



**Dynamics 365**

# **POS Operations Guide**

**ROC Version**

**GOODWILL**

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## PURPOSE

The purpose of this document is to show retail team members how to perform the cashiering tasks required in their role.

## OBJECTIVES

By the end of this module, you will be able to do the following functions:

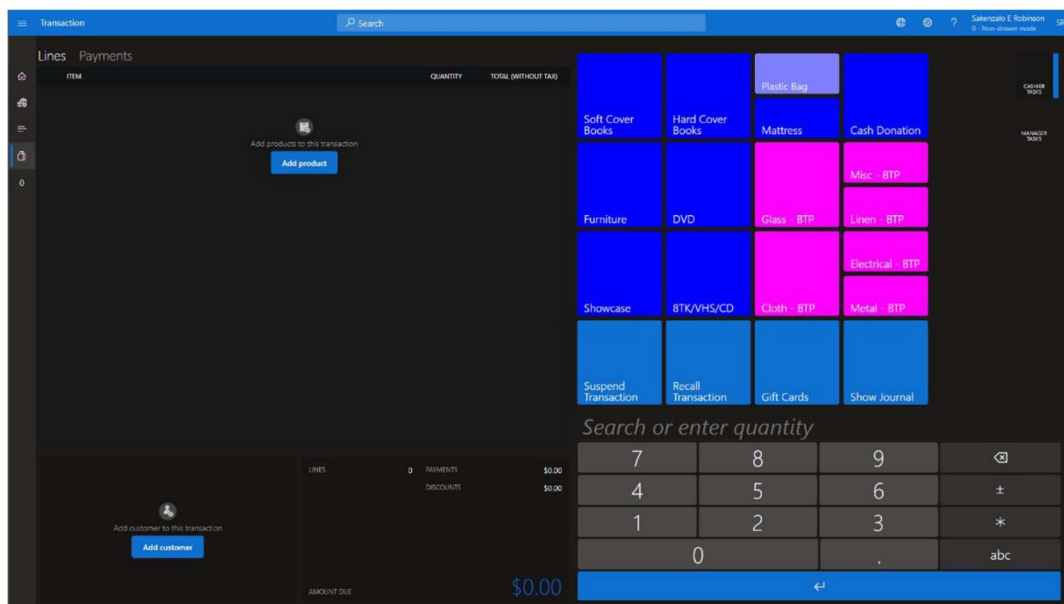
- Reset and change password and set up POS login ID
- Open a new shift
- Ring a sale, apply discounts, and enter found money
- Suspend/recall or void a transaction
- Perform a cash drop and reprint a receipt
- Do a register audit
- Issue a gift card and return merchandise cards and also check card balances
- Close a register

## POS OVERVIEW

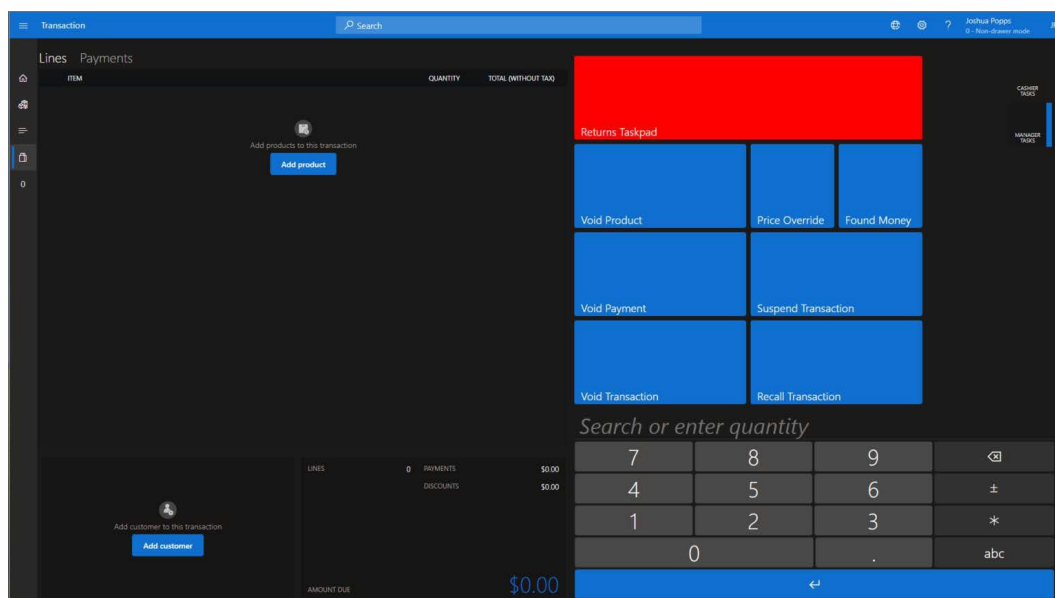
The Point of Sale (POS) system is the computer system used for all registers in the store. The POS has two task pads (CashierTasks and Manager Tasks) and other sub-menus. This document explains how to do several POS tasks.

Use the numpad and/or keyboard to perform all register functions that you cannot complete by scanning a barcode.

### POS Cashier Tasks Taskpad



### POS Managers Task Taskpad

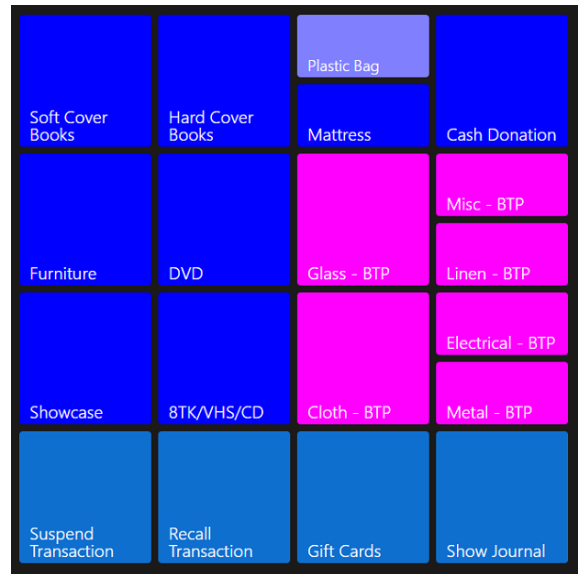


## POS OVERVIEW, CONTINUED

The **Cashier Tasks** is the default task pad view that has several different function keys. See the descriptions below for more information.

Use these keys to ring up specific item categories:

- Soft Cover Books
- Hard Cover Books
- Mattress
- Furniture
- DVD
- Showcase
- 8TK/VHS/CD
- Glass – BTP (by the pound)
- Cloth – BTP (by the pound)
- Miscel – BTP (by the pound)
- Linens – BTP (by the pound)
- Electrical – BTP (by the pound)
- Metal – BTP (by the pound)



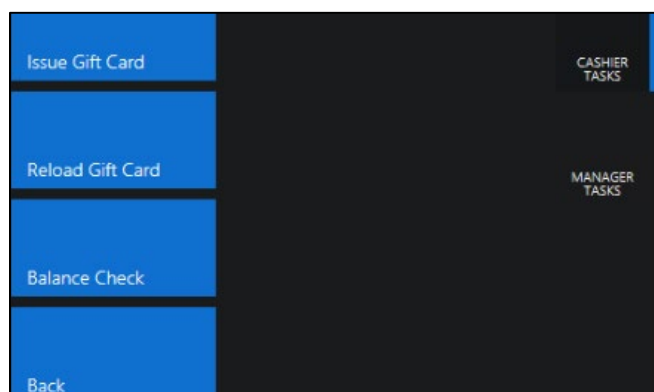
**Suspend Transaction** – Initiate and suspend a current transaction

**Recall Transaction** – Recall a suspended transaction

**Gift Cards** – Displays gift card sub menu

**Cash Donation** – Enter a cash donation

### Gift Cards Sub Menu



**Issue Gift Card** – Sell a new gift card or issue a return merchandise card (RMC)

**Reload Gift Card** – Add funds to a gift card or a RMC

**Balance Check** – View the balance of a gift card or RMC

**Back** – Returns to the default menu of the Cashier Tasks taskpad



## POS OVERVIEW, CONTINUED

**Manager Tasks**

The **Manager Tasks** have specific function keys only applicable to a member of management. See the descriptions below for more information.

**Found Money** - Ring up found money

**Price Override** - Type a different price

**Void Payment** - Delete partial payments

**Void Product** - Delete a specific item

**Void Transaction** - Deletes all items (must remove all partial payments prior to using this)

**Show Journal** - Shows most recent transactions

**Returns Taskpad** - Shows options for conducting returns

**Navigation Pane**

The Button above the menu items is the navigation pane. Press this button to expand and contract the menu.

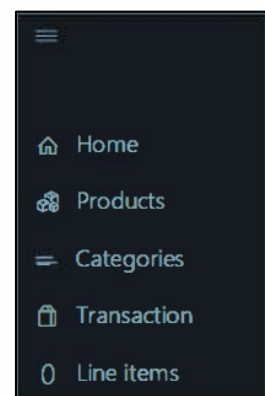
**Home** - Access additional POS functions. Functionality only works for a member of management.

**Products** - View available items in inventory.

**Categories** - Departments of inventory items.

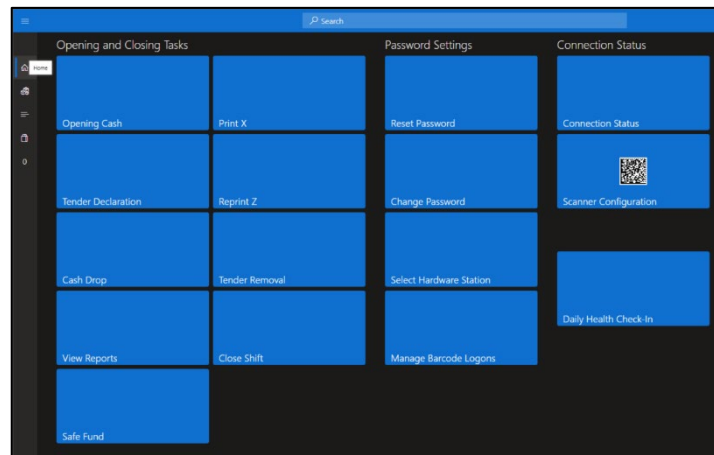
**Transaction** - Access blank transaction screen.

**Line items** - Shows each item on the transaction.



## POS OVERVIEW, CONTINUED

The **Home Screen** has specific function keys only applicable to a member of management. See the descriptions below for more information.



#### Home Screen – Opening and Closing Tasks Keys

**Opening Cash** – Initiates open shift process

**Print X** – Prints X report

**Tender Declaration** – Used to count in drawer (beginning of shift and end of shift)

**Reprint Z** – Reprint Z report; do not use on POS, only print Z in manager's office

**Cash Drop** – Initiate a cash drop

**Tender Removal** – Used for making change, drawer audits, and cashier error

**View Reports** – Allows user to view certain reports built into POS

**Close Shift** – Initiates closes out register for shift or end of day

#### Home Screen – Password Settings Keys

**Reset Password** – Allows user to reset password; manager use only

**Change Password** – Allows user to reset password; any user can do this

**Select Hardware Station** – DO NOT USE (IT DEPT USE ONLY)

**Manage Barcode Logons** – Allows leader to assign a team member a POS logon ID

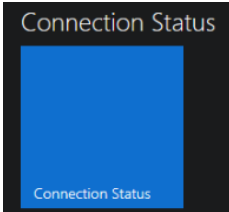
#### Home Screen – Offline Mode

**Connection Status** – Check status of POS network connection

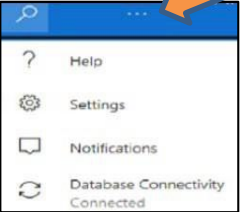
**Scanner Configuration** – Resets bar code scanner

## POS OVERVIEW, CONTINUED


### Offline Mode




Connection Status



Press ... to display the drop-down menu.

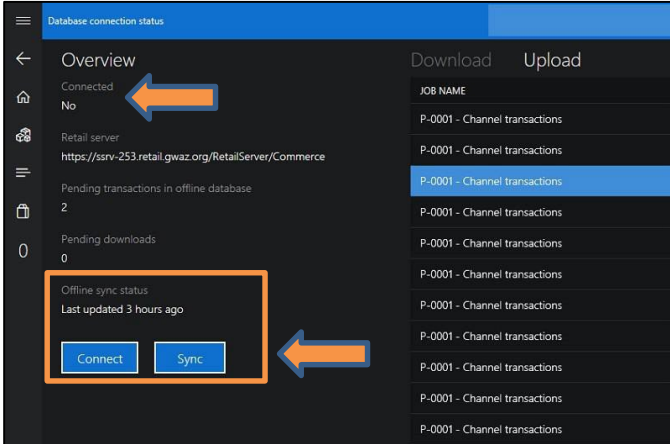


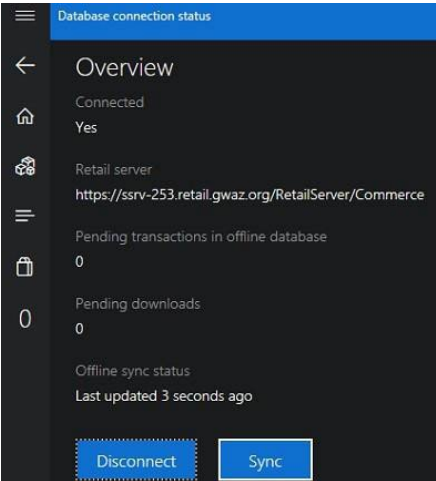
Online mode



Offline mode

Press **Connection Status** to see the POS network connection status.





The status of the network connection displays under the **Connected** header.

**Pending transactions in offline database** – Number of transactions waiting to be synced. The number changes to 0 after connection is restored. This also shows register transactions are up to date.

**Pending downloads** – Register settings waiting in a queue

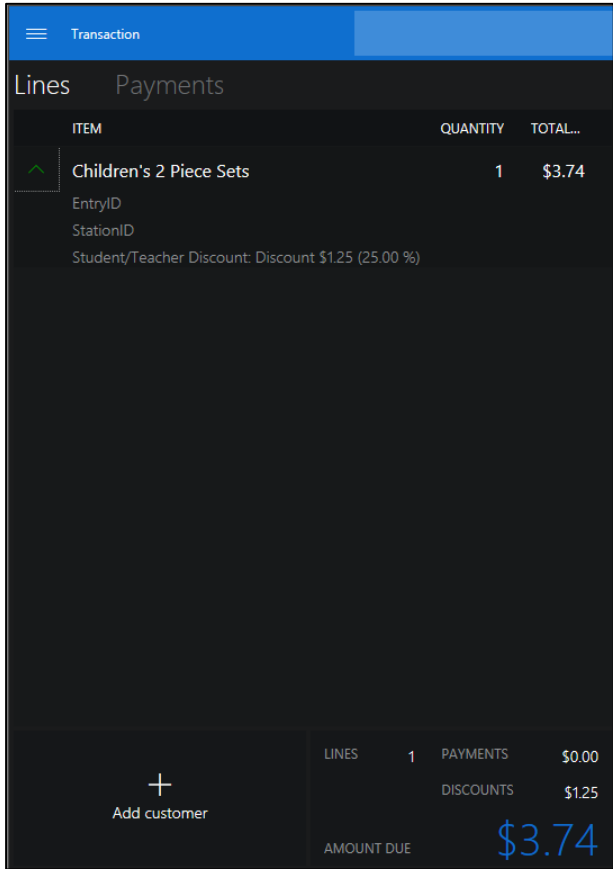
**Offline Sync Status** – Shows when register was last synced with headquarters

The **Download** tab is the default. To see the transactions that have been uploaded or still need to be synced, press the **Upload** tab.

The **Disconnect** and **Connect** buttons change based on the status of the register's connection with headquarters. Some reasons that the network connection may be disconnected from the POS are power failure, network outage, or hardware failure (e.g., server).

When resolved, press **Connect** to reconnect the POS and establish a new network connection.

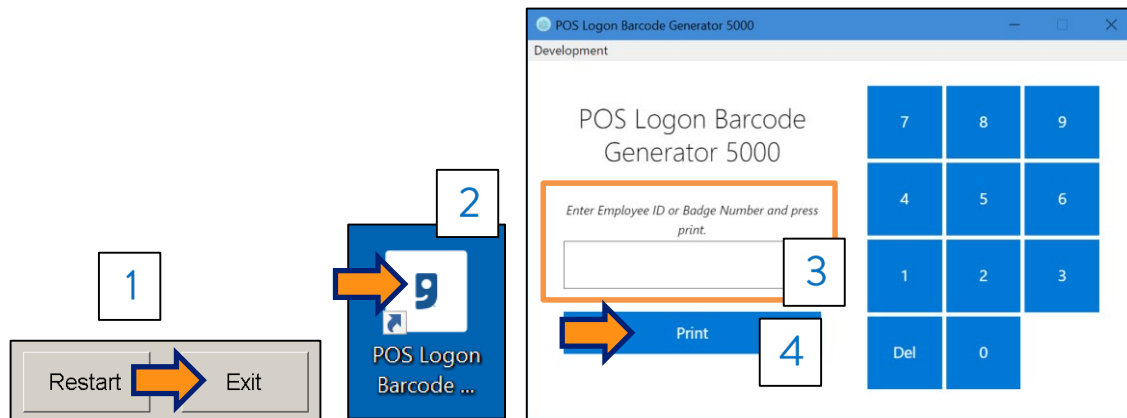
## POS OVERVIEW, CONTINUED

Transaction Screen	
<p><b>Item</b> – Description of item either from barcode or POS system</p> <p><b>Quantity</b> – Number of scanned or manually entered item(s)</p> <p><b>Total</b> – Price of item</p> <p><b>Lines</b> – Shows number of items on transaction</p> <p><b>Payments</b> – Any payment info shows here</p> <p><b>Discounts</b> – Applicable discounts display here</p> <p><b>Amount Due</b> – Transaction total</p>	

<div><div>Search or enter quantity</div><table><tr><td>7</td><td>8</td><td>9</td><td>⌫</td></tr><tr><td>4</td><td>5</td><td>6</td><td>±</td></tr><tr><td>1</td><td>2</td><td>3</td><td>*</td></tr><tr><td colspan="2">0</td><td>.</td><td>abc</td></tr><tr><td colspan="4">↩</td></tr></table></div>	7	8	9	⌫	4	5	6	±	1	2	3	*	0		.	abc	↩				<div>Number Keys</div> <div>Use the number buttons whenever number information is required by the application</div>
7	8	9	⌫																		
4	5	6	±																		
1	2	3	*																		
0		.	abc																		
↩																					
	<div>Other Keys</div> <div>Blue arrow key – Use to tender out a transaction or when finished entering data</div>																				

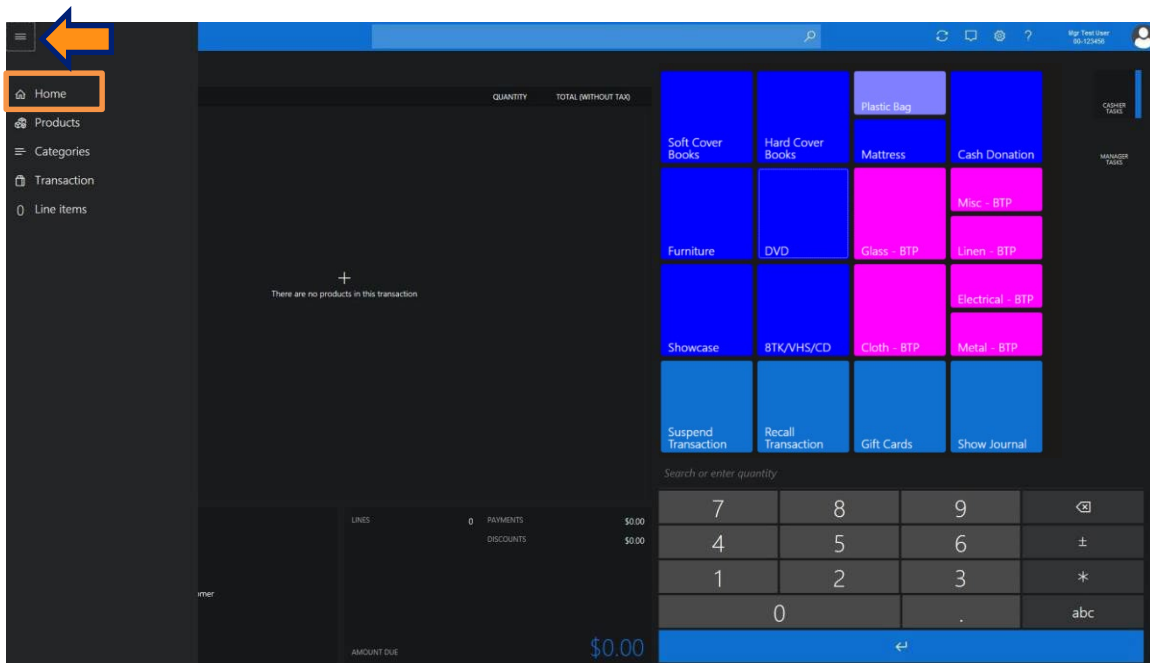
## SET UP TEAM MEMBER POS LOGON ID

The POS system allows users to scan a barcode instead of entering credentials.



