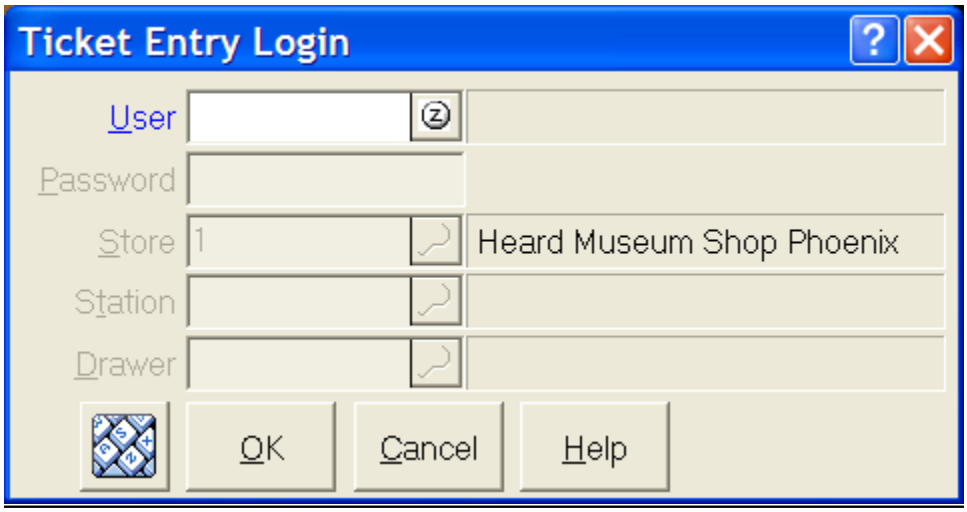
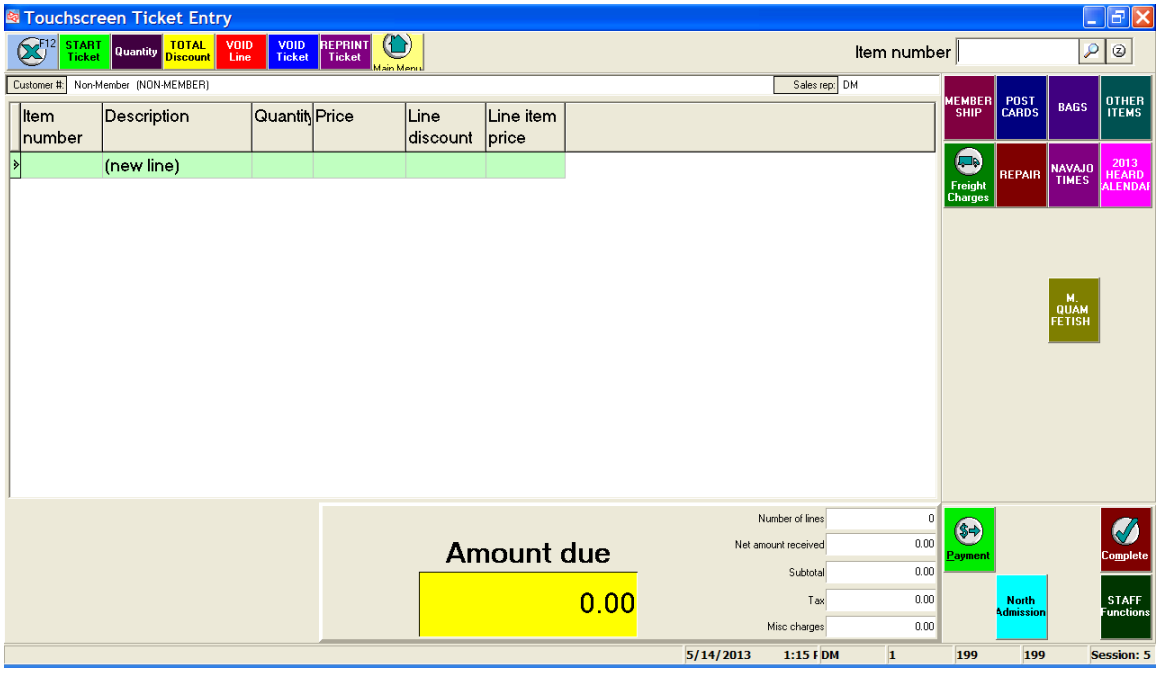
# Volunteer POS (Point of Sale) Training



