



## ADDENDUM B

### STORE CASHUP

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## Cash Up overview

Driver Cash up and account recon is all managed by one operator on behalf of all HUB contracted stores.

The cash up at the HUB is facilitated by using a series of Deliverree reports to troubleshoot when the recon does not balance.

At the store level, the same applies, the managers at each store will need to align the cash up on the POS to what is reported by the HUB and RAiN Accounting.

*\*RAiN accounting services are only applicable when the Hub operator and the onboarded Franchisee are different owners.*

This document pertains to the full ecosystem (where the POS software for each onboarded store integrates with BOTH Yumbi and Deliverree), this is made up of solutions provided by the following companies:

1. Yumbi – Online and call centre orders.
2. Cosoft- Aura Point of sale (POS).
3. Delivery Tribe- Deliverree Hub software.
4. RAiN Accounting- Accounting services for the HUB.

## Initial setup (Full Ecosystem):

Before you get started with processing orders, there are a few important steps that need to be done to make sure the interface is set up correctly. (This applies to each step for the HUB as a whole).

This includes:

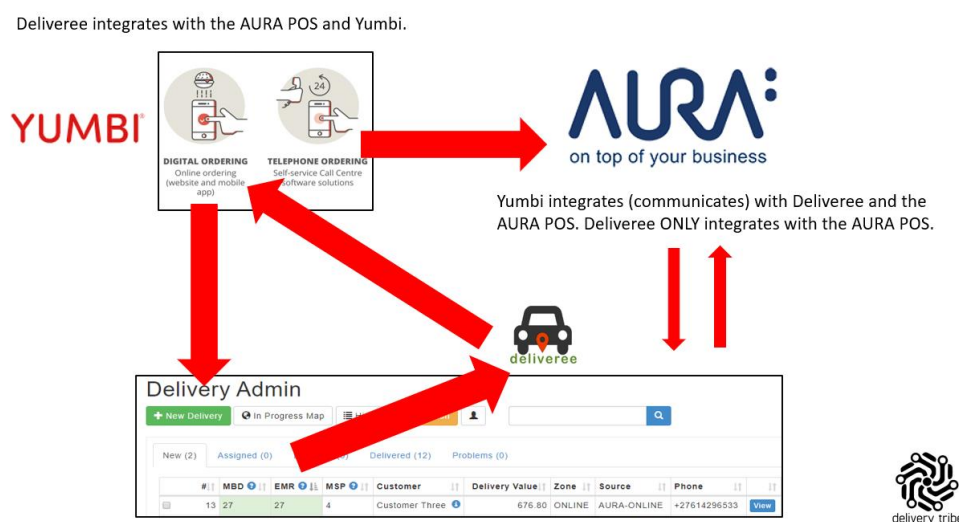
1. Ensuring all orders are coming through from Yumbi for BOTH call in orders and online orders. At ALL onboarded stores.
2. All Drivers have been Trained on how to select the correct payment options on the device in app as well as all other app functionality.
3. Ensure all stores have been Trained on how to load overring codes as well as how to do a cash up in AURA (The POS supplied by Cosoft).
4. Ensuring the HUB operator knows how to use the Deliverree Hub software and where to find the reports.
5. Ensuring that set up with RAIN accounting is complete.

*\*RAIN accounting services are only applicable when the Hub operator and the onboarded Franchisee are different owners.*

Each Yumbi order for all stores integrates into the HUB Operator's Deliverree Instance.

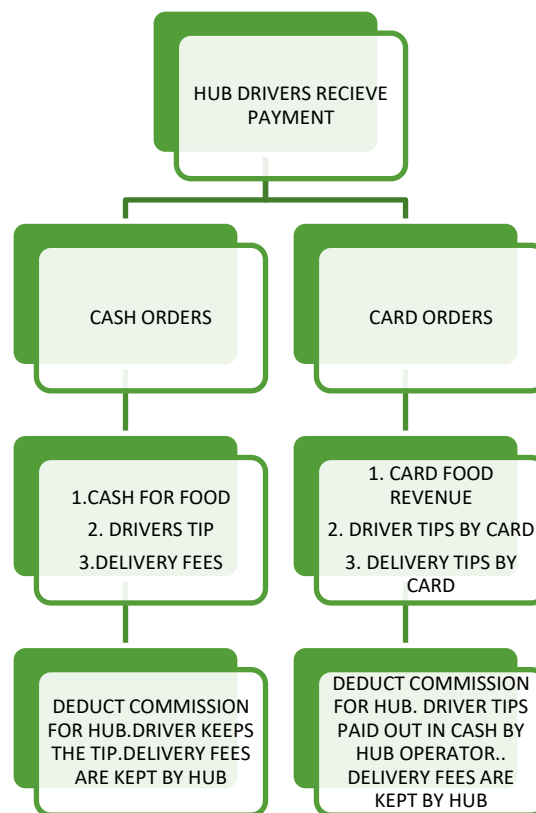
All orders manually captured in AURA will also pull through to the HUB Operator's Deliverree Instance. Full integration here shows that when an order comes through from Yumbi, both the AURA POS at the store is notified (so the kitchen knows what to prepare) and the HUB will also see the orders (so that AA can run and drivers can be effectively dispatched to pick up deliveries).