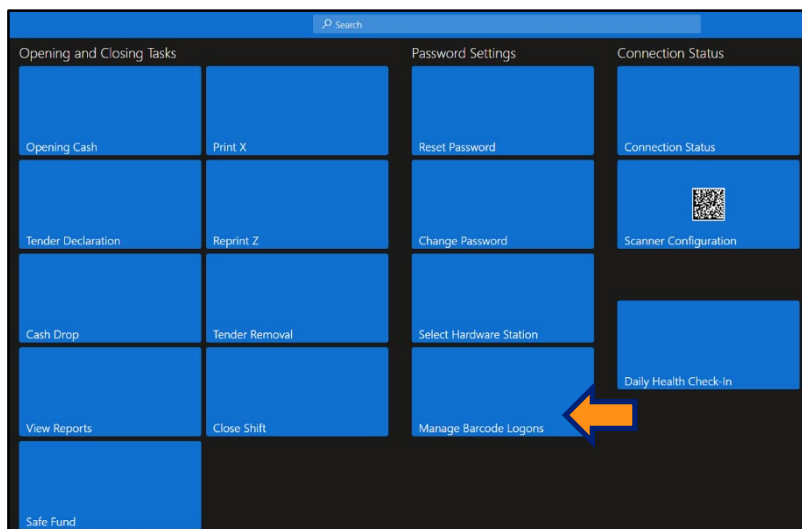
To set up a team member's POS logon ID, go to the ROBarT:

1. Press **Exit** on the ROBarT home screen.
2. Press to open the POS Logon Barcode icon.
3. Use the keypad to enter the 5-digit badge number.
4. Press **Print**.
5. Remove the label from the ROBarT printer and stick it to the back of the badge or card.

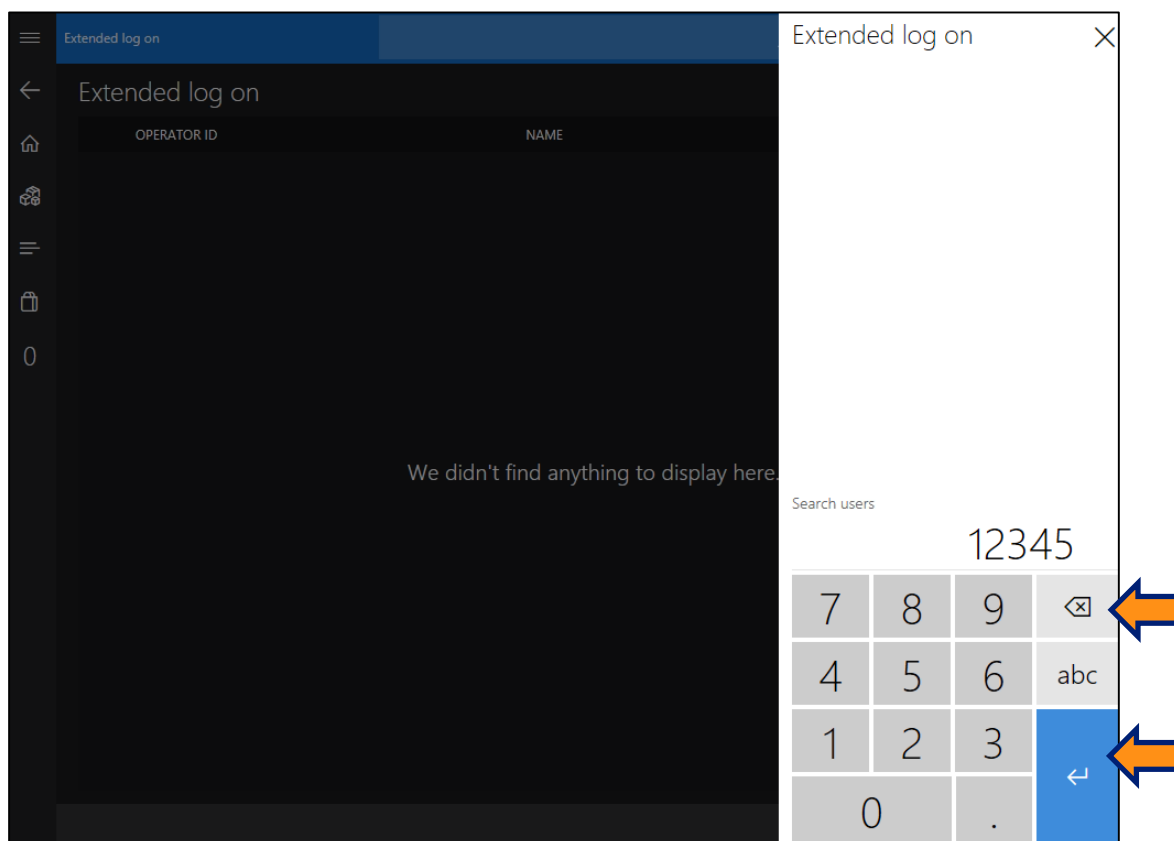


6. From the POS transaction screen, navigate to the upper, left corner, press the **Navigation Pane** icon, and then press the **Home** icon.

## SET UP TEAM MEMBER POS LOGON ID, CONTINUED

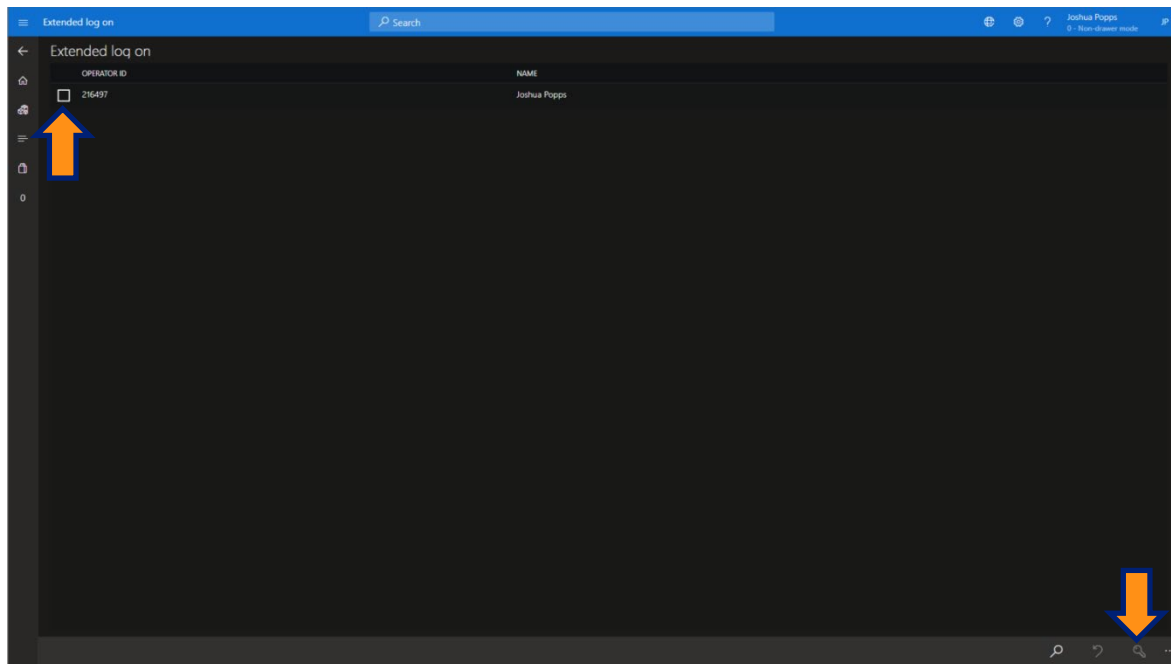


7. The Home screen displays. Under the **Password Settings** header, press **Manage Barcode Logons**.

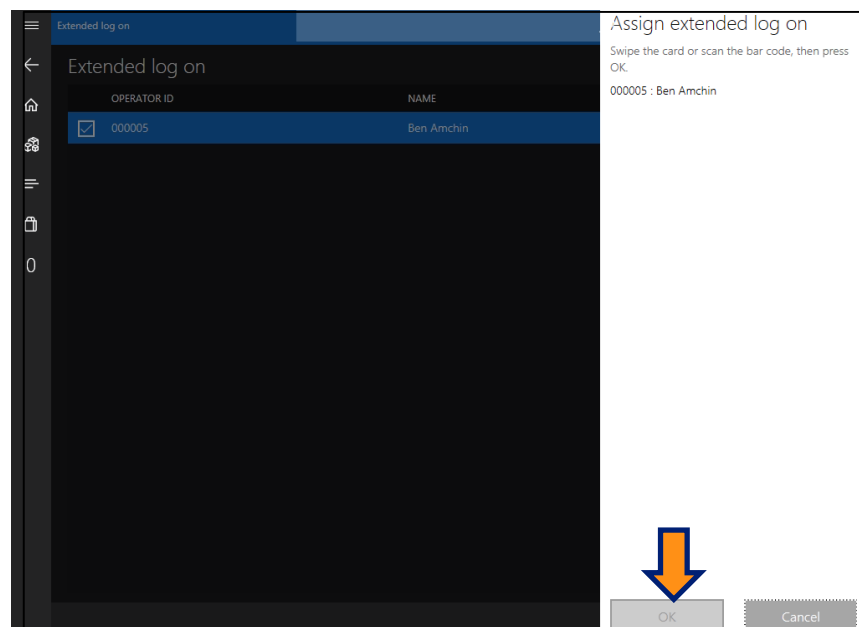


8. The Extended log-on pop-up displays. Type the team member's badge number and press **Enter**.

## SET UP TEAM MEMBER POS LOGON ID, CONTINUED

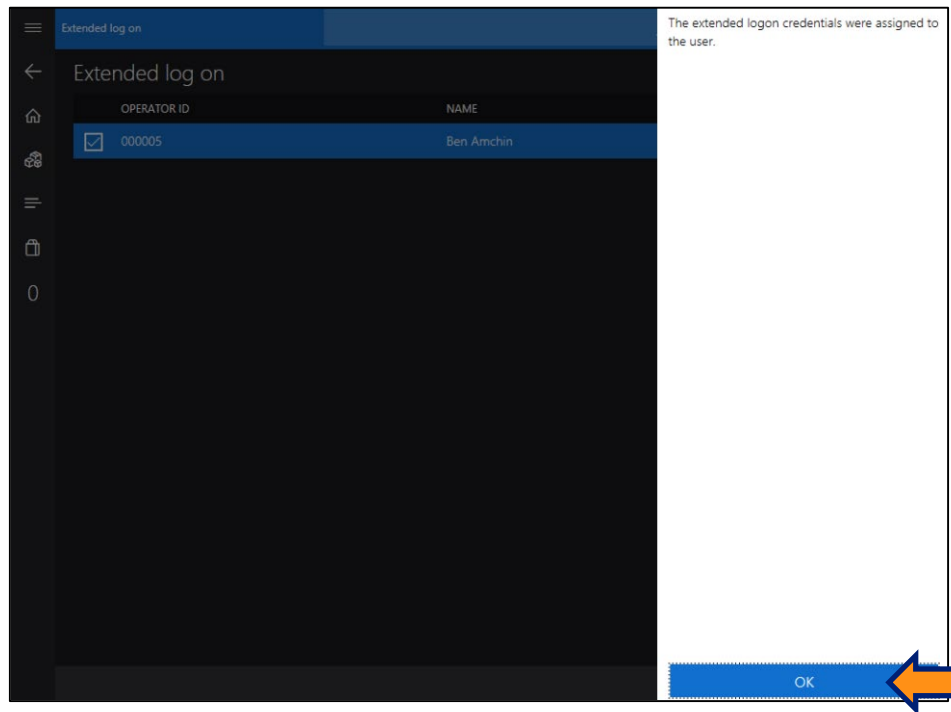


9. Search results display. Press the checkbox next to the **Operator ID** of the correct team member.
10. Press **Assign**. This is the key icon located on the bottom right-hand corner of the screen.

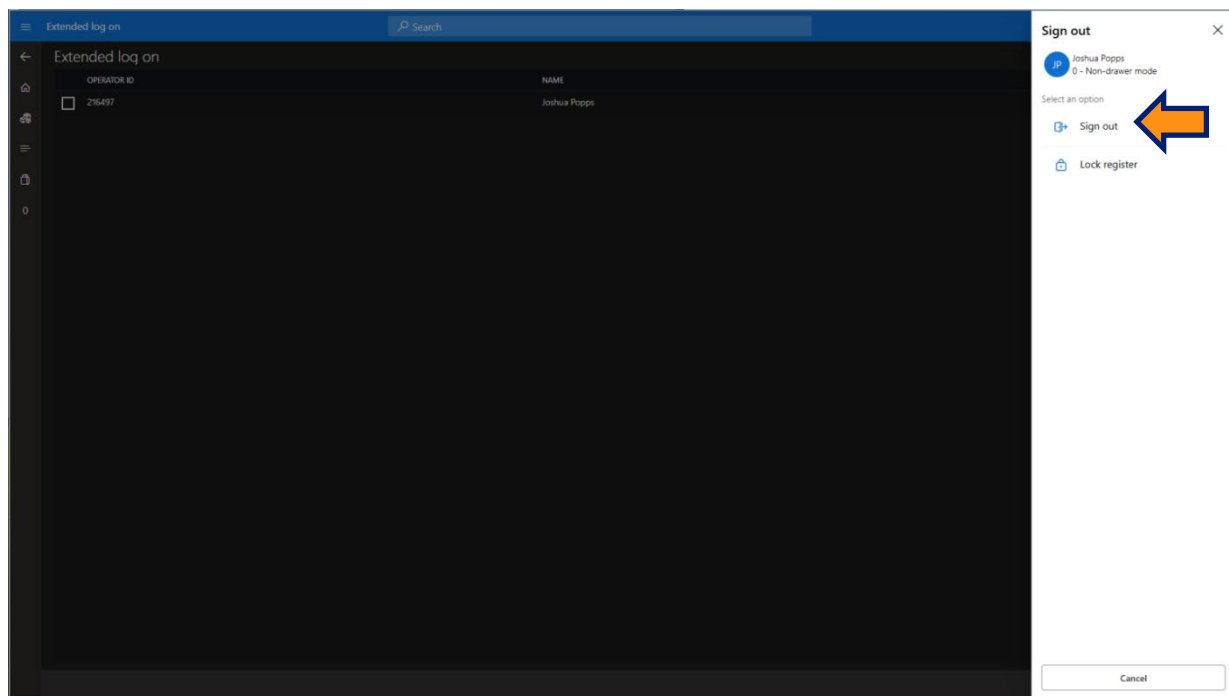


11. Scan the barcode and then press **OK**.

## SET UP TEAM MEMBER POS LOGON ID, CONTINUED



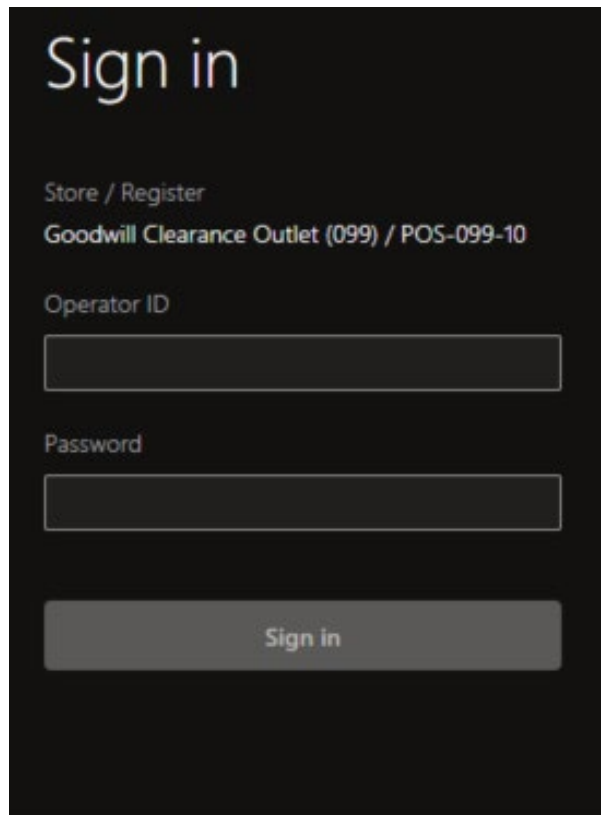
12. A confirmation shows the logon credentials were assigned. Press OK.



13. To test the login, navigate to the upper right-hand corner where your name and numbers display, and press **Log Off**.



## SET UP TEAM MEMBER POS LOGON ID, CONTINUED

A screenshot of a POS system's sign-in screen. The background is dark. At the top, the text "Sign in" is displayed in a large, light-colored font. Below it, the text "Store / Register" is shown in a smaller font, followed by "Goodwill Clearance Outlet (099) / POS-099-10" in a slightly larger font. There are two input fields: "Operator ID" and "Password", both with light-colored borders. Below the "Password" field is a "Sign in" button with a light-colored background and dark text.

14. Scan the team member's POS logon ID. The user is now signed in and may or may not be prompted to resume a shift.

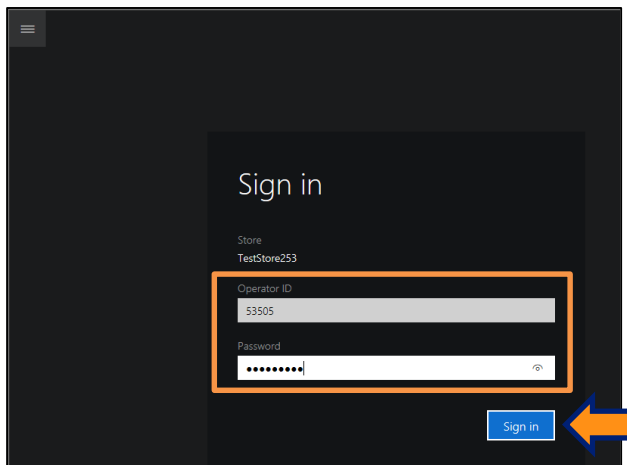
Barcodes can become faded, damaged, or smeared over time, so it may be necessary to reprint the team member's barcode.

If the manager credentials popup displays, press **Lock register** and then scan your POS logon ID.

**Note:** It is strongly recommended to reset your password or RSA's password after the POS logon ID has been set up. See the **Reset and Change Password** section for more information.

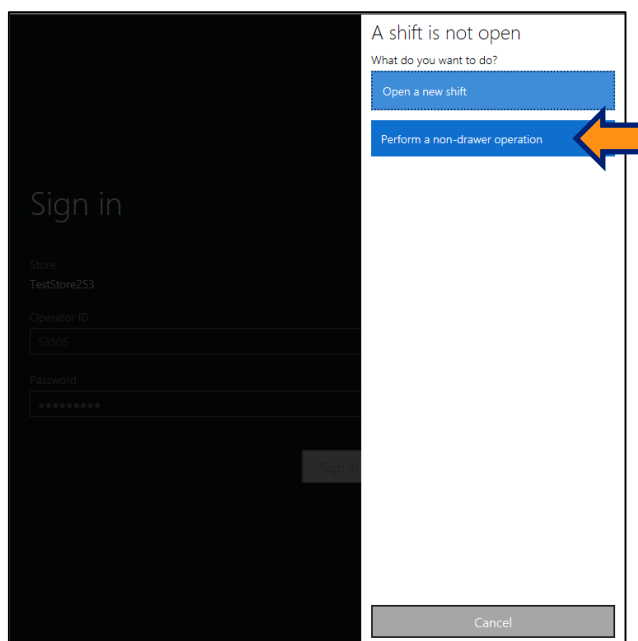
## RESET AND CHANGE PASSWORD

After the POS logon ID is setup, a user can create a new password. Four is the minimum character amount for a password.



