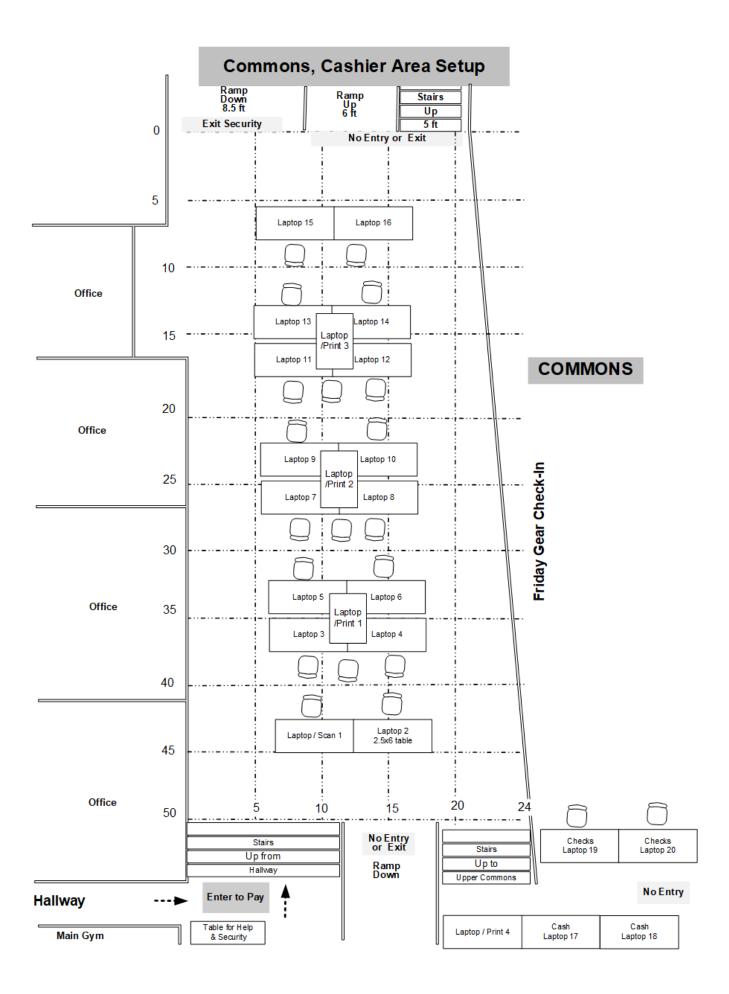
Newport Ski Swap CASHIER TRAINING

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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





\$30

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

	ewport High School Ski Swap Checkout 2017.05 Print Queue: 2
Next Item:	IN-W-102777
Ready	for Payment
Invoi	ce NSW009303

Customer Sale 2b – Retrieve Item Detail from Inventory Database

- If it is correct ... click SAVE
 - o 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

VORKSTATION: 2017.05 Print Queue: lestart	2
BARCODE	IN-W-102777
WHAT	TEST TAG
PRICE	\$10
LINE DESCRIPTION	TEST TAG TEST ONLY TEST ONLY RED/GOLD TEST ONLY
SELLER	W000553
SAVE	
CANCEL this Item	

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
 - o It is added to the Invoice and the Total is updated
 - o Ready to scan the next item

2017 Newport High School Ski Swa WORKSTATION: 2017.05 Print Queue: 2 Restart	ap Checkout			
Next Item:				
Ready for Payment				
Invoice NSW009303				
<u>Merchandise</u> :				7
Line Code Description 1 IN-W-102777 TEST TAG TEST ONLY TE	ST ONLY RED/GOLD TEST ONLY	Seller W000553	\$10.00	\$0.95
		TOTAL	\$10.00	\$0.95 GO
Merchandise Total:	\$10.00			
	\$10.00 \$0.95			
Sales Tax:	\$0.95			
Merchandise Total: Sales Tax: Total to Collect: Total Collected:				