The diagram below outlines the flow/process in an integrated (full ecosystem) environment.

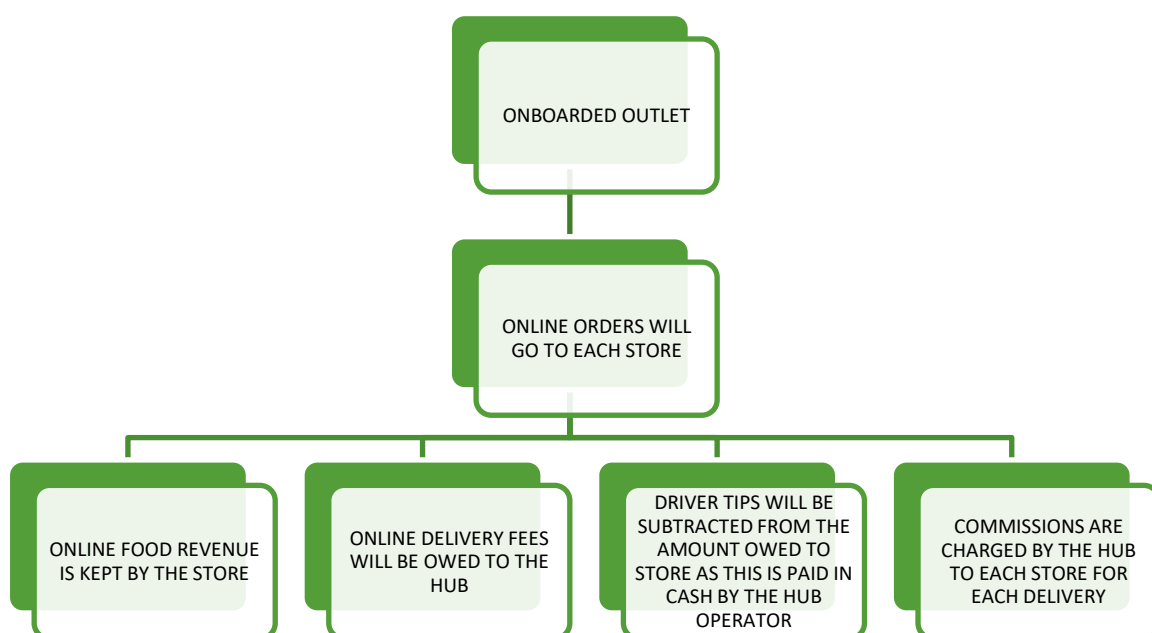


### Cashflow Process- Money in and out of the HUB:

Below is a reference on how Driver's manage Cash and Card orders and how those transactions impact recon.



Below is a reference on how all online orders are managed. Bearing in mind that Yumbi will reconcile these payments directly into the onboarded Franchisee's account.



### Automated Reporting:

Onboarded Franchisees will be emailed a summary of the Account recon report for their store daily.

They will be sent the report in PDF format with a breakdown of Yumbi Revenue, including pre-paid orders. Here the Franchisee can see the Food revenue, Delivery Fees, and tips.

Account Recon - 2021-10-02		
Prepaid Amounts		1489.40
Yumbi - Food Revenue	1294.40	
Yumbi - Delivery Fees	105.00	
Yumbi - Driver Tips	90.00	
ACCOUNT RECON PER STORE		
Food Revenue Collected	128.70	
Delivery Fees	15.00	
Driver Tips	10.00	
Total Food Revenue Collected (Payable to stores - excludes delivery fees)		128.70
Total Delivery Fees Collected (Payable to DCS)		15.00
Total Tips Collected		10.00
Unpaid Deliveries		0.00
TOTAL		1643.10

PREPAID BREAKDOWN		
Prepaid Food Revenue		1294.40
	1294.40	
Prepaid Delivery Fee		105.00
	105.00	
Prepaid Tips		90.00
	90.00	
TOTAL PREPAID		1489.40

In addition to the above information, the onboarded Franchisee will also see Cash and card transactions made. (Cash and card as selected in app by the driver).