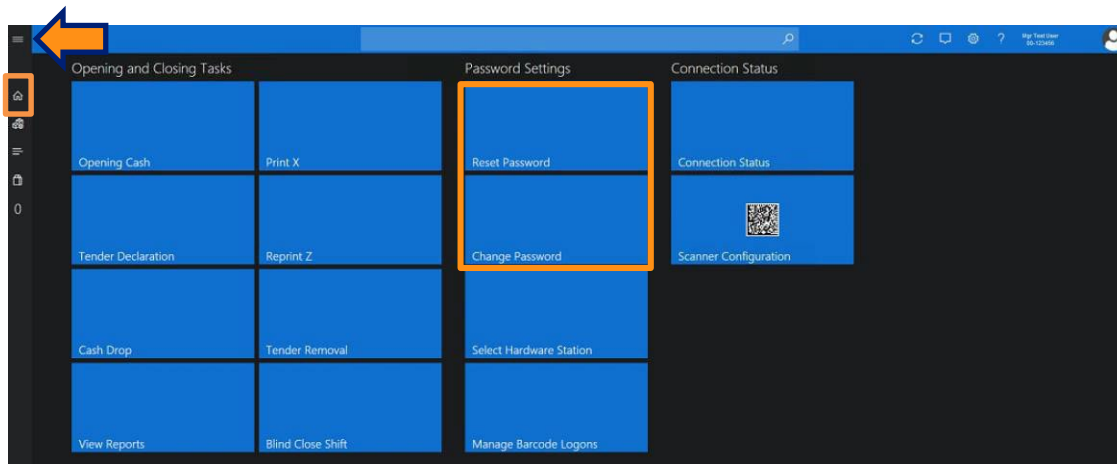
To reset or change a password (only Manager can reset RSA password):

1. From the sign-in screen, enter your Operator ID (Badge #) and password. Logon credentials work at any store, does not need to be the home store.
2. Press **Sign In**.

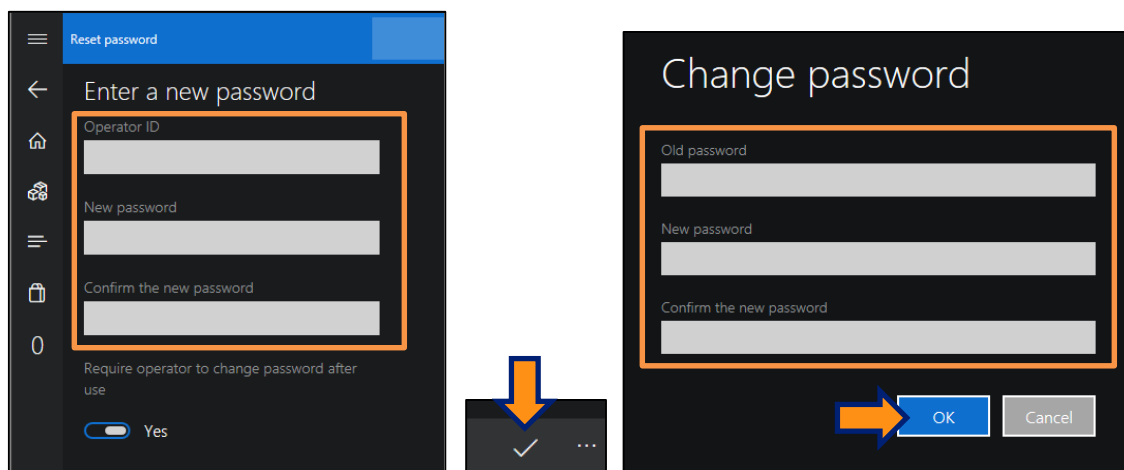


3. A pop-up appears with the message *A shift is not open* and two buttons display. Press **Perform a non-drawer operation**.

## RESET AND CHANGE PASSWORD, CONTINUED



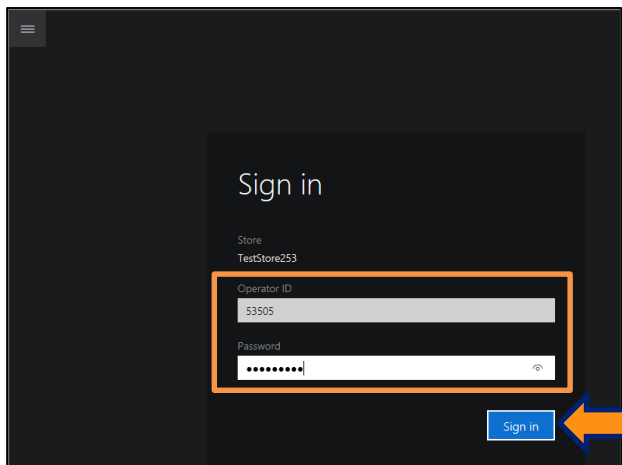
4. Navigate to the upper left corner, and press the **Navigation Pane** icon.
5. Press the **Home** icon. The Home screen displays.
6. Under the **Password Settings** header, press **Reset Password** or **Change Password**. Only managers can reset passwords.



7. Type information into all fields. Keep the radio button option set to Yes to reset the password. Once information is entered, click the **checkmark** for "reset password" and press **OK** to change the password.

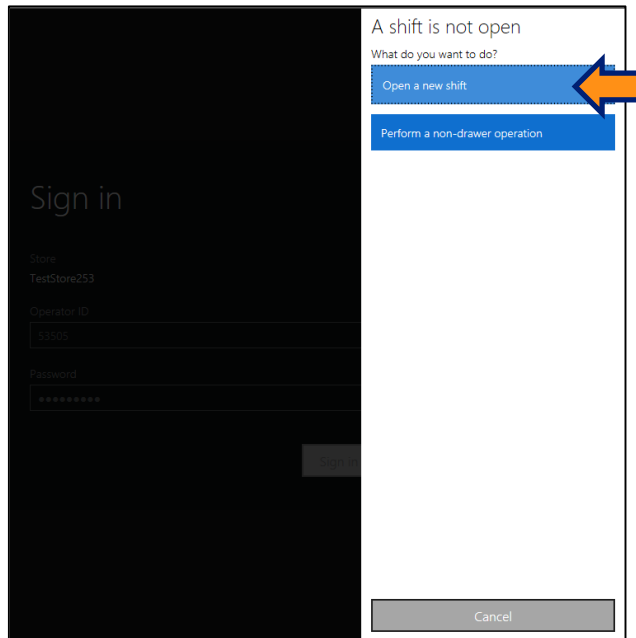
## OPEN A NEW SHIFT

At the beginning of each day, a member of management is responsible for opening a new shift on the POS. This process includes adding an opening cash amount.



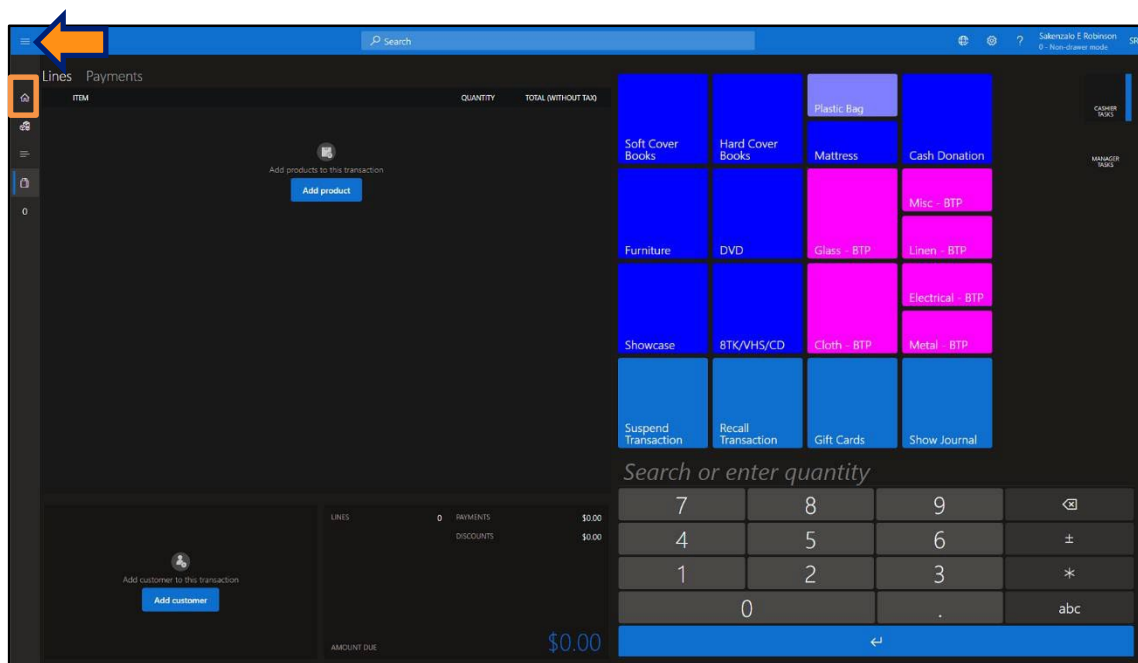
To open a new shift to start the day:

1. Bring till from safe to register. From the sign-in screen, scan your POS logon ID. Logon credentials work at any store. It does not need to be the home store.

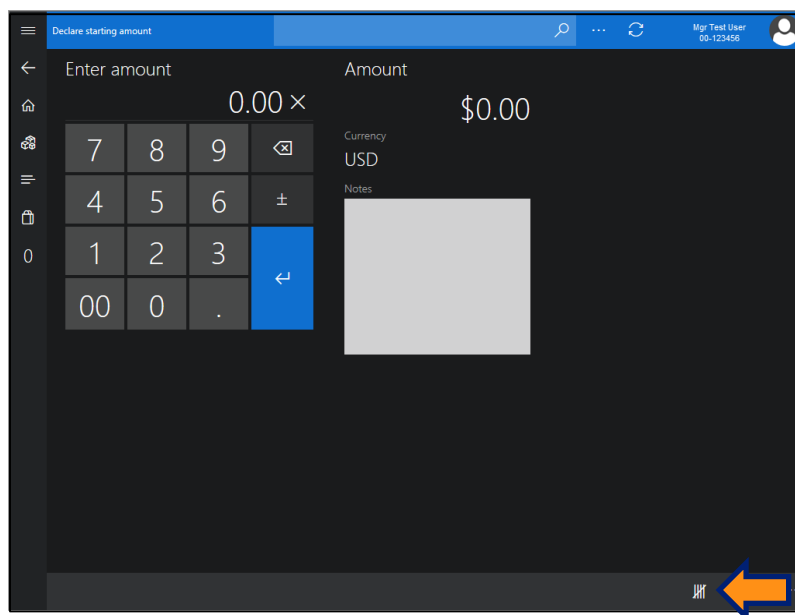
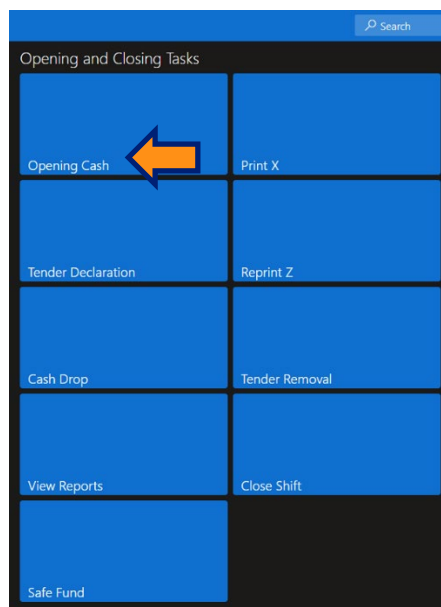


2. A pop-up appears with the message "A shift is not open," and two buttons display. Press "Open a new shift."

## OPEN A NEW SHIFT, CONTINUED



3. The Transaction screen displays. Navigate to the upper left corner, and press the **Navigation Pane** icon.
4. Press **Home** icon. The Home screen displays.



5. Under the **Opening and Closing Tasks** header, press **Opening Cash**.
6. Drawer opens, put a drawer in the till, and proceed to verify the amount.
7. Press the hash marks key.

## OPEN A NEW SHIFT, CONTINUED

The screenshot shows the 'Declare starting amount' screen. On the left, a table lists denominations and their quantities:

DENOMINATION	QUANTITY	TOTAL
0.01 USD	0	\$0.00
0.05 USD	0	\$0.00
0.10 USD	0	\$0.00
0.25 USD	0	\$0.00
1.00 USD	0	\$0.00
5.00 USD	0	\$0.00
10.00 USD	0	\$0.00
20.00 USD	0	\$0.00
---	---	---
		\$0.00 TOTAL

A pop-up window titled 'Declare starting amount' is shown on the right. It displays 'Denomination: USD' and '0.01'. Below, it shows 'Denomination total: \$0.00' and 'Currency total: \$0.00'. The 'Enter quantity' field is highlighted with a numeric keypad. The 'Save' button is highlighted at the bottom right of the pop-up.

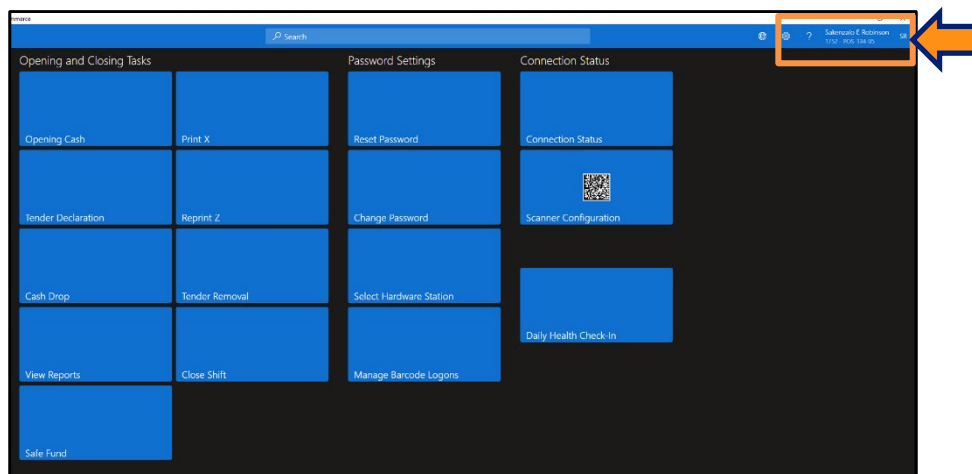
8. The **Declare starting amount** screen displays. Press the **Quantity** field under the penny line.
9. The **Declare starting amount** pop-up displays. Type the quantity and press **Enter**. The system then moves to the next denomination automatically. The total field on the bottom calculates as new amounts are added.
10. Once all amounts are entered, press **Save**. The total should be \$100.

The screenshot shows the 'Declare starting amount' screen. The 'Enter amount' field is highlighted with a numeric keypad. The 'Amount' field shows '\$100.00'. The 'Currency' is set to 'USD'. The 'Notes' field is empty. The 'Save' button is highlighted at the bottom right.

**Note:** If you are using the hash mark key (count function) to count your drawer, be careful not to leave it idle. The system will auto-log off after inactivity and do not save any changes.

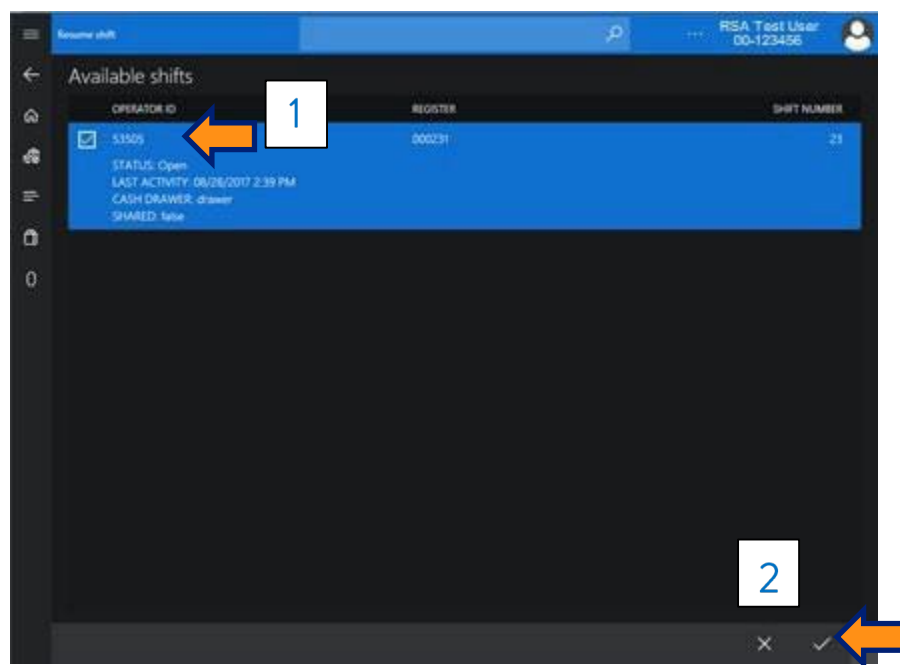
11. The **Declare starting amount** screen displays. Press **Save**. A receipt prints with the starting amount. Close drawer.

## OPEN A NEW SHIFT, CONTINUED

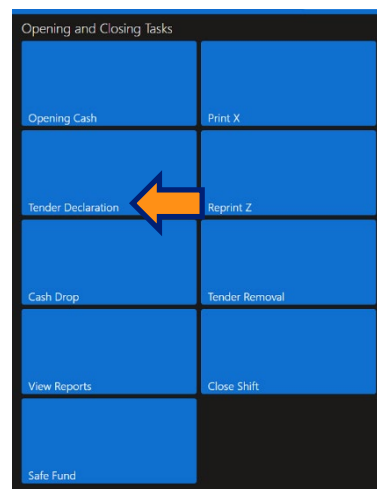
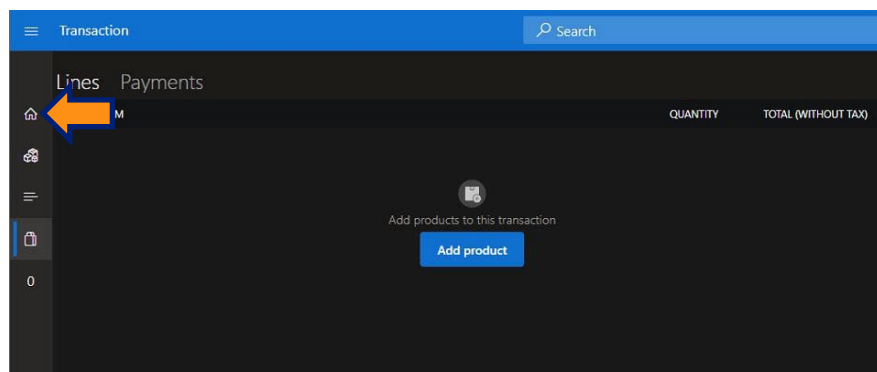


12. The system returns to the Home screen. Navigate to the upper right-hand corner where your name and numbers display, and press **Log Off**.
13. The system returns to the **Sign-in** screen. Have the RSA sign in.
14. Press **Resume an existing shift**.

