ADDENDUM C
ALTERNATIVE POS STORE CASHUP

DELIVERY TRIBE

Contents

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 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 to what is reported by the HUB.

This document pertains to cash up where non-integrated POS applies, that is made up of solutions provided by the following companies:

1. Yumbi – Online and call centre orders.
2. Delivery Tribe- Deliveree Hub software
3. Rain Accounting *Where applicable.
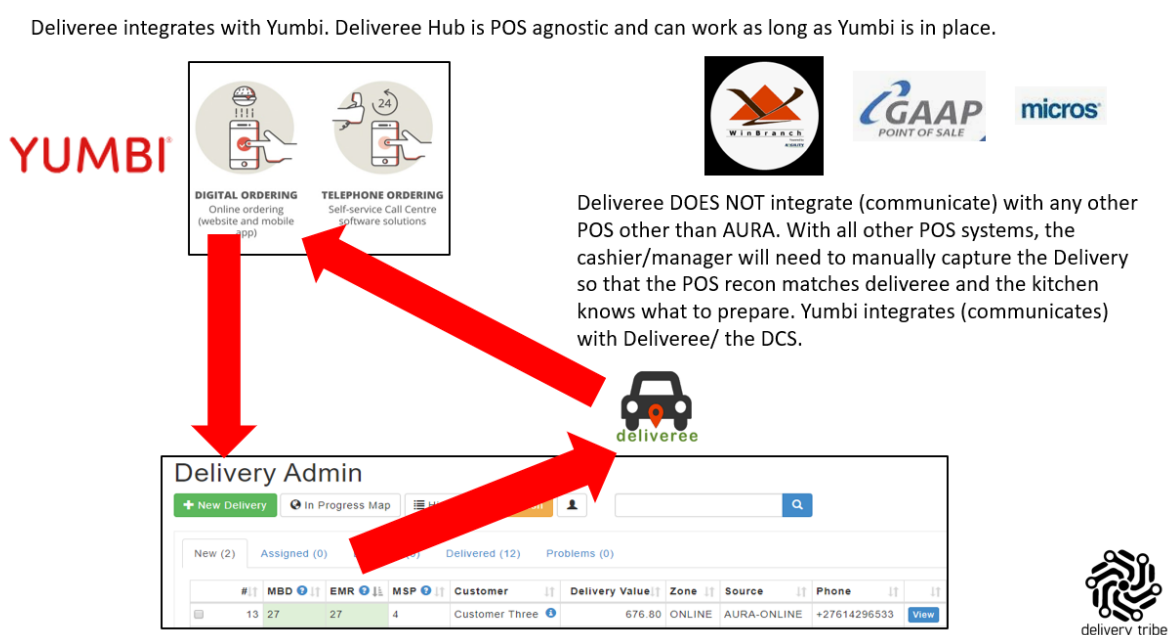4. Non-integrated POS software.

Initial setup (POS set up)

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.
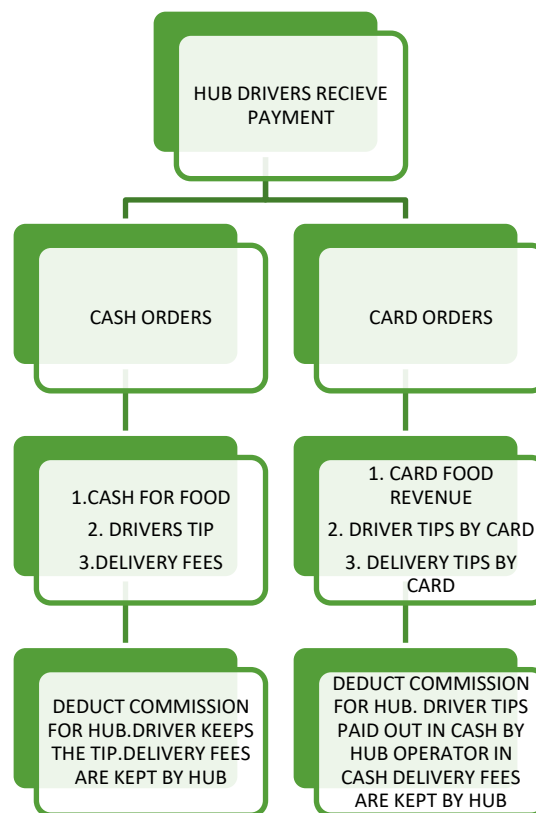
This includes:

1. Ensuring all orders are coming through from Yumbi for BOTH call in orders and online orders.
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. (At each Store, the manager has a view of their orders only. Drivers can only see orders from the HUB- Drivers will be assigned to an order and only then will they see which store to pick up food from).
3. Ensure all stores have been trained on how to load <u>overring codes.</u>
4. Cashiers will also need to know how to capture an order so that the kitchen knows what to prepare. *Deliveree DOES NOT integrate (communicate) with any other POS other than AURA. With all other POS systems, the cashier/manager will need to manually capture the Delivery so that the POS recon matches deliveree and the kitchen knows what to prepare. Yumbi integrates (communicates) with Deliveree/ the HUB.*
5. Managers need to know how to do a cash up.
6. Ensuring the HUB operator knows how to use the Deliveree Hub software and where to find the reports.

The diagram below outlines the flow/process in a non-integrated environment.

Deliveree integrates with Yumbi. Deliveree Hub is POS agnostic and can work as long as Yumbi is in place.

Deliveree DOES NOT integrate (communicate) with any other POS other than AURA. With all other POS systems, the cashier/manager will need to manually capture the Delivery so that the POS recon matches deliveree and the kitchen knows what to prepare. Yumbi integrates (communicates) with Deliveree/ the DCS.
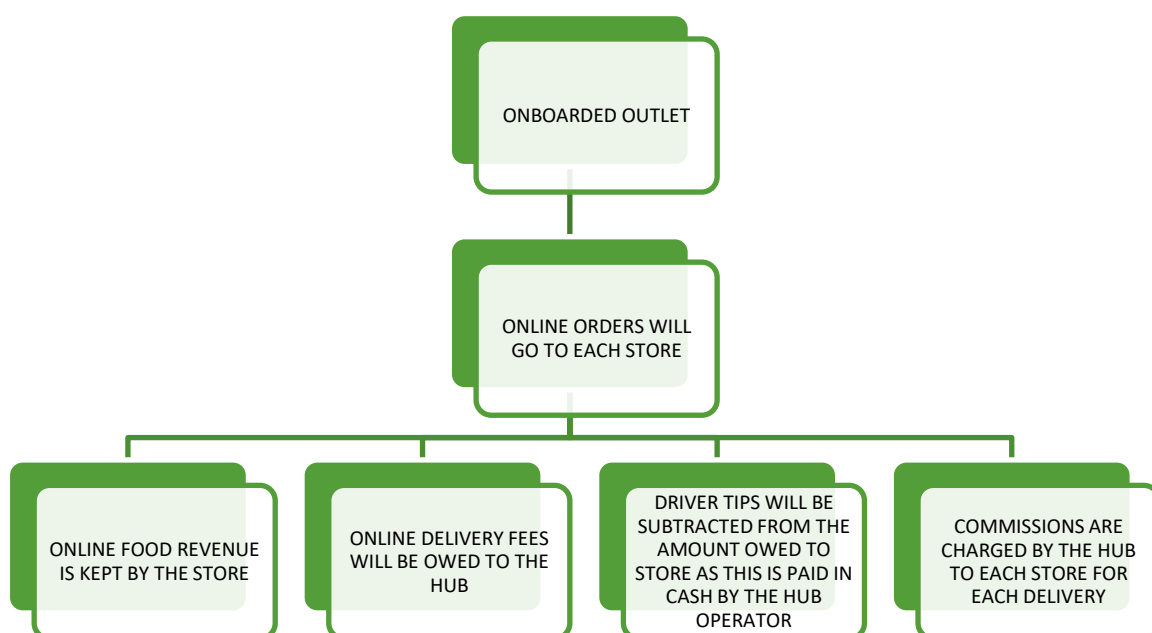
Cashflow Process- Money in and out of the HUB:

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

```
                    HUB DRIVERS RECIEVE
                         PAYMENT
                    ┌──────────┴──────────┐
                CASH ORDERS            CARD ORDERS
                    │                      │
            1.CASH FOR FOOD          1. CARD FOOD
            2. DRIVERS TIP              REVENUE
            3.DELIVERY FEES         2. DRIVER TIPS BY CARD
                    │               3. DELIVERY TIPS BY
                    │                      CARD
                    │                      │
            DEDUCT COMMISSION      DEDUCT COMMISSION
            FOR HUB.DRIVER KEEPS   FOR HUB. DRIVER TIPS
            THE TIP.DELIVERY FEES  PAID OUT IN CASH BY
            ARE KEPT BY HUB        HUB OPERATOR IN
                                   CASH DELIVERY FEES
                                   ARE KEPT BY HUB
```