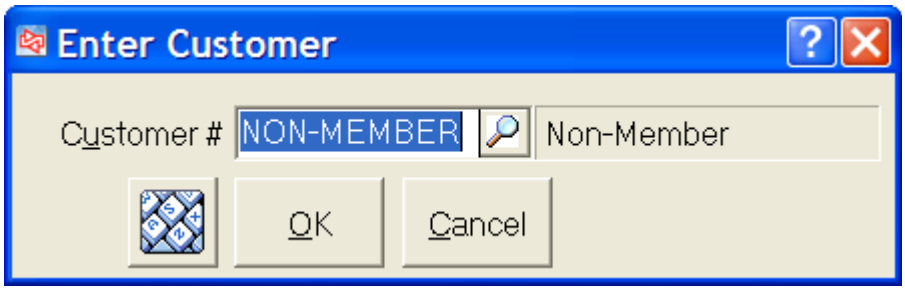

Please enter your login under USER

Please enter your password under PASSWORD




Depress the START TICKET button

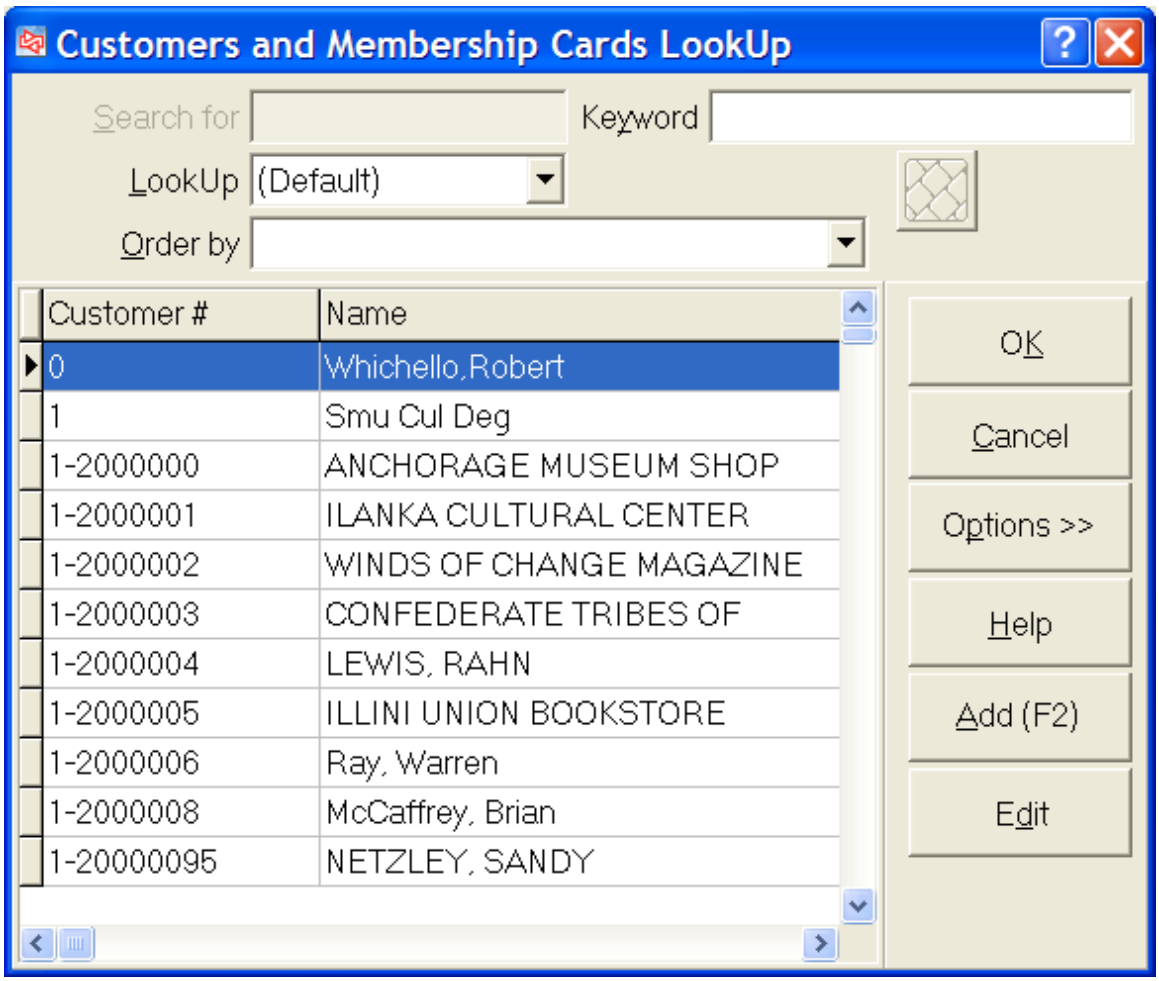
Ask if the customer is a member or not.  If a member, please ask them for their card.