## OPEN A NEW SHIFT, CONTINUED



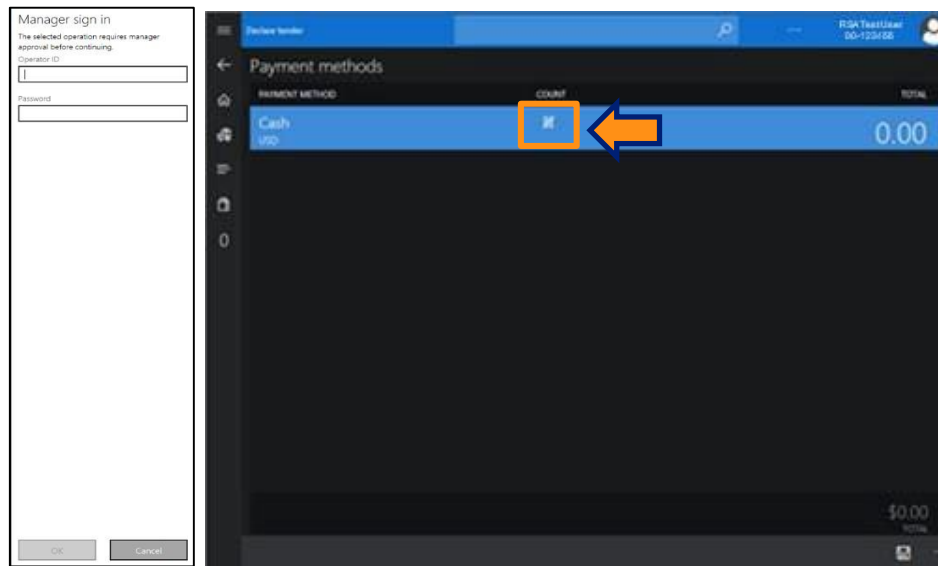
15. A pop-up message displays with shift details. Select the shift and then press the checkmark on the lower right corner of the screen.



16. The **Transaction** screen appears, and the default is the **Cashier Tasks** tab.  
Press the **Home** icon. The Home screen displays.
17. Under the **Opening and Closing Tasks** header, press **Tender Declaration**.



## OPEN A NEW SHIFT, CONTINUED



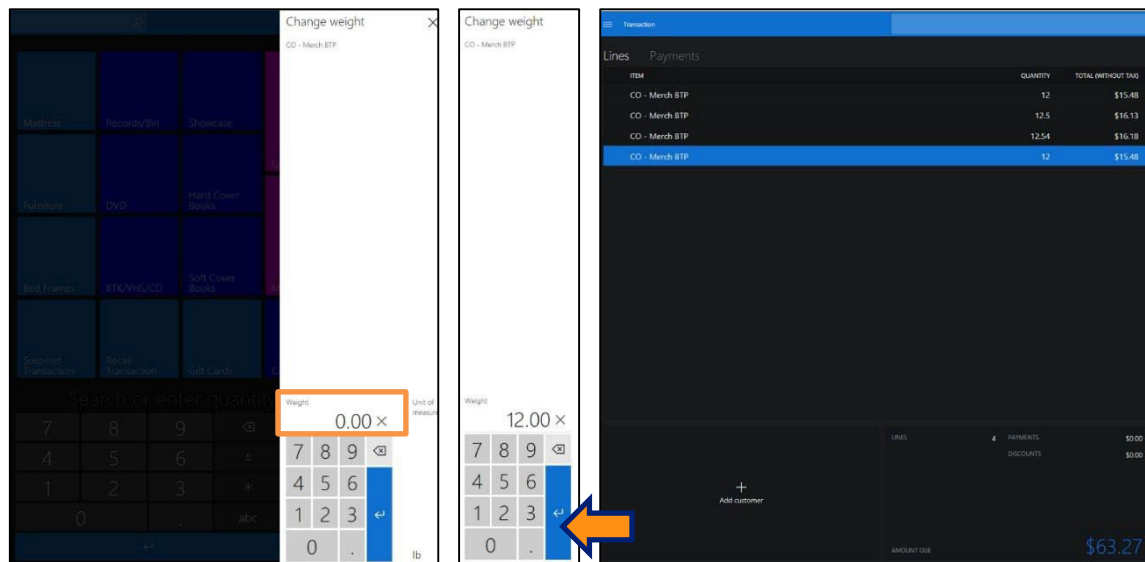
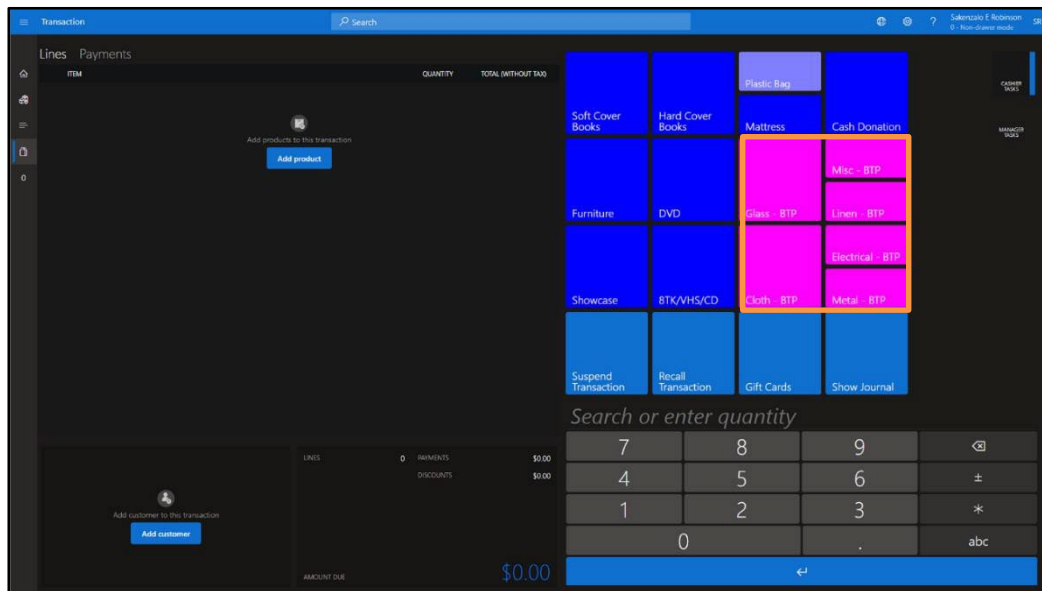
18. A Manager sign-in popup displays. The manager must manually enter credentials; the drawer opens.
19. The **Declare Tender** screen displays. RSA counts drawer, navigates to the **Count** field, and then presses the hash marks key.



20. Press the **Quantity** field under the penny line.
21. In the pop-up, type the quantity and press **Enter**. The system moves to the next denomination automatically. The total field on the bottom calculates as new amounts are added. Press **Save**.
22. Press **Save** again (this is the same icon). A receipt prints.
23. Close drawer. The RSA can now start a transaction.

## BASIC RINGING PROCEDURE

Navigate to the Transaction screen to ring a sale. The default tab is **Cashier Tasks**.



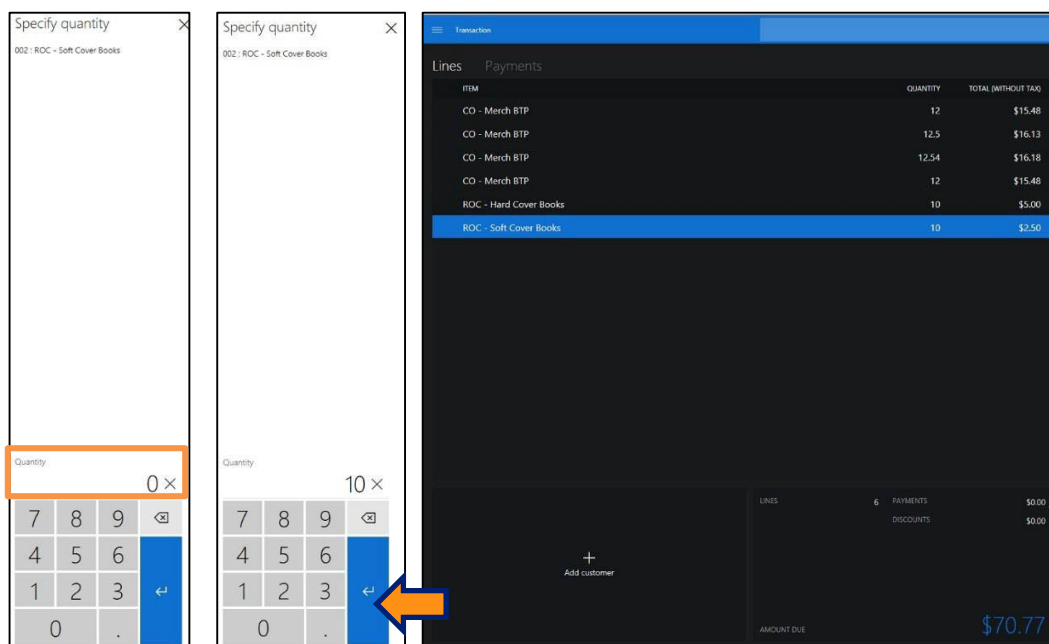
To ring a sale:

1. Greet customer.
2. Scan items or press a key to enter quantity or weight.
3. For glass or general merchandise, press **Glass BTP**. Proceed to Step 4.

## BASIC RINGING PROCEDURE, CONTINUED



- Soft Cover Books – Specify Quantity
- Hard Cover Books – Specify Quantity
- Mattress – Specify Quantity (\$3.00)
- Furniture – Specify Price
- DVD – Specify Quantity
- Showcase – Specify Price (\$0.50)
- 8TK/VHS/CD – Specify Quantity (\$0.50)
- Plastic bag- Specify Quantity (\$0.10)



The example above is for quantity and price.

- Press one of the following keys and enter quantity and/or price (see box above).
- The **Specify Quantity** pop-up displays. Type the quantity and press the **Enter** key. Proceed to Step 4.

## BASIC RINGING PROCEDURE, CONTINUED

ITEM	QUANTITY	TOTAL (WITHOUT TAX)
CD - Merch BTP	12	\$15.48
CD - Merch BTP	12.5	\$16.13
CD - Merch BTP	12.54	\$16.18
CD - Merch BTP	12	\$15.48
ROC - Hard Cover Books	10	\$5.00
ROC - Soft Cover Books	10	\$2.50

AMOUNT DUE: \$70.77

**Payment method**  
Select a payment method.

- Cash
- Merchandise Card
- Payment Terminal

**Thank you for your donation!**  
Save this for tax purposes

Cash Donation

- Round Up
- Round Dollar
- Specific Amount
- No Donation

4. Press the dollar amount of the **Amount Due** field.
5. The **Payment Method** popup displays. Select a payment method. Payment Terminal is for credit cards, Samsung Pay, Apple Pay, etc.
6. The system prompts you to ask for a donation. Choose one of the three options. If the customer does not want to donate, press **Cancel**.

**SpecPrice**  
Cash Donation

2.50

**Round\$Val**  
Cash Donation

10.00

If you press the **Cash Donation** key before pressing **Amount Due** (Step 4), the system will go directly to the donation options.

If a customer wants to donate, press one of the following options: **Round Up**, **Round Dollar**, or **Specific Amount**. A popup box displays for the specific donation option. Type the amount and press **Enter**.

- Round Up** – Use to round up to the nearest dollar of the amount due
- Round Dollar** – Type amount that the customer wants to pay after including donation (e.g., the total is \$6.98, but they want to pay \$10)
- Specific Amount** – Type the exact amount the customer wants to donate (e.g., the customer wants to donate \$1.00 or more, there is no limit)

## BASIC RINGING PROCEDURE, CONTINUED

Payments		
ITEM	QUANTITY	TOTAL (WITHO...
Children's 2 Piece Sets	1	\$3.74
BQ Men's Clothing	1	\$2.99
2012250003999 Student/Teacher Discount \$1.00 (25.00 %)		
Cash Donation	1	\$0.27
<div> <div>+</div> <div>Add customer</div> </div> <div> <div>LINES</div> <div>3</div> <div>PAYMENTS</div> <div>\$0.00</div> <div>DISCOUNTS</div> <div>\$2.25</div> <div>AMOUNT DUE</div> <div>\$7.00</div> </div>		

### Round Up Example

ITEM	QUANTITY	TOTAL (WITHO...
Children's 2 Piece Sets	1	\$3.74
BQ Men's Clothing	1	\$2.99
Cash Donation	1	\$3.27

+

Add customer

LINES

3

PAYMENTS

\$0.00

DISCOUNTS

\$2.25

AMOUNT DUE

\$10.00

### Round Dollar Example

Lines		Payments	
ITEM	QUANTITY	TOTAL (WITHO...	
✓ Children's 2 Piece Sets	1	\$3.74	
✓ BQ Men's Clothing	1	\$2.99	
✓ Cash Donation	1	\$2.50	

+

Add customer

LINES 3

PAYMENTS \$0.00

DISCOUNTS \$2.25

AMOUNT DUE **\$9.23**

### Specific Amount Example

Amount due

Payment amount

Denominations

\$7.00

7.00 x

100.00 20.00

50.00 10.00

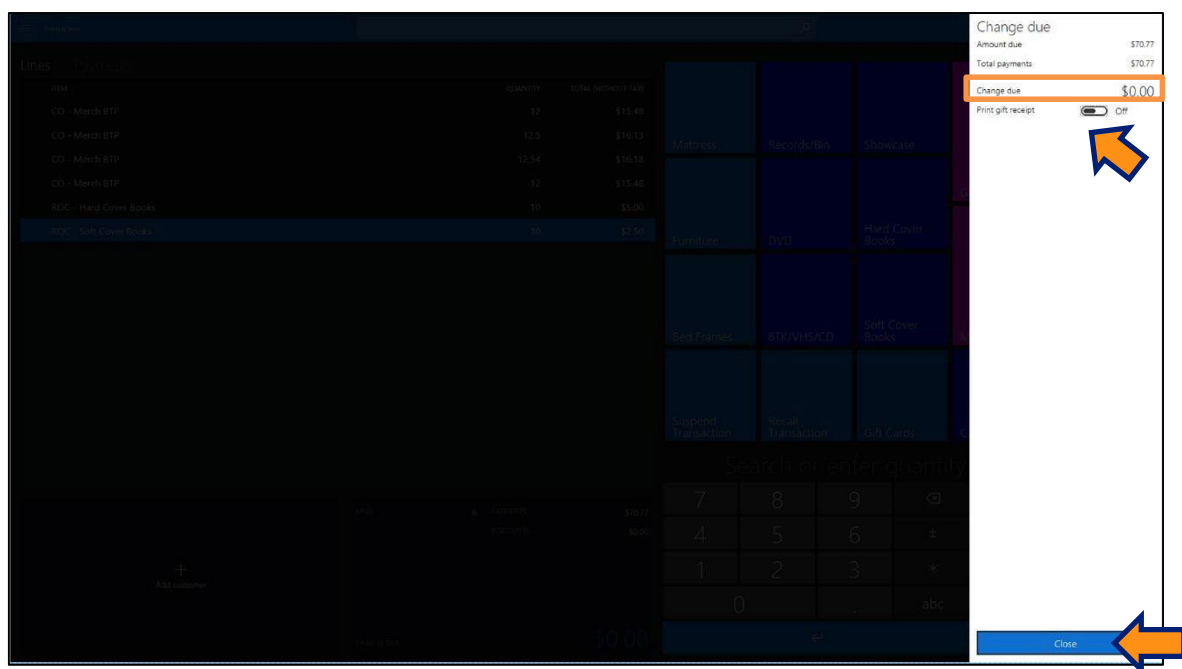
7. The cash donation is added to the transaction (see above), and the **Amount Due** screen displays. If payment is cash (see above), type the amount the customer gives or choose a pre-set denomination and press **Enter**.
  - If the Payment Terminal is selected, it lights up and is ready for customer input.
  - If the customer is using a merchandise or gift card, check The balance prior to tendering transaction. If the card has insufficient funds, change the amount to reflect the card balance. If the Merchandise Card has a magnetic strip, manually type the card number; otherwise, scan the card.
8. The drawer opens (cash only), and a receipt prints (all). The cash donation, if applicable, is on the bottom of the receipt.
9. Collect payment. Any bill \$20 and higher must be checked with the money checker. At no time should an individual hold a bill up to the light or use a marker to verify. RSAs can check \$20 bills; however, all bills larger than \$20 must be verified by a member of management.

## BASIC RINGING PROCEDURE, CONTINUED

When verifying bills:

- Do not hold up to the light to verify.
- Do not use a marker.
- Do not keep counterfeit bills. A member of management needs to return the counterfeit to the customer and ask for a different form of payment. If found after the fact, management needs to take it to the bank and enter it in LPMS.

Contact Asset Protection if your location needs a replacement money checker or if you need more information on counterfeits.



10. A **Change due** pop-up displays. If due, give the customer a change. If the customer requests a gift receipt, press **On**. Choose items to show on the receipt and press **OK**.
11. Press **Close** to end transaction.
12. The system returns to the **Transaction** screen. Thank the customer.

**Important:** If a customer leaves a credit card behind during a sales transaction, treat it as a sensitive item and notify a member of the leadership team immediately. The leader must then immediately submit this in G Connect. For further assistance, contact Asset Protection at [AssetProtection@goodwillaz.org](mailto:AssetProtection@goodwillaz.org). Secure the credit card until it is returned to the customer or given to AP for transport. See your leader for more information.

## SPLIT TENDER

The screenshot shows the POS interface with a list of items and a payment method selection screen. The items list includes:

ITEM	QUANTITY	TOTAL (WITHOUT TAX)
CO - Merch BTP	12	\$15.48
CO - Merch BTP	12.5	\$16.13
CO - Merch BTP	12.54	\$16.18
CO - Merch BTP	12	\$15.48
ROC - Hard Cover Books	10	\$5.00
ROC - Soft Cover Books	10	\$2.50

The total amount due is \$70.77. The payment method selection screen shows options: Cash, Merchandise Card, and Payment Terminal. The 'Cash' option is highlighted.

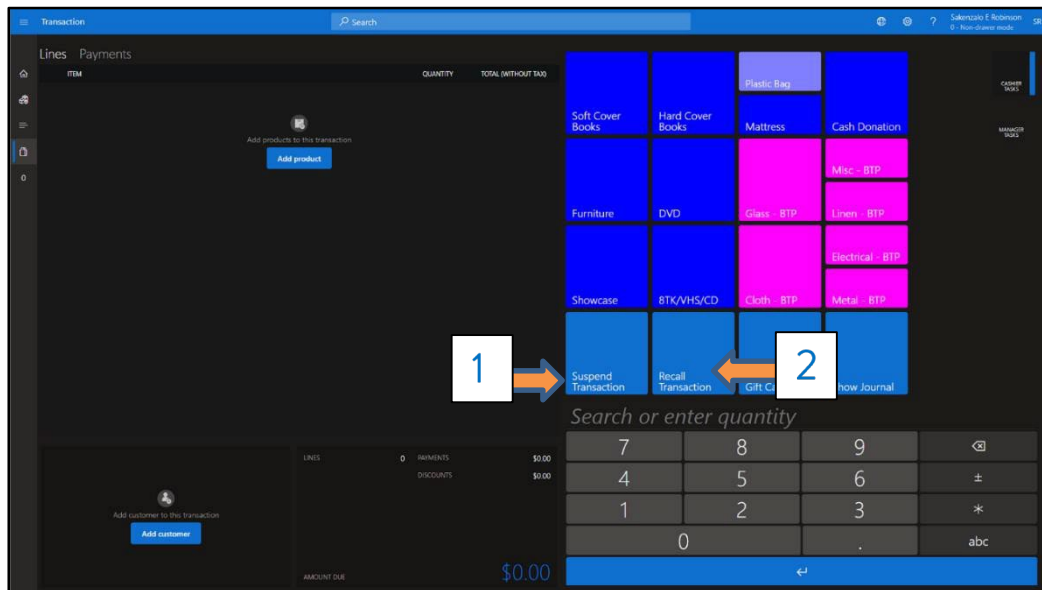
If customer is paying with two methods of payment:

1. Press the dollar amount of the **Amount Due** field.
2. From the **Payment Method** pop-up, press first method of payment key. If cash is one of the options, choose this one first.

