LACS Cashier Instructions for Gallery Sitters – 5/4/2018

Follow these instructions when a customer wants to buy an item.
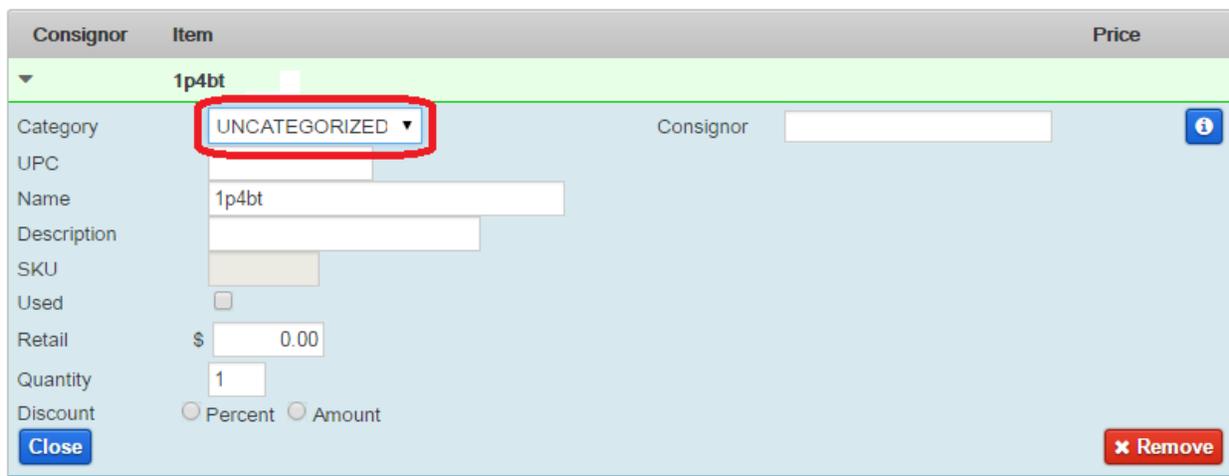
At end of day, just log off of the POS system on (no end of day processing is needed).

If you have problems, call Jerik (781-572-4839) or Lauri (617-840-5727). Additional information is in the Cashier Binder at the bottom of the POS cabinet.

Easy steps:

1. Scan the items

   If you see this screen that shows UNCATEGORIZED:
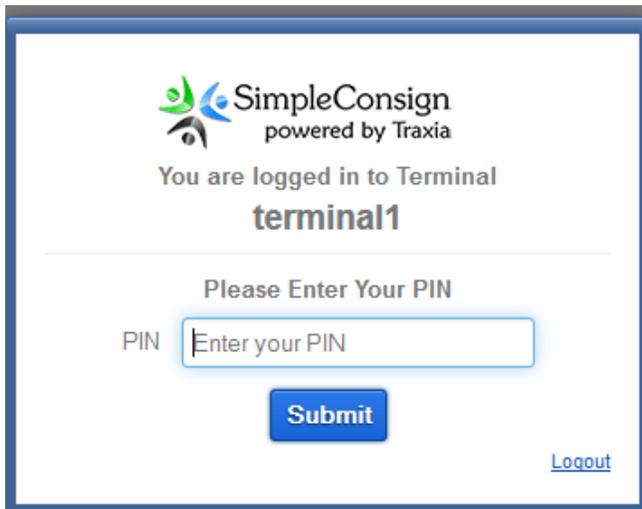

   *You **must** remove the item by clicking the* **✖ Remove** *button and then re-scan the item. See Page 4 for what to do.*

2. Complete the transaction by collecting the payment.

3. Cash-and-carry items are designated by an item name beginning with "G2G" (for "Gallery-to-Go"). These are normal sales, and the buyer can take the item with them.

4. Otherwise, put red dots on the item in the Master catalog and on the front of the exhibit card, and write the customer's name & phone number on the back of the exhibit card.

If an item is for sale, it will have a barcoded label. That label will be located either on the back of the exhibit card, or if it is a cash-and-carry item, it will only have a barcoded label.

NOTE: When using the POS system, close any security window that pops up (McAfee, MalwareBytes, etc.)

To start off, log into the computer by typing in your Cashier PIN if you have one or "7600" if you don't. Then touch/click **Submit**.

