



Here's how to...

Report Cold Stone Creamery Sales Using the Sales Reporting Interface

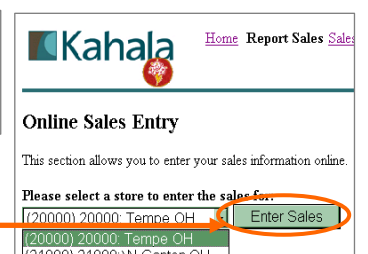
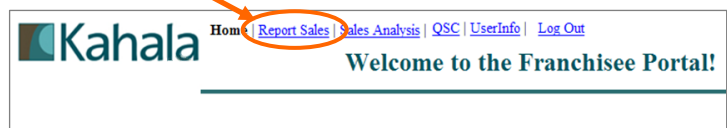
Historical Sales
Access sales data prior to January 1, 2008, by clicking the **Historical Sales** button on Creamery Connection.

To report your sales to Kahala—whether your Point of Sale (POS) system reports your sales online **automatically**, or your POS system requires that you must enter your sales **manually**—follow the steps and schedule below. You are required to report sales **weekly**, but it is a great practice for you to monitor your reported sales **daily**.

For Co-Brand locations with the weeks ending on different days, we *highly recommend* that you identify, separate and report Co-Brand sales daily.

<p>Reporting Schedule</p> <p><i>for entering, verifying or correcting online sales reported</i></p>	<p>All stores must report sales according to this schedule: Cold Stone Creamery week starts on Wednesday (Wed – Tues) report sales by the following Monday</p> <p>For any period in which sales have not been reported, Kahala will estimate the sales and charge fines and royalties accordingly. Stores have 6 days after the week ends to adjust sales before the sales are locked. Once locked, you will need to contact your Kahala account rep to make further changes.</p>
<p>Verify</p>	<p>Even though POS systems in most stores send sales information regularly and automatically to Kahala headquarters, it is important for you to verify your daily sales to ensure they are reported correctly. Sometimes, for example, an issue such as a register malfunction may lead to incorrect or missing sales, in which case you must correct the sales manually or enter the missing sales.</p>
<p>for Store Closures</p>	<p>You are responsible for verifying or marking your store as “closed” in the case of holidays, weekends, catastrophes, etc. If a store is closed, the closure must be reported to avoid estimates and fines.</p>
<p>Accessing Sales Reporting on Creamery Connection</p> <p><i>If your store list is empty, contact your Kahala account rep</i></p>	<p>To access the online Sales Reporting Interface follow the steps below:</p> <ol style="list-style-type: none"> From Creamery Connection (https://franchisee.coldstonecreamery.com), select Sales Reporting from the menu on the left Click the Sales Reporting button to open the Kahala Franchisee Portal Select Report Sales from the top menu to display the list of all store numbers linked to your account Select the store for which you are entering sales and click the Enter Sales button to open a screen with sales <i>editing</i> and <i>viewing</i> options (note: editing screens vary, depending on the brand) At the screen displaying the list of reporting periods and sales, note that periods with missing sales are labeled with est (estimated). You will be required to report sales (click on Edit link) for reporting periods that contain “est” before being allowed to enter sales for other periods. Select View to view sales for a period.

Co-Brand Sales Week
Note that the Co-brand sales week for reporting purposes is **Mon-Sun** (vs. Wed-Tues for non-co-brand locations).



Report Sales

	Period End	Sales
View	08/24/2010	
View	08/17/2010	
View	08/10/2010	
View	08/03/2010	\$5462.66
View	07/27/2010	\$6067.76
View	07/20/2010	\$5782.93
View	07/13/2010	\$6318.04
View	07/06/2010	\$5294.83
Edit	06/29/2010	est
Edit	06/22/2010	est

Reporting & Adjusting Sales

The sales reporting screen for Cold Stone Creamery looks like this →

Review the sales and enter or correct the data for the item.

Total fields calculate automatically.

Errors made in entering data will be flagged with a red outline (e.g., using a decimal where none is required and vice versa, leaving required fields blank, etc.).

