Newport Ski Swap
CASHIER TRAINING

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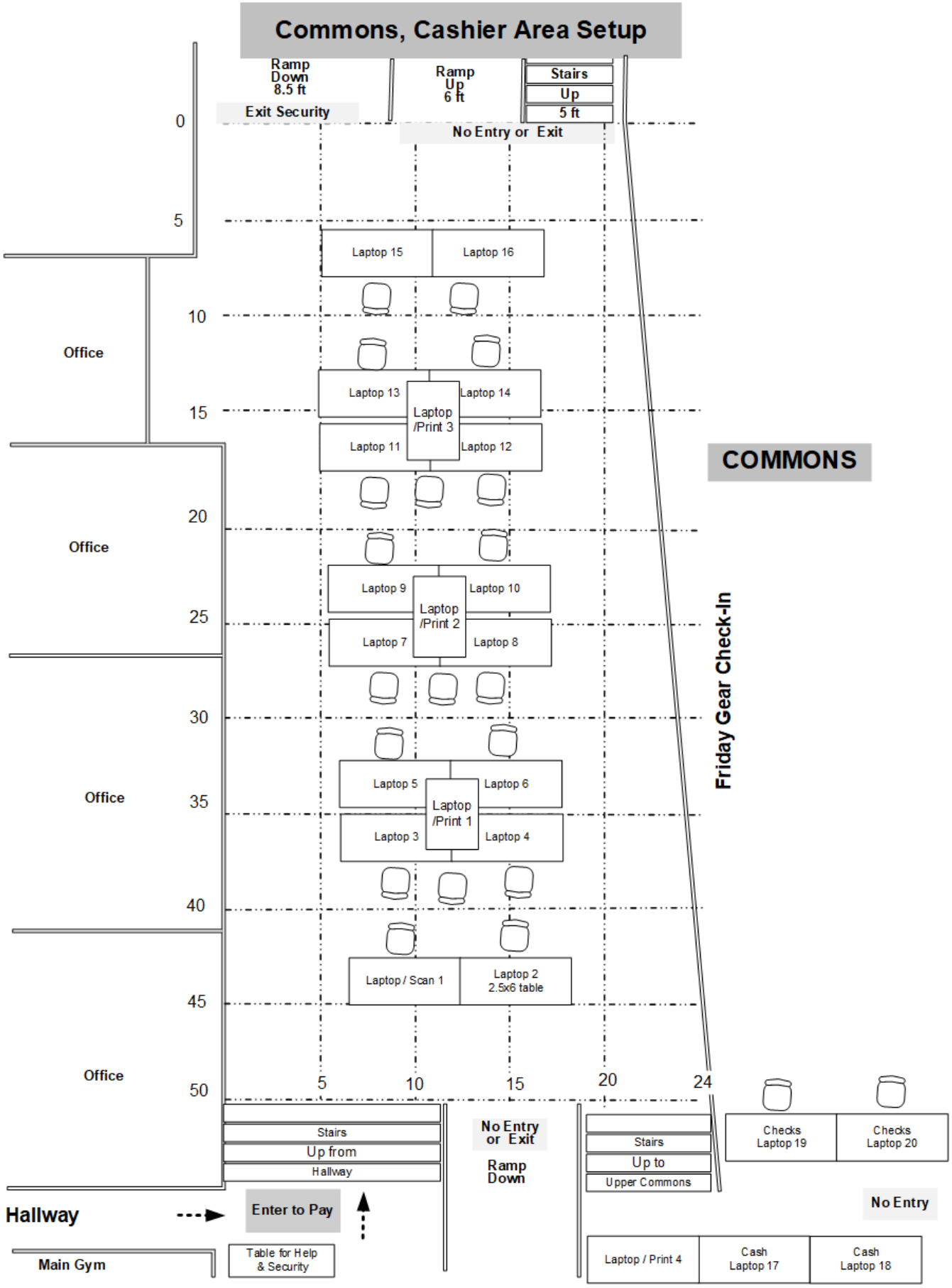
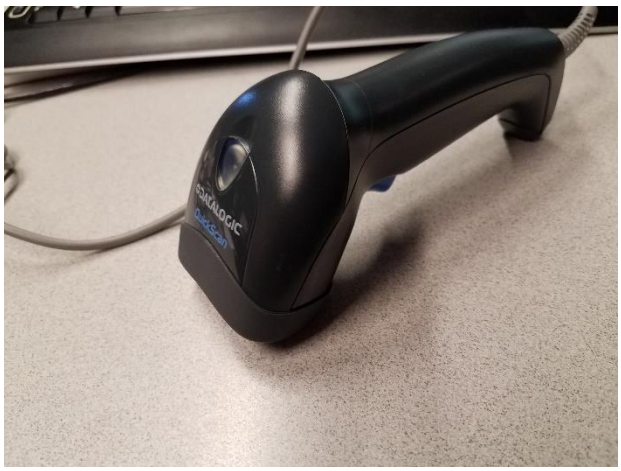