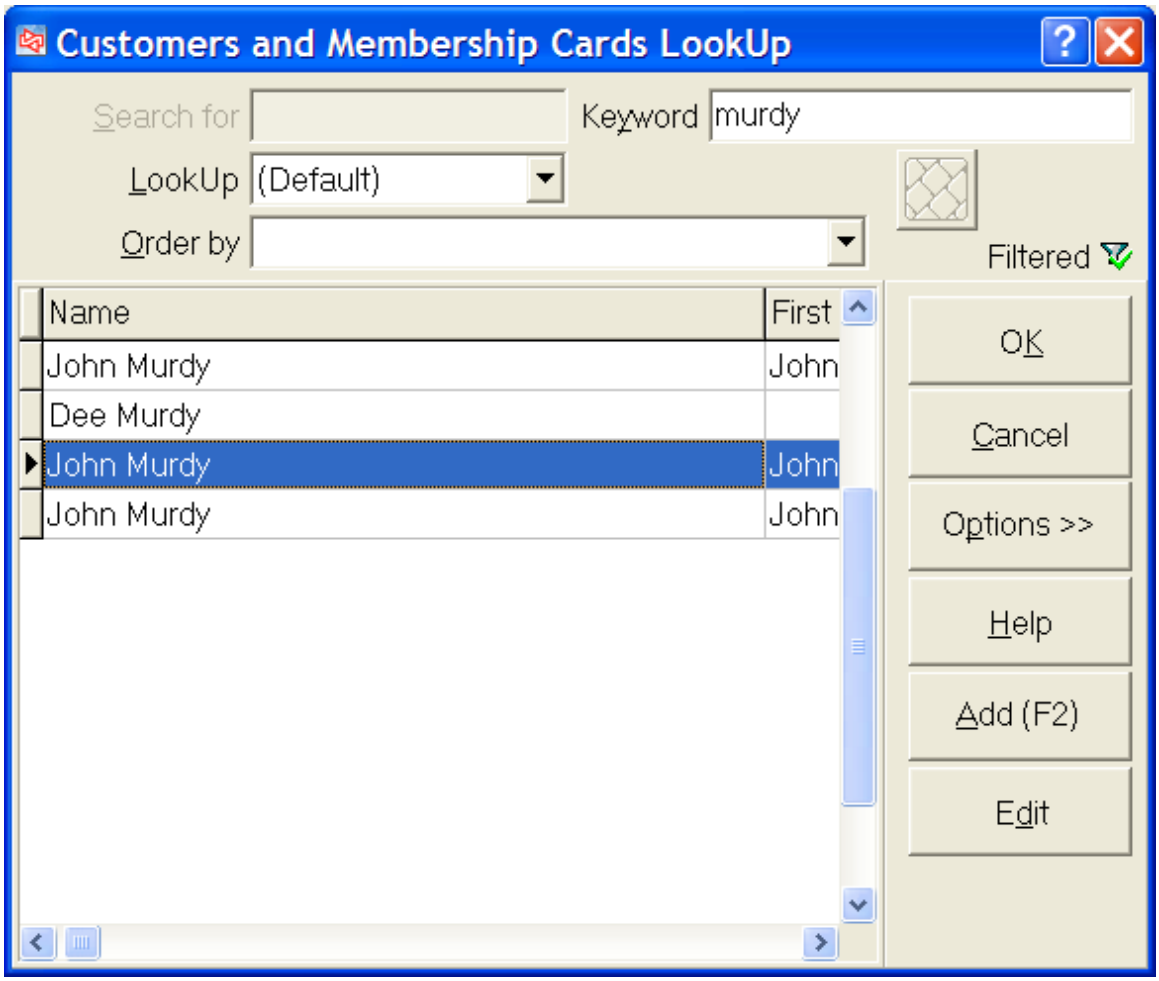

If the customer is a NON MEMBER, simply depress OK.

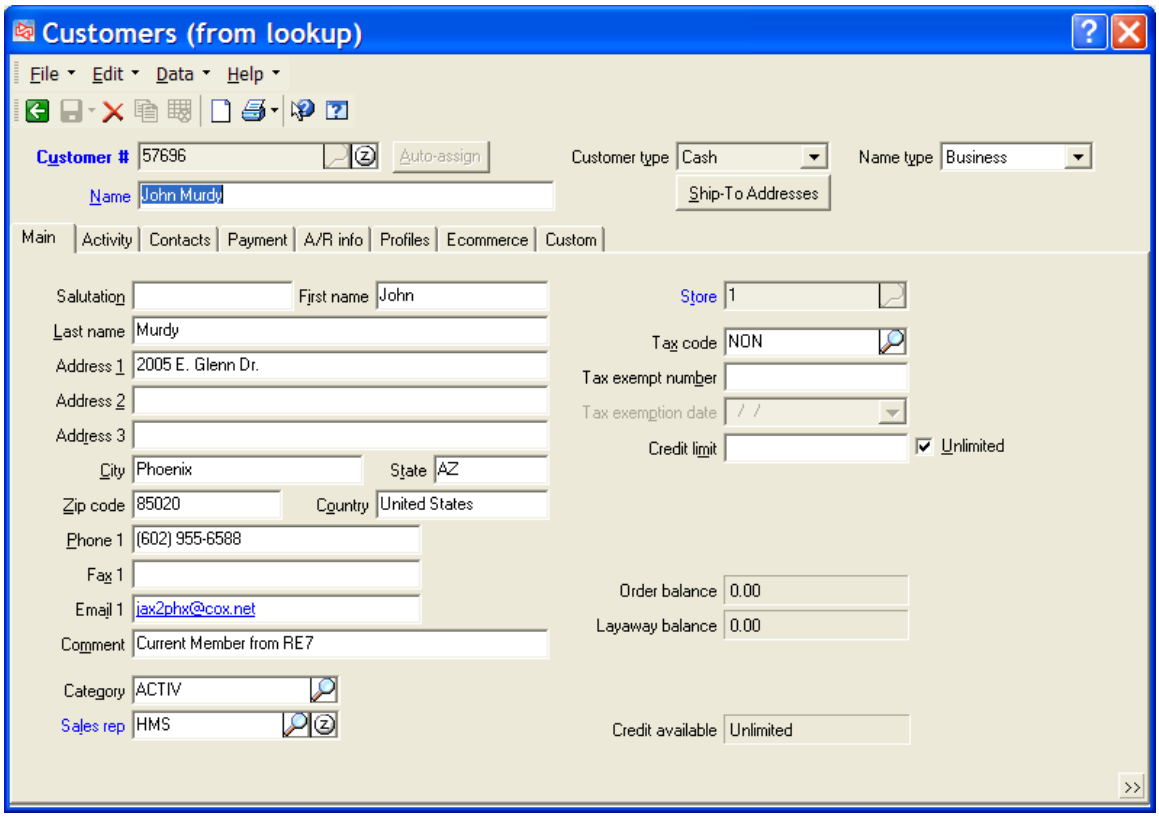
If the customer is a member and has his/her card, type in their member number including any hyphens and depress enter. Check the card to ensure that the membership is not expired. Names should appear to ensure you typed properly.