(If this login screen is not showing, do the following:

A. If the computer is not on, turn it on use the power button on the top right at the back.

B. If the computer is not signed on, use the password "lacssales".

C. If Firefox has not been started, click either the button labelled "Simple Consign" or "Mozilla Firefox".

D. If the screen is asking for a Login ID and Password, enter "T33324" and "terminal1".)

The Checkout screen should be displayed:
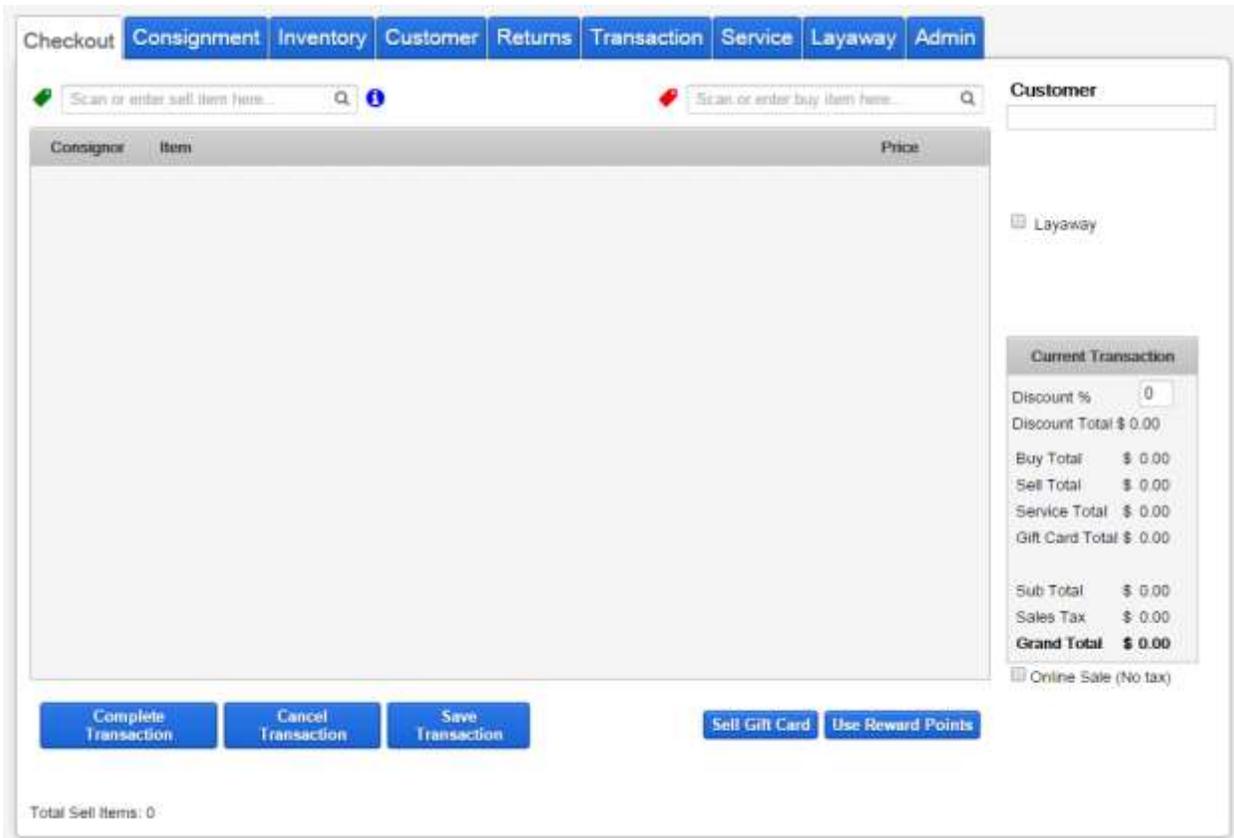
If not, click/touch the **Checkout** tab (the first tab on the left). You are now ready sell an item.

1. Hold the scanner over the item's bar code and scan the item. After each item is scanned, make sure the item appears on the screen.

Repeat for each item being sold to this customer.

If you see a big UNCATEGORIZED after you scan an item, it means the scan was bad. *This must be corrected, as follows:*

*** How to Handle a Bad Scan ***

If the scan does not recognize the SKU, or if the item is not available (perhaps returned or sold), the item will be shown as:

Anytime you see this, it is bad and must be corrected! DO NOT FILL IN THIS FORM!

The SKU that was scanned is shown in the **Name** field. It is almost always the case that when this screen appears, it is because the scanner did not pick up the full **6 characters** of the SKU. Notice there are only 5 characters in the scanned SKU in the example above.

