ROLL		
1	EVERYTHING BULK		
4	Plain 2oz		
1	OJ 2-64 oz		
1	Tote Light Roast		

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:	_____
Final Total:	_____

* Please reference invoice number on payment remittance

Receiver's Name & Phone (printed): _____

Receiver's Signature: _____

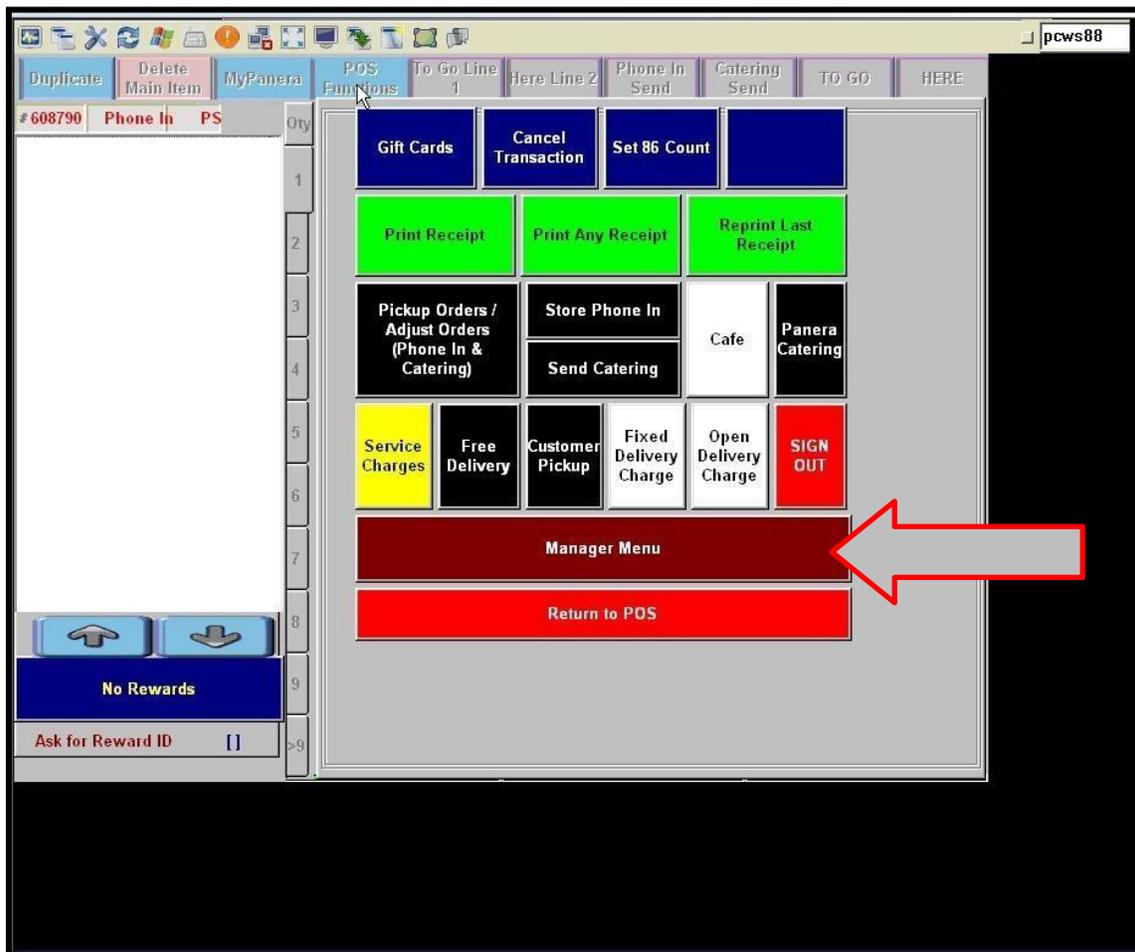
All transactions are subject to the terms of your approved credit application.