TENDER BREAKDOWN			
CASH			
Cash Food Revenue			0.00
		0.00	
Cash Delivery Fee			0.00
		0.00	
Cash Tips			0.00
		0.00	
CASH TOTAL COLLECTED			0.00
CARD (Pebble/PocketPOS/SpeedPoint)			
Card Food Revenue			128.69
		128.69	
Card Delivery Fee			15.00
		15.00	
Card Tips			10.00
		10.00	
CARD TOTAL COLLECTED			153.69
TENDER TOTAL COLLECTED			153.69

Settlement amounts are also shown so the onboarded Franchisee can see how much they must pay the HUB operator or how much should be paid to them.

Settlement				
Store (commission)	Owed to Store	Commission	DCS Revenue	Payable to Store
(18%)	-66.31	294.58	414.58	-360.89

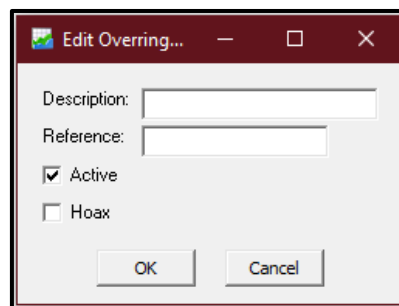
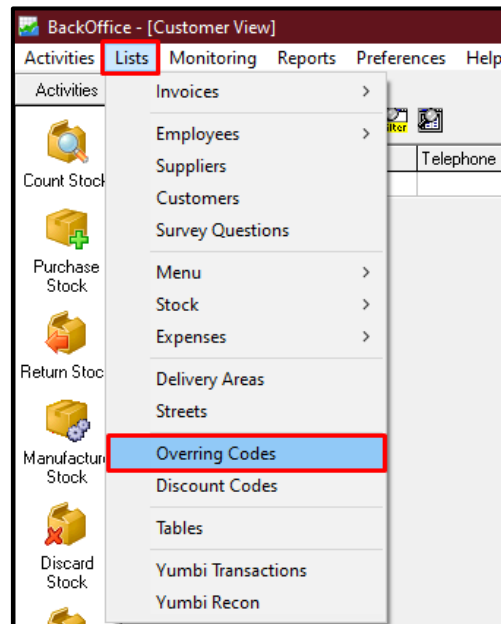
All individual transactions are shown as well.

## Transaction Breakdown Per Store

ID	External ID	Status	Value	Delivery Charge	Yumbi Amount	Yumbi Tips	Cash Amount	Cash Tips	CC Amount	CC Tips
23492914	56532794	Delivered	190.60	15.00	190.60	0.00	0.00	0.00	0.00	0.00
23505640	56555874	Order not processed	313.20	15.00	353.20	40.00	0.00	0.00	0.00	0.00
23507393	56558794	Delivered	170.60	15.00	170.60	0.00	0.00	0.00	0.00	0.00
23508791	56560877	Delivered	392.40	15.00	417.40	25.00	0.00	0.00	0.00	0.00
23508819	56561827	Delivered	104.90	15.00	104.90	0.00	0.00	0.00	0.00	0.00
23514465	56571261	Delivered	124.90	15.00	134.90	10.00	0.00	0.00	0.00	0.00
23516264	56575182	Delivered	143.70	15.00	0.00	0.00	0.00	0.00	153.69	10.00
23520587	56582410	Delivered	102.80	15.00	117.80	15.00	0.00	0.00	0.00	0.00

## Setting up overring codes in AURA POS:

Before any orders can be rung up for the HUB we need to ensure that we have all the overring codes added to Backoffice for orders that are marked as a problem at the HUB. In **Backoffice**, click **Lists > Overring Codes**, then click **[+]** to add a new entry.



Here is a list of overring codes that needs to be added in Backoffice:

Description	Reference	Tick box
Order not processed	90	Active
Hoax	91	Active & Hoax
Could not Delivered	92	Active
Order Cancelled	94	Active
Order Wrong	95	Active
Late Due to Store	96	Active
Late Due to Driver	97	Active

When an order is marked as a problem at the HUB, it should also be overrung with the matching overring code.