Commons, Cashier Area Setup
Ramp Down 8.5 ft
Exit Security
Ramp Up 6 ft
Stairs Up 5 ft
No Entry or Exit
0
5
10
15
20
25
30
35
40
45
50
Office
Office
Office
Office
Laptop 15
Laptop 16
Laptop 13
Laptop 14
Laptop /Print 3
Laptop 11
Laptop 12
Laptop 9
Laptop 10
Laptop /Print 2
Laptop 7
Laptop 8
Laptop 5
Laptop 6
Laptop /Print 1
Laptop 3
Laptop 4
Laptop / Scan 1
Laptop 2 2.5x6 table
COMMONS
Friday Gear Check-In
5
10
15
20
24
Stairs Up from Hallway
No Entry or Exit
Ramp Down
Stairs Up to Upper Commons
Checks Laptop 19
Checks Laptop 20
No Entry
Hallway
Enter to Pay
Main Gym
Table for Help & Security
Laptop / Print 4
Cash Laptop 17
Cash Laptop 18

Customer Sale 0 – Workstation Startup

- Computer is running, Browser is opened which starts the Application
- Workstation & Print Queue # card taped to the table at your workstation
- Enter ID and Queue once after Computer is booted

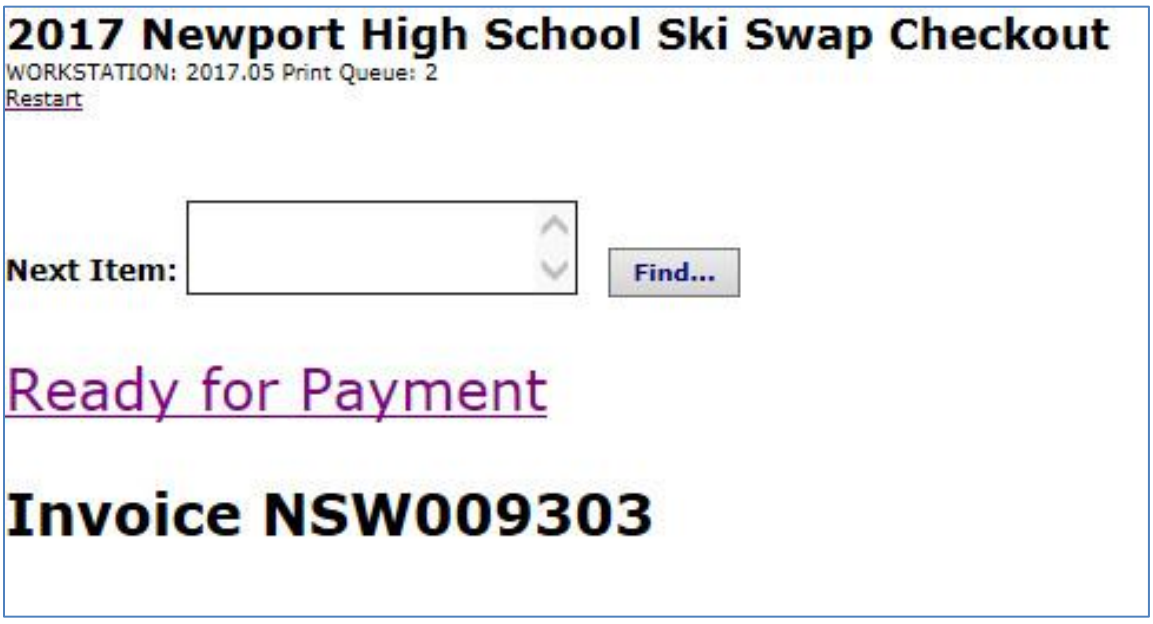


Customer Sale 1a – Start New Invoice

1. When you get a new customer….choose the CREATE NEW INVOICE button

Customer Step 1b – Invoice Ready for Scanning

- A new Invoice was created and is ready for scanning the first item



Customer Sale 2a – Scan first item

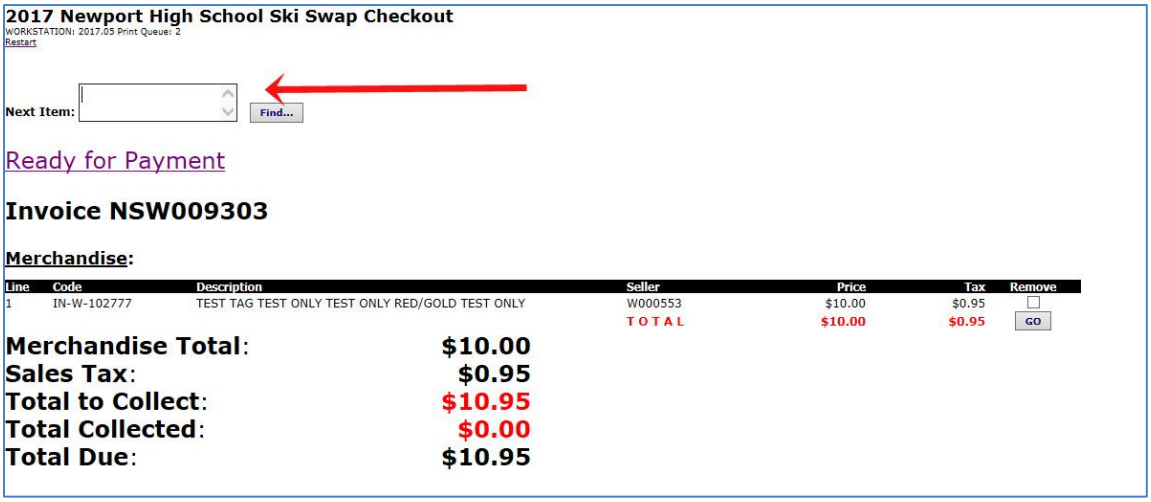
- Be sure cursor is in the box … and SCAN the barcode on the item
    - If the code doesn't scan, Type in the barcode number
- Then choose FIND….
- Item is retrieved and displayed for you to verify

Customer Sale 2b – Retrieve Item Detail from Inventory Database

- If it is correct … click SAVE
    - If not retrieved, type in the barcode number, gear type, manufacturer and model
    - Or if it scanned incorrectly, see Step 2d Remove Item from Invoice then repeat 2a

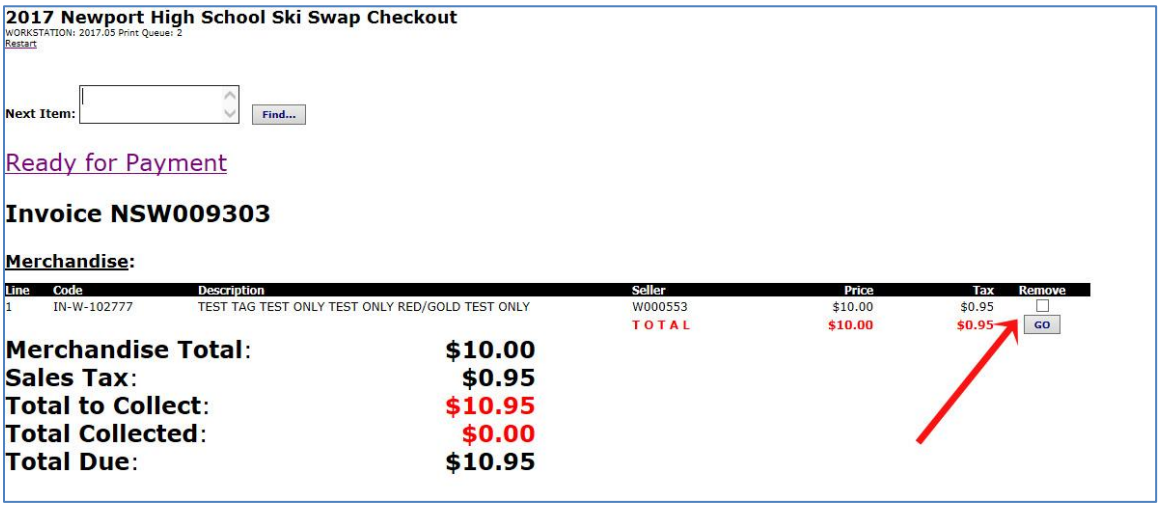
Customer Sale 2c – Scan next item (Repeat for all customer items)

