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EXHIBITS

EXHIBIT NUMBER          EXHIBITS

21.01-1                   BOOKSTORE PURCHASE ORDER
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21.01-4                   RECEIVING LOG
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21.01-26                  PROCEDURE TO PRINT FACULTY PRODUCED
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21.01 ROWAN UNIVERSITY BOOKSTORE

Questions regarding this chapter may be addressed to Eileen Morrow in the Rowan University Bookstore at Extension 4669.

21.01.1 PRINCIPAL STATEMENT OF POLICY

The Rowan University Bookstore is a meeting place of, and an adjunct to, both the academic and social life of the University. It is an academically oriented resource, where the need for, and interest in, reading and study engendered in the classroom can be nurtured and reinforced. It is also a social focal point on the campus offering many goods and services required by a diverse college community.

The Rowan University Bookstore is owned by Rowan University in accordance with policies established by the Board of Trustees and operated under the direction of the Vice President for Administration and Finance.

The purpose of the Rowan University Bookstore is to provide for the sale of book and supply requirements connected with the academic programs of the University and the sale of such other supplies and services which support the student residential and social activities on campus.

The Rowan University Bookstore is operated on sound business principles in the anticipation that its income will cover both its operating expenses.

21.01.2 MERCHANDISING POLICY

The Rowan University Bookstore will reflect the needs of the campus, and will make available such goods as are required to fulfill these needs.

The responsibility for determining sources, quality, price and supply of goods for sale in the Rowan University Bookstore will rest with the Director and Assistant Director of the Store.

The Rowan University Bookstore will maintain liaison with the faculty and the administration of the University and its customers in order to determine and/or refine the types of merchandise sold, thus keeping the merchandising activity of the Bookstore in step with the changing needs of the University.

The pricing of merchandise will be consistent with established practices in college bookstores and both comparative and competitive with prices in the general marketplace.

The Rowan University Bookstore will not use its association with the University to compete unfairly with local merchants in the private sector.
The selection and change of vendors/suppliers will be the sole responsibility of the Rowan University Bookstore. The Rowan University Bookstore will search the markets to obtain for each dollar the maximum value consistent with availability and acceptable quality.

In its merchandising activity the Bookstore will maintain an impartial, non-sectarian posture, and will oppose pressure, prohibition, or censorship that would tend to inhibit the freedom of the searching mind to seek out truth, doctrine, commentary, or opinion. The selling operation of the Store will generally be according to the accepted principles of a self-service operation. The majority of merchandise lines will, therefore, be selected with a view to their being appropriate for self-selection by customers.

**Merchandising Procedures**

**Hours of Operation**

| First Week of Fall and Spring Semesters | Monday, Tuesday, Wednesday, Thursday | 9:00 am - 9:00 pm |
| Normal Semester Hours | Monday, Tuesday, Wednesday, Thursday | 9:00 am - 7:00 pm |
| | Friday | 9:00 am - 5:00 pm |
| | Saturday | 11:00 am - 3:00 pm |
| During Semester Breaks | Monday through Friday | 9:00 am - 5:00 pm |
| Summer Hours | Monday through Thursday | 7:30 am - 5:00 pm |
| State Holidays | Closed |

| Camden Store Regular Hours | Monday through Thursday | 8:30 am - 5:30 pm |
| | Friday | 8:00 am - 6:00 pm |
| Camden Store Book Rush Hours | Monday through Thursday | 8:00 am - 8:00 pm |
| | Friday | 8:00 am - 6:00 pm |
| | Saturday | 10:00 am - 4:00 pm |
| Camden Summer Session | Monday through Thursday | 8:00 am - 4:00 pm |

Under the judgment of the Vice President for Administration, the Rowan University Bookstore may be open for business on special occasions such as Sunday "Open Houses" and move-in days for freshmen.

**Staff Coverage on Sales Floor**

There will always be staff coverage on the sales floor while the Rowan University Bookstore is open for business. Normally, the Rowan University Bookstore has a clerk in the clothing, art and supplies, textbook and gift departments available for customer assistance. A cashier is always on duty. Normally, the Store Director and Assistant Director and Operations Supervisor and Head Clerk are also present while the Rowan University Bookstore is open for business.
Customer Complaints

Customer complaints are to be addressed to the Rowan University Bookstore Director and Assistant Director in writing or verbally. All complaints will be investigated and acted upon accordingly by the Rowan University Bookstore Director.