You <u>must</u> do either a) or b) below:

a. If the SKU on the screen shows less than 6 characters or it shows the wrong 6 characters, then touch/click **Remove** (on the lower right side of the UNCATERGORIZED window) and rescan a second time or third time to see if the scan succeeds. If it does succeed, then you are all set and can continue by scanning the next item being purchased.

However, if the subsequent scan(s) still does not show the correct 6 characters, then again touch/click **Remove.**

Using the search field at the top left of the **Checkout** tab:

Type in the SKU located on the item label under the bar code (and you can use small letters instead of caps), and click the magnifying glass icon to perform a search for

the SKU. Once the item is found, the screen will show the item as if you had scanned it in, and you are all set.

b. **THIS ALMOST NEVER HAPPENS.** In the event that the SKU on the screen shows all 6 correct characters, then it is because the system thinks the SKU is not saleable because there is no inventory.

Verify that you have not already included this item in the current sale. If it already is in the list of items being sold, then click **Remove.**
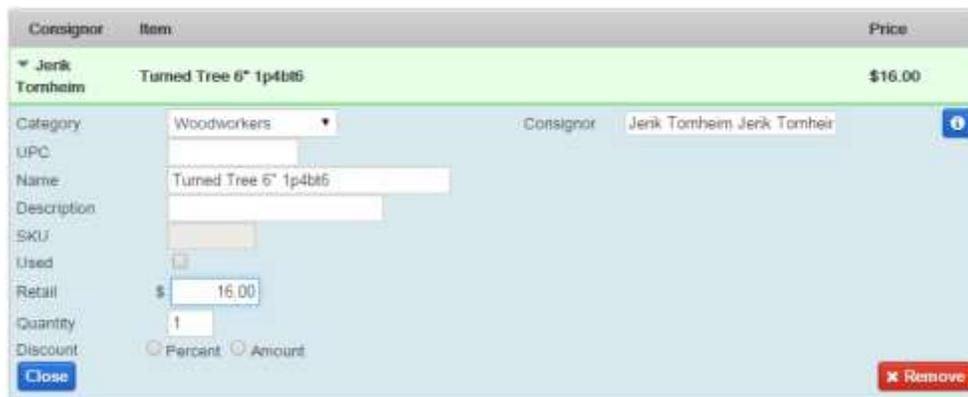
If it is not already in the list of items being sold, then call Jerik at 781-572-4839. It is <u>very</u> unlikely, but he may tell you to fill in the following:

i. **Category**: Use the down arrow to select the correct one (including Food). If it is Needle Arts or Weavers and the item is clothing, select the Tax Exempt version.

ii. **Consignor ID**: Start to enter the Consignor ID from the label. Once you have entered several letters, you can select from the displayed subset. As shown on the right:

iii. **Name:** Append the item description per the label to the end of the existing SKU that's already in the field.

iv. **Retail:** Enter the price from the label.

Consignor	
Jean M. Hart Jean Hart	
Jena Duffy freed Duffy	
Jenne Rayburn Jenne Rayburn	
Jerik Tornheim Jerik Tornheim	
Jerilyn Heinold Jerilyn Heinold	
Jewel Kuljian Jewel Kuljian	
Jean M. Hart Jean Hart	
Jerilyn Heinold Jerilyn Heinold	
Jewel Kuljian Jewel Kuljian	
Jerik Tornheim Jerik Tornheim	
Jenne Rayburn Jenne Rayburn	
Seung Hee Jeon Seung Jeon	

The filled in screen would look like this:

Consignor	Item				Price
▼ Jerik Tornheim	Turned Tree 6" 1p4bt6				$16.00
Category	Woodworkers ▼		Consignor	Jerik Tornheim Jerik Tornhei	ℹ
UPC					
Name	Turned Tree 6" 1p4bt6				
Description					
SKU					
Used	☐				
Retail	$ 16.00				
Quantity	1				
Discount	○ Percent ○ Amount				
Close					✖ Remove

When you have finished entering the information, touch/click **Close**.

Paying for the Items

When all items to be sold have been entered, touch/click **Complete Transaction** (in the bottom left of the screen). The **Payment Information** screen will be displayed:

Notes on using the Payment Information screen:

The buttons on the right side of the screen can be used to enter cash amounts. Alternatively you can use the keyboard.

To enter a whole dollar amount (as an example, $53.00), touch/click the $50 button once and the $1 button three times ($50 plus $3).

If you are entering dollars and cents (e.g. $53.20) you will need to use the keyboard. Enter the total dollar and cents amount.