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

2017 Newport High School Ski Sw WORKSTATION: 2017.05 Print Queue: 2 Restart	ap Checkout			
Next Item:				
Ready for Payment				
Invoice NSW009303				
<u>Merchandise</u> :				
Line Code Description 1 IN-W-102777 TEST TAG TEST ONLY T	EST ONLY RED/GOLD TEST ONLY	Seller W000553	\$10.00	\$0.95
		TOTAL	\$10.00	\$0.95
Merchandise Total:	\$10.00			
Sales Tax:	\$0.95			
Total to Collect:	\$10.95			
Total Collected:	\$0.00			
Total Due:	\$10.95			

Customer Sale 3a – Finished Scanning Items

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

2017 Newport High School Ski Sw NORKSTATION: 2017.05 Print Queue: 2 Restart	ap Checkout			
lext Item:				
Ready for Payment				
Invoice NSW009303				
Aerchandise:	EST ONLY RED/GOLD TEST ONLY	Seller W000553	Price \$10.00	Tax Remove \$0.95 □
ine Code Description	EST ONLY RED/GOLD TEST ONLY		Price \$10.00 \$10.00	Tax Remove \$0.95
ne Code Description IN-W-102777 TEST TAG TEST ONLY TI	EST ONLY RED/GOLD TEST ONLY	W000553	\$10.00	\$0.95
ne Code Description IN-W-102777 TEST TAG TEST ONLY TI Merchandise Total:	\$10.00	W000553	\$10.00	\$0.95
ne Code Description IN-W-102777 TEST TAG TEST ONLY TI Merchandise Total: Sales Tax:	\$10.00 \$0.95	W000553	\$10.00	\$0.95
ine Code Description	\$10.00	W000553	\$10.00	\$0.95

Customer Sale 3b – Select Payment Type

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

2017 Newport High School Ski Swa	ap Checkout			
WORKSTATION: 2017.05 Print Queue: 2 Restart				
PAYMENT:				
FAIPENT.				
Payment Method:				
Credit Card				
○ Check				
Cash				
Payment Amount: 10.95 ×				
SAVE				
Invoice NSW009303				
Merchandise:				
A REAL PROPERTY OF A REAL PROPER				
Line Code Description 1 IN-W-102777 TEST TAG TEST ONLY TE	ST ONLY RED/GOLD TEST ONLY	Seller W000553	\$10.00	\$0.95
		TOTAL	\$10.00	\$0.95 GO
Merchandise Total:	\$10.00			
Sales Tax:	\$0.95			
Total to Collect:	\$10.95			
Total Collected:	\$0.00			
Total Due:	\$10.95			

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
 - \circ $\;$ The invoice will be saved and sent to the Print Queue for a Volunteer to print

2017 Newport High School WORKSTATION: 2017.05 Print Queue: 2 Restart	Ski Swap Checkout			
Invoice NSW009303	3			
Merchandise:				
Line Code Description		Seller	Price	Tax Remove
1 IN-W-102777 TEST TAG T	EST ONLY TEST ONLY RED/GOLD TEST ONLY	W000553	\$10.00	\$0.95
		TOTAL	\$10.00	\$0.95 GO
Payments:				
Payment Amount Method				
Credit \$10.95				
	+10.00			
Merchandise Total:	\$10.00			
Sales Tax:	\$0.95			
Total to Collect:	\$10.95			
Total Collected:	(\$10.95)			
Total Due:	\$0.00			
Sold To: (Optional)				
Comments: (Problems with invoice, other issues)			-	
	2			
CONTINUE and SEND TO PRINT QUEUE	←			
PREVIEW INVOICE	Al-2			

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.

2017 Newport High WORKSTATION: 2017.05 Print Queue: 2 Restart	School Ski Swap	Checkout			
Invoice NSW00	9303				
Merchandise:					
	Description TEST TAG TEST ONLY TEST	ONLY RED/GOLD TEST ONLY	Seller W000553 T O T A L	\$10.00 \$10.00	Tax Remove \$0.95
Payments: Payment Method Credit	Amount \$10.95				
Merchandise To Sales Tax:	otal:	\$10.00 \$0.95			
Total to Collect Total Collected		\$10.95 (\$10.95)			
		\$0.00			

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