- Scan next Item and Find – see Step 2a
- If correct, Save item – see Step 2b
    - It is added to the Invoice and the Total is updated
    - Ready to scan the next item



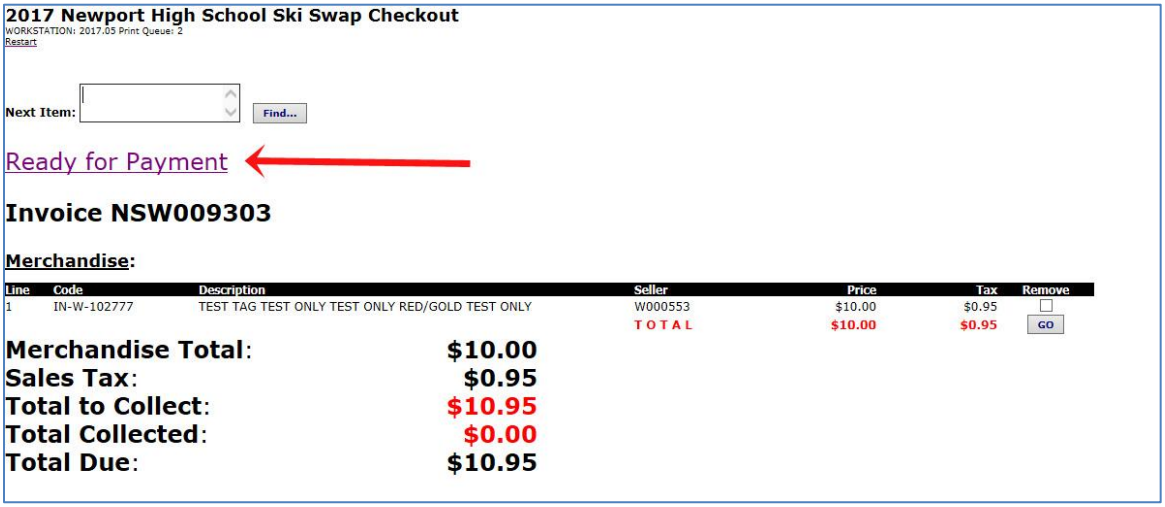
Customer Sale 2d – Remove an item from Invoice

- To Remove an item from the invoice….
- Click in the REMOVE box and click the “GO” button



