# HBM Audit Procedures

## "The day before your scheduled audit"

- ❑ Stock and organize the sales floor. This includes dusting shelves and product and pulling all outdates.
- ❑ Clean and organize the cooler Checking for and pulling all outdates for vendor pick up.
- ❑ Clean and organize all storage areas.
- ❑ Review Invoice entries and Adjustments back to the last audit date. **(Check margin warnings and retail extensions) You may also request API reports from Jennifer in the PB dept.**
- ❑ Make Sure **ALL** Product is priced correctly and tags and tag holders are clean.

## "Audit Day"

- ❑ Site Mgr, Assistant Mgr or Area Mgr Must be present.
- ❑ Complete and update daily paperwork as early as possible.
- ❑ **(Call Kara @ 206-274-2610 and have her update your site paperwork)**
- ❑ Print your PDI Inv Report.
- ❑ Review the previous months audit and, make sure you understand sections on the audit trail once the current audit is complete, the trails should be in the same format. **(Familiarize yourself with inventory levels for each section.)**

## "During the Audit"

- ❑ Spend some time with the auditor during the count letting him/her know that you are paying attention. Discuss section changes, shipper additions…anything that may affect the inventory from month to month
- ❑ The Tobacco Dept. will be counted and the trail printed "**first**" for manager review and approval.
- ❑ The Alcohol Dept. will be counted and the trail printed **"second"** for manager review and approval

- ***The manager should*** review all remaining Dept totals on the audit trail, confirm and accept the count. If there is a concern with the final audit count the manager must have the opportunity to review the trail and approve the count. The auditor may review the count however the manager's approval is necessary before the audit is complete
- **The Manager** may also request section or category recounts before the manager leaves.
- **The Auditor** is required to stay and confirm counts within reason at the manager's request.
- ***The manager must*** complete the Retail and Cost audit worksheets using the audit trail and Inv. Reports. The audit o/s will be displayed for each department.
- ***The auditor should not*** complete the store audit paperwork.

- Determine whether you will request a re-count or accept the current count. **(You must have a legitimate concern…with detail to request a recount**
- **Once the manager accepts the count the totals are entered into PDI and cannot be changed.**

If you are not pleased with the outcome of your audit it is your responsibility to investigate the over/shortage and request assistance for Larae Giuseffi, the C-store Ops manager in finding and correcting any problems. The auditor should not investigate PB or Invoices or correct herself, we must have checks and balances.

# "Helpful Hints for having an accurate audit"

Follow all procedures listed above

**AND**

- ❑ Know your store Department Inventory levels. Compare them monthly, maintain consistency.
- ❑ Enter invoices into PDI within 24hrs of deliveries
- ❑ Watch Retail Extensions upon item level entry to ensure the polled retail matches the scanning retail- edit if necessary.
- ❑ Review Coremark Invoice Downloads
- ❑ Know dept. margin expectations and ensure that the margins polled are within that expected range.
- ❑ Review all invoices downloaded at the host. (Coremark)
- ❑ Make sure your store inventory is all priced correctly