Dynamics 365

POS Operations Guide

Retail Version

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, set up POS logon ID, and 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
- Perform returns with and without receipts
- Close a register

POS OVERVIEW

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

Use the numpad or keyboard to perform all register functions you cannot complete by scanning a barcode. Let's explain the POS task pads on the following pages.
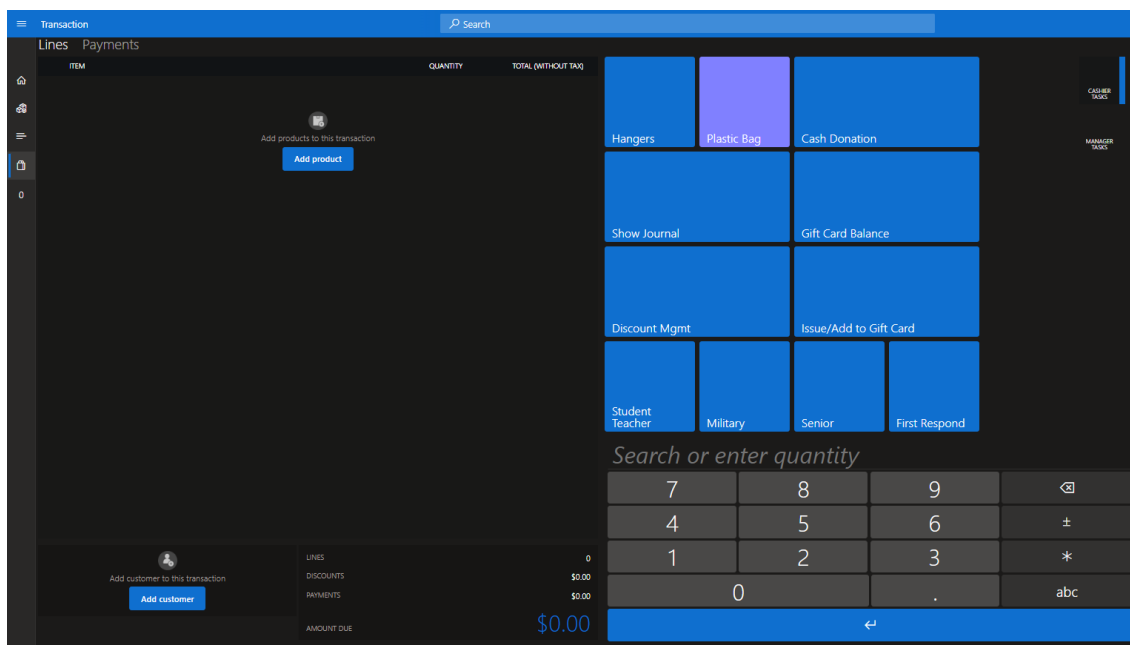
POS/Cashier Tasks Task pad
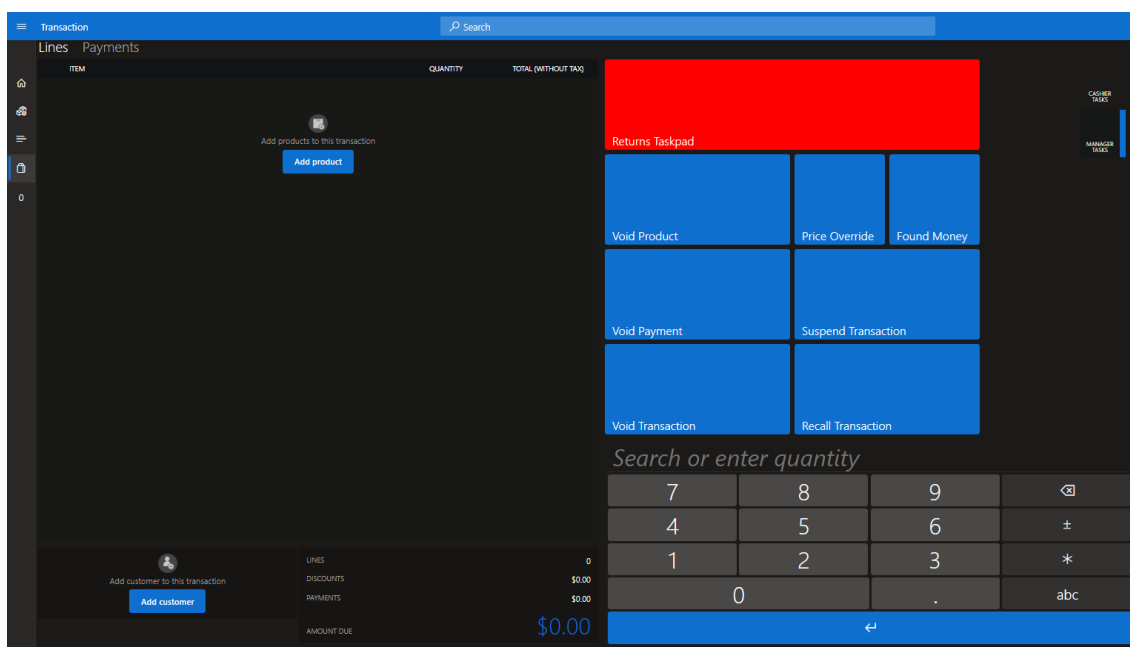
POS/Managers Task Task pad

POS OVERVIEW, CONTINUED

Cashier Tasks

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

Cashier Tasks – Main Buttons

Hangers – Ring up hangers.