Overring codes will match Problem codes in Deliverree.

Here is a guideline.

Type of problem order:	Problem code	Delivery to DCS	Commission on food revenue	Who pays the delivery fee to DCS:	PrePaid	Food
Order not processed	90	No	No	0	Yes/No	
Could not deliver	92	Yes	No	Store to be invoiced R10	Yes/No	Food Wasted
Converted to collect	93	No	No	N/A	Yes/No	
Order wrong	95	Yes	Yes	Store to be invoiced R10	Yes/No	Food Waste

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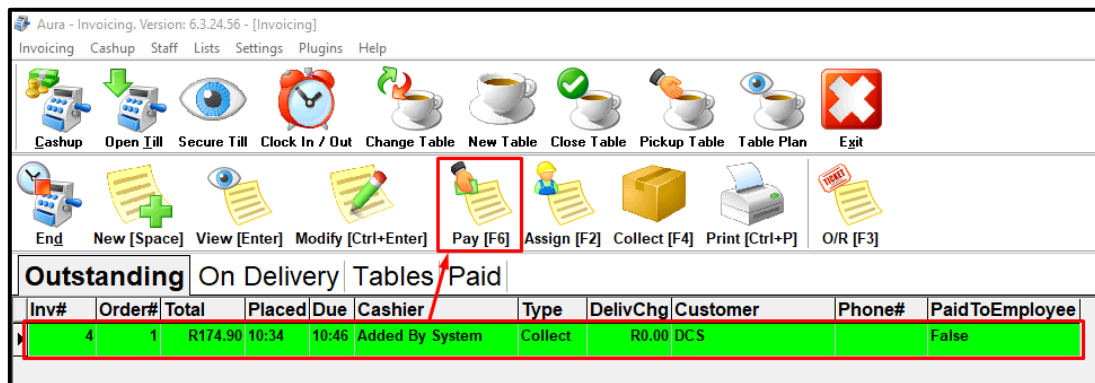
### Capturing the order in AURA POS:

When orders are placed from the HUB, the order will come through via a phone call to the store or a printer installed at the store. This order will then appear at the HUB as well as within Aura as a delivery order.

The order will then remain on the list of outstanding orders until the HUB driver arrives to collect the order. Once the driver arrives you will need to locate the order in the outstanding list and then complete the order by paying it off as a **cheque (F3)**.



***It is important for each store to note that NO tip should be paid to the drivers, the tips will be settled by the HUB.***



Amount	Payment Type	Amount	Action
R10	Total	R174.90	
R20	Cash	174.9	Amount
R50	Credit Card	R0.00	Capture [F2]
R100	Cheque	R0.00	Capture [F3]
R200	Other	R0.00	Other Payments [F10]

Change: R0.00

OK Cancel

When paying the order as a cheque you will be required to add the HUB driver's name, followed by the amount of the order.

**Cheque Details**

Name: DCS - Driver Name

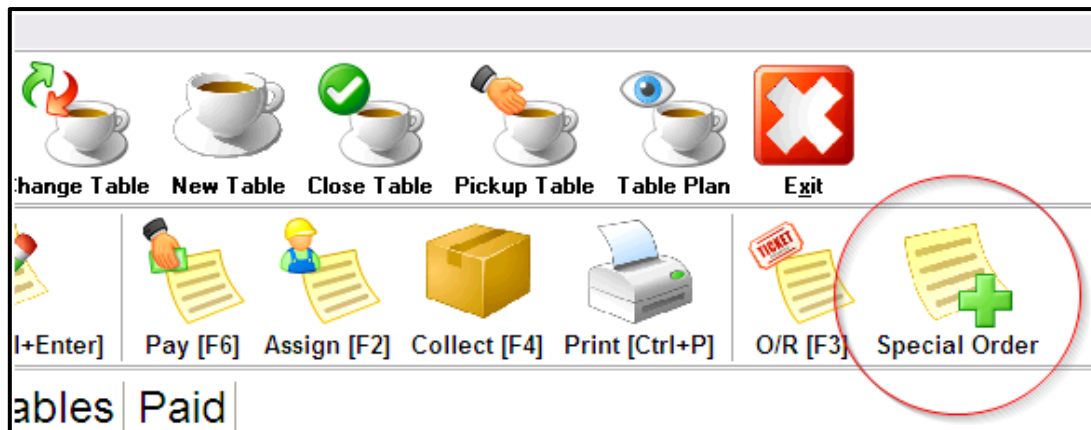
Amount: 149 90

OK Cancel Clear

When the HUB driver comes in to collect the order, the Cashier must Re-Print the invoice for the store's reference and make sure that the driver signs the slip, which will then be kept in the till drawer for proof.