If the customer is a member and does not have his/her card press the eye glass look up.

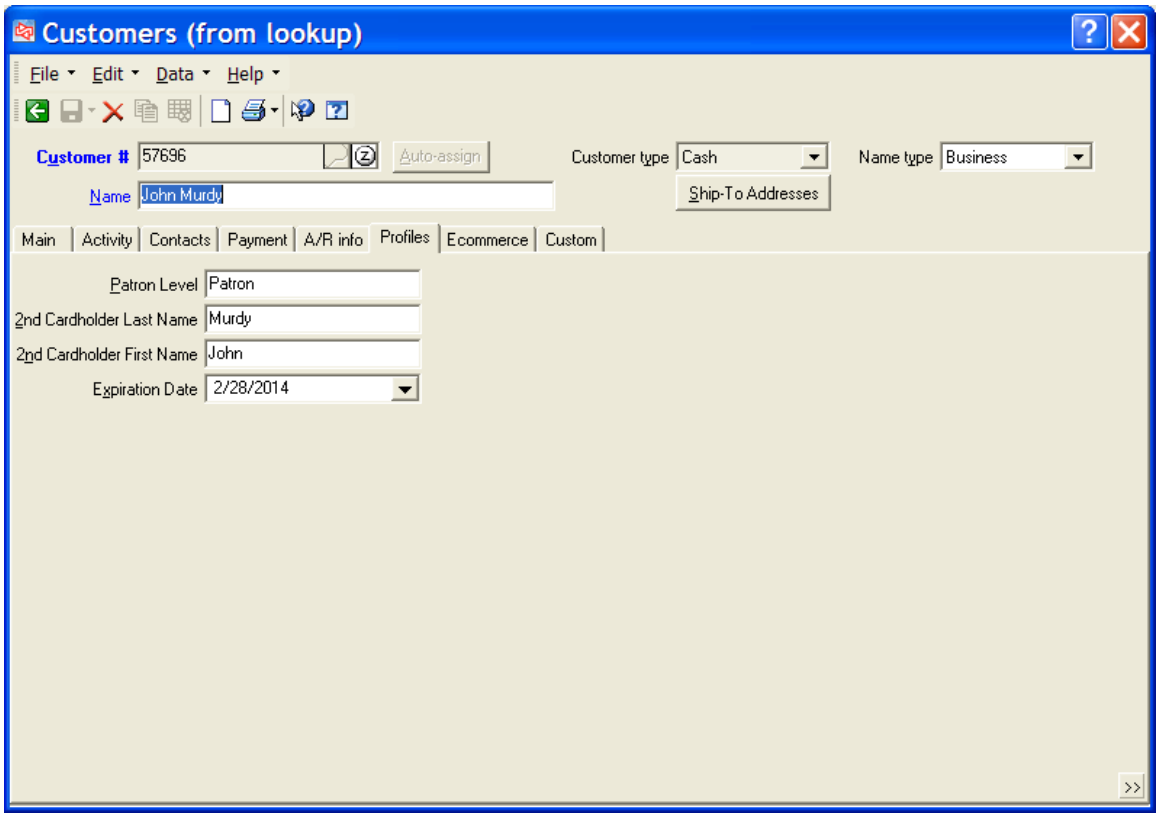


Type in his/her last name under keyword (the cursor is already there waiting for you to type).
Touch the correct listing and touch edit.