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2. If the piece remains until the end of the show, touch/click the **CUSTOMER** field at the top and enter the customer's name and phone number.

3. Ask the customer how they wish to pay: Cash, Check, Credit Card, and/or Gift Certificate.

Credit/Debit Card

1. *Check the credit card to see if it is signed. If not, then **ASK for ID***.

2. Touch/click **Add Credit Card.**

3. Credit card window pops up

4. Swipe the card through the card reader. It is not necessary to click Swipe Card.

    If the card will not swipe, then touch/click **Enter Manually**. Enter the following fields:

    a. Customer name

    b. Card number

    c. Expiration month/year selected from the dropdown list

    d. CVV2 – the 3-digit security code on the back of the card.

5. Once the swipe has been confirmed by the Credit Card window being closed, and the full amount tendered with a $0.00 balance on the Payment screen, touch/click **Complete Transaction**.

6. Cash drawer opens and two receipts print out. Hand the first copy to customer to sign.

7. Once signature is confirmed, hand second copy to customer.

8. Put signed copy in cash drawer.

Note: Do not swipe the credit card while you are still on the Checkout screen. If you do, it will show the credit card information as an item, like:

*If this happens, remove the "item" by clicking it and then clicking **Remove***.

Check

1. Take check from the customer.

2. Ask customer for identification, and check that the name on the check is same as the name on the ID.

3. Write customer's telephone number on check if it is not already there.

4. Touch/click within the **Check** field to gain focus and enter the check amount using the keyboard. Review the screen for "Amount Tendered".

5. Touch/click **Complete Transaction**.

6. Cash drawer opens. Put check in drawer.

7. Receipt printer will print receipt. Hand customer the receipt.

8. Close drawer

Cash Payment

1. Take cash from the customer.

2. Touch/click within the **Cash** field to gain focus and enter the amount received from the customer. Review the screen for "Amount Tendered".

3. Touch/click **Complete Transaction**.

4. The Cash drawer opens and the Receipt printer will print a receipt.

5. Give the change shown In the **Balance** field to the customer.

6. Hand them the receipt and close drawer.

Gift Certificate

1. Touch/click **Redeem Gift Card** and the **Scan Gift Card** screen will display:

2. Enter the ID of the gift certificate and click **Lookup Gift Card**.

3. The system looks up the gift certificate and enters either the full amount due or the amount left on the gift card. (In the example below, $31.80 is due but only $8.75 remains).

If the balance due is zero, then proceed with the sale. Otherwise ask the customer whether the balance will be cash, credit card or check. Proceed accordingly.

Note that the system will keep track of any remaining balance on the gift certificate. If the entire remaining balance is used for the transaction, keep the gift certificate and put it in the cash drawer. Otherwise mark the gift certificate with the date and amount remaining.

When the sale is completed, write the customer's name and phone number on the back of the exhibit card next to the barcoded label. Then stick a red dot (found in the desk drawer) next to the item listed in the Master Desk Catalog and also on the front of the exhibit card for the item. Finally and replace the card back where it came from.

Removing an item from the sale transaction (while it is being processed)

If you have scanned an incorrect item, touch/click the row of the item. This displays the item details. Touch/click the red **Remove** button.

If you have scanned the same tag twice, the item is preceded by a red triangle. Again, touch/click the item to display its details, and then touch/click the red **Remove** button.

Voiding a Sale

This is for when a sale has already been done, but the customer has not yet left the building.

1. Obtain the receipt, which has an invoice number on it.
2. Touch/click the **Transaction** tab.

3. Touch/click the target invoice which corresponds to the number on the receipt.
4. An invoice displays. Verify it is the correct one.
5. Touch/click the red "Void Transaction" button.
6. Enter the reason for the void and click OK.
7. The Invoice window closes and the cash drawer opens. Void receipt prints.
8. Staple customer's <u>original</u> receipt to signed credit card receipt in drawer.
9. Write "voided" on signed copy.
10. Give customer voided receipt. It is the one with "VOIDED" on the top.

Printing a Duplicate Receipt

1. Touch/click the **Transaction** tab. The following screen appears showing the list of transactions made for the day. Your transaction should be the first one listed.

2. Touch/click the target invoice which corresponds to the number on the receipt.

3. An invoice displays.

4. After verifying it is the correct one, touch/click **Print Receipt** in the lower left hand corner. Put the duplicate receipt under the cash drawer.

5. Touch/click the **Checkout** tab to return to the Checkout screen.