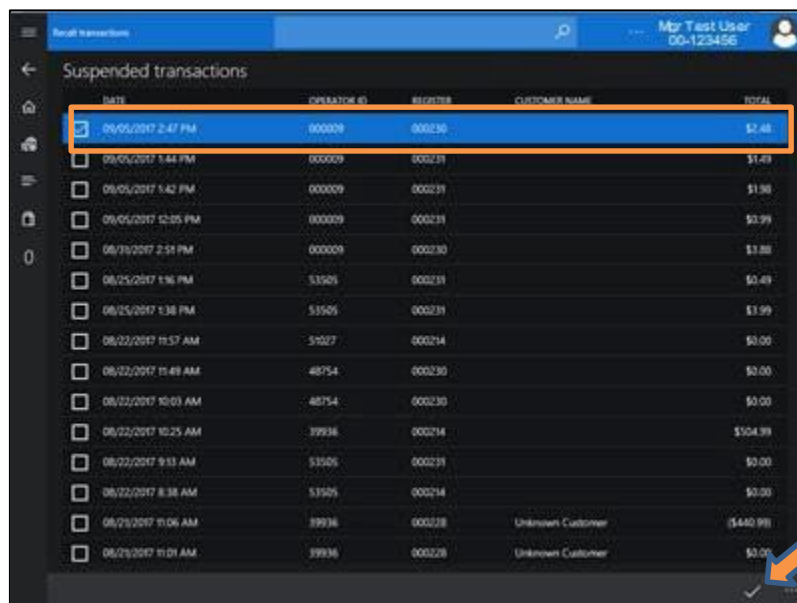
The screenshots show the payment process for a split tender. The first screenshot shows the 'Amount due' field with \$6.98 and the 'Payment amount' field with 5.00. The 'Payment method' pop-up is shown with 'Cash' selected. The second screenshot shows the 'Amount due' field with \$1.98 and the 'Payment amount' field with 1.98. The 'Payment method' pop-up is shown with 'Merchandise Card' selected. The third screenshot shows the 'Amount due' field with \$1.98 and the 'Payment amount' field with 1.98. The 'Payment details' screen is shown with 'Card number' 1 and a 'Check balance' button.

3. Type amount of cash and then press **Enter**.
4. Press the dollar amount of the **Amount Due** field.
5. Choose second method of payment and tender remaining amount. Two payment lines show on the receipt.

## SUSPEND/RECALL TRANSACTION



1. Scan items.
2. From the Cashiers Tasks tab, press **Suspend Transaction**.
3. When customer returns, press **Recall Transaction**. This works at any register.

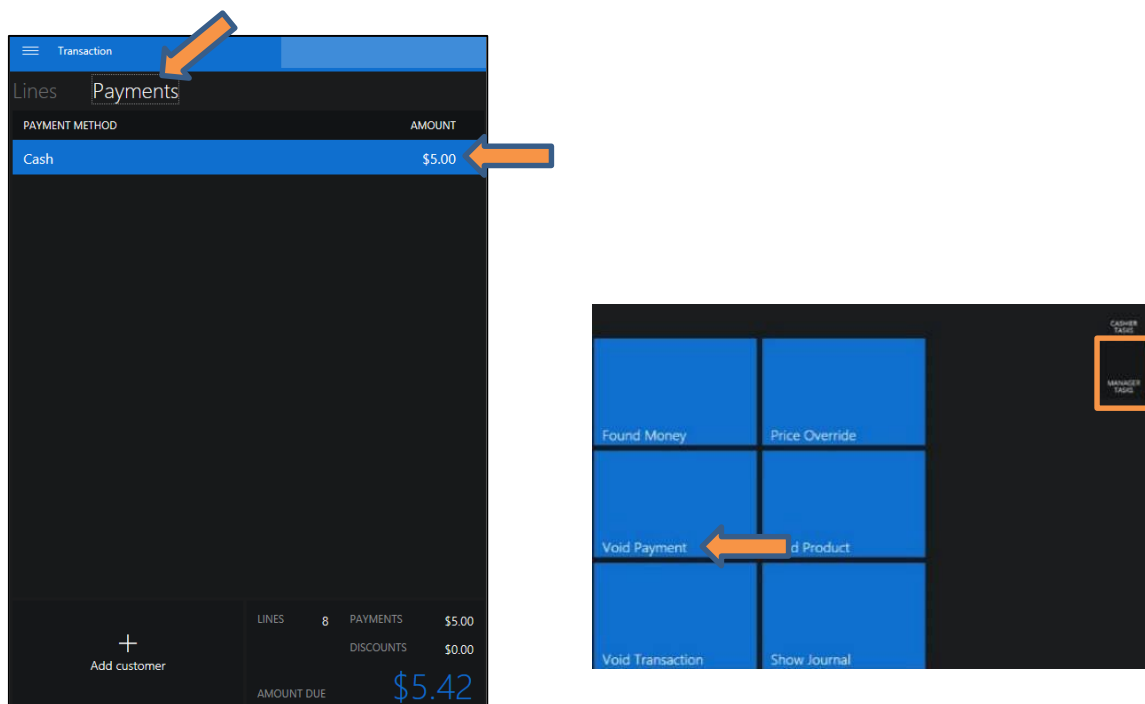


4. The **Recall Transactions** screen displays. Transactions appear in chronological order. To select, press the checkbox next to the transaction.
5. Press the **checkmark** icon on the lower, right corner of the screen.
6. Follow rest of tender process.



## VOIDS

There are three options for void in the POS system. They are Void Payment (if the customer already paid via another payment method), Void Product (specific item), and Void Transaction (entire transaction). See the steps below for each option.

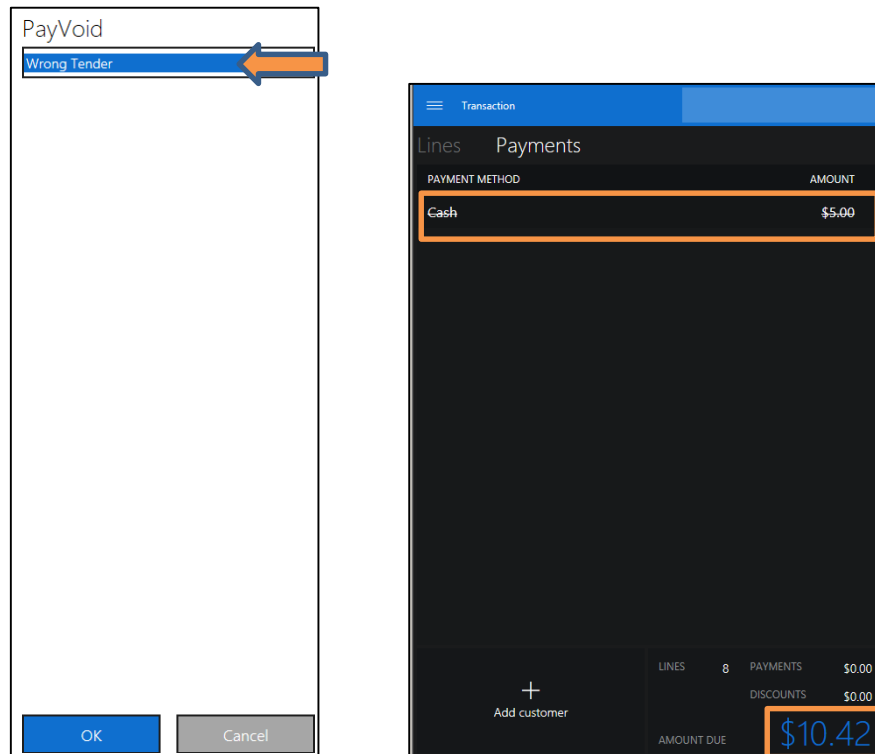


### Void Payment

To void a payment:

1. Press the **Payments** section on top.
2. Press the payment line. The line item turns blue.
3. On the Transaction screen, press the **Managers Tasks** tab.
4. Press **Void Payment**.

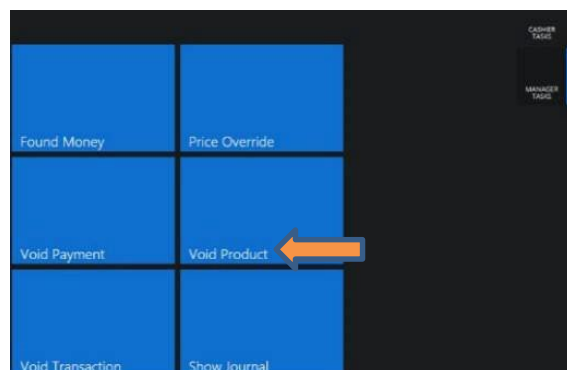
## VOID PAYMENT, CONTINUED



5. The **Pay Void** popup displays. Select the **Wrong tender** reason code, and then press **OK**.
6. The item shows as strikethrough text and the Amount Due reverts back to the original amount. Follow rest of tender process.

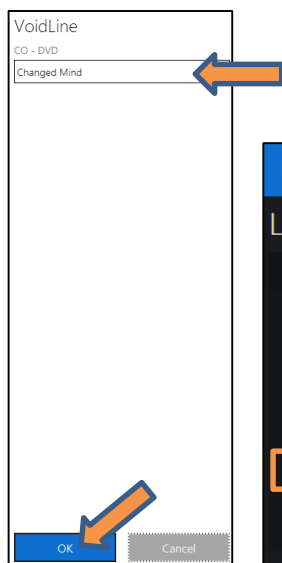
## VOID PRODUCT

Transaction		
Lines Payments		
ITEM	QUANTITY	TOTAL...
✓ Bag Toys (10)	1	\$1.49
✓ Bag Toys (5)	1	\$0.99
✓ Children's 2 Piece Sets	1	\$4.99
✓ <del>CO - DVD</del>	1	\$0.50
✓ Men's Jeans	1	\$9.99
<div> <div>+</div> <div>Add customer</div> </div> <div> <div>LINES</div> <div>5</div> </div> <div> <div>PAYMENTS</div> <div>\$0.00</div> </div> <div> <div>DISCOUNTS</div> <div>\$0.00</div> </div> <div> <div>AMOUNT DUE</div> <div>\$17.96</div> </div>		



To void a product:

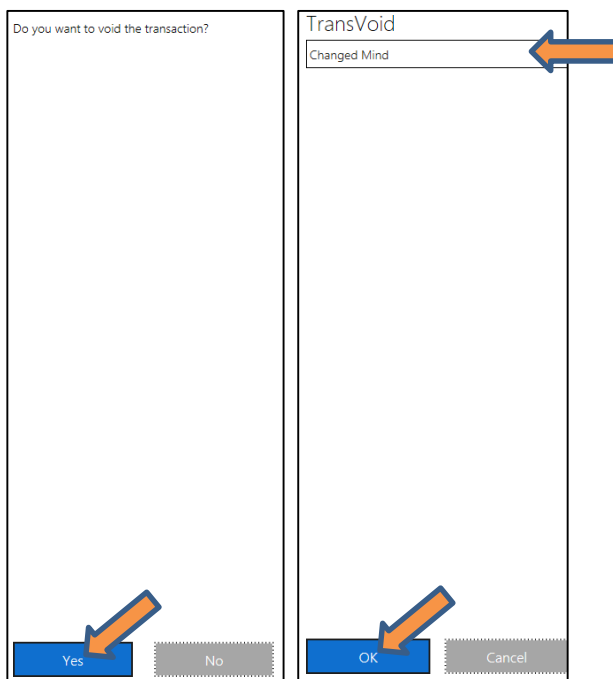
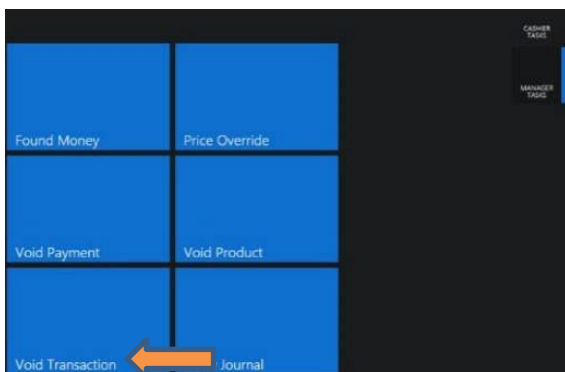
1. From the **Transactions** screen, press to select an item. The item turns blue.
2. From the **Managers Tasks** tab, press **Void Product**.



Transaction		
Lines Payments		
ITEM	QUANTITY	TOTAL...
✓ Bag Toys (10)	1	\$1.49
✓ Bag Toys (5)	1	\$0.99
✓ Children's 2 Piece Sets	1	\$4.99
✓ <del>CO - DVD</del>	1	\$0.50
✓ Men's Jeans	1	\$9.99

3. The item shows as strikethrough text. Repeat steps to void additional items.
4. Follow rest of tender process.

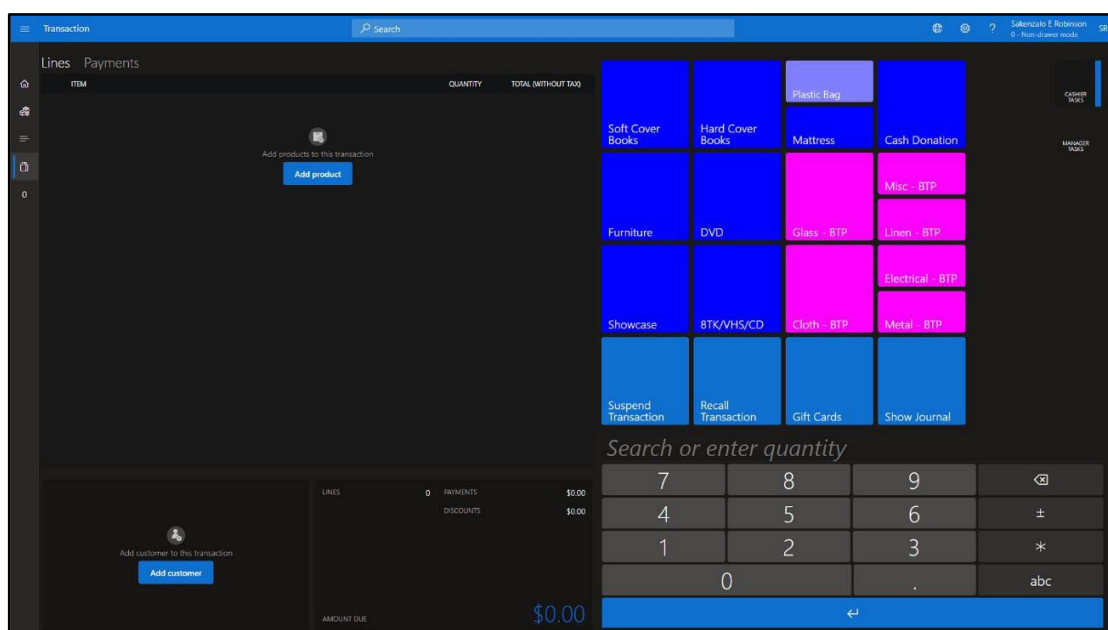
## VOID TRANSACTION



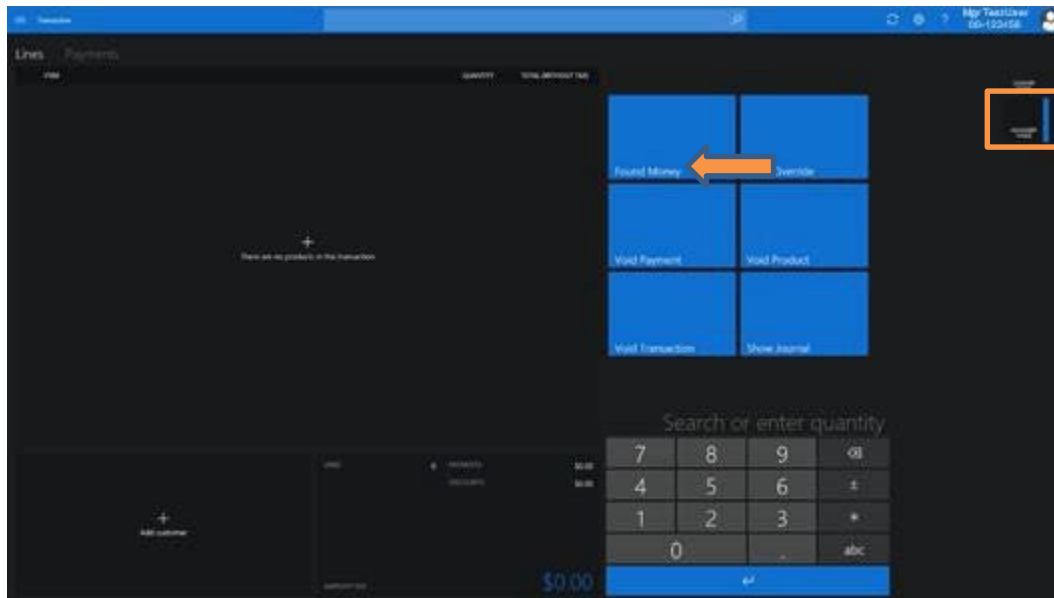
Must delete any partial payments made by the customer prior to voiding the transaction.

To void a transaction:

1. From the **Managers Tasks** tab, press **Void Transaction**.
2. A message will appear: Do you want to void the transaction? Press **Yes**.
3. The **Trans Void** popup displays. Select a reason code and then press **OK**.
4. The system returns to a blank transaction screen.

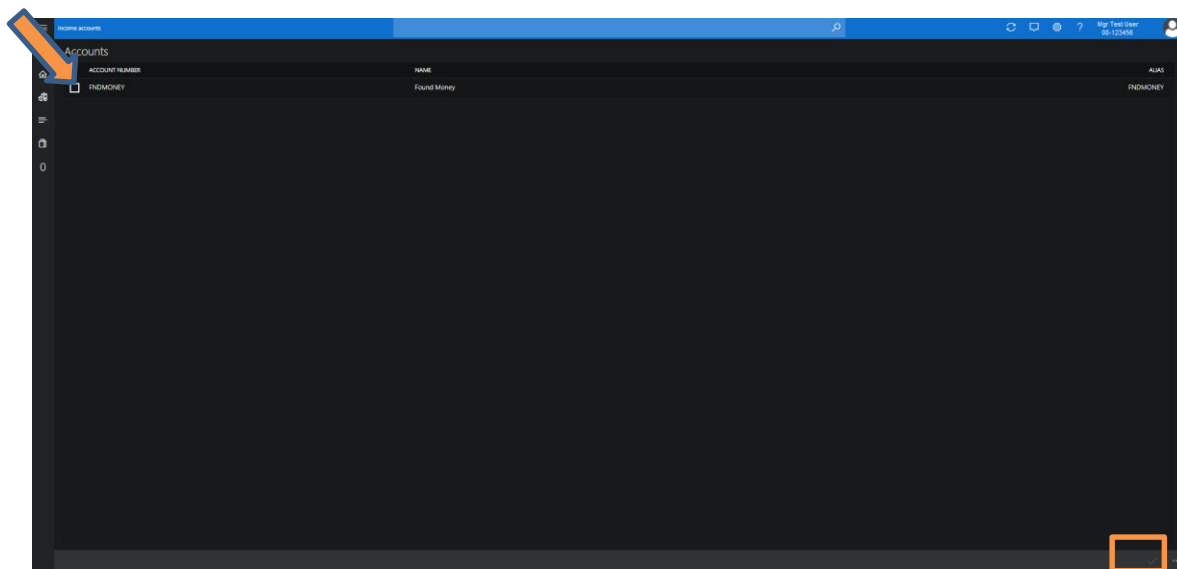


## FOUND MONEY



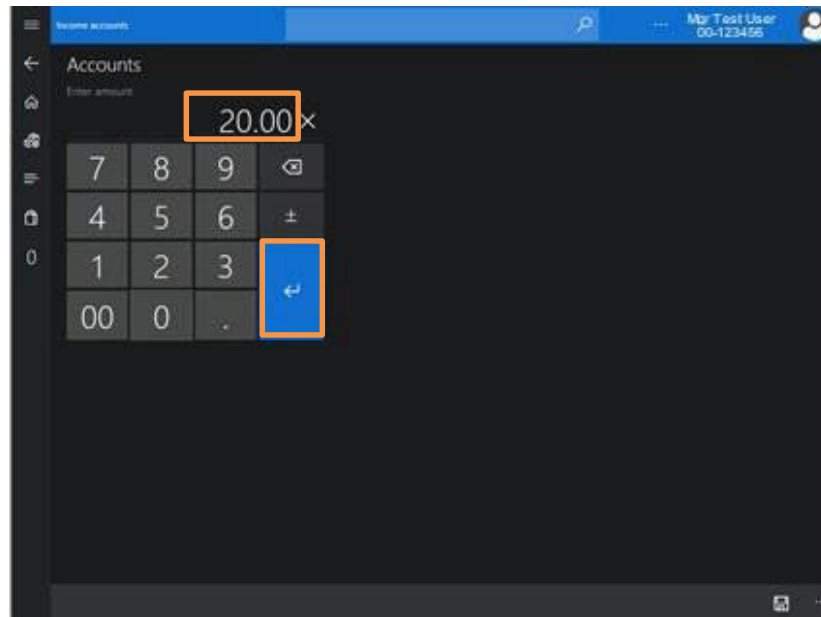
To enter a found money transaction:

1. Scan your POS logon ID. The **Transactions** screen displays.
2. Press the **Manager Tasks Tab**.
3. Press **Found Money**.