Alternatively, when an order fails over to the GSM printer it will need to be captured in Aura as a **"special order"**.

1. Click on the **"Special Order"** button as shown below:



**Please Note:** If the Special Orders button does not appear on Invoicing, please contact the Aura Helpdesk via email ([support@cosoft.co.za](mailto:support@cosoft.co.za)) for assistance in adding the function.

The following window should appear with two prompts:

- **The reference number** for this order is a number that is printed on the Yumbi GSM printer when the Online Orders server cannot communicate with the store's client.
- **Tip amount** is the amount of tip paid by the customer. *(Please note, these tips nor any tip should not be given to the driver, as the tips will be settled by the HUB)*
- **Order amount** is the total amount of the order that appears on the slip.

On the next page is an example of what the Yumbi GRM slip will look like.

## The Yumbi Order Slip

yumbi

### Order Time

The date & time the order was placed.

### Order Type

Delivery or Collect.

### Delivery Charge

Calculated based on the customer address.

### Customer Name

### Delivery address

Address with optional instruction.

### Contact Number

Customer telephone number.

### Credit Card Fees

Fees for handling online payments.

### Transaction Data

(Internal use only)

Customer ID

Previous order count

Credit card identifier

Yumbi Order

2015-05-01 18:25:30

Delivery # 50

4 x Burger 100.00

4 x L Chips 60.00

Delivery Chg: 10.00

Total: R170.00

John Smith

156 Main RD, Durban

"Hoot at gate"

Requested for:

18:45 2015-05-01

Order Not Paid

Phone: 0742663866

Comments: Hoot at gate

Capture this order in  
Aura using the SPECIAL  
ORDER button with ref:  
4855-5124-D1

CC&Han Fees: 0.00

Cus Info:4

Previous order:0

Payment Card:0

Order Confirmed

45 Minutes

Thanks!

### Order Number

Increments with each printed order.

### Order Items

Quantity, description & price.

### Total Price

Including VAT & delivery fee if applicable.

### Request time

This is chosen by customer.  
It could be any time before closing time  
on the day the order was placed.

### Payment Type

'Order Paid' if the customer paid online.  
'Order Not Paid' if customer still needs to pay.

### Aura Reference

The details for capturing Yumbi orders into Aura.

### Special Order Code

### Confirmation

'Confirmed' or 'Cancelled' based on selection.  
'Timeout' if not answered after 5 minutes.

### Turnaround Time

The time selected on the printer for preparing  
and delivering the order.

2. Capture the figures in the available fields. It should look something like this:

**Please Note:** The reference number would usually have either a C or D in it, which informs you whether the order is for a delivery [D] or a collect [C] order.

Special Order: Manual Online Order

Reference number for this order

122-8556-C9

Tip amount

0

Order amount

89.9

Validate Cancel

3. Click the **Validate** button. A new window should appear and depending on whether it is a collect/delivery order, it will either be the Customer Lookup or the Order window. From here you should be able to finish the order manually. Make sure to add the correct menu items with the correct total value or else the order will fail.

### AURA Cash up at each store:

When you pay an order using F3, the details are entered automatically into that till's cashup for you. They will appear in the Cheque section.

Cashup Date  

12 Apr 2021

▼

Yesterday

Last Unposted

Refresh

Employee Till Shop

Shift #	Shop#	Date	Till ID	Close Date	Op	Op2	Op3	Op4
▶ 6	-1	12 Apr 2021	1		001			

<

Till Totals:	OverRings:	
	Gross Sales (Ex O/R):	
	Less Discounts:	
	ADD Delivery Charges:	
	<b>= Net Sales:</b>	
Less:	Coupons (F1)	R0.00
	Credit Cards (F2)	R0.00
	<b>Cheques (F3)</b>	R174.90
	Cash On Hand (F4)	R0.00
	Debtors (F5)	R0.00
	Petty Cash (F6)	R0.00
	GRV's Paid	R0.00
	Employee Wages (F7)	R0.00
	Other Payments (Ctrl + F3)	R0.00
<b>Add:</b>	Addit. Banking (F8)	R0.00
	Driver Floats (F9)	R0.00
	Float Issues (F11)	<b>R0.00</b>
	Till Float (F10)	R500.00
	Gratuities (Ctrl + F9)	R0.00

Post

Lock

Open Till (F12)


Pressing F3 in the cashup will show the detail of all the orders.