First Aid

All medical emergencies that occur in the Rowan University Bookstore to a University student or employee will be handled by the University Student Health Center.

Fire and Emergencies

In the event of a fire, the Public Safety Office and Glassboro Fire Department will be notified immediately. Other emergencies will be handled accordingly and Public Safety will be contacted.

Buying Authority

The responsibility for determining sources, quality, price and supply of goods for sale in the Rowan University Bookstore will rest with the Director and Assistant Director.

Vendor Representatives

The selection and change of vendors/suppliers for resale merchandise will be the sole responsibility of the Rowan University Bookstore.

Acceptance of Premiums and Gifts

In its merchandising activity the Rowan University Bookstore will maintain an impartial, non-sectarian posture, and will oppose pressure, gifts, incentives, prohibition, or censorship that would tend to inhibit the freedom of the searching mind to seek out truth, doctrine, commentary, or opinion.

21.01.3 PERSONNEL POLICY AND PROCEDURES

The Rowan University Bookstore will maintain a staff of sufficient size and competence to conduct the business of the Bookstore efficiently in accordance with the stated policies.
The Rowan University Bookstore staff will be employees of Rowan University and will be employed under the terms and conditions in force for University employees within the State of New Jersey Civil Service System.

The Rowan University Bookstore Director will maintain a program of staff development with the object of increasing staff participation and encouraging pride and self-fulfillment in the individual.

Safety

All employees are instructed to follow common sense procedures while working throughout the Rowan University Bookstore. Proper attention should be given in correctly using ladders and the lifting of heavy objects.

The Rowan University Bookstore Director will take all possible measures to protect, maintain, and develop the safety and working conditions of the Rowan University Bookstore staff.

21.01.4 SYSTEMS POLICY AND PROCEDURES

The Rowan University Bookstore will develop and maintain systems adequate for the tracking, measurement, and control of the business in order to maximize the efficiency and security of the operation.

The accounting system will account for all monies and merchandise coming into the Rowan University Bookstore, held in the Rowan University Bookstore, and leaving the Rowan University Bookstore.

The accounting system will ensure the accurate and responsible tracking, recording, and controlling of all Rowan University Bookstore funds, inventory, properties and other assets and the recording of the discharge of financial obligations.

All accounting records and documents will be retained securely and in accordance with legal requirements.

Certification of invoices for payment upon proof of receipt of goods/services shall be the responsibility of the Rowan University Bookstore Director.

The Rowan University Bookstore will account for the business using the retail system of inventory valuation.

Purchasing

General supplies, textbooks and items to be resold by the Rowan University Bookstore are purchased on a Rowan University Bookstore Purchase Order (see Exhibit 21.01-1). Other items
such as equipment, office products and capital project equipment are purchased through the
University's Purchasing Office, utilizing the University's purchasing systems.

Textbook purchase order forms are computer generated and have their own number series by the
term, the year and the course number. One is sent electronically to the publisher, a second copy
is used in shipping/receiving and a third copy is to be attached to the publisher's invoice and
processed for payment (see Exhibit 21.01-2). A copy is kept in the office files.

Non-retail purchases are done on a two-part Rowan University Bookstore purchase order in
which copy one is mailed to the vendor and copy two is used as a receiving sheet and the
vendor's invoice is attached for payment process (see Exhibit 21.01-1).

Receiving

The Rowan University Bookstore will inspect at the time of delivery all goods and merchandise
for defects and damages. All damaged goods will be noted on the packing slip. All collect
shipments will be handled by the Rowan University Bookstore Director and Assistant Director or
Operations Supervisor. If under $150, non-retail is paid by MDV; if over $150, is paid by
requisition (see Exhibit 21.01-3).

Merchandise that is delivered without a receipt will be recorded accurately on the receiving log
(see Exhibit 21.01-4).

All textbook deliveries will be recorded on the receiving sheet in the receiving book showing
date, number of cartons and receiver's initials (see Exhibit 21.01-5).

All merchandise deliveries by freight lines will be delivered with a bill of lading. This bill must
be signed, carton quantity checked and circled and dated by the receiver (see Exhibit 21.01-6).