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.

```
                    ONBOARDED OUTLET
                           │
                    ONLINE ORDERS WILL
                    GO TO EACH STORE
        ┌──────────────┬──────┴───────┬──────────────┐
   ONLINE FOOD    ONLINE DELIVERY  DRIVER TIPS WILL   COMMISSIONS ARE
   REVENUE        FEES WILL BE     BE SUBTRACTED      CHARGED BY THE HUB
   IS KEPT BY     OWED TO THE      FROM THE AMOUNT    TO EACH STORE FOR
   THE STORE      HUB              OWED TO STORE AS   EACH DELIVERY
                                   THIS IS PAID IN
                                   CASH BY THE HUB
                                   OPERATOR
```

Automated Reports:

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 the POS:

Before any orders can be rung up for the HUB we need to ensure that we have all the overring codes added to the POS set up.

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.
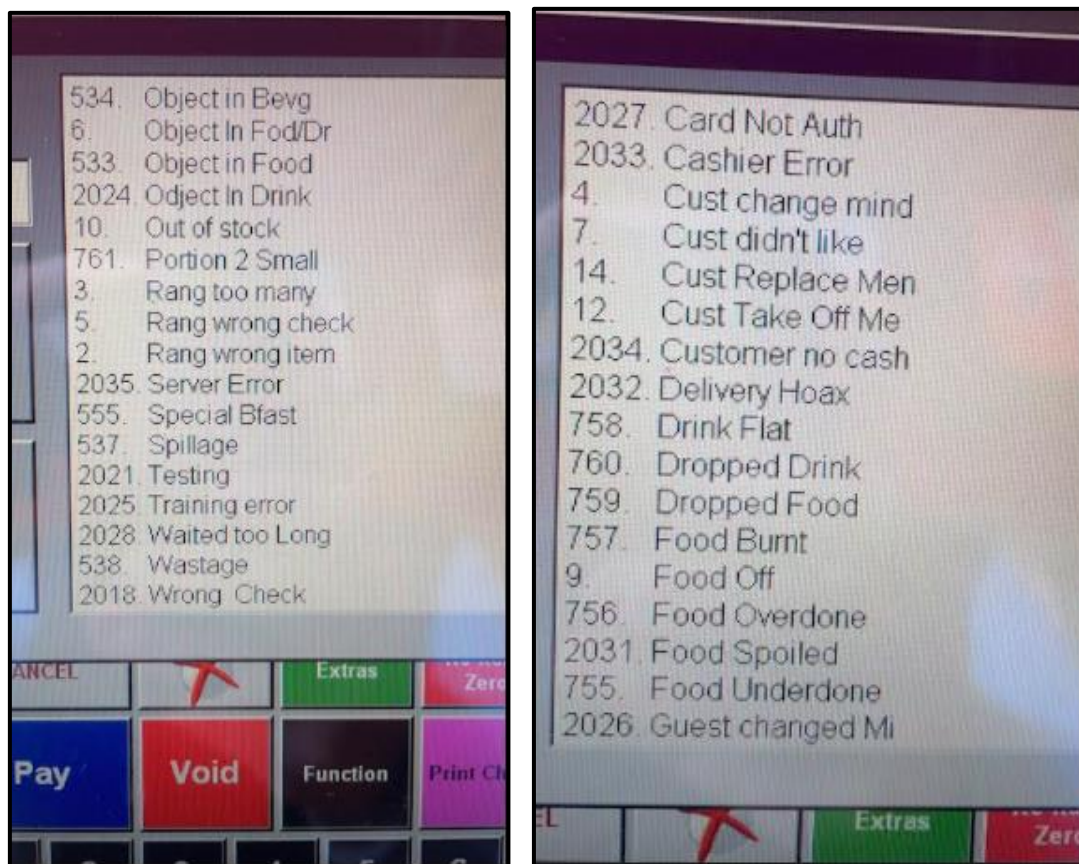
These POS codes will correlate with the Problem order codes in Deliveree.

Below 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

Capturing the order in POS:

When orders are placed to the Store, the order will come through via GSM printer installed at the store. This order will then appear at the HUB.

 Deliveree DOES NOT integrate (communicate) with any other POS other than AURA. With all other POS systems, the cashier/manager will need to manually capture the Delivery so that the POS recon matches deliveree and the kitchen knows what to prepare. Yumbi integrates (communicates) with Deliveree/ the HUB.

The order will then remain on the list of outstanding orders until the HUB driver arrives to collect the order.
Below is an example of what the Yumbi GSM slip will look like.