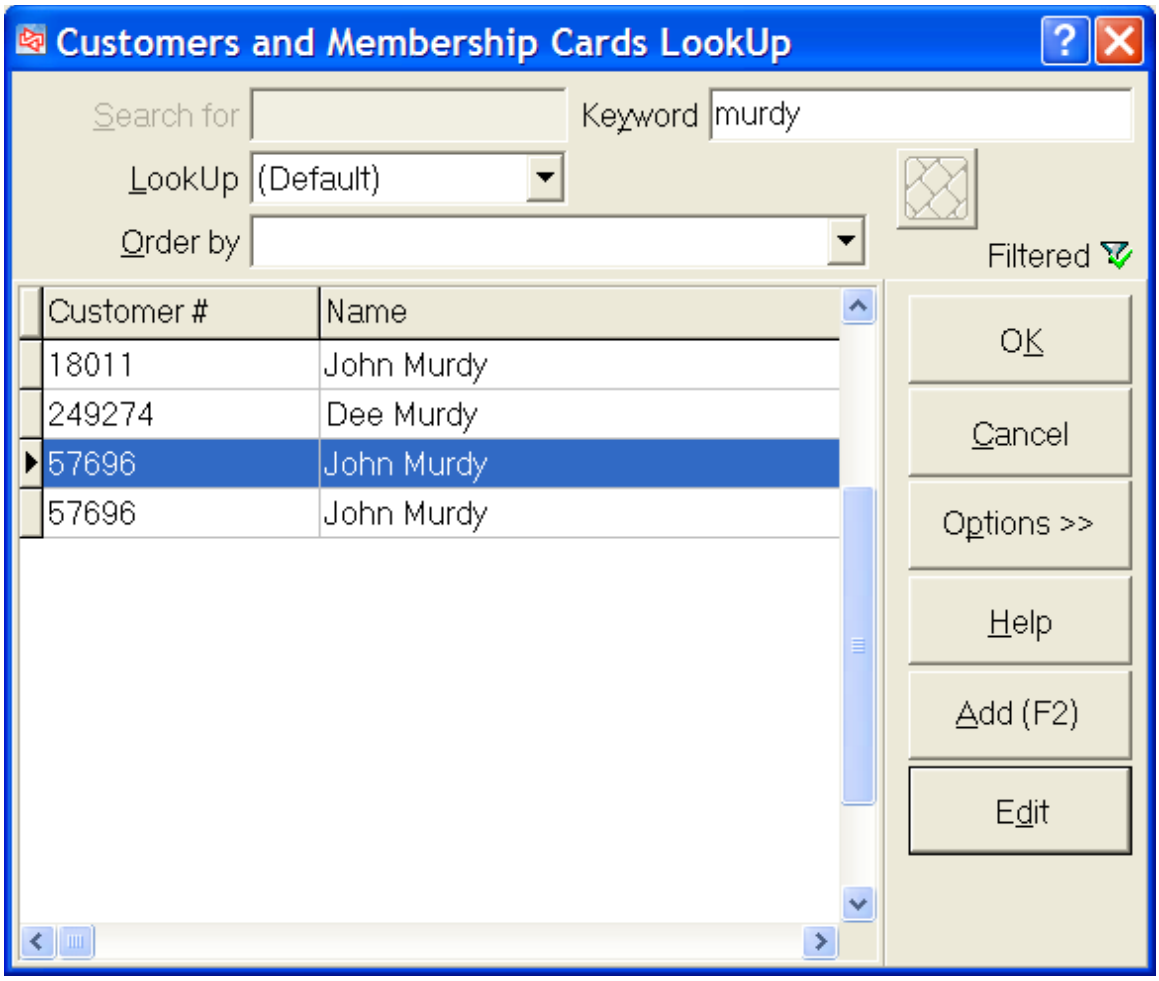



When this screen appears, touch the PROFILE tab which shows his/her level of membership and expiration date.