Cheques						
Shift Number: 6		Cashup Date: 12 Apr 2021		Amount: R560.20		
Name	Pers Acct	Acct	Cents	Qty	Amount	
Driver Name		Inv: 4			R174.90	
Driver Name		Inv: 5			R174.90	
▶ Driver name		Inv: 6			R210.40	

The details of each order will also be in all the cashup reports.

These can be used to reconcile with the statement from the HUB, these orders will also be captured as cheques on the cashup reports, however, for you to be able to reconcile ONLY the HUB you can run the Till Cashup Detail report.

Till Cashup Detail



Till Cashup Detail


Date

20/04/2021

View Report

Cancel

Below is an example of what this report will look like:

 <b>Till Cashup Detail Report</b> Cosoft (Midrand)		
For the date 20 April, 2021		
<b>TILL SHIFT: 10</b>	20 April, 2021 12:41PM	<b>TILL ID: 1</b>
Departments: Debonairs, Fishaways, Steers		
Operators: 001: Added By System		
<b>Cheques</b>		
DCS - Driver Name	Inv: 8	71.90
DCS - Driver Name	Inv: 9	269.40
DCS - Driver Name	Inv: 10	208.70
<b>Total for Cheques</b>		<b>548.00</b>

The list orders will need to match the slips kept for reference.

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### Additional Reports:

HUB stores need to see online payment totals for just Delivery orders in order to recon properly, the '**Online Orders By Transaction Type**' Report is available in AURA.

This report used to have subtotals for online payments and offline payments only. It now has subtotals for all transaction types .

Please find an example of the report below:

AURA

Online Orders By Transaction Type

Cosoft (Demo Store)

From 29 July, 2021 to 31 July, 2021

Offline Payments

Date	Invoice #	Amount Paid	Order Type
Collect			
29-Jul-2021 12:51 pm	159045	134.82	Collect
29-Jul-2021 05:46 pm	159091	129.90	Collect
29-Jul-2021 06:40 pm	159105	129.90	Collect
30-Jul-2021 01:34 pm	159149	259.80	Collect
30-Jul-2021 02:08 pm	159157	299.90	Collect
30-Jul-2021 02:21 pm	159159	244.80	Collect
30-Jul-2021 03:45 pm	159167	49.80	Collect
30-Jul-2021 05:16 pm	159187	126.80	Collect
30-Jul-2021 05:47 pm	159204	99.90	Collect
30-Jul-2021 06:35 pm	159236	69.90	Collect
30-Jul-2021 07:16 pm	159255	279.90	Collect
30-Jul-2021 07:39 pm	159264	144.90	Collect
30-Jul-2021 08:03 pm	159269	179.90	Collect
31-Jul-2021 02:23 pm	159311	129.90	Collect
31-Jul-2021 04:37 pm	159329	194.80	Collect
31-Jul-2021 04:43 pm	159334	349.70	Collect
Subtotal for Collect		2,824.62	