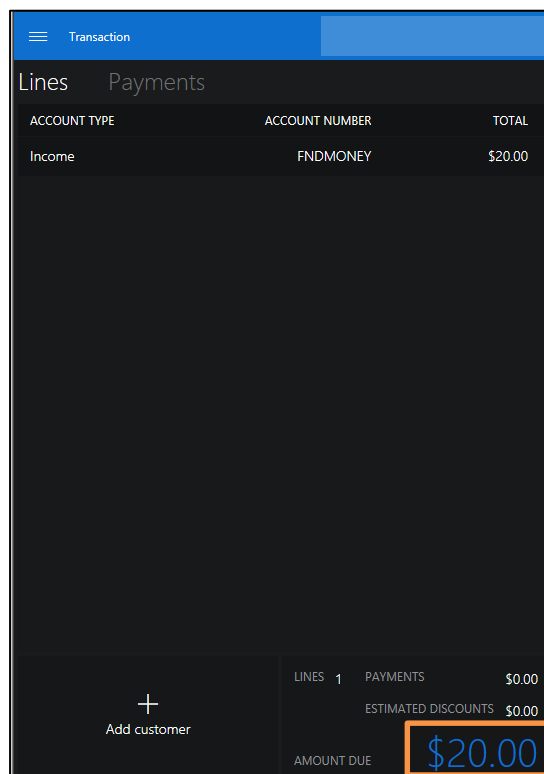


4. Click to choose **FNDMONEY** and then press the checkmark.

## FOUND MONEY, CONTINUED



5. Type amount of found money and press **Enter**.



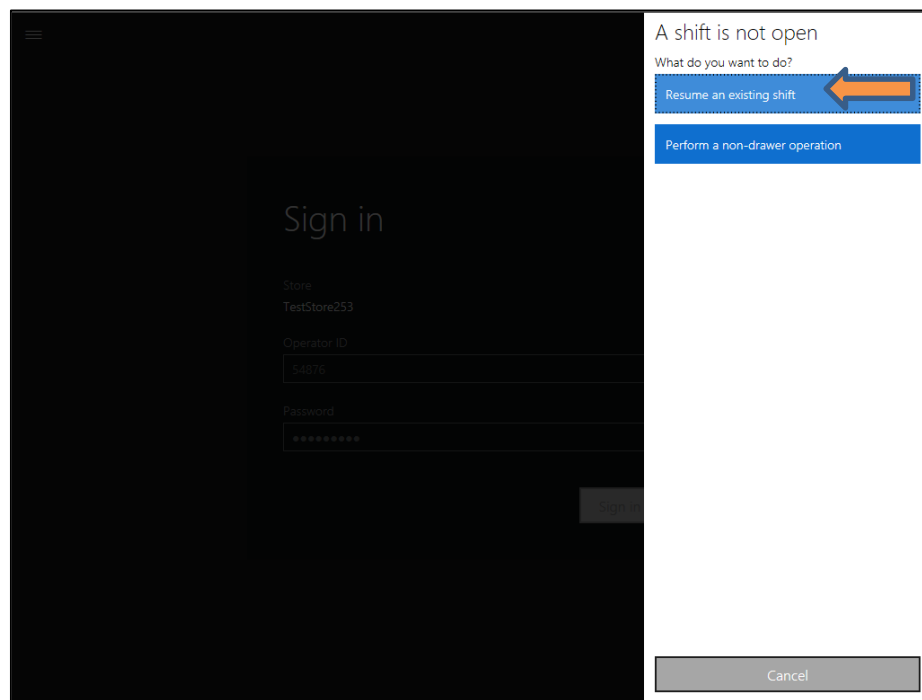
6. Press the dollar amount of the **Amount Due** field and tender as cash. Found money counts as a transaction not a customer.

## CASH DROP

Cash drops should be performed when a register till has reached \$200 beyond the opening amount, which is \$100. **Do not perform a cash drop in the middle of a transaction or when closing out a register.**

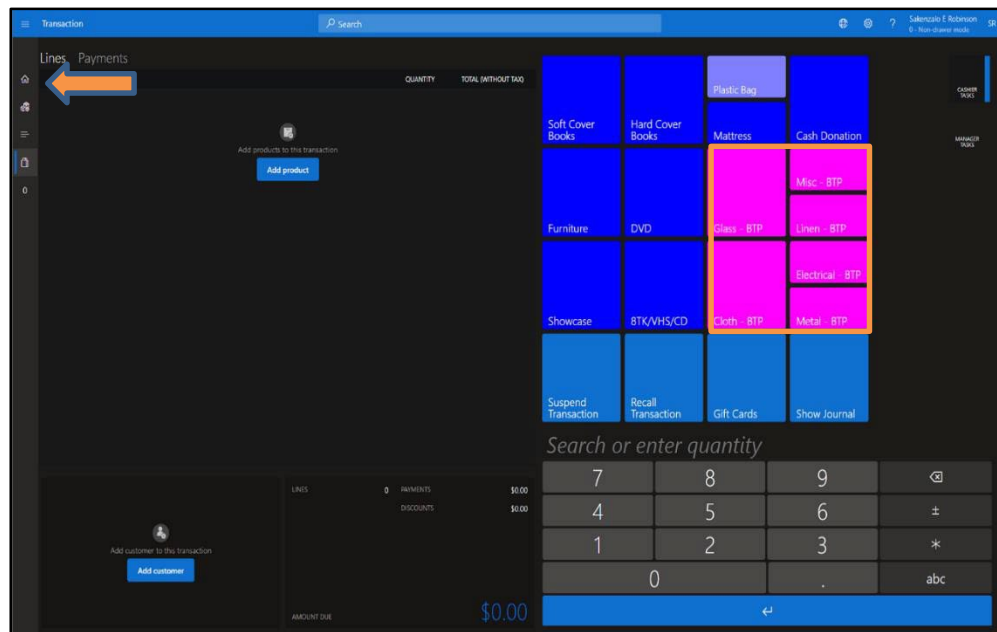
RSAs are responsible for asking for a cash drop once they have the proper amount in their register and must page a manager to perform the task. A member of management is responsible for performing cash drops as scheduled.

In order to perform a cash drop, the RSA must be present. It is never permissible for a member of management to conduct a cash drop on a register without having the RSA present.

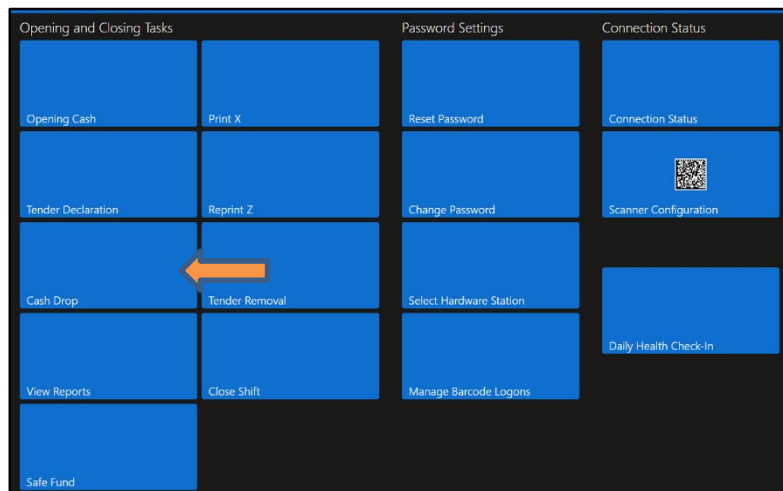


1. To begin, have the RSA press **Log Off**.
2. Scan your POS logon ID.
3. Press **Resume an existing shift**.

## CASH DROP, CONTINUED



- The Transaction screen displays. Press the **Home** icon. The Home screen displays.



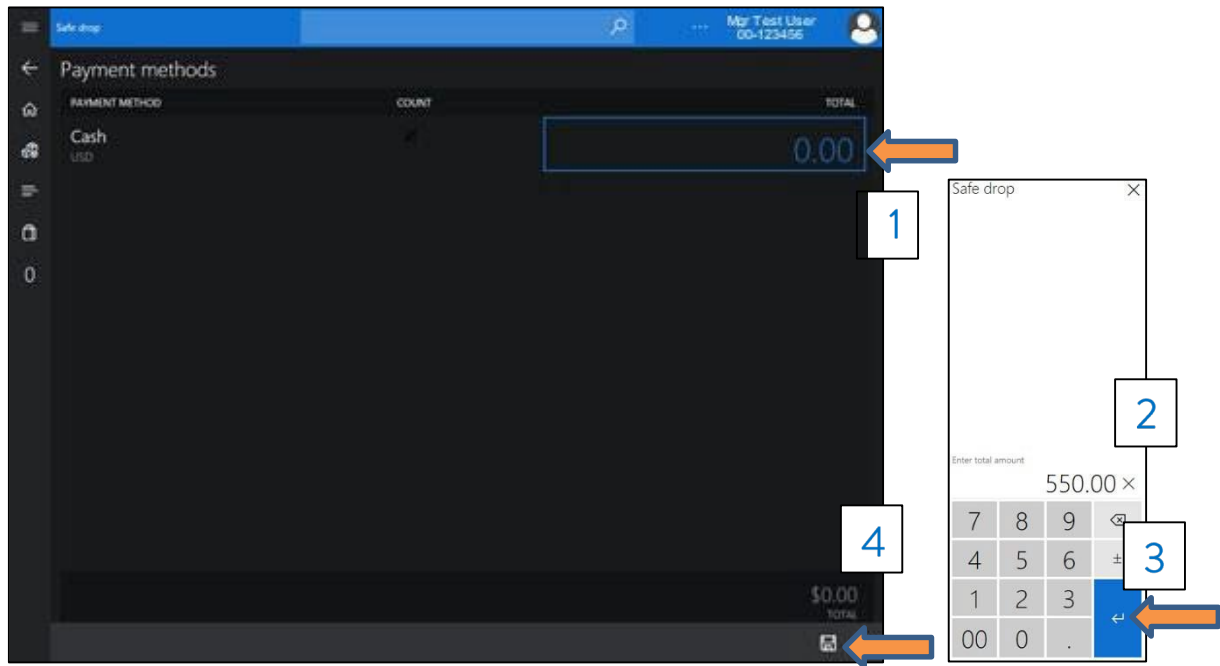
- Under the **Opening and Closing Tasks** header, press the **Cash Drop** key to open the till. **Never take advantage of an already open till to remove funds.**
- Verify the top of till has \$100. Remove the currency from underneath the till and close the register.

*Always remember to keep the money you are handling secure. Do not leave money unattended.*



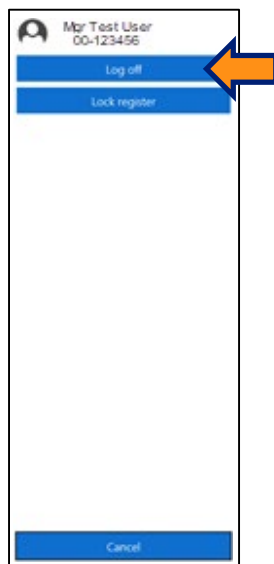
## CASH DROP, CONTINUED

- Count the money for the drop, have the RSA verify the amount, and place money in the envelope.



- Press **Total**.
- A **Safe Drop** popup displays. Type the cash drop amount and press **Enter**. The system does not allow a negative drop amount.
- Press **Save**. To fix a cash drop the next morning, see the **Manual Cash Drop Fix** section in the **Money Management** guide. If you have any questions, contact your District Manager.
- A receipt prints. On the receipt, note the following: cash drop amount (circled), your initials, and the RSA initials.
- Close the till right away in order to keep money secure and finalize the action.
- . Place the receipt and cash from the drop in the envelope and seal it in front of the RSA. **Do not tape the envelope**.
- Write the monetary denominations on the envelope.

## CASH DROP, CONTINUED



To view cash drop activity for a shift, navigate to the **Opening and Closing Tasks** header, press **View Reports**, and select the **Safe drop** report. The system defaults to today's date. Press **Run** to view or the back button to exit.

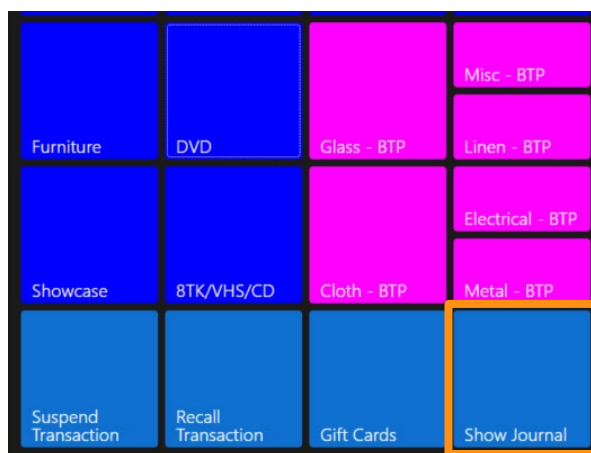
15. Press **Log Off**.
16. Have RSA log back in and resume the same shift. The system returns to the home screen. Click the shopping cart icon to return to the **Transaction** screen.

**Note:** Go immediately to the safe and secure the cash drop envelope. Do not do multiple drops at a time.

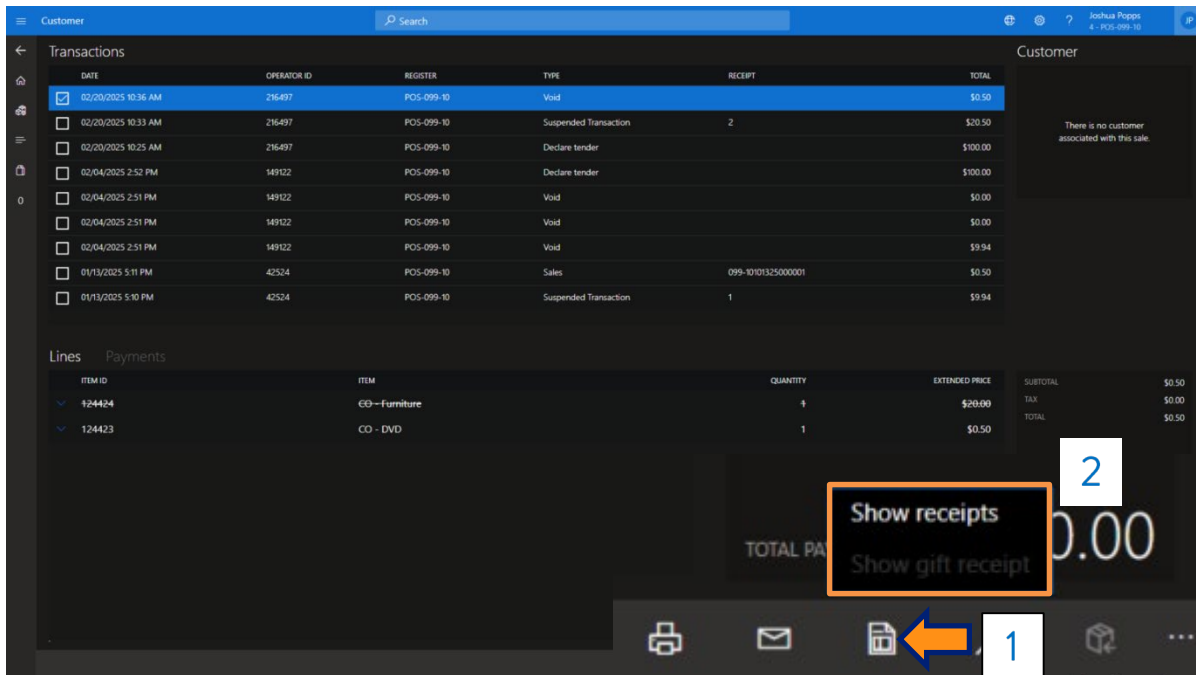
## REPRINT A RECEIPT

To reprint a receipt:

1. From the **Managers Tasks** tab, press **Show Journal**.



## REPRINT RECEIPT, CONTINUED



2. The most recent transactions display. Click to choose a transaction.
3. Click the **Paper** icon and then choose **Show Receipt**.



4. Click the **Printer** icon. The drawer opens, and a receipt with “Copy” prints.
5. Close the drawer and press the X to close this view.

## SAFE FUND

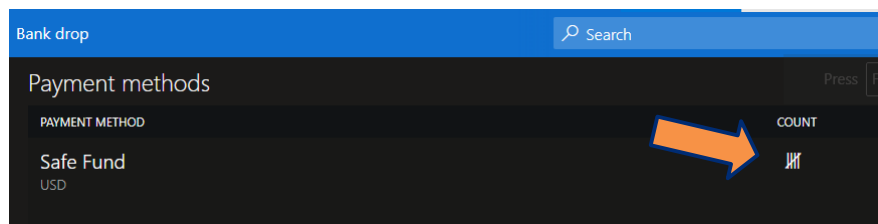
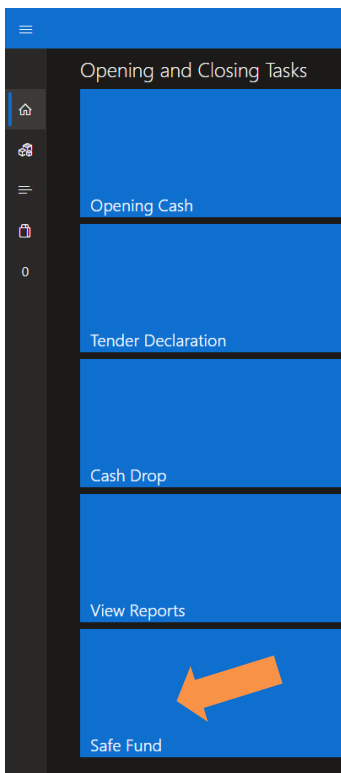
A Safe Fund count should be completed three times daily: once by the opening manager in the morning, once at midday when the closing manager arrives, and once at the end of the day.

Navigate to the **SAFE FUND** screen before removing the money from the safe and placing it in front of the register to count. The register's till will open during this process.

**Note:** Always allow the system to count the total amount. Focus only on counting the correct number of coins or bills present for the denominational category.

To complete a count of the Safe Fund,

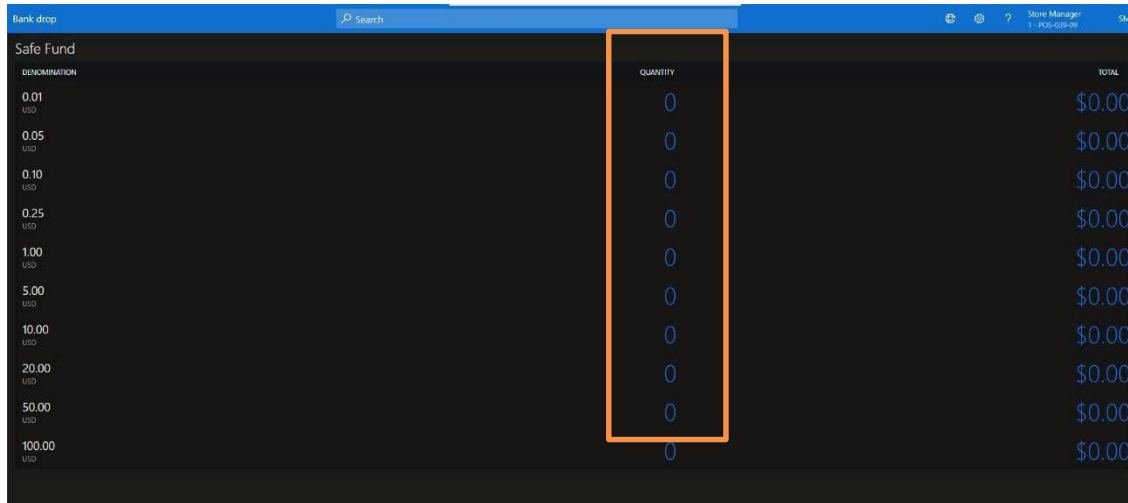
1. Press **Safe Fund** from the **Home** screen.
2. Under the **Count** field, press the hash marks button.