Catering

Adding Tips and Closing Out Orders at the POS

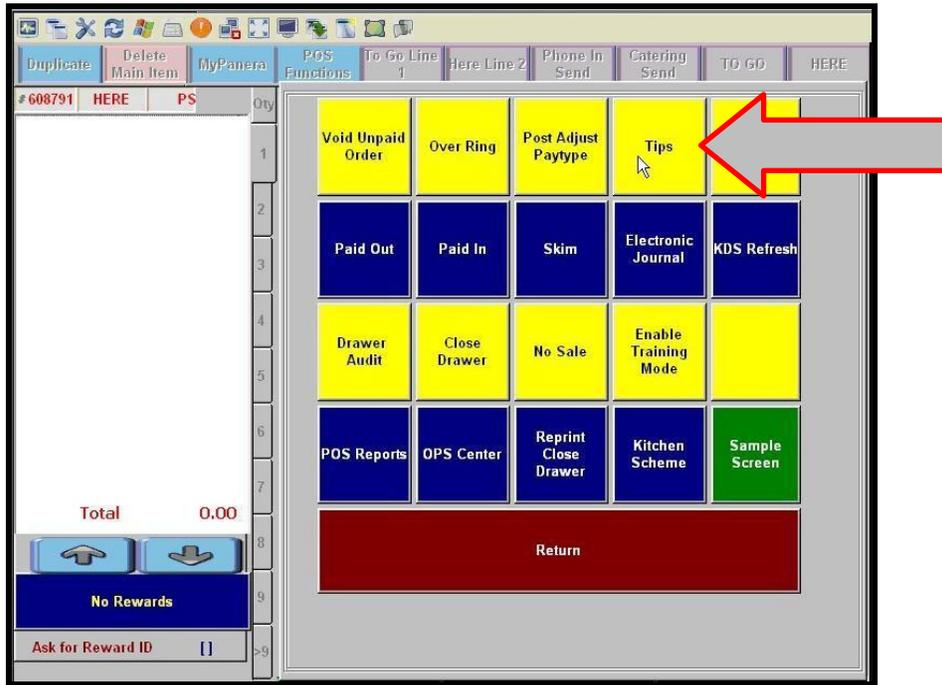
- Once the signed copy of the Delivery Receipt returns to the café, the final step is to add any applicable Tip and Close the order at the POS.
- To do this, return to the POS and select **"POS Functions"** to pull up the menu pictured below.
- From the **"POS Functions"** menu, select **"Manager Menu"**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