The Yumbi Order Slip

yumbi

```
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
---------------------
-- --:------
---------------------
Cus Info:4
Previous order:0
Payment Card:0
Order Confirmed
45 Minutes
Thanks!
```

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.

Transaction Data
(Internal use only)
Customer ID
Previous order count
Credit card identifier

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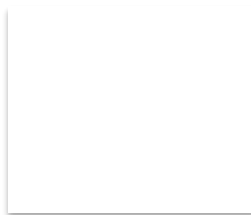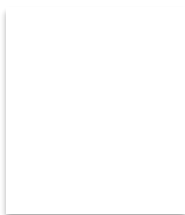
Confirmation
'Confirmed' or 'Cancelled' based on selection.
'Timeout' if not answered after 5 minutes.

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

Yumbi sends a daily cash up report to each onboarded Franchisee daily. (Below is a mail sent to the Store Daily).

YUMBI

R 1,289.50 YUMBI Payments

Daily Cashup Report

Steers Fontainebleau

From: 2021-07-19 19:50
To: 2021-07-20 19:50

Pre-Paid Orders

Order#	Yumbi#	Date	Time	Customer	Contact	Sales	Discounts	Delivery Fee	Gratuity	Total Paid
125167	53715112	2021-07-20	13:07	Joy Phala	+27726238310	R 109.80	R 0.00	R 15.00	R 0.00	R 124.80
6546-12497	53716073	2021-07-20	13:35	Susan Smit	+27823443116	R 158.70	R 0.00	R 15.00	R 10.00	R 183.70
125178	53717421	2021-07-20	14:14	Kate M	+27843056771	R 266.80	R 0.00	R 0.00	R 0.00	R 266.80
125200	53726479	2021-07-20	17:29	Linda Van Niekerk	+27825742157	R 172.60	R 0.00	R 0.00	R 0.00	R 172.60
125211	53726803	2021-07-20	17:51	Azola Andisa Dyani	+27766386954	R 314.40	R 0.00	R 0.00	R 0.00	R 314.40
125240	53733304	2021-07-20	19:16	Liane Walker	+27836487203	R 212.20	R 0.00	R 15.00	R 0.00	R 227.20
Total						**R 1,234.50**	**R 0.00**	**R 45.00**	**R 10.00**	**R 1,289.50**

Scroll down to see Yumbi Payment Vouchers and Online payments for the day:

In-Store YUMBI Payment Vouchers

> There were no vouchers redeemed during this period

Online Payment Refunds

> There were no online payment refunds during this period

Settled to your account by YUMBI

Week Day	Date	Type	Amount
Thursday	2021-07-15	Credit	R 1,203.20
Friday	2021-07-16	Credit	R 3,228.10
Total			**R 4,431.30**

Payment for the above amount has been made to your bank account number

Amount: R 4,431.30 Reference:

Details of Discount Vouchers, YoYo Vouchers and Printer orders will be shown:

In-Store YUMBI Discount Vouchers

There were no YUMBI discount vouchers redeemed during this period

YoYo (formerly WiGroup) Online Vouchers

There were no YoYo vouchers redeemed during this period

YUMBI Printer Orders

The following orders were accepted via your YUMBI printer

Order#	Yumbi#	Time	Customer	Contact	Total
		10:43			69.90
		11:32			104.90
		12:24			149.60
		13:35			158.70
Total Number of YUMBI Printer Orders					**4**
Total					**R 483.10**

Micros POS Cash up at each store:

Open Micros and select Online Order -

Ring up the Order and send to kitchen by selecting Send and then process to click on "Pay"
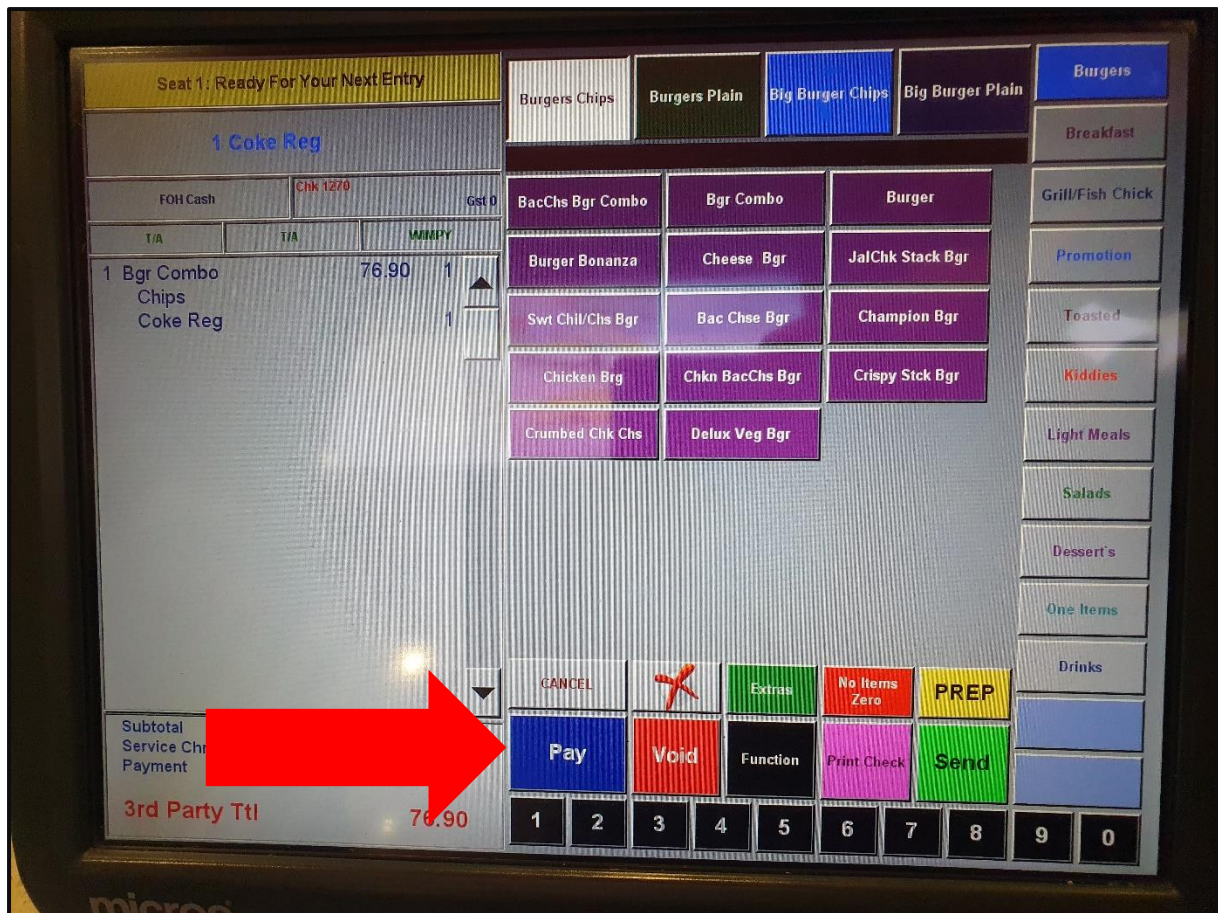
On Payment Screen, click HUB and Process order through to the POS.

Micros Cash Up report showing total Rand Value of deliveries on the section "Zapper/HUB"