On UPS deliveries a copy of the bill of lading will be received electronically.

Textbooks will be delivered to the Textbook Department work area and non-book merchandise
will be delivered to the storage room for pricing.

Pricing

The retail pricing method will be used in pricing all merchandise as follows:

<table>
<thead>
<tr>
<th>Department</th>
<th>Gross Margin</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Computers</td>
<td>6% (cost.94)</td>
</tr>
<tr>
<td>2. Miscellaneous</td>
<td>33% (cost.667)</td>
</tr>
<tr>
<td>3. School/art</td>
<td>45% (cost.55)</td>
</tr>
<tr>
<td>4. Clothing</td>
<td>45% (cost.55)</td>
</tr>
</tbody>
</table>
5. Food 20% (cost.80)
6. Gifts 50% (cost.50)
7. Cards/stationery 50% (cost.50)
8. General books 40% (cost.60)
9. Used books 33% (cost.67)
10. New books 25% (cost.75)
11. Greek 44% (cost.56)

Invoice Certification

All textbook invoices will be checked for accuracy by the appropriate buyer (Director, Assistant Director, Operations Supervisor) when he/she receives them on the computerized textbook system. The Accounts Payable Clerk will double check all invoices for accuracy before payment is made.

Payment Authorization

After the Assistant Director checks all invoices for accuracy, he/she will forward them to the Accounts Payable Clerk, who will begin to process the invoice for payment as follows:

- The purchase order & invoice must be matched.
- The Invoice is stamped for payment & signed by the Assistant Director.
- A vendor number is written on each invoice and the subcode for payment is designated.
- On non-book merchandise, packing slips must be matched with invoices to verify that the goods were received and in the proper quantities and items. These invoices are then stamped for payment and signed by the Director.
- The invoices are written up on a batch coversheet.
- Batch coversheets and invoices are copied.
- Original batch cover sheets and original invoices are forwarded to the university’s Accounts Payable.

Cash Register Sales Verification

At the end of the cashier's shift he/she will count the register drawer and enter the figures on the daily cash reconciliation report (see Exhibit 21.01-7). The drawer is also checked by the Head Clerk for accuracy and readied for the deposit.

Safe Verification

The Head Clerk will complete and maintain the Weekly Cash Reconciliation Report (see Exhibit 21.01-8).
Cash Deposits

The Head Clerk sorts and counts by denominations all cash, checks, visa/mac, money orders, prepares the bank deposit slip (see Exhibit 21.01-9 and verifies the figures for accuracy. The Daily Transmittal Of Receipts form (see Exhibit 21.01-10) is then completed and forwarded to General Accounting and Revenue.

Special Deposits

The Head Clerk prepares all special deposits (Example: commission checks, vocational rehab checks, commission for the blind, etc.) A Special Deposit Report will be completed (see Exhibit 21.01-11).

Accounts Receivable

The Head Clerk will maintain a file of accounts receivable by completing a Rowan University Bookstore Invoice (see Exhibit 21.01-12) and a Departmental Charge Authorization Form (see Exhibit 21.01-13) on all merchandise that is charged at the Bookstore. This file must be kept up to date and statements (see Exhibit 21.01-14) mailed monthly.

Department Charges

University departments wishing to purchase merchandise must have a signed and completed Departmental Charge Authorization Form.

Sales Reports

The Head Clerk will complete the Daily Cash Report (see Exhibit 21.01-15) and provide for review and signature by the Rowan University Bookstore Director the Daily Summary and the Monthly Sales Report.

Textbook Adoptions

Faculty planning to use textbooks for their classes are required to submit a Textbook Adoption Form (see Exhibit 21.01-16) to the Rowan University Bookstore. The deadlines are April 1 for summer classes, April 15 for fall, and November 1 for spring classes. The Rowan University Bookstore will process all orders in an expedient and accurate manner to ensure that books are present for the start of classes. If a delay or problem is expected with an order, a notice form will be sent to the faculty member (see Exhibit 21.01-17).
Textbook Reservation Service

The bookstore provides a free Textbook Reservation Service. Students provide a copy of their class schedules, indicating whether they prefer new or used books. The bookstore pulls their books and has the package waiting for their arrival on campus. (see Exhibit 21.01-18).