Plastic Bag – Add additional plastic bags (10 cents each.)

Cash Donation – Enter a cash donation.

Gift Card Balance – View the balance of a gift card or RMC.

Show Journal – Shows the most recent transactions.

Gift Card Balance—Check the balance remaining on an existing gift card.

Discount Management—Used to apply or remove a coupon.

Issue/Add to Gift Card —Sell a new gift card, issue a return to a gift card), or add funds to a gift card.

Student Teacher – Use on Student/Teacher discount day to apply a 25% discount to all eligible items.

**Military** – Use on Military discount day to apply a 25% discount to all eligible items.

Senior – Use on Senior discount day to apply a 25% discount to all eligible items.

First Responder – Use on First Responder discount day to apply a 25% discount to all eligible items.

POS OVERVIEW, CONTINUED

Manager Tasks

The **Manager Tasks** has specific function buttons that only apply to a management member. See the descriptions below for more information.
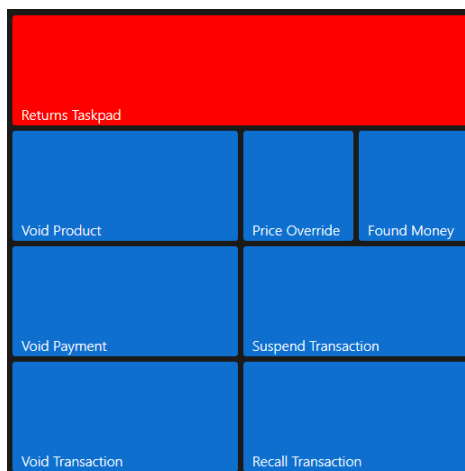
Managers Task – Main Buttons

Returns Task pad – The system redirects to the task pad used for returns.

Void Product – Delete a specific item.

Price Override – Type a different price.

Found Money – Ring up found money.

Void Payment – Delete partial payments.

Suspend Transaction – Initiate and suspend a current transaction.

Void Transaction – Deletes all items (must remove all partial payments before using this).

Recall Transaction – Recall a suspended transaction.

POS OVERVIEW, CONTINUED

Returns Task pad

The **Returns Task pad** has return function buttons and department buttons.

Show Journal – Shows most recent transactions.

Returns With Receipt – Issue a return when a customer presents a receipt.

Return Without Receipt – Issue a return when a customer does not have a receipt.

Back – Returns to the Manager Tasks main screen. Press Cashier Tasks to return to that main screen.

See the **Issuing a Return** section in this document for more information on processing a return.

Show Journal	
Return with Receipt	CASHIER TASKS
Return without Receipt	MANAGER TASKS
Back	
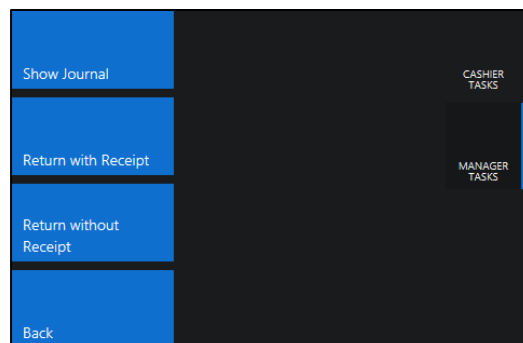
Navigation Pane

The Button above the menu items is the navigation pane. Press this button to expand and contract the menu.
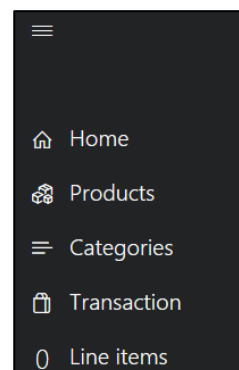
Home – Access additional POS functions. The functionality only works for a member of management.

Products — View available inventory items.
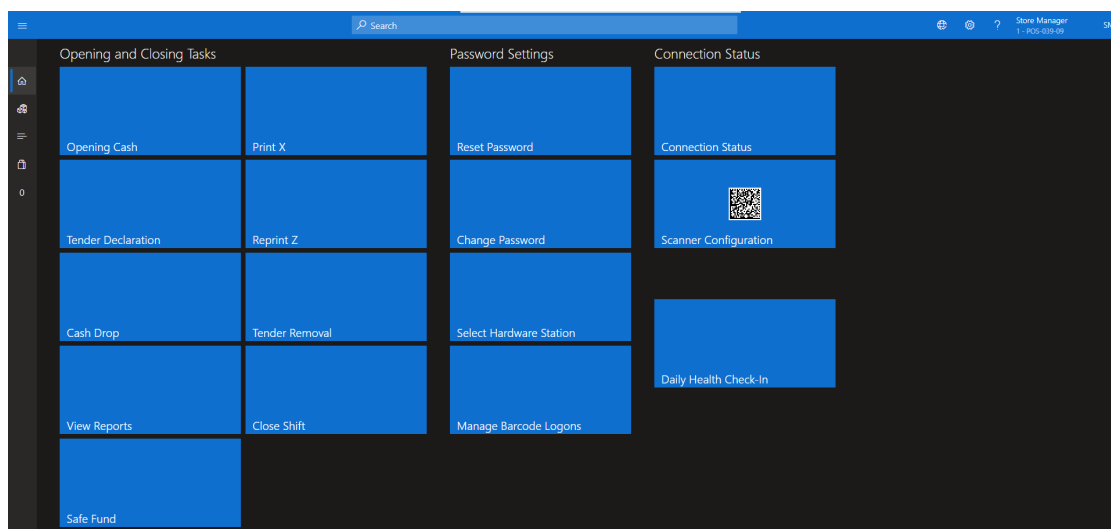
Categories — Departments of inventory items.