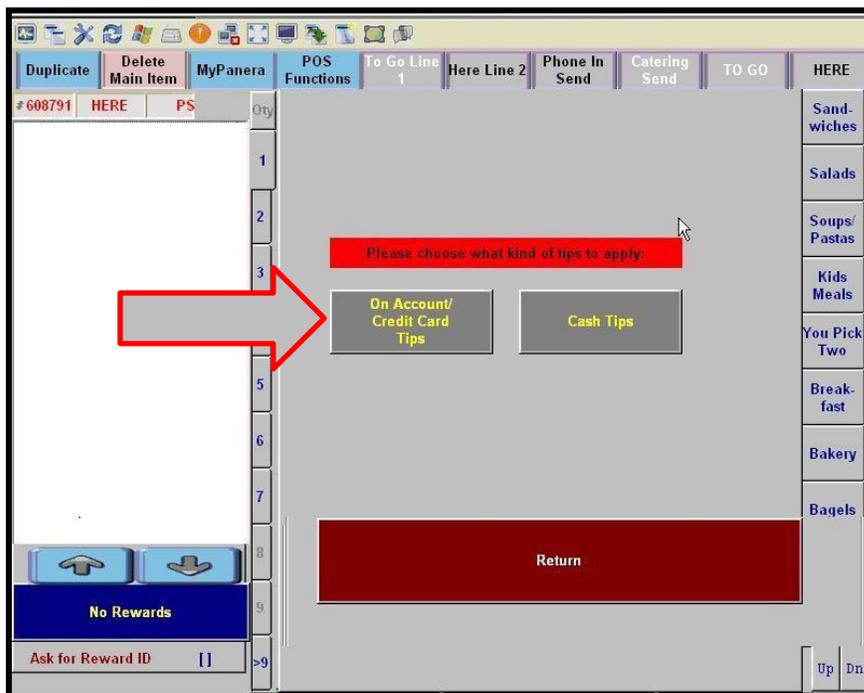


Catering

- From the **"Manager Menu"** screen below, select **"Tips."**



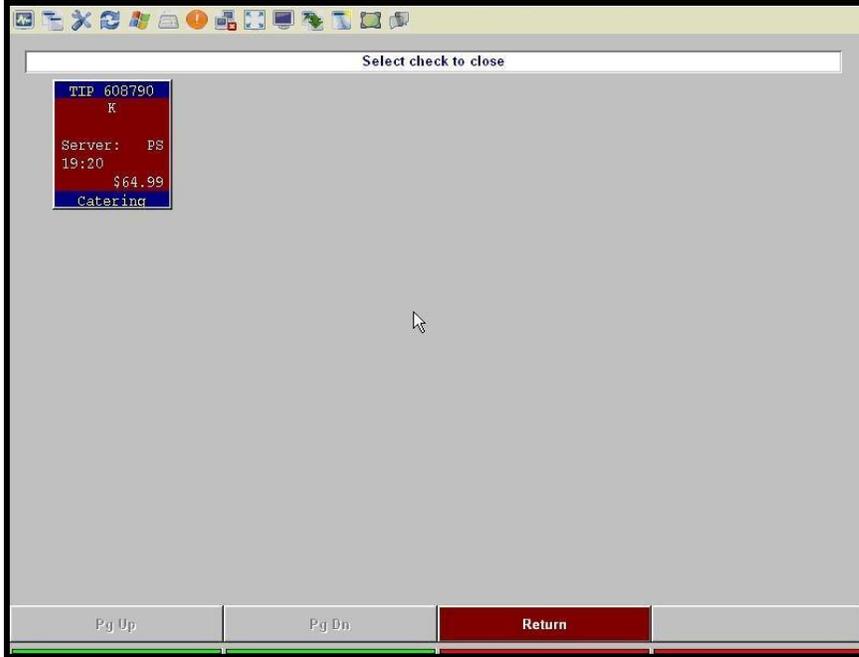
- Next, select **"On Account/Credit Card Tips"** to pull up a list of open orders available to be tipped out.



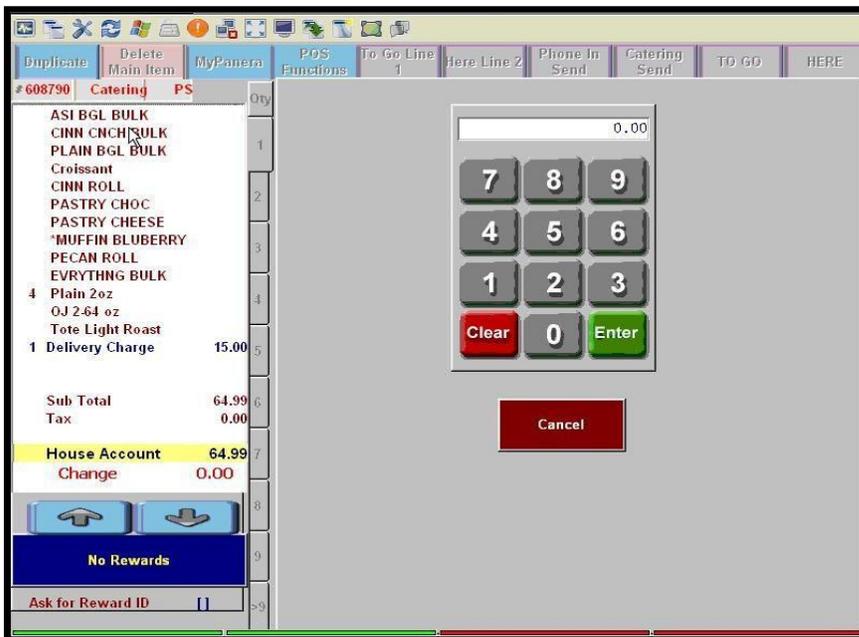


Catering

- 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.