Daily System Sales consolidated

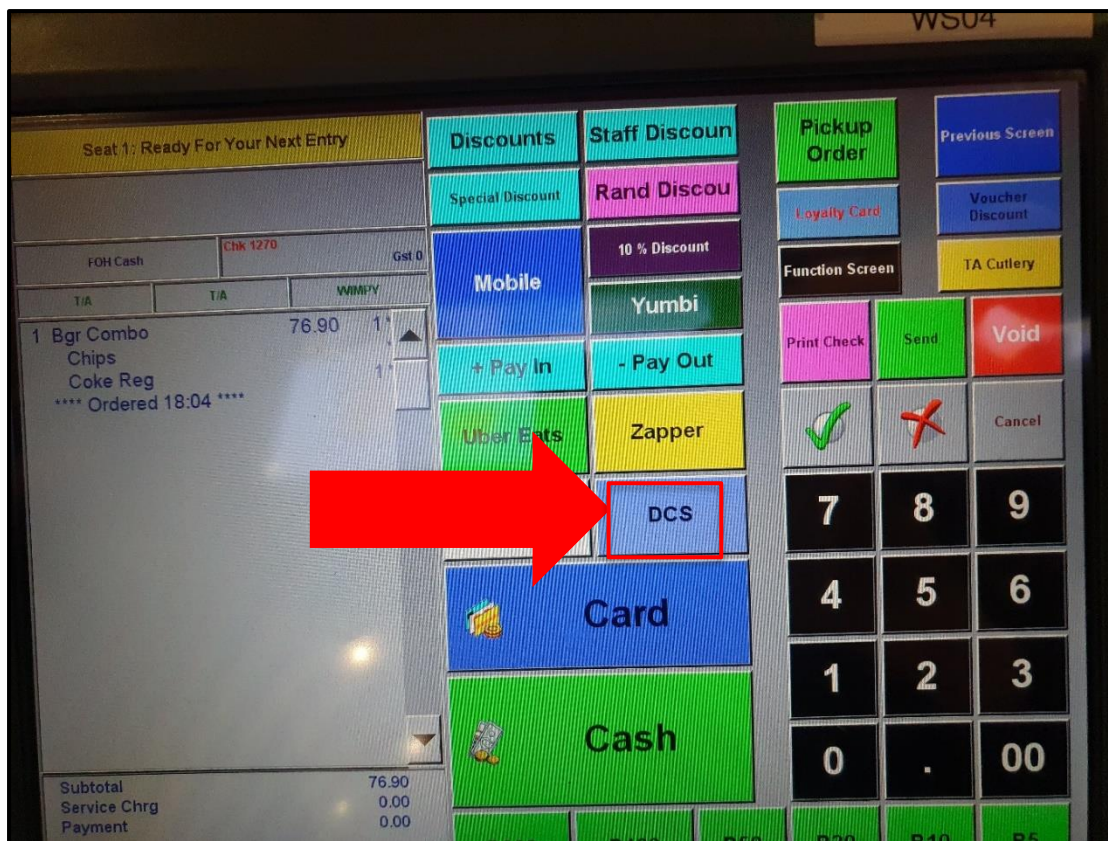|										
		Returns	0	0.00					Service Charges	0.00
VAT Excl Sales	12,458.72	Error Corrects	27	671.90					+Charged Tips	789.70
+VAT	1,868.80	Cancel	2	69.70					+Cash Tips Decl	0.00
=Gross Sales	14,327.52				Carried Over	0	0.00		+Indirect Tips Decl	0.00
+Service Charge	789.70	Mgr Auth Voids	2	-49.90	+Checks Begun	86	15,117.20		=Total Tips	5.51% 789.70
=Total Revenue	15,117.22	Mgr Voids	0	0.00	-Checks Paid	86	15,117.20		Tips Paid	789.70
		Total Voids	2	-49.90	=Outstanding	0	0.00		Tips Due	0.00
Item Discount	0.00									
+Subtotal Discount	-229.68									
=Total Discounts	-229.68	Credit Total		0.00						
		Training Total		0.00						

Order Type	Nett Sales	% of Ttl	Guests	% of Ttl	Avg/Guest	Checks	% of Ttl	Avg/Chk	Tables	% of Ttl	Avg/Tbl	Turn Time
1 - Eat In	5,700.93	45.76%	66	100.00%	86.38	34	39.53%	167.67	33	94.29%	172.76	38.10
2 - TakeAway	1,560.64	12.53%	0	0.00%	0.00	21	24.42%	74.32	2	5.71%	780.32	185.28
6 - 3rd Part	5,197.15	41.71%	0	0.00%	0.00	31	36.05%	167.65	0	0.00%	0.00	0.00
Total	12,458.72		66		188.77	86		144.87	35		355.96	

1 - Micros Tracking

Sales			Discounts				Revenue		
Food	0	11,808.10			0	0.00	Cash	12	666.70
Beverage	0	2,825.10			0	0.00	Tips	30	789.70
Condiments	0	0.00			0	0.00	Paid Outs	0	0.00
Retail	0	0.00	Discount General		0	0.00	Paid In	0	0.00
Neg Items	0	-76.00	Discount Staff		1	-10.42	Net Cash		-123.00
Deliveries	0	0.00	Discount Managers		2	1.06	Cards	42	8,175.30
	0	0.00	Discount Food				Accnt Charge	0	0.00
	0	0.00	Discount Bever				Yumbi	0	0.00
	0	0.00	Loyalty Discou				Zapper/DCS	1	298.50
	0	0.00	Slipper Wristba				Uber Eats	25	5,091.80
	0	0.00	Amount Discount			.26	Mr Delivery	6	884.90
	0	0.00	Wi-Group Mobile Disc		0	0.00	SST	0	0.00
	0	0.00	MVG Card		0	0.00	Mobile Payment	0	0.00
	0	0.00			0	0.00	OPAT	0	0.00
Subtotal	0	14,557.20		Subtotal	14	-199.74	Subtotal	116	14,327.50

Checked By:_____   Signed:_____   Page 1