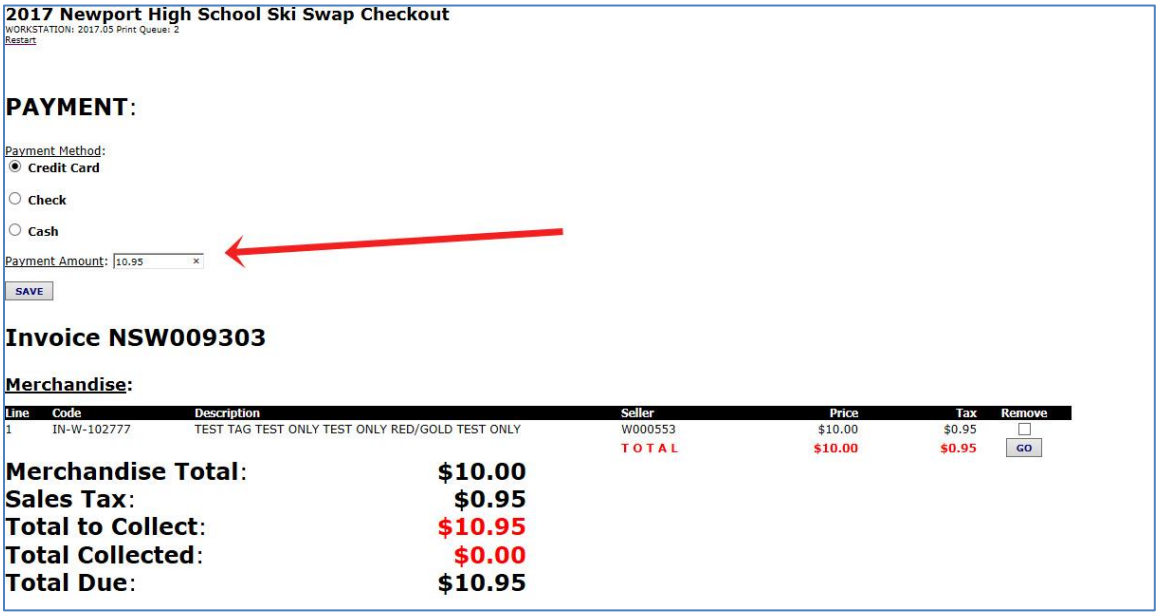
Customer Sale 3a – Finished Scanning Items

- When you don't have any more items to scan
- Click the "READY FOR PAYMENT" link



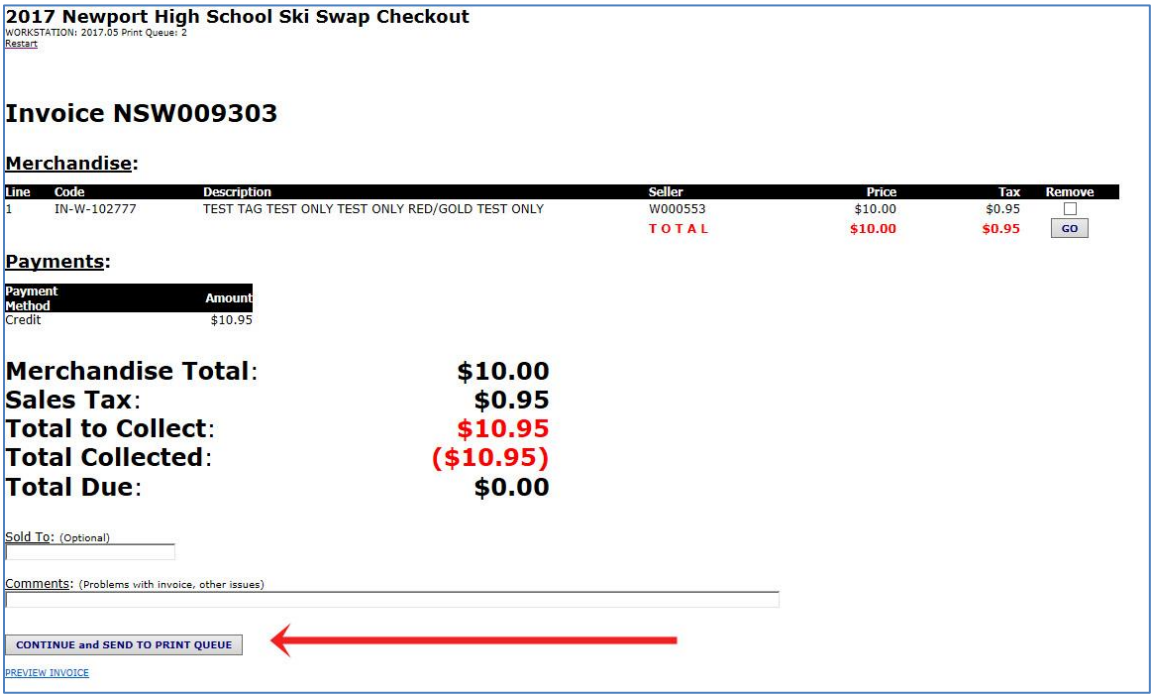
Customer Sale 3b – Select Payment Type

- Select the type of payment
- If not auto-entered, Enter the amount you are collecting
- Click SAVE