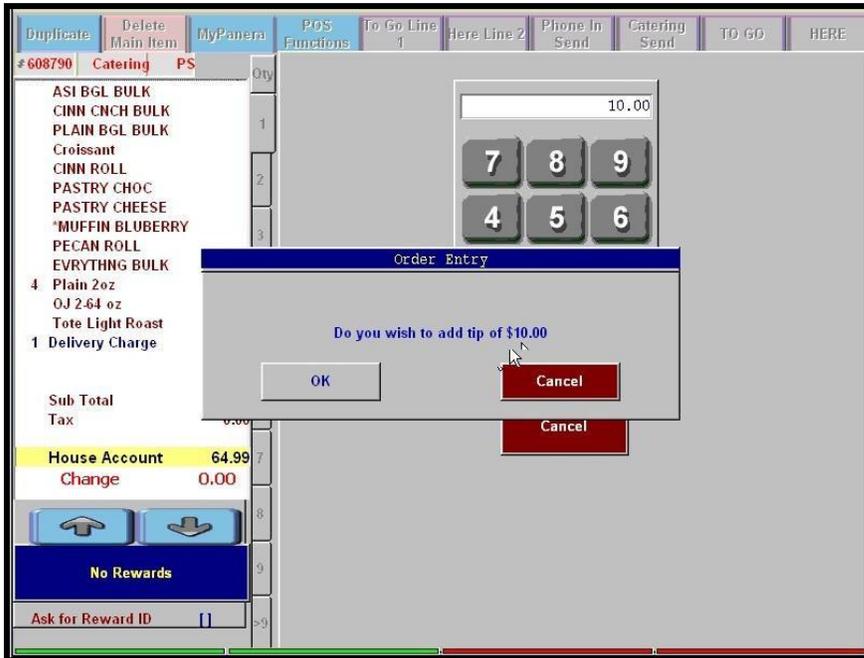
- Please enter any applicable tip here.
- If no tip was added by the CCA customer, **please confirm \$0.00 is entered** and then select the **“Enter”** button to proceed.



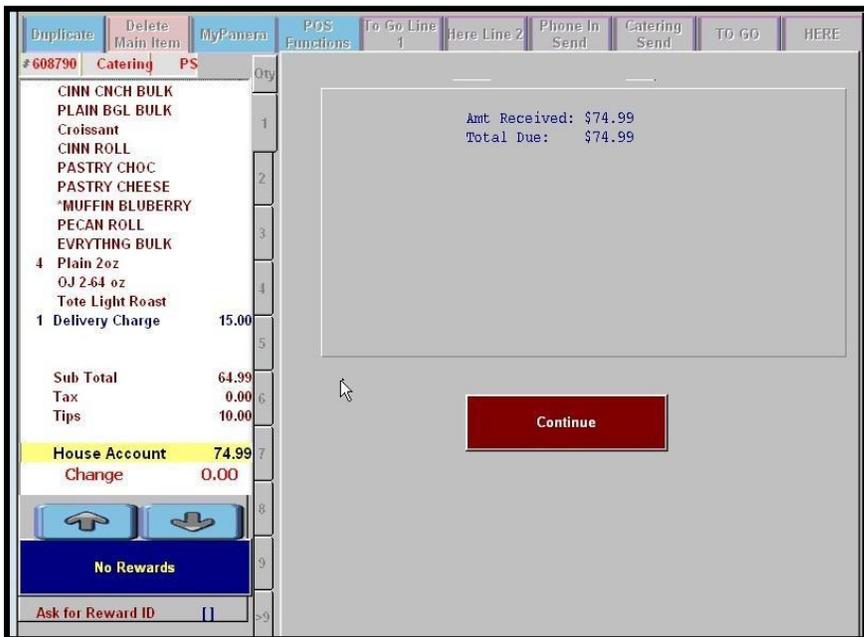


Catering

- The system will then prompt you to confirm the tip.
- Please select **OK** to proceed, or **Cancel** to change the tip amount.



- Selecting **OK** will update the final total reflecting the added tip.





Catering

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

CCA Invoice Processor

Orders for 12/27/2012

Order Number	Invoice Number	Order Date	Total Sale	Customer	Closed
608790	60129300025	12/27/2012	\$74.99	Ravens	<input checked="" type="checkbox"/>

Reprint Select Date Refresh Assign Customer



Catering

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



Panera Bread
Cafe 601293
861 Robert Raymond Dr
Lake St. Louis, MO 63367

Delivery Number: 60129300025

DELIVERY RECEIPT

Customer Billing Address:

111117
Ravens
999 Raven Street
Baltimore, MD 22919

Delivery Details:

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	Unit Price	Amount
1	Morning Cost	\$49.99	\$49.99
1	ASH BGL BULK		
11	CRN CRCH BULK		
3	PLAIN BGL BULK		
1	Crosscut		
1	CRN ROLL		
1	PASTRY CHOC		
1	PASTRY CHEESE		
1	MUFFIN BLUEBERRY		
1	PECAN ROLL		
3	EVERYTHING BULK		
4	Plan 2oz		
1	CJ 2-8oz		
1	Total Light Pkgs		