## SAFE FUND, CONTINUED

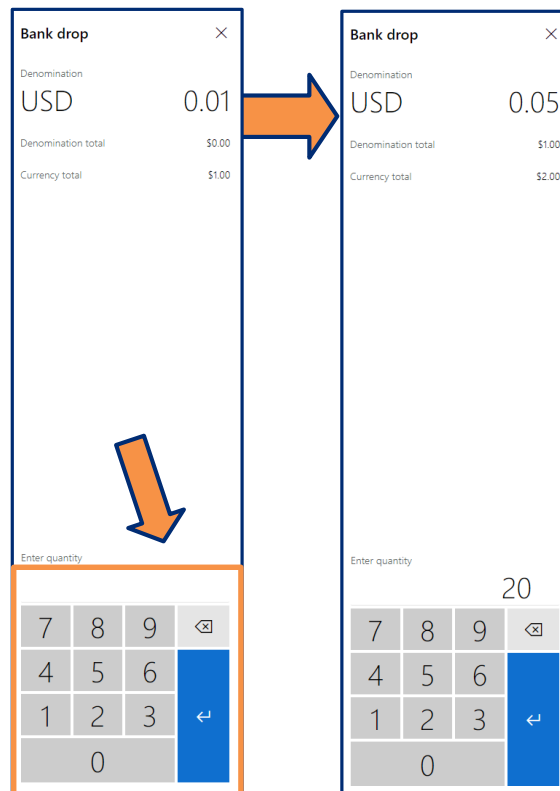
Begin with the lowest denomination,

3. Press the **0** beneath the **Quantity** field on the penny line to start.



DENOMINATION	QUANTITY	TOTAL
0.01 USD	0	\$0.00
0.05 USD	0	\$0.00
0.10 USD	0	\$0.00
0.25 USD	0	\$0.00
1.00 USD	0	\$0.00
5.00 USD	0	\$0.00
10.00 USD	0	\$0.00
20.00 USD	0	\$0.00
50.00 USD	0	\$0.00
100.00 USD	0	\$0.00


4. In the pop-up, type the quantity and press **Enter**. The system moves to the next denomination automatically.

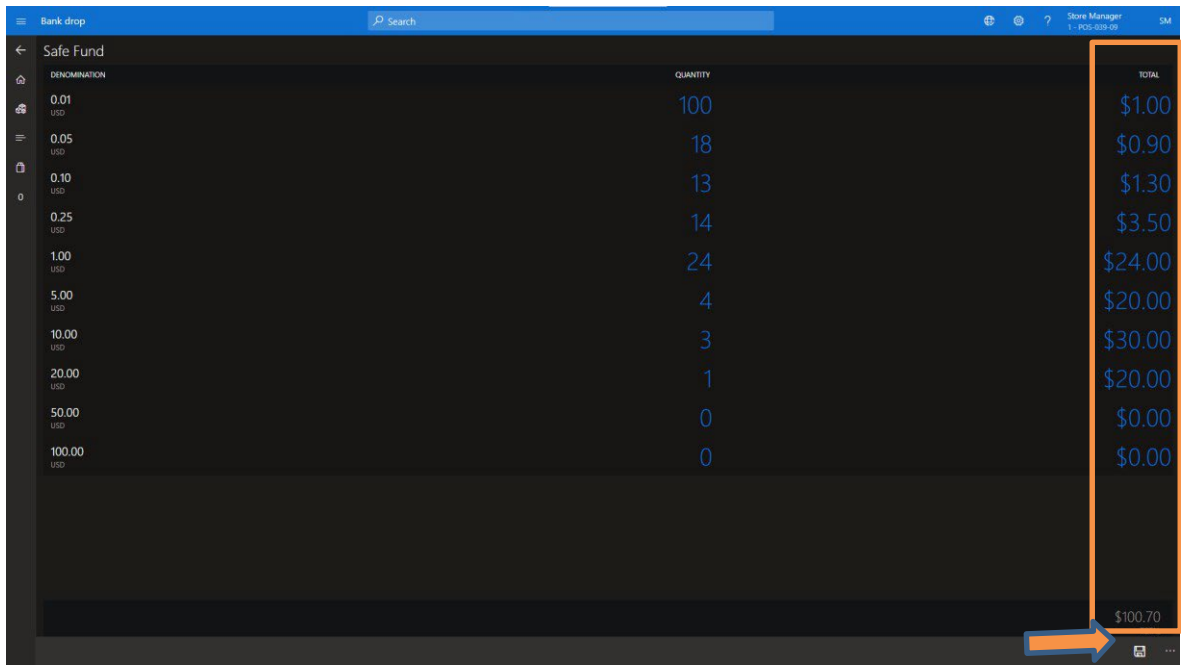


**Bank drop** ×  
Denomination: USD  
0.01  
Denomination total: \$0.00  
Currency total: \$1.00  
Enter quantity: [Numeric keypad with 0-9 and arrows]

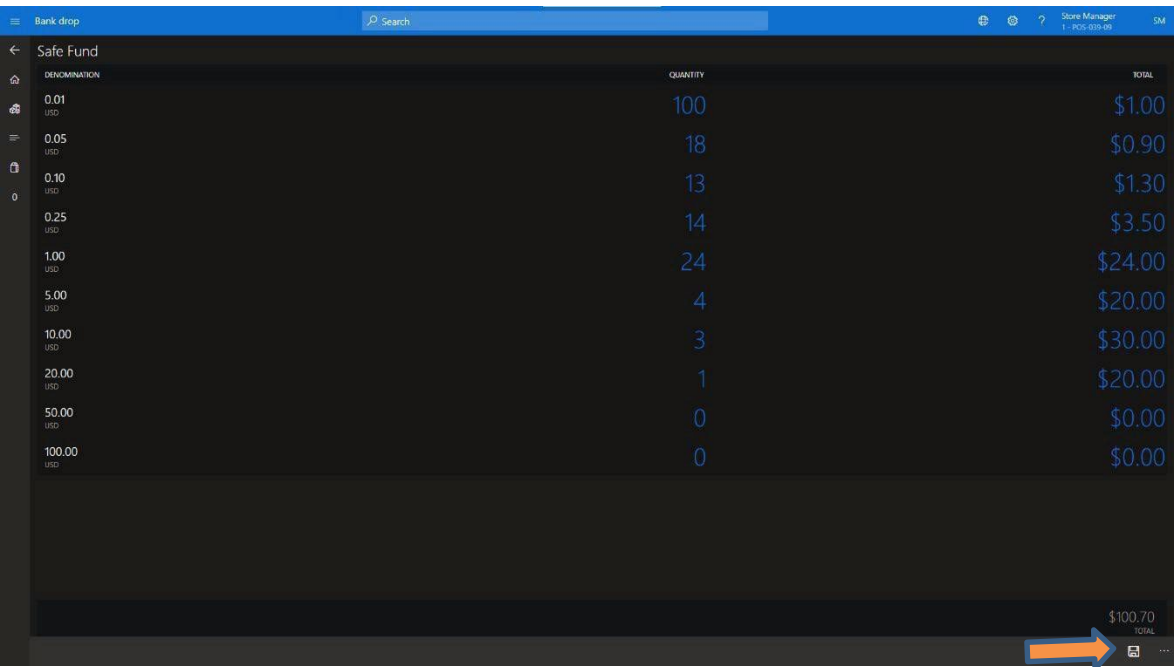
**Bank drop** ×  
Denomination: USD  
0.05  
Denomination total: \$1.00  
Currency total: \$2.00  
Enter quantity: 20 [Numeric keypad with 0-9 and arrows]

SAFE FUND, CONTINUED

- Once you have input all of the amounts, the POS will return you to this screen.
5. The total field on the bottom calculates as new amounts are added above. Press the **Save** icon  once all denominations have been input.



6. In the pop-up, type your name and press OK. Press **Save** again. A ticket will print. Place it in the manager's till.
7. Press **Save** again (this is the same icon). A receipt prints.



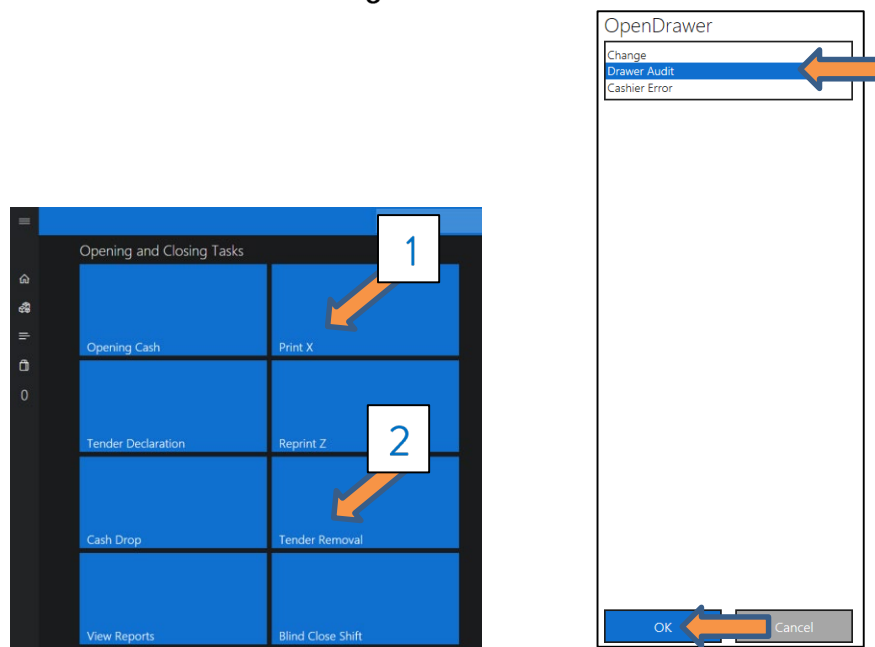
## REGISTER AUDIT

Register audits will help improve cash control accuracy and are designed to keep everyone honest, accountable, and aware of theft-related issues around cash handling.

You must perform register audits at a minimum of three times a week and in a random manner. In order to perform a register audit, the RSA must be present.

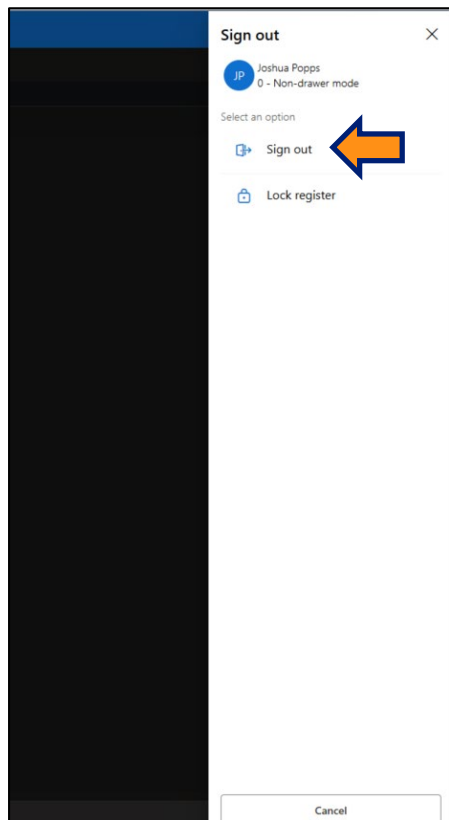
It is important to be discreet and count as quickly as possible while ensuring accuracy.

**Note:** If you encounter a quick-change situation, follow the process stated above. However, if situation warrants, bring drawer into manager office for drawer count only. Do not allow customer into manager's office.



1. To begin, have the RSA press **Log Off**.
2. Scan your POS logon ID.
3. The **Transaction** screen displays. Press the **Home** icon. The Home screen displays.
4. To verify the drawer is in good standing, print an X report. Under the **Opening and Closing Tasks** header, press **Print X**.
5. An X report prints. Press **Tender Removal**.
6. The drawer pops open and the **Open Drawer** popup displays. From the drop-down, choose **Drawer Audit** and then **OK**. As you are auditing the drawer, only count the cash and coin currency. You do not need to factor in other transactions such as return or gift cards.

## REGISTER AUDIT, CONTINUED



**Important:** Do not discuss the results of an overage or shortage with the person responsible until the end of the shift. This could tempt the individual to falsify or manipulate sales to adjust the amount to balance at the end of the shift. For shortage or overage of \$5.00 or more, follow coaching procedures regardless of reason.

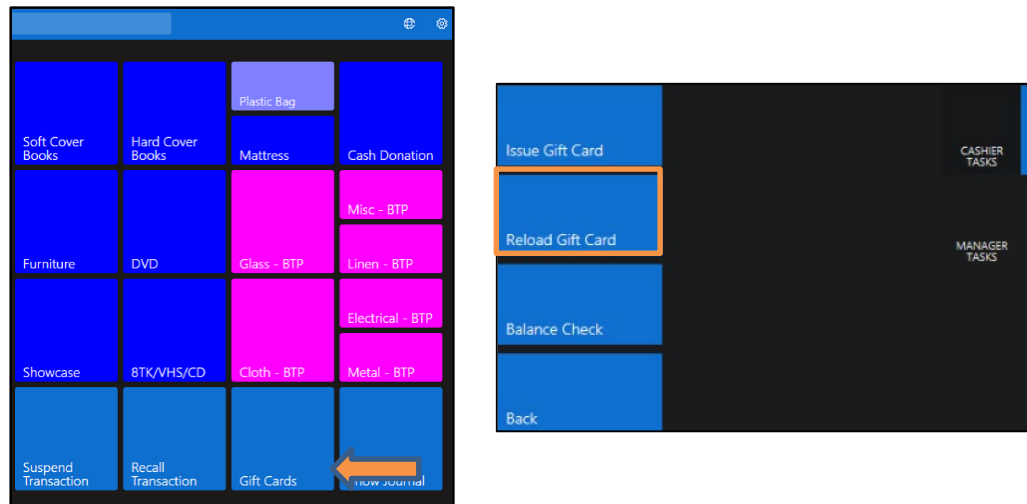
Enter any overage or shortage that exceeds \$50.00 in LPMS and attach any supporting documents (e.g., audit X report receipt).

7. Press **Log Off**. The RSA can now log back in and resume the same shift.
8. Write **Register Audit** on the X report, include both initials (manager and RSA).
9. Note the results of the audit on the Register Audit Log. Bring the X report receipt to the office and place in the monthly envelope attached to the log. Keep the Register Audit Log in the manager's office for reference later.

For additional information, navigate to the **Opening and Closing Tasks** header, press **View Reports**, and select the **Store sales by register** report. The system defaults to today's date. Press **Run** to view or the back button to exit.

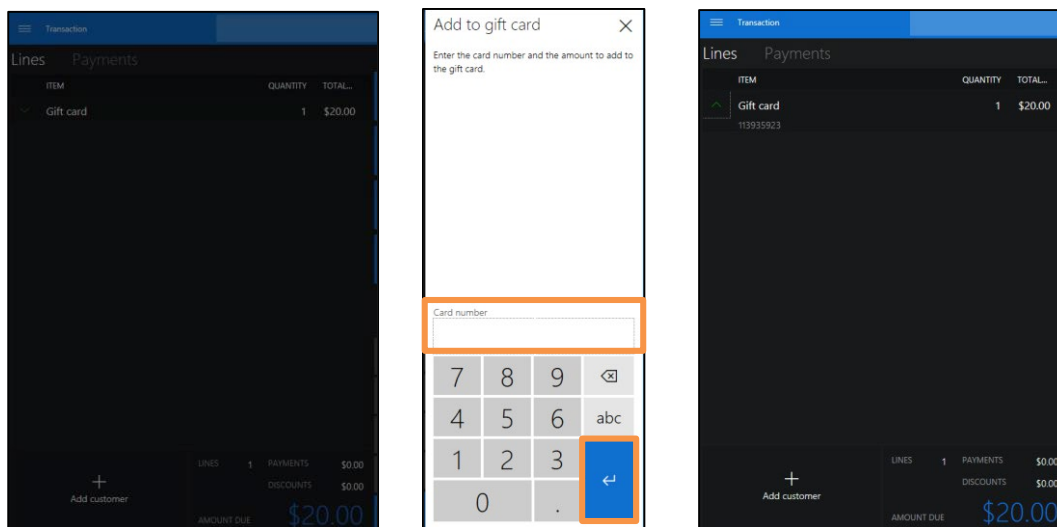


## ISSUE A GIFT CARD



To issue a gift card:

1. Press the **Cashier Tasks** tab.
2. Press **Gift Cards**.
3. The gift card sub menu displays. For a new or existing gift card, press **Reload Gift Card**.



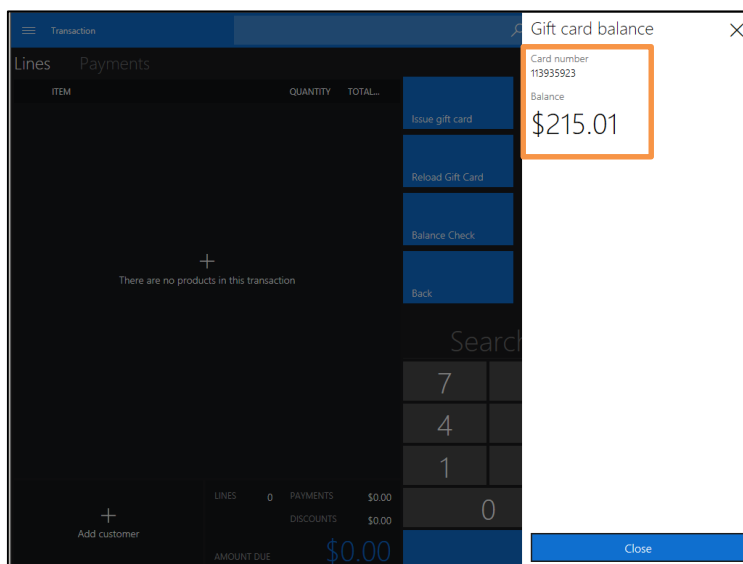
4. The **Add to gift card** popup displays.
5. If the Merchandise Card has a magnetic strip, manually type the card number and scan the card.
6. Type the amount and press **Enter**.
7. The system returns to the transaction screen and the gift card amount displays as a line item. Follow rest of tender process. The system prints a gift card receipt that shows the balance.

## CHECK BALANCE



To check the balance of a gift or RMC card:

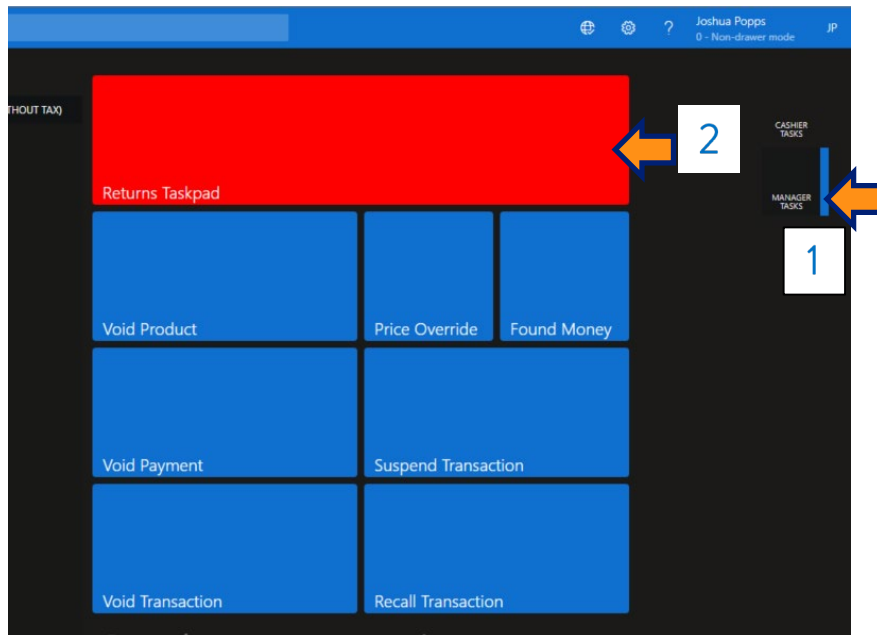
1. Press the **Cashier Tasks** tab.
2. Press **Gift Cards**.
3. Press **Balance Check**.
4. The **Gift card balance** popup displays. Scan barcode and press **Enter**.