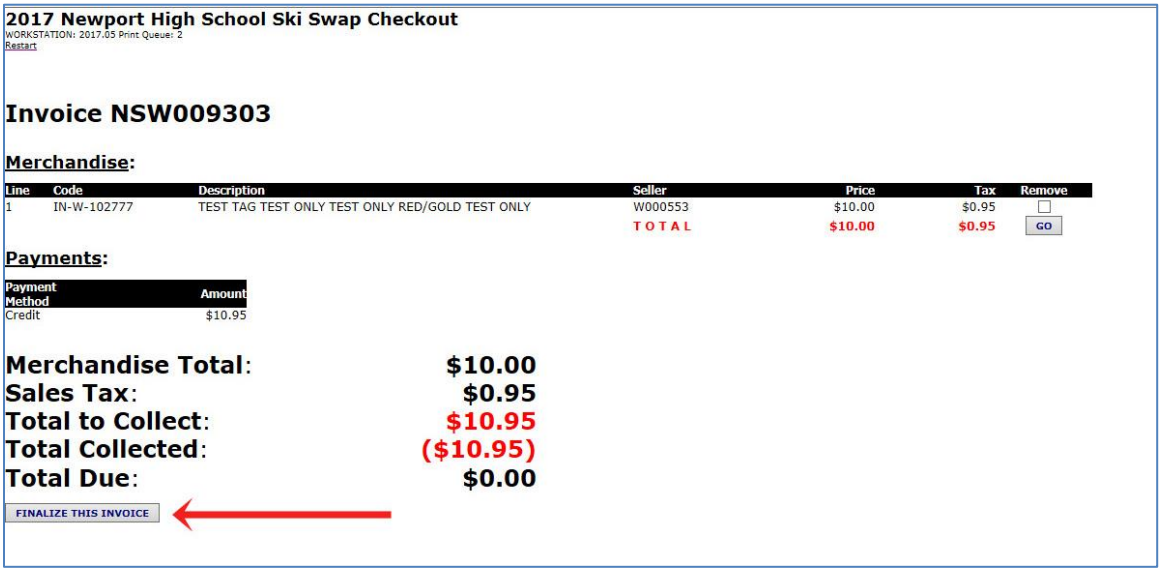
Customer Sale 3c – Take Payment & Print Invoice

- The invoice should balance at this point
    - If there is more than one payment (multiple credit cards, credit card + check, etc.) the system will ask for another payment
- If there were any issues, enter them in Comments for later follow-up
- Otherwise click the CONTINUE AND SEND TO PRINT QUEUE button
    - The invoice will be saved and sent to the Print Queue for a Volunteer to print



Customer Sale 3d – Close the Invoice

- FINALIZE the invoice
- In most cases you can send to print and FINALIZE back-to-back.
- You are now ready for the next customer and invoice.



Customer Sale – Issues / Approaches

Gear has no tag

Flag a Swap Help Volunteer – Help Volunteers do this not Cashiers

- Ask if customer really wants the item
    - If it had a tag, look at floor around you, then sales line path then the Help Desk box, then floor in gear's sale area
    - If there was multiples of this item, Customer and Help quickly find and exchange it
    - If no multiples & they want it, cancel the Invoice, move the customer aside while Help checks lost tags and checks with Snowsports Shops
    - If tag not found and still wanted, the Help Volunteer will check with Help Desk Leaders
- If not resolved, the gear cannot be sold and goes to the inside Help Desk

Tag will not Scan

- Enter Tag Barcode #, Item Type (ski, boot, etc.), Manufacturer, model, size

Tag Scans but is not accepted by database

- Enter Tag Barcode #, Item Type (ski, boot, etc.), Manufacturer, model, size
    - If barcode still not accepted, put it in Comments