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

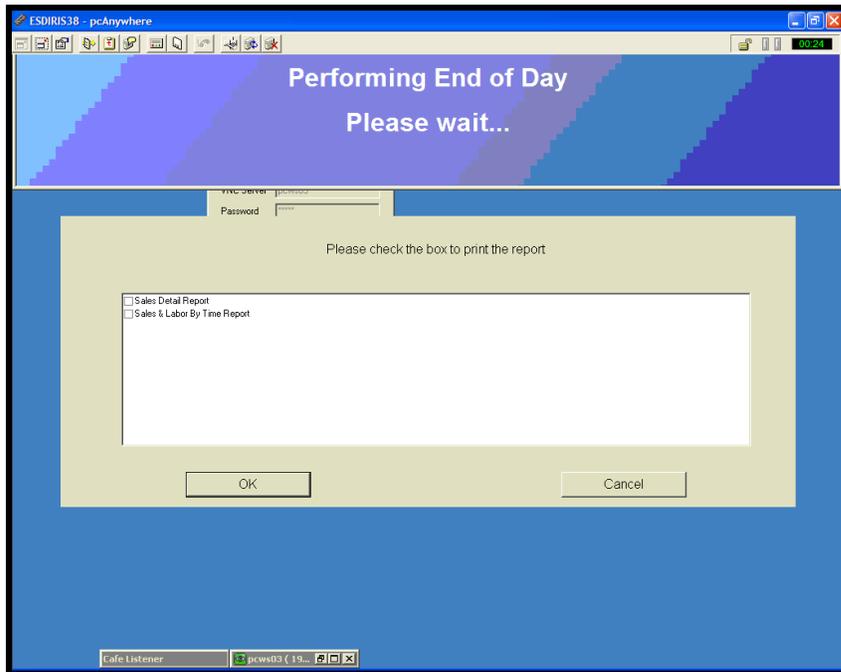
* Please reference invoice number on payment remittance