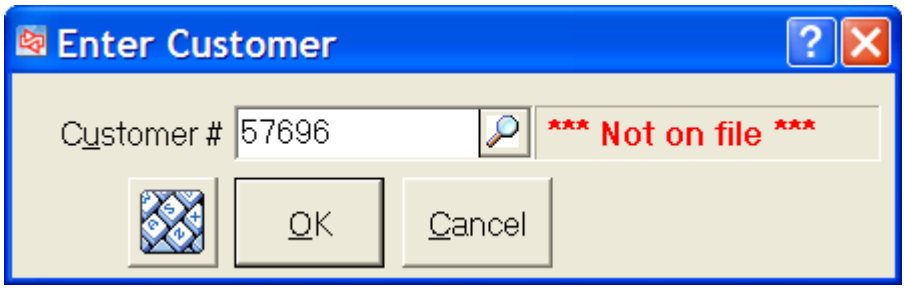


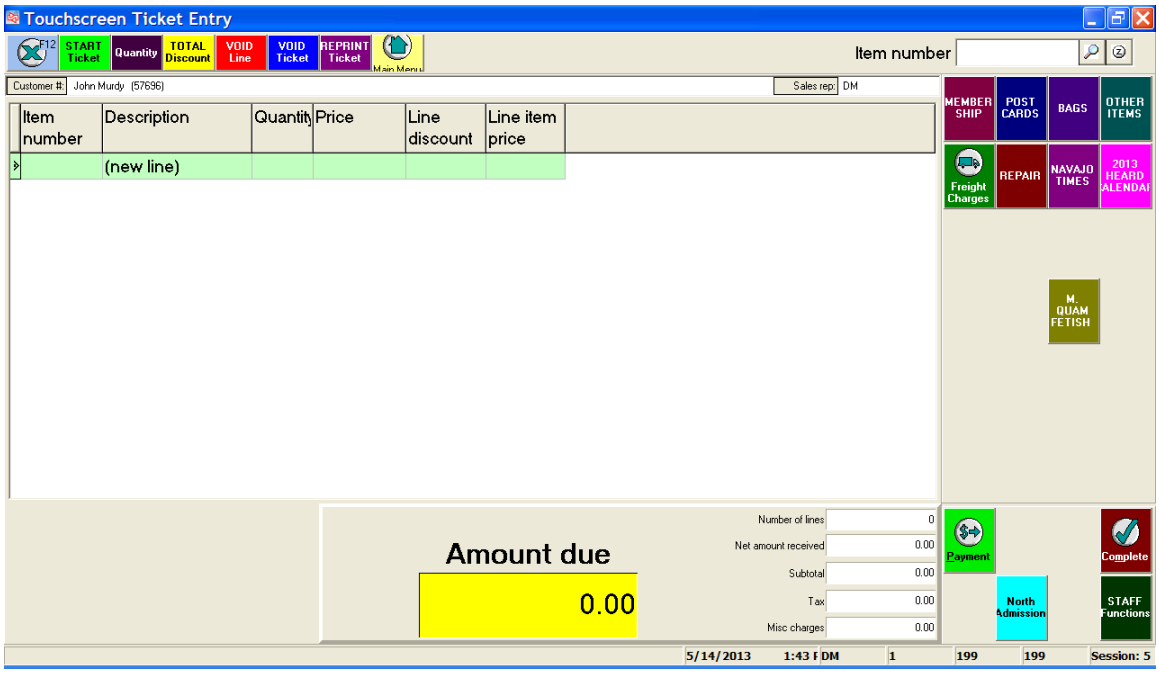

If his/her membership is not current, you can mention this to him/her and ask if he/she would like to renew now.

If the membership is current then press the green back arrow and depress the OK button.




Depress OK again.






You will notice the member's name listed by the CUSTOMER # on the screen.

Now you are ready to begin scanning the customer's items .

Please make sure that you are looking at the screen as you scan to ensure that the item is scanned only once and accurately.

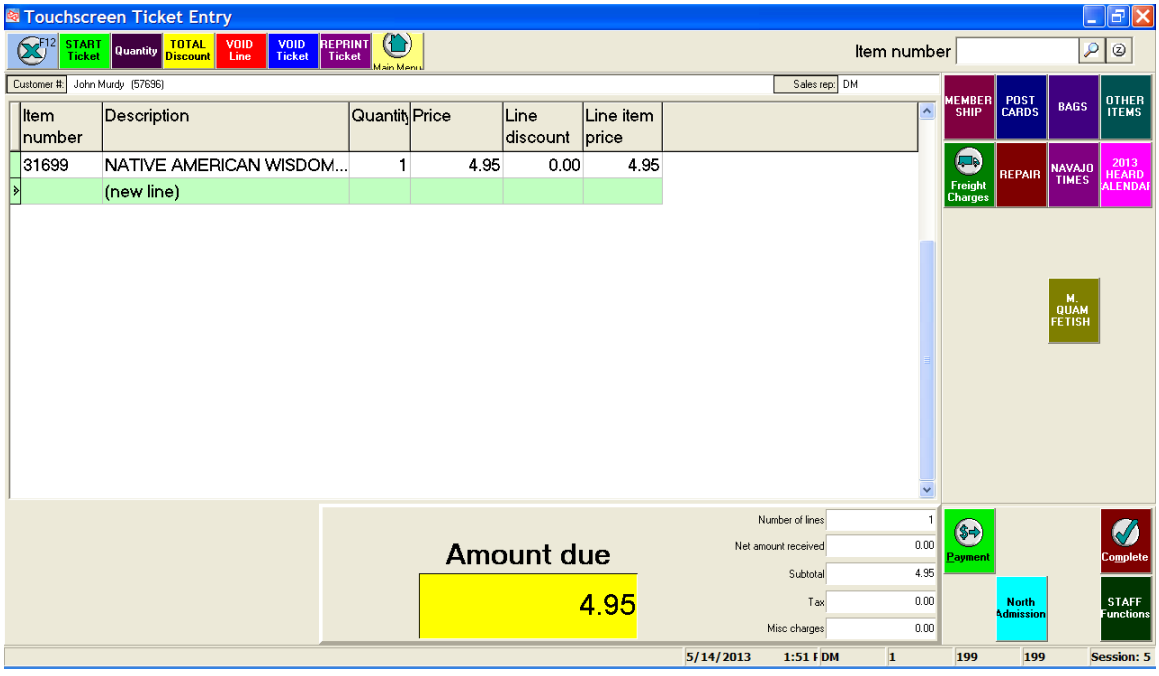
The bottom of the screen tells you the number of line items scanned so when you put them in a bag you can count to make sure that you got them all.

Once you have completed scanning, touch the total discount button located at the top of the screen and the following screen will appear .