<b>Delivery</b>				
29-Jul-2021	04:14 pm	159068	179.90	Delivery
29-Jul-2021	04:44 pm	159072	149.80	Delivery
29-Jul-2021	05:50 pm	159093	279.80	Delivery
29-Jul-2021	07:58 pm	159123	299.90	Delivery
30-Jul-2021	11:40 am	159133	179.90	Delivery
30-Jul-2021	11:59 am	159136	279.80	Delivery
30-Jul-2021	01:34 pm	159148	164.90	Delivery
30-Jul-2021	03:51 pm	159169	149.90	Delivery
30-Jul-2021	05:06 pm	159182	356.60	Delivery
30-Jul-2021	05:09 pm	159185	194.60	Delivery
30-Jul-2021	05:16 pm	159186	149.90	Delivery
30-Jul-2021	05:22 pm	159191	279.90	Delivery
30-Jul-2021	05:23 pm	159192	279.70	Delivery
30-Jul-2021	05:34 pm	159198	164.80	Delivery
30-Jul-2021	05:45 pm	159202	274.70	Delivery
30-Jul-2021	05:54 pm	159208	161.80	Delivery
30-Jul-2021	06:00 pm	159214	324.90	Delivery
30-Jul-2021	06:13 pm	159220	209.90	Delivery
30-Jul-2021	06:23 pm	159226	204.70	Delivery
30-Jul-2021	06:24 pm	159228	199.90	Delivery
30-Jul-2021	06:26 pm	159230	295.40	Delivery
30-Jul-2021	06:48 pm	159243	369.60	Delivery
30-Jul-2021	07:00 pm	159248	334.70	Delivery
30-Jul-2021	07:02 pm	159249	268.60	Delivery
31-Jul-2021	12:16 pm	159294	299.80	Delivery
31-Jul-2021	12:52 pm	159295	199.90	Delivery
31-Jul-2021	01:58 pm	159306	201.80	Delivery
31-Jul-2021	02:58 pm	159317	159.90	Delivery
31-Jul-2021	03:48 pm	159322	149.90	Delivery
31-Jul-2021	05:33 pm	159341	439.80	Delivery
31-Jul-2021	05:47 pm	159343	389.90	Delivery
31-Jul-2021	06:27 pm	159363	146.70	Delivery
31-Jul-2021	07:08 pm	159373	161.80	Delivery
31-Jul-2021	08:00 pm	159386	149.90	Delivery
<b>Subtotal for Delivery</b>			<b>8,053.00</b>	
<b>Total for Offline Payments</b>			<b>10,877.62</b>	
Printed on 02 November, 2021 at 10:51:49AM				
Printed by: DMR				

# AURA: Online Orders By Transaction Type

Cosoft (Demo Store)

From 29 July, 2021 to 31 July, 2021

## Online Payments

Date	Invoice #	Amount Paid	Order Type
<b>Collect</b>			
29-Jul-2021 05:26 pm	159085	179.90	Collect
29-Jul-2021 05:45 pm	159090	406.60	Collect
<b>Subtotal for Collect</b>		<b>586.50</b>	
<b>Delivery</b>			
29-Jul-2021 10:56 am	159037	166.23	Delivery
29-Jul-2021 11:58 am	159040	88.92	Delivery
29-Jul-2021 12:53 pm	159046	114.90	Delivery
29-Jul-2021 02:56 pm	159061	111.90	Delivery
29-Jul-2021 04:23 pm	159069	229.24	Delivery
29-Jul-2021 04:36 pm	159071	156.80	Delivery
29-Jul-2021 05:18 pm	159077	134.91	Delivery
29-Jul-2021 05:23 pm	159082	149.91	Delivery
29-Jul-2021 05:49 pm	159092	90.81	Delivery
30-Jul-2021 11:59 am	159137	219.90	Delivery
30-Jul-2021 02:36 pm	159162	91.70	Delivery
30-Jul-2021 02:48 pm	159164	199.90	Delivery
30-Jul-2021 04:18 pm	159172	110.70	Delivery
30-Jul-2021 04:22 pm	159173	129.90	Delivery
30-Jul-2021 04:38 pm	159176	109.90	Delivery
30-Jul-2021 04:57 pm	159179	129.90	Delivery
30-Jul-2021 05:07 pm	159184	204.80	Delivery
30-Jul-2021 05:16 pm	159188	349.80	Delivery
30-Jul-2021 05:29 pm	159195	263.60	Delivery
30-Jul-2021 05:58 pm	159212	222.70	Delivery
30-Jul-2021 06:21 pm	159224	164.90	Delivery
30-Jul-2021 06:31 pm	159233	266.60	Delivery

31-Jul-2021 06:28 pm	159364	184.90	Delivery
31-Jul-2021 07:16 pm	159375	197.50	Delivery
31-Jul-2021 07:20 pm	159376	371.60	Delivery
31-Jul-2021 07:29 pm	159379	79.90	Delivery
31-Jul-2021 07:30 pm	159380	147.50	Delivery
31-Jul-2021 07:37 pm	159381	115.70	Delivery

**Subtotal for Delivery 7,720.62**

**Total for Online Payments 8,307.12**

## Summary

	Offline Payments	Online Payments	Total
<b>Collect</b>	2,824.62	586.50	3,411.12
<b>Delivery</b>	8,053.00	7,720.62	15,773.62
	<b>10,877.62</b>	<b>8,307.12</b>	<b>19,184.74</b>

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