Transaction — Access the blank transaction screen.

Line items – Shows each item on the transaction.

☰

⌂ Home

🖧 Products

☰ Categories

🛍 Transaction

0 Line items

POS OVERVIEW, CONTINUED

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

Home Screen – Opening and Closing Tasks Buttons

Opening Cash – Initiates open shift process.

Print X – Prints X report.

Tender Declaration – Used to count in a drawer (beginning and end of the shift.)

Cash Drop – Initiate a cash drop.

Tender Removal – Used for making changes, drawer audits, and cashier errors.

View Reports—Allows users to view certain reports built into POS. Blind Close

Shift—Initiates closing out the register for a shift or the end of the day.

Safe Fund—Used to count the change safe.

Home Screen – Password Settings Buttons

Reset Password – Allows the user to reset the password; manager uses only.

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

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

Manage Barcode Logons – Allows the leader to assign a team member a POS logon ID.
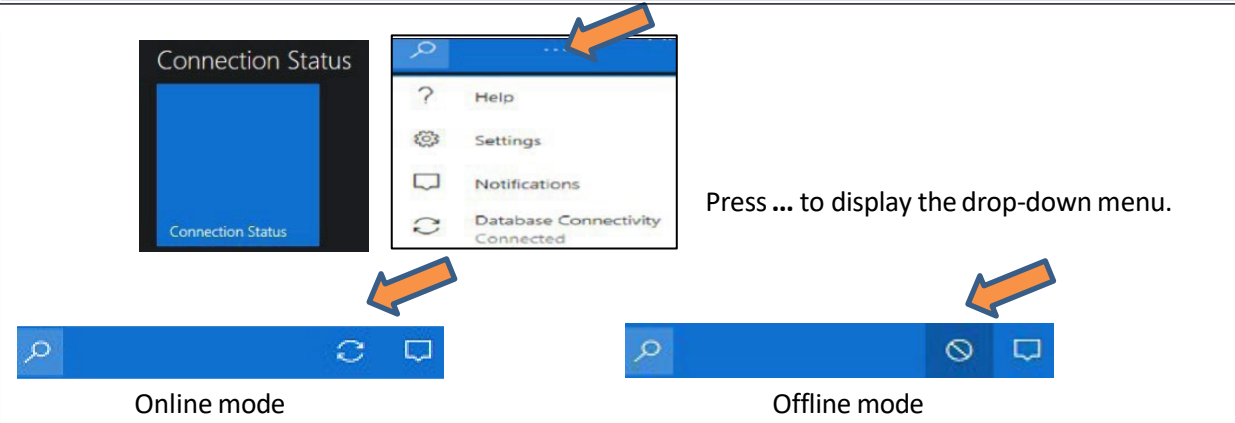
Home Screen – Offline Mode

Connection Status – Check the status of the POS network connection.

Scanner Configuration – Resets bar code scanner.

POS OVERVIEW, CONTINUED

Offline Mode
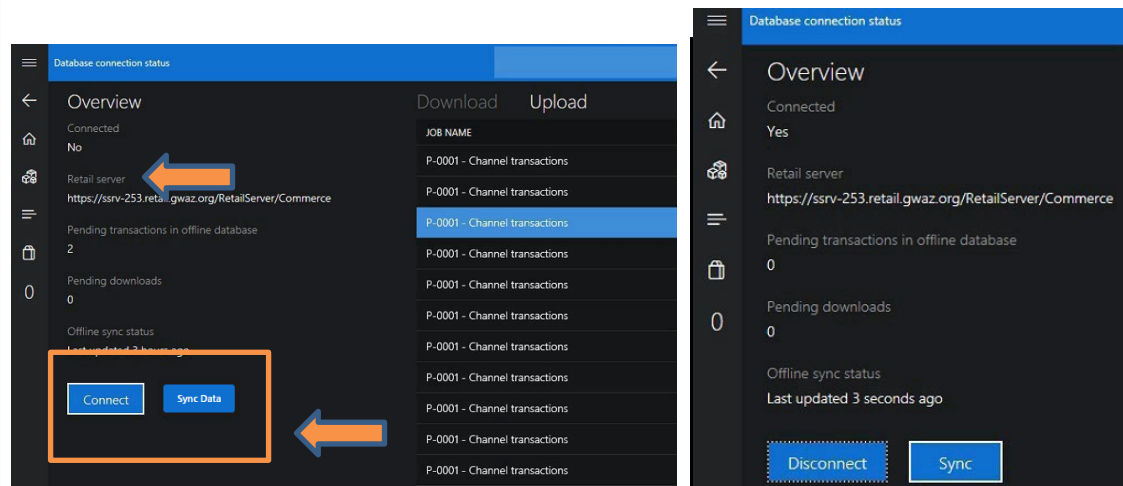

Press **...** to display the drop-down menu.

Online mode   Offline mode

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

The status of the network connection is displayed under the Connected header.