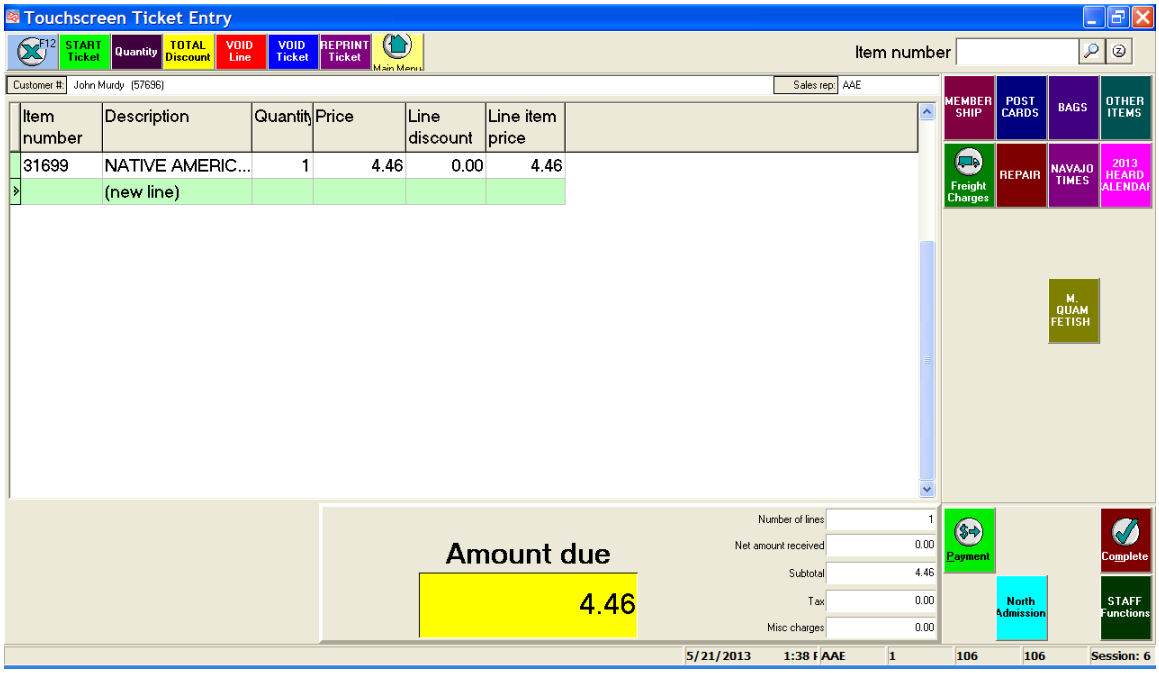
Put an “X” in the box and depress the OK button.

You will notice that the prices reduce by 10% (except for consignment and already reduced merchandise). Also, please note that there is NO SALES TAX as we are a not-for-profit organization and the purchase fully supports the Heard Museum.

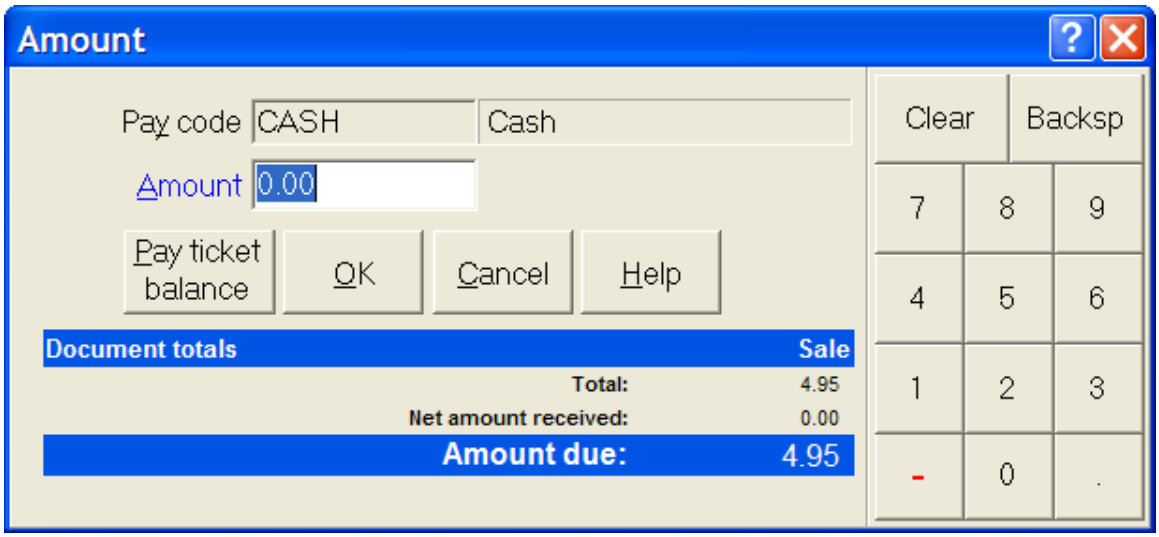
Now it is time to take the payment; depress the payment button.