		Wednesday 08/18/2010		Thursday 08/19/2010		Friday 08/20/2010		Saturday 08/21/2010		Sunday 08/22/2010		Monday 08/23/2010		Tuesday 08/24/2010	
		Closed <input type="checkbox"/>		Closed <input type="checkbox"/>		Closed <input type="checkbox"/>		Closed <input type="checkbox"/>		Closed <input type="checkbox"/>		Closed <input type="checkbox"/>		Closed <input type="checkbox"/>	
		#	\$	#	\$	#	\$	#	\$	#	\$	#	\$	#	\$
Like It	1	18	64.50	22	80.70	31	110.55	60	227.40	54	201.90	29	103.65	22	83.10
Love It	2	48	203.50	25	105.05	58	246.40	97	409.75	118	488.40	46	190.30	45	187.55
Gotta Have It	3	7	30.75	9	45.25	8	36.00	21	101.25	14	61.50	2	8.50	8	38.00
Kids Zone	4	37	74.55	38	76.50	50	102.30	89	173.55	65	130.35	26	50.70	22	44.10
Mix-Ins	5	58	10.40	58	11.70	79	14.95	151	17.55	120	16.25	46	10.40	62	9.75
Waffle Products	6	18	10.80	11	6.85	20	11.50	38	21.30	39	23.65	18	11.80	14	9.40
TtIs	7	1	1.35	4	5.40	5	6.75	3	4.05			2	2.70	1	1.35
Dip Products TtIs	8					2	9.98	5	24.95	2	9.98	8	39.92	1	4.99
Specialty TtIs	9	42	197.56	32	162.99	57	238.67	96	390.28	78	310.62	46	207.43	37	157.32
Packaged TtIs	10	11	37.07	11	33.29	23	79.99	44	146.32	23	86.45	15	55.17	13	41.49
Beverages	11	2	11.98	3	20.97	5	26.95	3	21.97	3	8.97	2	5.98	2	24.94
Cake/Pies	12														
Retail	13														
Other	14	8	21.17	8	20.37	8	20.37	3	9.84	13	32.19	11	28.11	5	14.14
Promotions	15														
Adjustments	16														
Total Sales			663.63		569.07		904.41		1548.21		1370.26		714.66		616.13
Discounts	17	0	-1.80	0	-1.70	0	-4.03	0	-2.53	0	-1.13	0	-3.91	0	-7.51
Coupons	18	3	-200.79	10	-179.74	5	-248.32	14	-398.10	5	-314.97	8	-232.98	6	-154.48
-Promotions			-21.17		-20.37		-20.37		-9.84		-32.19		-28.11		-14.14
Total Net Sales		116	439.87	105	367.26	152	631.69	229	1137.74	194	1021.97	107	449.66	100	440.00

Legend

Transaction Count Field: Invalid: Disabled:

for Co-branded Stores Only

Reporting Separated Co-Brand Sales

Verify that the co-brand sales you identified have imported properly. Make corrections as needed.

Co-Brand Sales Week
Remember that the Co-brand sales week for reporting purposes is **Mon-Sun** (vs. Wed-Tues for non-co-brand locations).

Reporting Sales for a Rocky Mountain Chocolate Factory co-branded store

Date	Daily Net Sales	Tran Count	Closed
06/03/2013	51.28	<input type="checkbox"/>	<input type="checkbox"/>
06/04/2013	144.66	<input type="checkbox"/>	<input type="checkbox"/>
06/05/2013	50.64	<input type="checkbox"/>	<input type="checkbox"/>
06/06/2013	29.80	<input type="checkbox"/>	<input type="checkbox"/>
06/07/2013	65.90	<input type="checkbox"/>	<input type="checkbox"/>
06/08/2013	68.94	<input type="checkbox"/>	<input type="checkbox"/>
06/09/2013	27.22	<input type="checkbox"/>	<input type="checkbox"/>

Save

Before you make a final submission, you can review your entries

Transaction Counts

Next to the Total Net Sales input field is a blue field used to report your total transaction count (i.e., the daily number of orders/tickets). If available from your register report, please manually enter this information.

One Final Check

As a final step before submitting sales, a **review screen** will appear to give you one last opportunity to confirm the totals. Review the information. If incorrect, click **Cancel** and re-enter the data. If correct, click the **Submit** button. Once sales have been submitted they are considered "locked," and to make further changes, you will need to contact your Kahala account representative.

New Sales Reports

Several reports are available to you to review and analyze sales data. This data will begin Jan. 1, 2008

To access reports such as **Franchisee Statements** (sales/royalty/advertising data), **Debit Notices**, **Company Rankings**, **Sales Comparisons**, **Month-Over-Month Percentages**, follow these steps:

- Go to the new sales reporting interface
- Select **Sales Analysis** from the top menu to display the list of available reports. Follow the prompts to access reports for your store.



Help!

For **accounting-related** questions, please e-mail acctrep.cs@kahalamgmt.com. For **POS-related** questions, contact the Kahala Help Desk at 877-811-3811 or go to www.poshelpnow.com.