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

Pending downloads – Register settings waiting in a queue
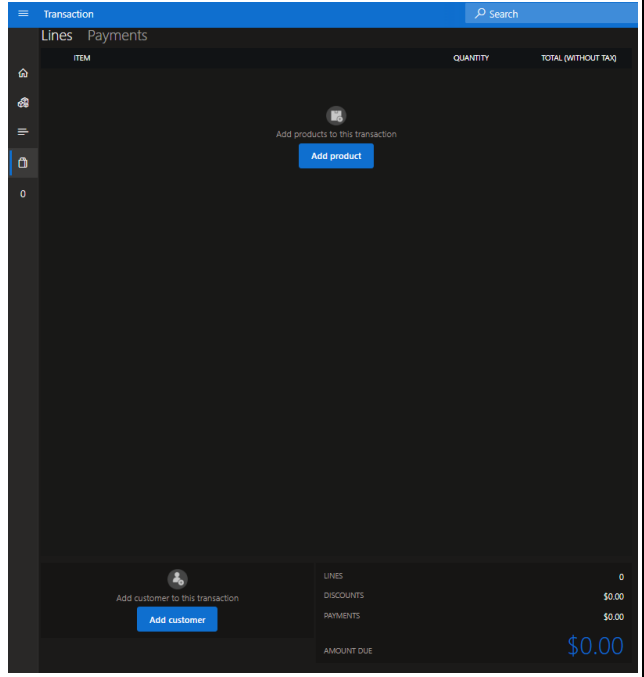
Offline Sync Status – Shows when the register was last synced with headquarters
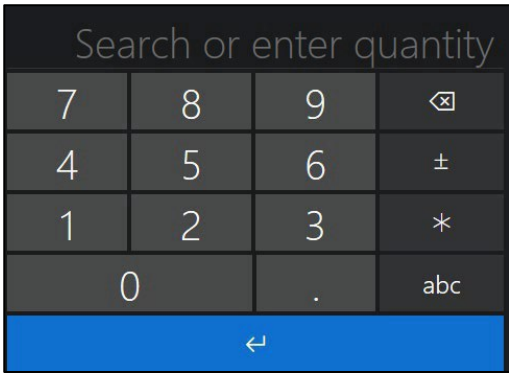
The **Download** tab is the default. Press the Upload tab to see the transactions that have been uploaded or still need to be synced using the **Sync Data** button.

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

Press Connect to reconnect the POS and establish a new network connection when resolved.

POS OVERVIEW, CONTINUED

Transaction Screen

Item – Description of the item either from the barcode or POS system.

Quantity – Number of scanned or manually entered item(s).

Total – Price of an item.

Add customer – Add customer or employee to a transaction.

Lines – Shows the number of items on the transaction.

Payments – Any payment info is shown here.

Discounts– Applicable discounts are displayed here.

Amount Due – Transaction total.

Number Buttons

Use the number buttons whenever the application requires number information.

Other Buttons

Blue arrow button – Used to tender out a transaction or when finished entering data.

SET UP TEAM MEMBER POS LOGON ID

The POS system allows users to scan a barcode instead of entering credentials.
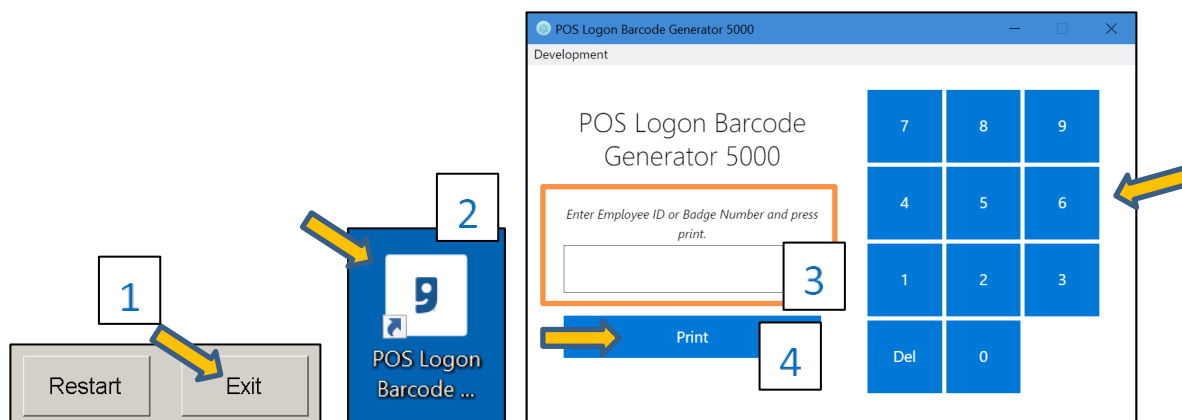
To set up a team member's POS logon ID, go to the ROBarT:

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.
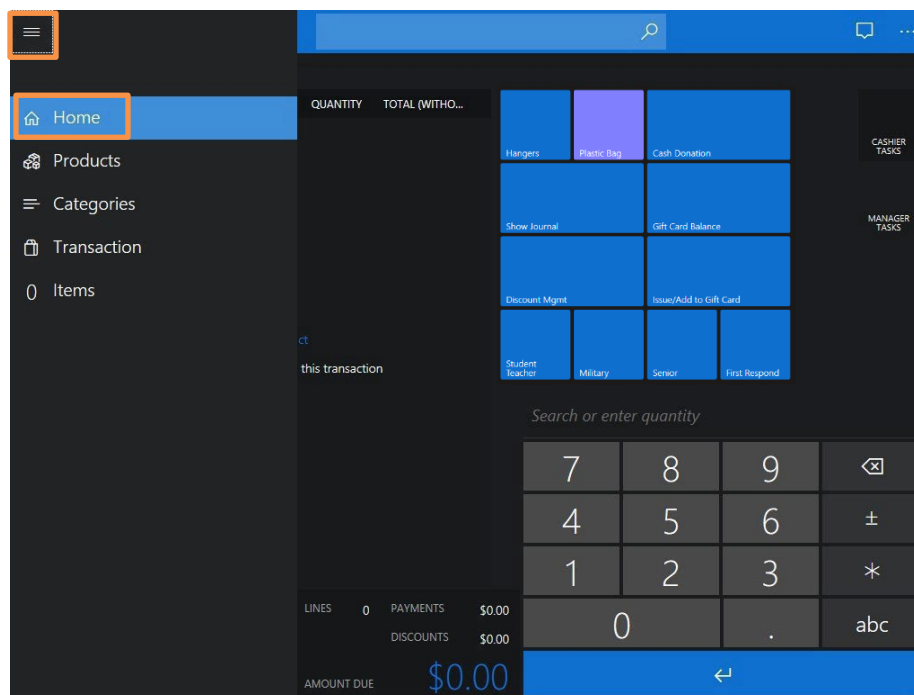
6. From the **Transaction** screen, navigate to the upper left-hand corner, press the **Navigation Pane** icon, and then press the **Home** icon.

SET UP TEAM MEMBER POS LOGON ID, CONTINUED
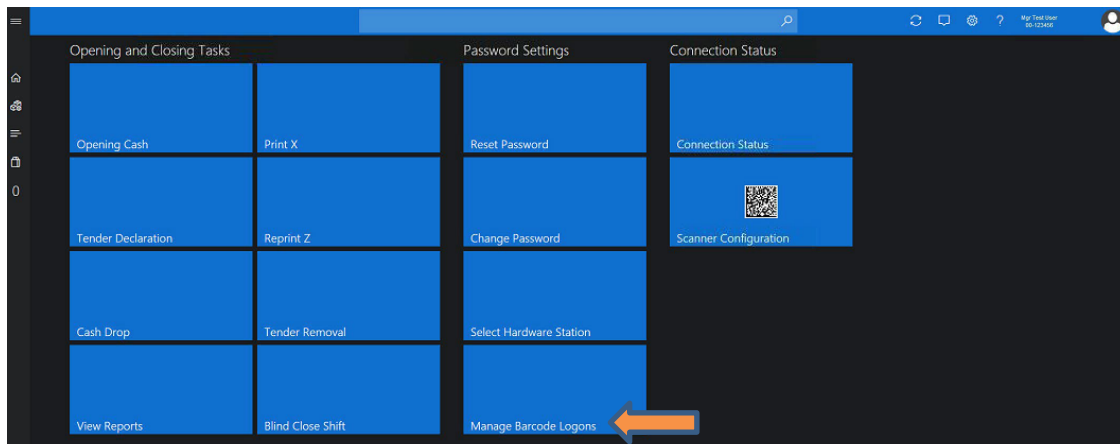
7. The Home screen displays. Under the **Password Settings** header, press **Manage Barcode Logons**.
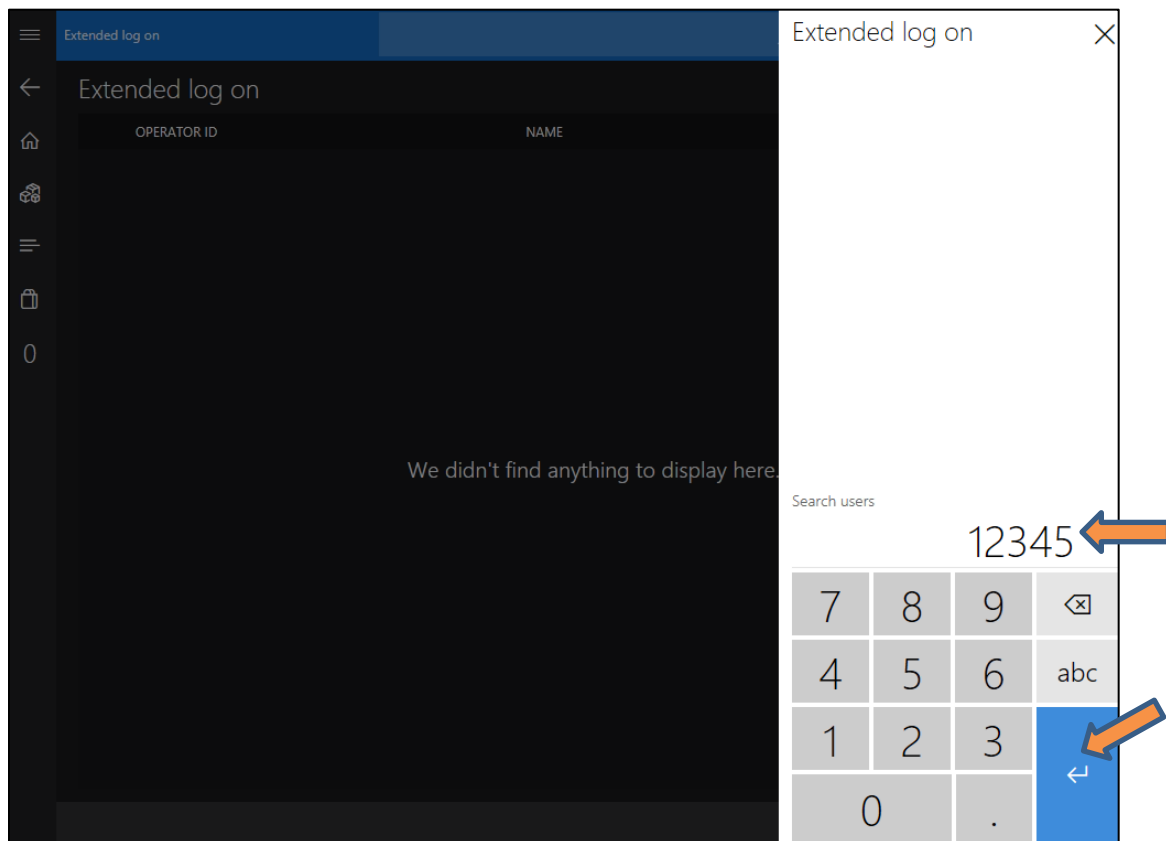
8. The Extended log on pop-up displays. Type the team member's badge number and press **Enter**.