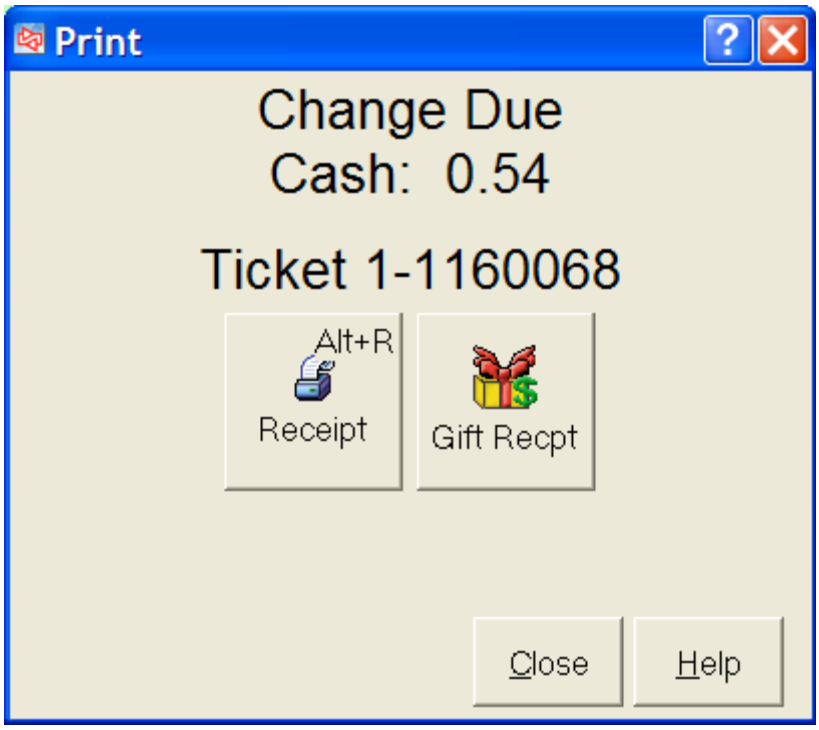
The payment types will appear.  Let the customer know the total and ask how he/she would like to pay.




If CASH:  depress the cash button.

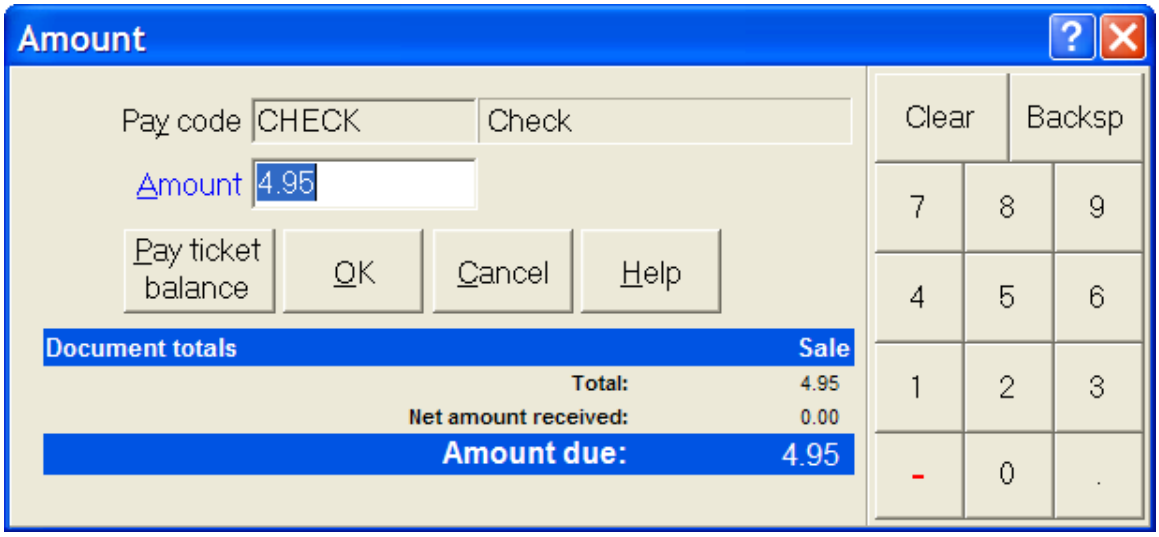



Enter the amount of cash they are giving you and then depress OK.



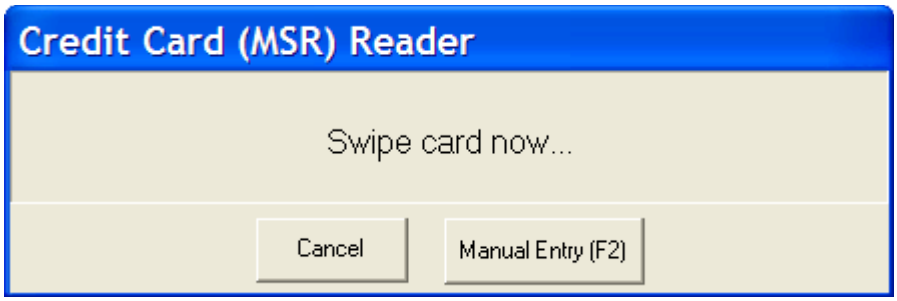

Note: The cash register tells you the change. Don't forget to ask if he/she need a gift receipt. If needed, press the Gift receipt button; if none is needed depress the CLOSE button.

For payment by CHECK, depress payment and then the check button. If he/she are not a member, please write the Drivers License number and phone number on the front of the check.




Depress OK.

If paying by CREDIT CARD (we process debit cards as a credit card) then depress the payment button, credit card button and then the OK button.




Now you are ready to slide the credit card.  Please slide the card.

Next the receipt will print and the customer needs to sign the receipt.

Place the signed receipt in the cash drawer.

Thank the guest for his/her purchase and let them know we look forward to seeing them again. You can also remind them that we have an on-line shop,**Collector's Room,**Books & More shops for them to browse.