Catering

End of Day of Process

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



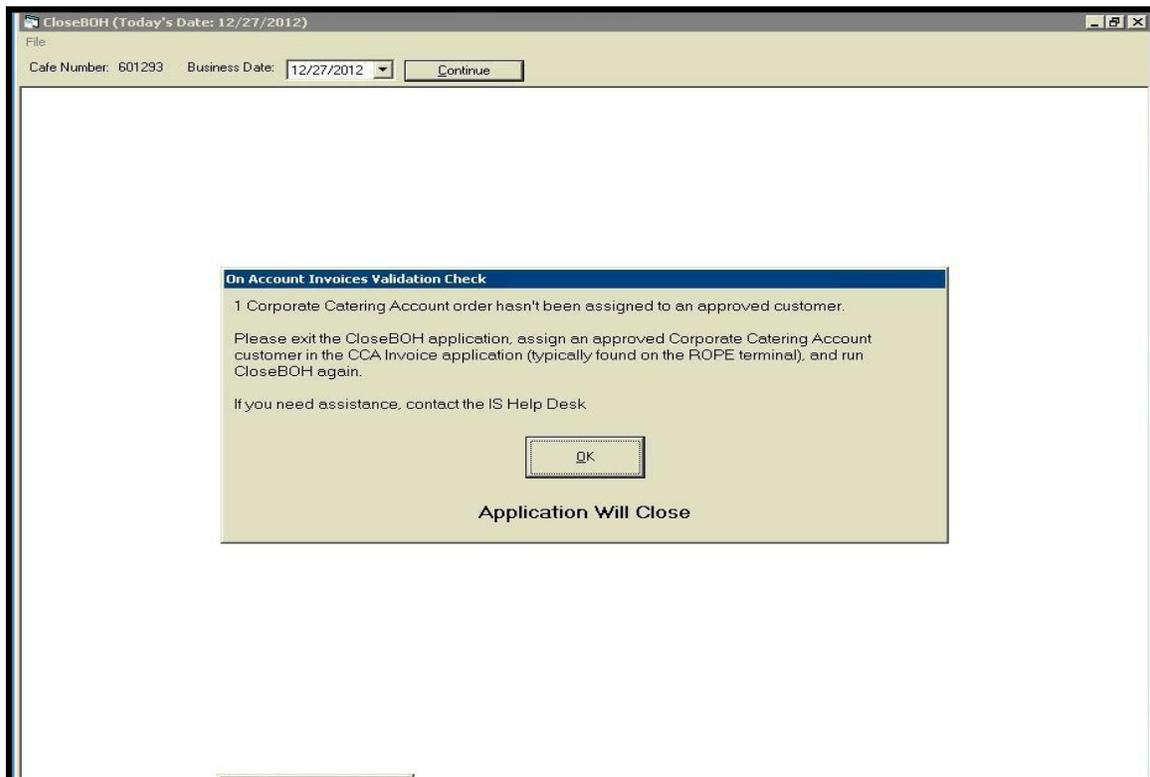


Catering

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.





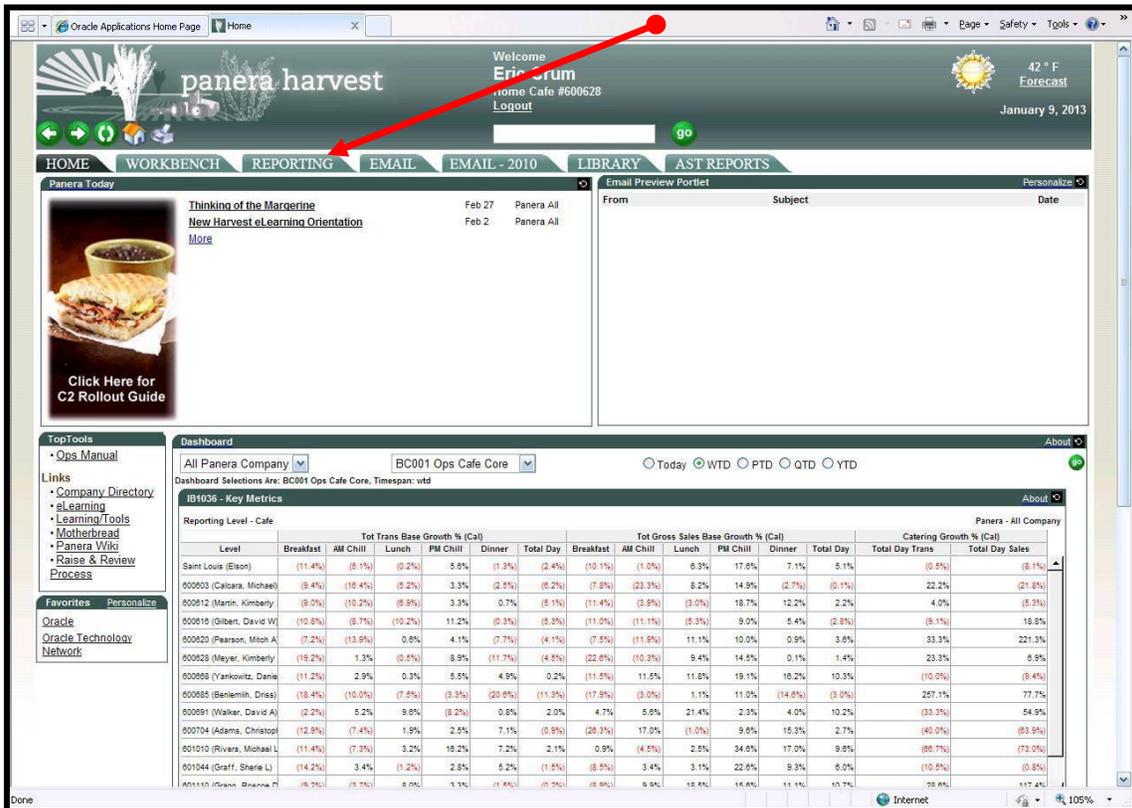
Appendix E

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.