GOODWILL

SET UP TEAM MEMBER POS LOGON ID, CONTINUED
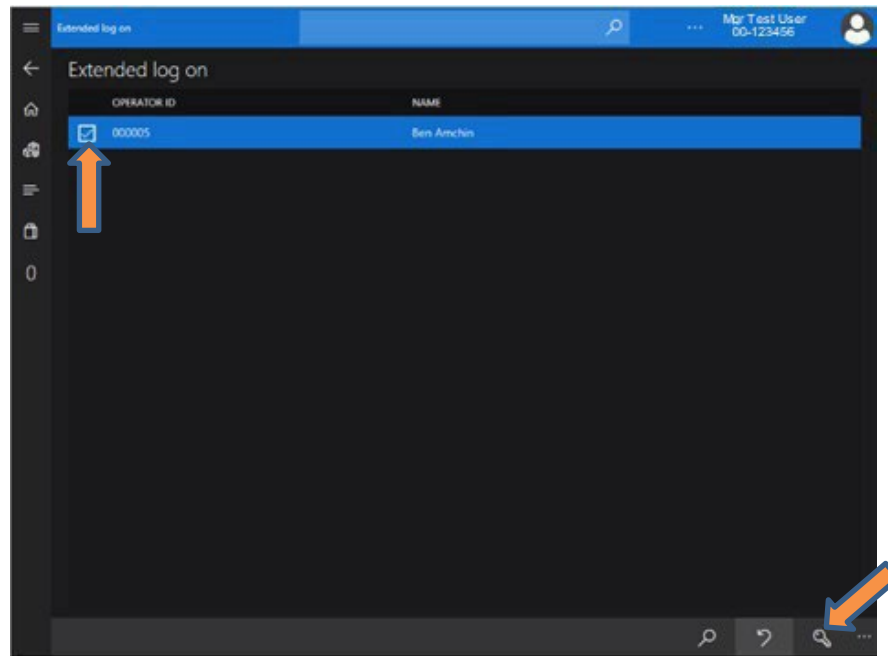
9. Search results display. Press the checkbox next to the **Operator ID** of the correct team member.

10. Press **Assign**. This is the key icon located on the bottom right-hand corner of the screen.
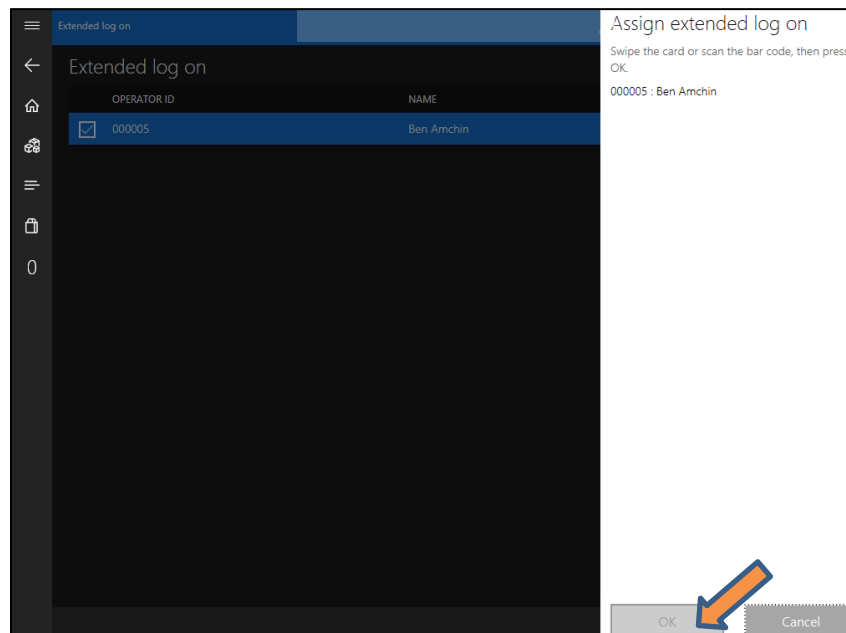
11. Scan the barcode and then press **OK**.