The **Gift card balance** popup now shows the card number and balance. This information is real-time and to see the activity on the card, login to Dynamics 365. Expiration timeframes are 5 years for gift cards and 1 year for RMC cards.

**Note:** The RMC card expiration date resets after a transaction on that card.

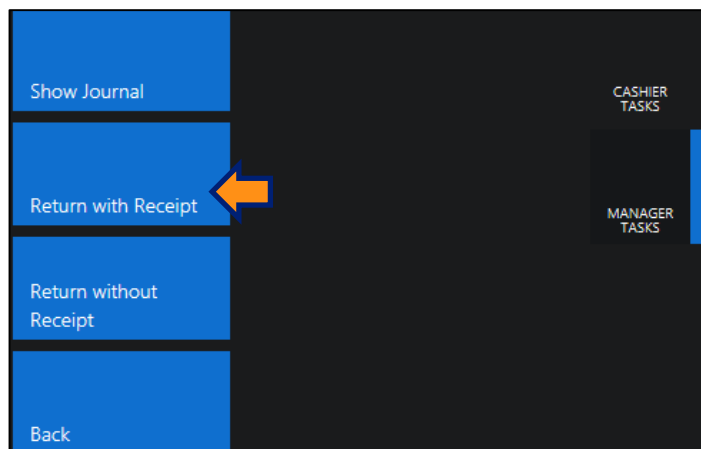
## RETURN WITH RECEIPT



**Note:** The ROC only does returns for RSA error or if sold merchandise waiting to be picked up was accidentally sold to another customer.

To issue a return with a receipt:

1. Greet customer.
2. Press **Return Taskpad** from the **Managers Tasks** tab.



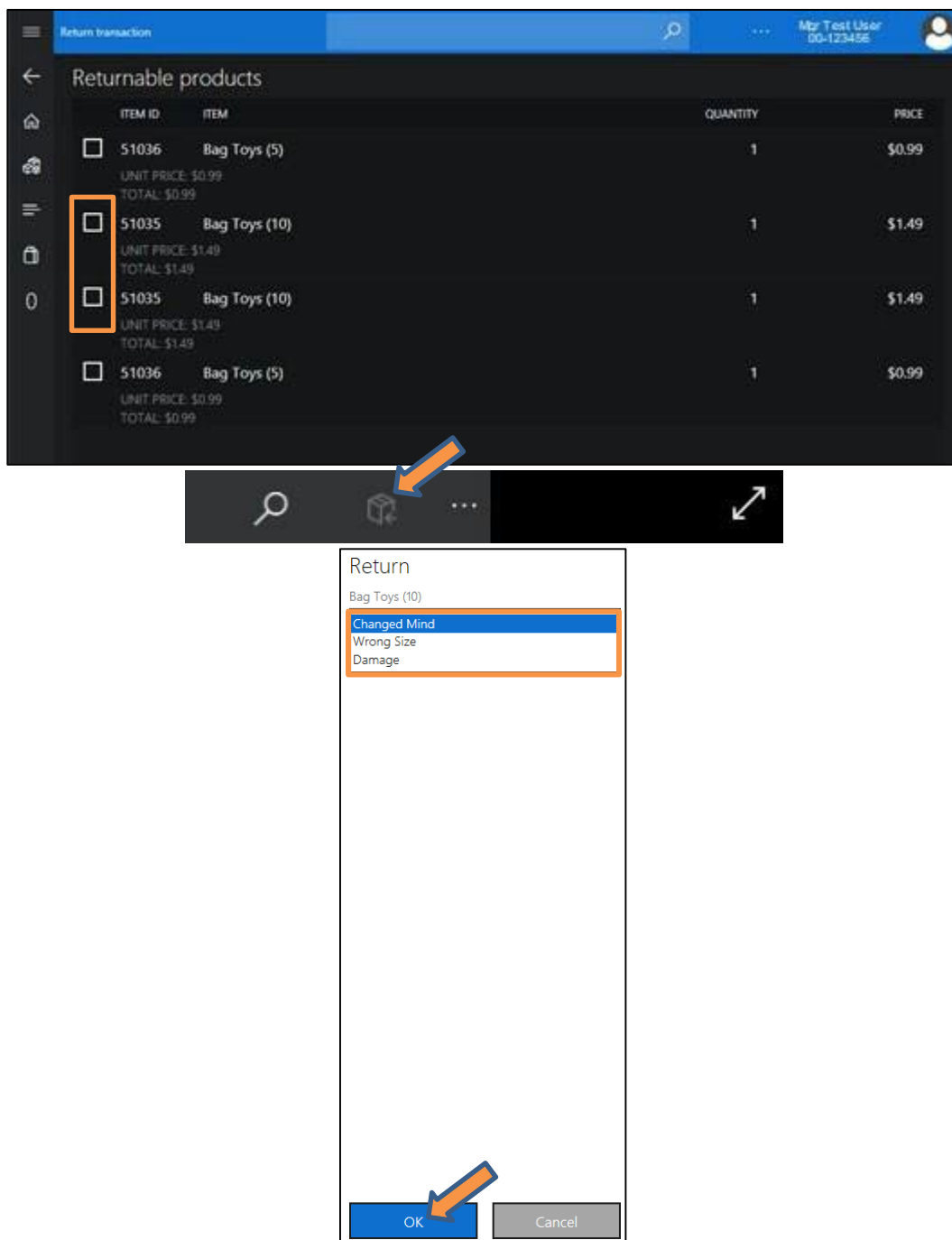
Return transaction

Enter receipt number

7	8	9	<
4	5	6	abc
1	2	3	↵
0	.		

3. Press the **Return with receipt** key.
4. The **Return Transaction** popup displays. Scan receipt bar code to link the transaction to the original receipt and then press **Enter**.

## RETURN WITH A RECEIPT, CONTINUED



5. From the **Returnable Products** screen, press a checkbox to select an item. You can select more than one item.
6. Press the **Return** icon.
7. From the **Reason** drop-down menu, choose a reason code (for each item) and then press **OK**.

## RETURN WITH A RECEIPT, CONTINUED

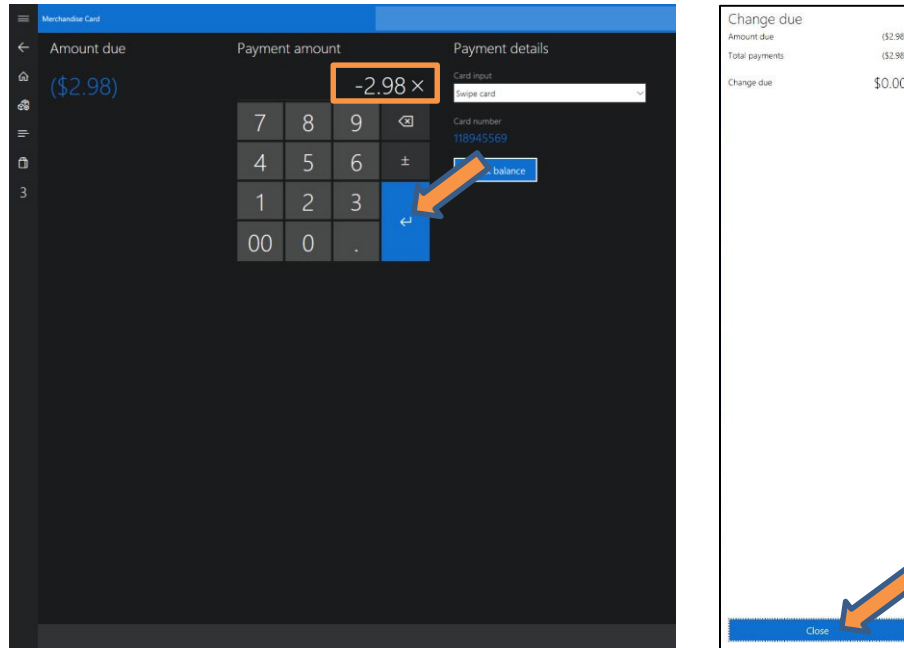
The screenshot shows the POS interface with a transaction list on the left and a payment method selection popup on the right. The transaction list includes items like 'Bag Toys (10)' and 'Electrical Returns'. The 'Amount Due' field at the bottom shows (\$2.98). An orange arrow points to this field. The 'Payment method' popup on the right has three options: 'Cash', 'Merchandise Card' (which is highlighted with an orange border), and 'Payment Terminal'.

8. Press the dollar amount of the **Amount Due** field.
9. The **Payment Method** popup displays. Press **Merchandise Card**.

The screenshot shows the POS interface with the 'Merchandise Card' payment method selected. The 'Amount due' field shows (\$2.98). The 'Payment amount' field shows -2.98 x. The 'Pay gift card' popup is displayed on the right, showing the card number 123456789. An orange arrow points to the 'Enter' button on the numeric keypad.

10. The **Pay gift card** popup displays. Scan or type RMC number and press **Enter**.
  - See Return Guideline Policy for other forms of payment.

## RETURN WITH A RECEIPT, CONTINUED



11. The tender screen displays. The amount due should be a negative amount. Press **Enter** or the Tender Payment button.
12. The **Change due** popup displays and a receipt prints. Press **Close**. The system returns to the Transaction screen.
13. To ensure the return was done correctly, verify the balance of the RMC.
14. Have the customer sign the return receipt.

Inform the customer regarding the following:

- Card balance (expires 1 year from card issue date, but resets after a transaction)
- Use credit at any Goodwill of Central and Northern Arizona retail location

If a customer leaves the original receipt, staple it to the return receipt and place it under the till.

**Note: Do not reuse cards that have a magnetic strip! Cut them up and recycle them per Retail Leadership direction.**

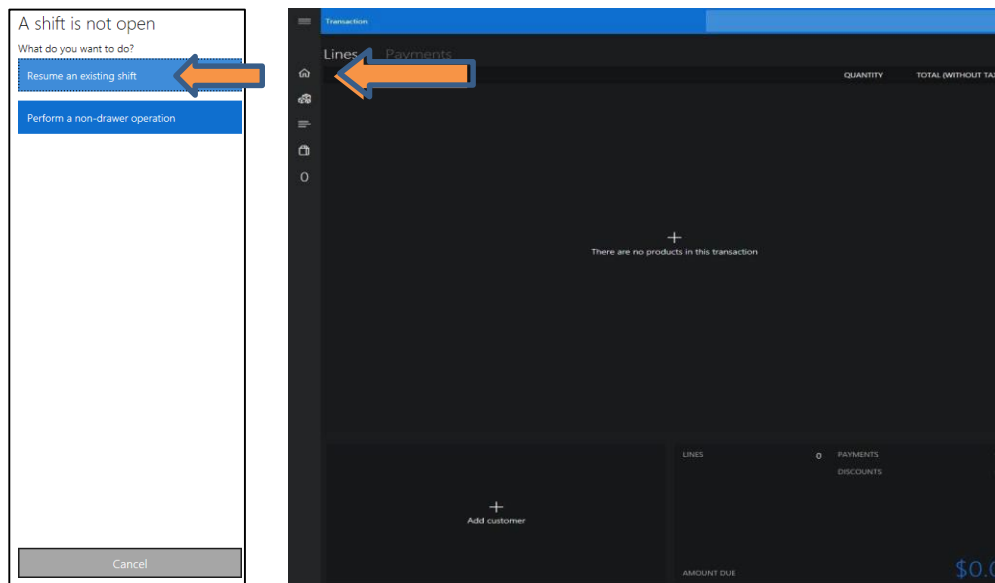
## CLOSING A REGISTER

At the end of each closing shift, the assigned RSA and a member of management have to close out the register and count down the drawer. The RSA must be present in order for you to close the register. You must also perform this process after each RSA shift.

If you need to have multiple team members using the same drawer due to high volume/long lines, perform a till audit to ensure the till is balanced prior to the new team member resuming a shift.

If you are closing out the register at the end of the business day, remove the till and place it in the safe; otherwise, you can leave it in for the next RSA to use for their shift.

During this process, a member of management needs to ensure their focus is on closing down the register and not any other task. The RSA should also ensure their focus is on watching the member of management count down and verify the till.



1. To begin, have the RSA press **Log Off**.
2. Scan your POS logon ID.
3. Press **Resume an existing shift**.
4. The Transaction screen displays. Press the **Home** icon. The Home screen displays.

## CLOSING A REGISTER, CONTINUED

5. Under **Opening and Closing Tasks**, press **Cash Drop**. The drawer pops open.

- Once till is open, make sure to keep cash secure at all times. Have the RSA count down their drawer **first** and use a calculator to keep track of their totals. See tips below on how to count down a drawer properly.
- While RSA is performing first count, count and sort any remaining receipts.

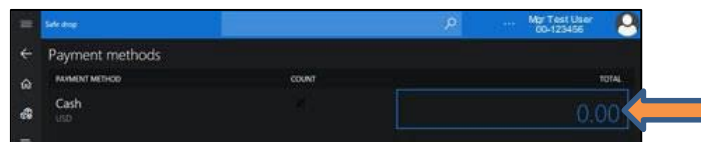


To count down the drawer properly:

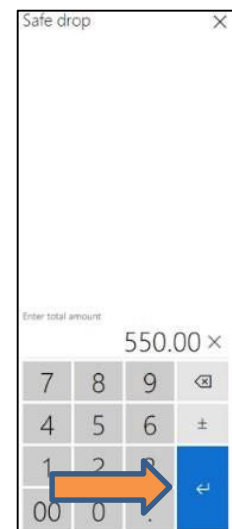
- Count all coin first. If \$12.75 is in the till, leave \$12.00 and take out .75 cents. Remove any extra change above the even dollar amount.
- Focus the count of the remaining paper money on getting the base fund of the till to \$100. This means if you have \$12.00 in coin, count the paper money till you have \$88.00 and leave it in the till.
- Set the remaining paper money aside with the .75 that you have already removed. This leaves \$100 in the till and is the **FIRST** count of the till that verifies that it is at \$100.
- The RSA hands off the till with the \$100 and the remaining money to the manager for the **SECOND** verification.

**Note:** If you are using the hash mark key (count function) to count your drawer be careful to not leave it idle. The system will auto log off after inactivity and does not save any changes.

\*A member of management and the RSA must count to verify remaining deposit.

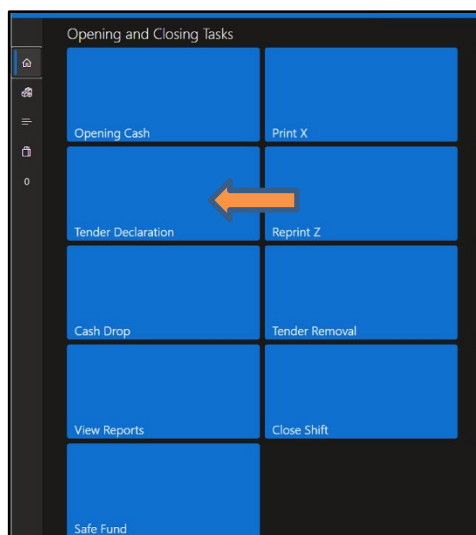


- Set aside anything over the \$100 opening amount. Press **Total**.
- A **Safe Drop** popup displays. Type the safe drop amount. This is the total cash in drawer **minus** your \$100 opening amount and press **Enter**.
- Press **Save**.

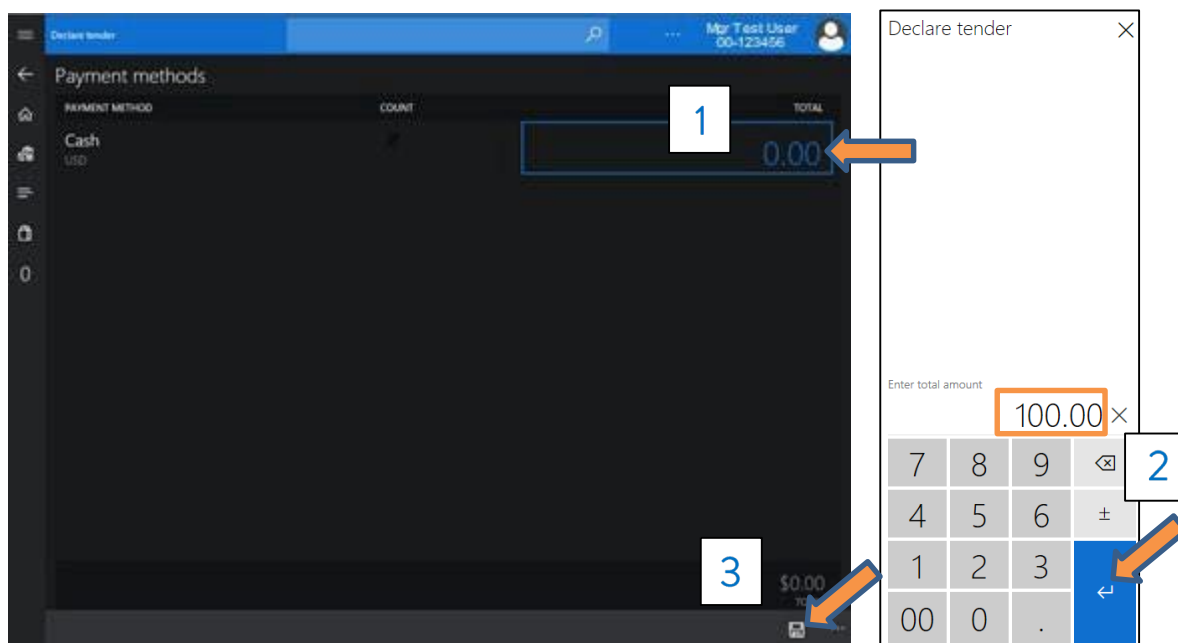




## CLOSING A REGISTER, CONTINUED

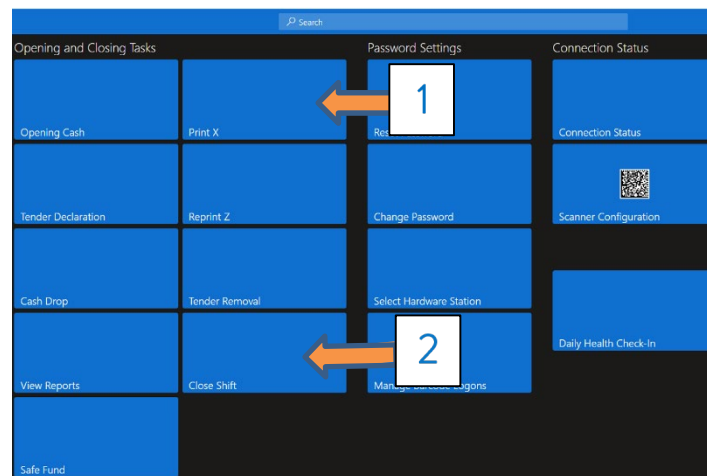


9. The system defaults to the Home screen. Under the **Opening and Closing Tasks** header, press **Tender Declaration**. Drawer opens.



10. Press **Total**.  
11. Type **100** and press **Enter**.  
12. Press **Save** and close drawer. A receipt prints.

## CLOSING A REGISTER, CONTINUED



13. From the **Opening and Closing Tasks** header, press **Print X**.
14. An X Report receipt prints. Close the till.
15. Verify that the information from your X report is correct. Discrepancies, if any will only be in cash. There should never be a discrepancy for any other tender.
16. Press **Close Shift**. This option closes out the transactions and prepares the register for the next shift. **Do not generate a Z report at the register.**
17. The system returns to the sign in screen. Take contents of the drawer and do the following:
  - 1) Place sorted receipts (i.e., cash drops) and coupons together.
  - 2) Staple cash drop receipt, blind close receipt (initial), and X report.
  - 3) Place all paperwork and cash into the envelope. **Do not tape.**
18. A member of management and the RSA must ensure the following categories on the closing envelope are filled out completely:
  - Cashier name
  - Date
  - Register
  - Cash (what is in the envelope and not the till, include denominations)
  - Blind close receipt

If the register is being closed out for the day, take the till along with the closing envelope and secure it in the safe. If not, simply take the closing envelope to the safe.

If you make up funds to balance your register due to a shortage, that is forced balancing. Goodwill does not support this action under any circumstances, and this often results in termination.