Shipping/Returns to Vendors

Return of textbooks to the respective publishers for credit will be done at least three times a year. The process will start approximately the last week of November for fall books, the first week of April for spring books, and the second week of July for summer books.

Some publishers require permission before returning their books for credit. To accomplish this a Return Request Form is created (see Exhibit 21.01-19) and mailed to the publisher approximately two weeks before returns start. One copy of this form is kept in the return request book to be matched with the permission letter from the publisher. After permission is received, book price tags are removed and carefully packed to avoid damage. A Charge Back Form is then printed (see Exhibit 21.01-20) and is enclosed with the textbook return. A copy is kept in the returns book to be matched and reconciled when the credit memo arrives from the publisher.

If there is a discrepancy between the credit memo and our charge back, a discrepancy form is completed and mailed to the publisher (see Exhibit 21.01-21).

Shipping of textbooks and merchandise will be sent United Parcel Service (UPS) or Federal Express under two hundred pounds and freight over two hundred pounds. This process allows the most economical method to control shipping charges. In addition, proof of delivery and tracing shipments information can be supplied as needed.

Inventory

Inventory will be performed near the end of the fiscal year, the third Friday in June. An independent and reputable inventory firm will conduct the process. All merchandise will be counted showing the department, quantity, cost and retail amounts (see Exhibit 21.01-22).

This information will be supplied to the University Auditor and the accounting firm hired by Rowan University.

Cashiering

All cashiers will start the shift with $100 in cash/coin. Financial Aid will be deposited into the Debit Card, which can be used in the Bookstore or throughout the campus.
Cash, checks, Debit Card, money orders, Visa, MasterCard, Discover, and American Express will be accepted as payment for merchandise in the Rowan University Bookstore.

The cashier will accurately enter all transactions that transpire on his/her shift. If a mistake occurs, the cashier will ring out the sale, void the sale, staple the void slip to the incorrect sales slip and put it into the cash drawer, then re-enter the correct sale.

At the end of his/her shift the cashier will reconcile the cash drawer and the amounts collected will be recorded on a daily reconciliation report. The Head Clerk will also reconcile the drawer and prepare the amounts for the bank deposit.

**Refunds/Book Buy-Backs**

A customer is entitled to a refund if they meet the conditions on the official Rowan University Bookstore Refund Policy (see Exhibit 21.01-23). The Rowan University Bookstore Book Buy-Back/Refund Form (see Exhibit 21.01-24) will be used and the amount of the refund will be entered into the refund register for accountability. Some items are not returnable.

Book buy-backs are performed daily and on a computerized textbook buy-back program. The Book Buy-Back/Refund Form will be utilized and entered into the Book Buy-Back register for accountability.

During the first week of the semester and during finals week for fall and spring semester, a professional book buyer from a reputable firm will handle the buy-backs due to volume.

**Desk Copies**

Desk copies are supplied to faculty members if their Publisher Desk Copy Request Form (see Exhibit 21.01-25) has been sent and not arrived. They are to be paid for and when the publisher's desk copy arrives, they are entitled to a full refund.

**Camden Store**

*The Rowan University Camden store is run by Barnes and Noble. For books, supplies, and other teaching material, contact them directly.*

**Off-Campus Class Locations**

Textbooks for classes held at any off-campus location will be handled through the UPS order fulfillment system.

During the summer sessions, due to the brevity of the courses (five weeks), the textbooks will be delivered in person by the Rowan University Bookstore and sold the first or second day of classes with the professor's approval.
Contracted Services

At the start of the fall and spring semesters the Rowan University Bookstore has need for additional supervisors, cashiers, refund clerks, customer service and textbook clerks to cover all the stations for book rush.

The Rowan University Bookstore utilizes the best temporary agency possible within the legal bidding process performed by the Purchasing Department on campus.

Faculty Produced Teaching Material

Faculty wishing to use their own teaching material in class can submit the material to the Rowan University Bookstore on a Faculty-Produced Teaching Material Form (see Exhibit 21.01-26) along with the Printing Requisition Form (see Exhibit 21.01-27). The Rowan University Bookstore will deliver the material to the campus Duplicating Center for binding and collation and sell the material like other University textbooks to students.