SET UP TEAM MEMBER POS LOGON ID, CONTINUED
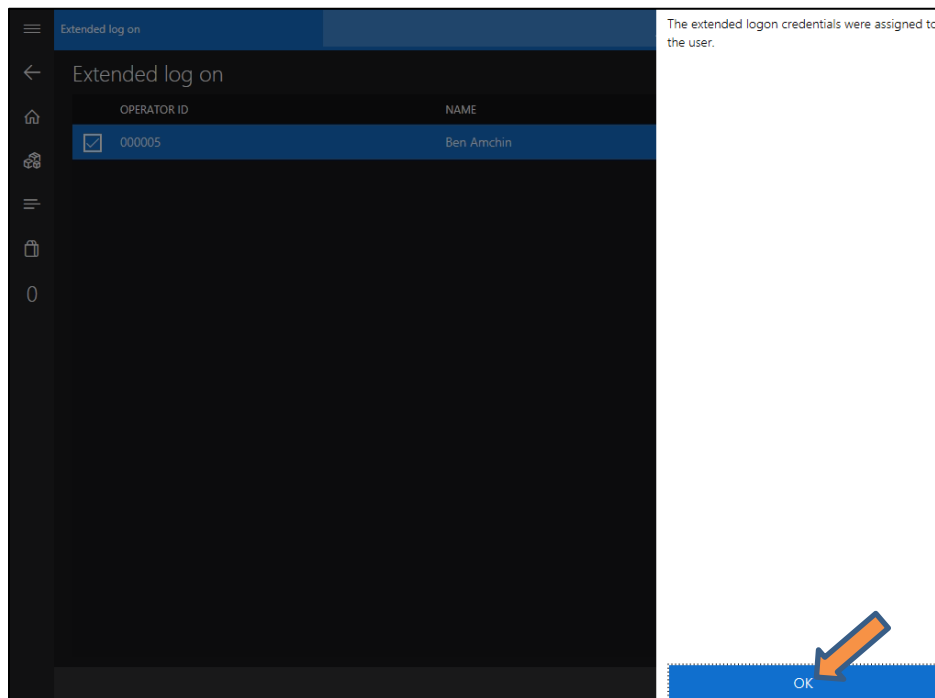
12. A confirmation shows that the logon credentials were assigned. Press **OK**.
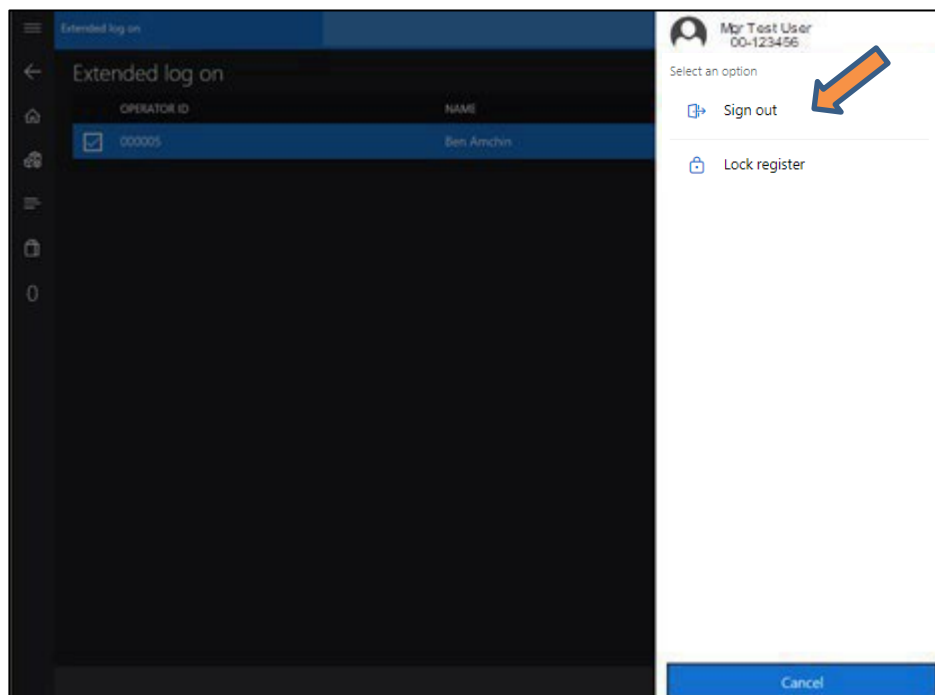
13. To test the logon, navigate to the upper right-hand corner where your name and numbers display, and press **Sign Out**.

SET UP TEAM MEMBER POS LOGON ID, CONTINUED
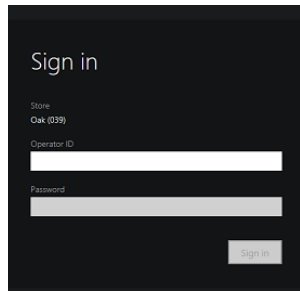
14. Scan the team member's POS logon ID. The user is now signed in and may or may not be prompted to resume a shift.

