

PERSONAL DISCOUNT POLICY

(Head Office, Customer Services and UK/Ireland Stores)

SUMMARY

This document has the full Personal Discount policy and procedures. It includes the discount that you are entitled to, your allowance and details on how to make your purchases. It also contains the company policy on Personal Discount, which you must adhere to.

POLICY

Jack Wills has always had a generous discount allowance for all employees. The limit you are entitled to will depend on your contract. Full details can be found on page 3.

Please ensure you have read this document before making any purchases so that you fully understand the terms of your Personal Discount.

Personal Discount Overview

Each quarter all employees will receive a discount allowance card, where you can track your spend. All employees will receive a flat rate discount of 60% to use for themselves and their friends and family. A list of premium items will be communicated at the start of the season of any items that cannot be purchased at 60% discount. Every time you make a purchase, the transaction will be linked to you on the system via the single customer view function on our tills.

Premium Items

Some items will still be classified as 'premium' where no discount can be offered.

Re-selling Items:

Items purchased on Personal Discount, or any other staff discount benefit (including any sample sales) for the purpose of re-selling and gaining profit is prohibited.

Items cannot be re-sold under any circumstance (for example, on E-Bay, online, markets). Disciplinary action will be instigated if individuals are found to be reselling items through any channel.



Key terms of Discount:

- Any abuse of discount is classified as gross misconduct.
- Personal discount cannot be used in conjunction with any other offer.
- Personal discount cannot be used for gift vouchers.
- Items purchased on personal discount cannot be refunded, exchanged or returned unless they are faulty.
- Staff may not process their own personal discount sale.
- Items cannot be borrowed or taken from the store without being paid for.
- Items must be paid for in full on the day, before wearing them.
- All items purchased must be placed in a Jack Wills carrier bag.
- Store staff may only purchase in their own store, except Outlet staff who may purchase in a specific nominated full price store or receive discount in their Outlet store.
- Head Office employees can purchase from any UK store, excluding pop ups and concessions.
- Head Office employees cannot use their personal discount in our Outlet stores, although staff can purchase discounted stock in Outlets as per the general public.
- Head Office employees will sign for their Discount Card from reception at Head Office. Store employees will sign for their cards in store, and the Store Manager will distribute them. Employees in the Customer Services Department will sign for their Discount Card from their Customer Service Manager.
- Discount cards, which are lost or misplaced, will not be replaced until the following quarter.
- Premium items may not be purchased using personal discount.
- It is advisable to keep all receipts in the event of an audit query.
- Personal Discount will cease when employment ends.
- Employees on probation will have their card updated at the end of their probationary period with their new allowance. This will be authorized by their Line Manager. The amount already spent in that quarter will be taken off from the new allowance.

ALLOWANCE

Head Office / Customer Services / UK & Ireland Store Staff Allowance:

Contract	Personal Discount
Full time employees: Contracted to work 32 hours or more	£1000 for personal use at original price, per quarter
Part time employees: contracted to work 31 hours or less	£500 for personal use at original price, per quarter
Probation period: Full Time / 32 hours or more	£500 for personal use at original prices,
Probation period: Part Time / less than 32 hours	£250 for personal use at original prices.

Contractors/Freelancers/Agency Staff Allowance:

	Personal Discount
Contractors / Freelancers / Agency - Full Time / 32 hours	£500 for personal use at original prices,
Contractors / Freelancers / Agency – less than 32 hours	£250 for personal use at original prices.

Eligibility criteria for all contractors is that they must have completed a minimum of 13 weeks service with Jack Wills at the start of the quarter.

PURCHASING PROCEDURE

Personal Discount Cards

To be able to take advantage of your personal discount you must get your card from either your Store Manager or Reception (HO).

Each card will have your: Name, Store / Department, Employee Number and allowance.

Store	Amount Spent	Staff Initial	Amount Left

STAFF DISCOUNT TRACKER Q1 2014
Name:
Employee Number:
Store/Dept:
Discount limit: £

*Discount limit, amount spent and amount left are all at full price
**Staff Initial is the employee processing the sale through the till

MAKING A PURCHASE IN STORE

Store Employees using Personal Discount

- The store manager will complete their teams personal discount card with their name, employee number and allowance.
- Store staff can only use their personal discount card to make purchases from their own store, with the exception of Outlet Stores who may purchase from their own store and an agreed full price store (The area manager will agree this with the individual Outlet store manager)
- Staff purchases should be made outside of your shift. If a purchase is made prior to a shift, when leaving you should show your items to your manager.
- A member of the management team must process the purchase.
- All sales must be logged on the individuals Personal Discount card and initialed by the person authorizing the transaction.
- You will keep a running total of your total spend on your Personal Discount card and it is your responsibility to ensure you do not go over your personal allowance.
- You must not go over your personal discount allowance this is recorded via the Single Customer View and will be audited.
- All transactions will be placed on Single Customer View and will be audited to avoid abuse.

Head Office / Customer Services using Personal Discount

- Purchases can be made from any full price store in the UK & Ireland.
- ID must be provided before the transaction proceeds, this should be either a Jack Wills ID card, current pay slip (obtainable through ADP Self Service) or in exceptional circumstances a signed letter from HR.
- Please be sensitive of the needs of the store; **do not make purchases during peak periods** and acknowledge that customers come first.
- Avoid weekends between 12pm – 4pm. If the store is busy your will need to wait for your sale to be processed.
- If the item you want to purchase is a bestseller, please consider ordering this via Customer Services so stores are not left short of sizes and can maximize full price sales.
- A member of the management team must process staff purchases made in store; if a manager is not present then your sale cannot be processed. We suggest you contact the store prior, to confirm if a manager will be present.
- You must not go over your personal discount allowance. This is recorded via the Single Customer View and will be audited.
- The manager authorizing the sale will record the amount spent and put their initials in your personal discount card.
- You will keep a running total of your total spend on your Personal Discount card and it is your responsibility to ensure you do not go over your personal allowance.
- All transactions will be placed on Single Customer View and will be audited to avoid abuse.

HO using Personal Discount from Customer Services

- Complete the Staff Sale Request Form filling in the item/s you want, size etc.
- Send the form to staffsales@jackwills.com
- Only card payments are acceptable, Customer Services will contact you to collect your card details over the phone.
- Purchases cannot be made at Customer Services in person.
- Customer Services purchases are delivered to either Head Office or Customer Services, depending, where you are based.
- Customer Services purchases are fulfilled from stock in the warehouse, not the in store stock. Therefore it's a good idea to place your order early in the season when stock availability is high to avoid disappointment of the stock not being available to purchase.
- Customer Services aims to process orders made before 12pm Monday by end of day Wednesday and orders made before 12pm Wednesday to be processed by end of day Friday. This will be less frequent and take longer in peak trade periods.
- Your card will be handed in to reception when the order is placed and the total spend will be added to your card, you will be given your parcel and completed card back together, when collecting from reception.

Staff Sales Request Form:



Staff Sale Request Form

Please complete this form when placing a staff order through Mail Order
The form can be used by Head Office/Mail Order/DC/Store Managers/Assistant Managers
Please complete all the pink boxes below
You will be contacted by a member of the Customer Service Team to take your card details, so please leave a suitable contact number

Date	
Full Name	
Employee number	
Email Address	
Extension	
Mobile no	

Style Name	Colour	Size

Please email your form to StaffSales@JackWills.com

You will be contacted by the customer service team to take your payment details