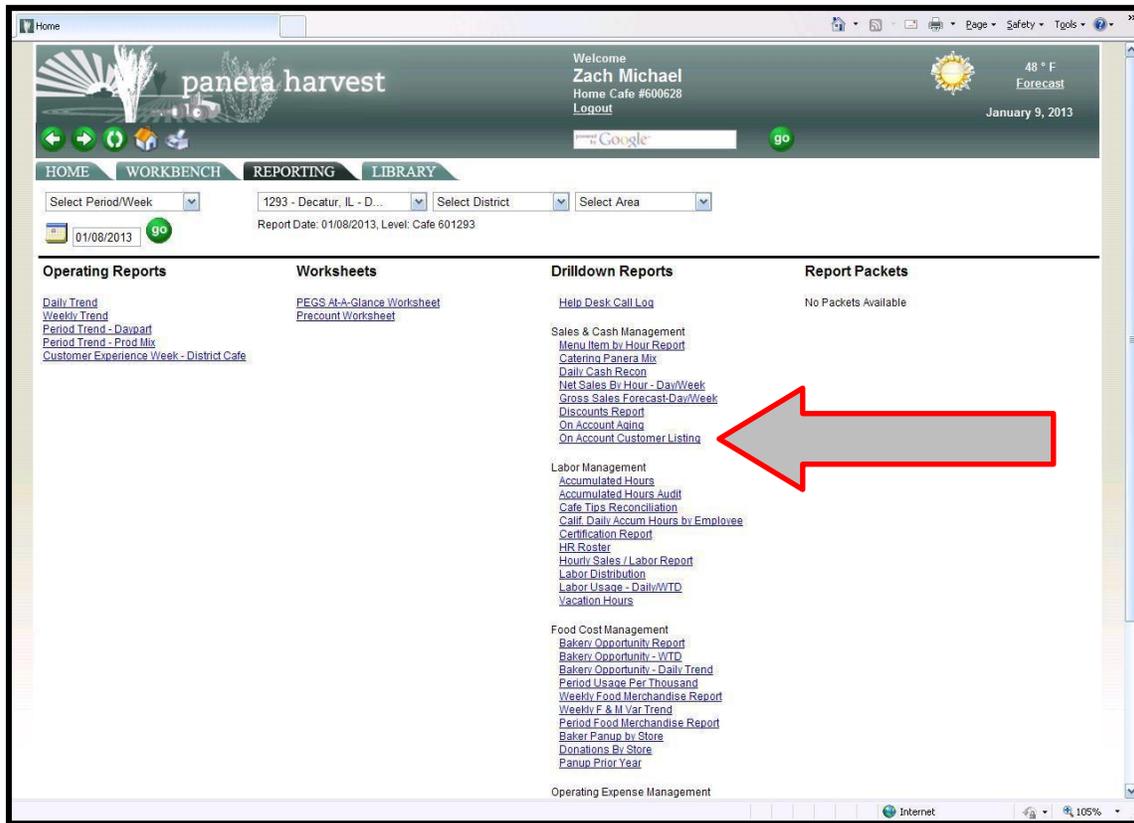
From the main Harvest Screen, select the **"Reporting"** tab





Catering

From the **Reporting** tab screen, select **On Account Customer Listing** located under the "Drilldown Reports" column, and "Sales & Cash Management" sub-column.



Clicking on the **On Account Customer Listing** link will bring up the screen below. Click **Submit Query** to generate the **On Account Customer Listing** 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.

On Account Customer Listing Report ID: dr_0001, v1.1

Reporting Level: Cafe Date Created: 03/08/2016 11:31 AM

Cafe: 601293

Decatur - E Ash Avenue

Customer ID	Customer Name	Authorized User First Name	Authorized User Last Name	PO Required	Blanket PO Number	Tax Exempt ID	Comments
111112	Bears	Jay	Cutler	N		24-648764	PO Required for orders over \$3,000
111112	Bears	Matt	Forte	N		24-648764	PO Required for orders over \$3,000
111114	Falcons	Julio	Jones	N		Tax Exempt	
111114	Falcons	Matt	Ryan	N		Tax Exempt	
111114	Falcons	Hoddy	White	N		Tax Exempt	
111113	Giants	Eli	Manning	Y		333331	
111113	Giants	Hakeem	Nicks	Y		333331	
111113	Giants	Victor	Cruz	Y		333331	
111111	Patriots	Stevan	Ridley	Y	312-841-218-384	37-8468246	
111111	Patriots	Tom	Brady	Y	312-841-218-384	37-8468246	
111111	Patriots	Wes	Welker	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.

Please note - 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.