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

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 set up, a user can create a new password. Four is the minimum character amount for a password.
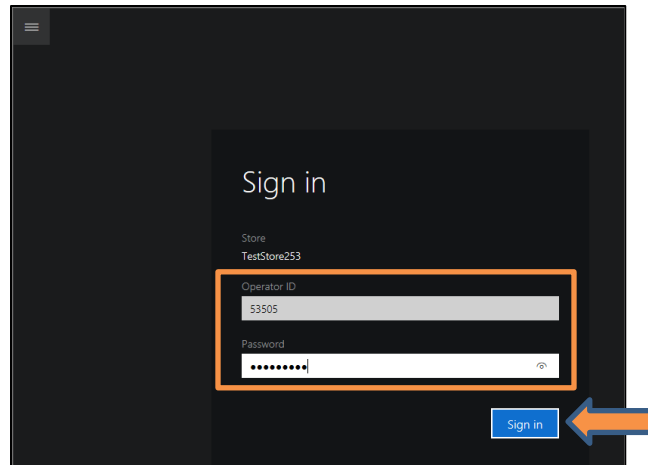
To reset or change a password (only the Manager can reset the RSAs password):

1. Enter your Operator ID (Badge #) and password from the sign-in screen. Your login credentials work at any store; they do not need to be at the home store.

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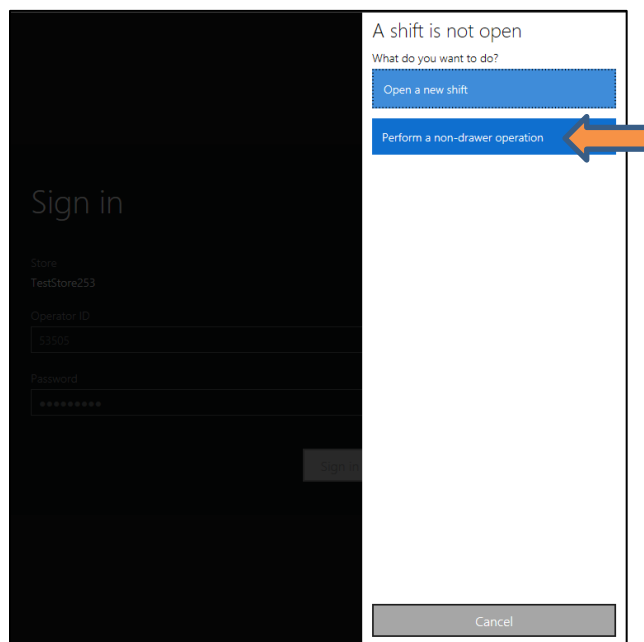
3. A pop-up appears with the message "A shift is not open," and two buttons display. Press **Perform a non-drawer operation**.

RESET AND CHANGE PASSWORD, CONTINUED
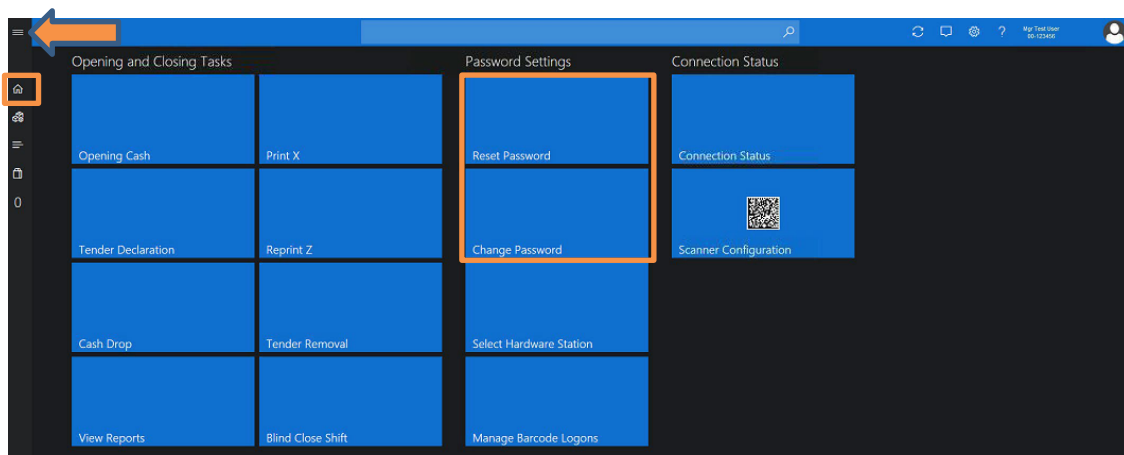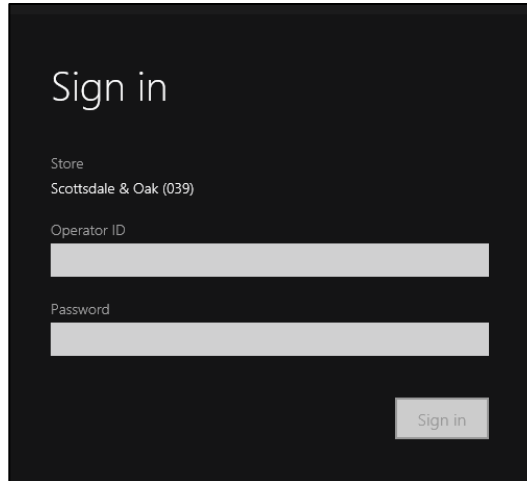
4. Navigate to the upper left-hand corner, and press the **Navigation Pane** icon.

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.
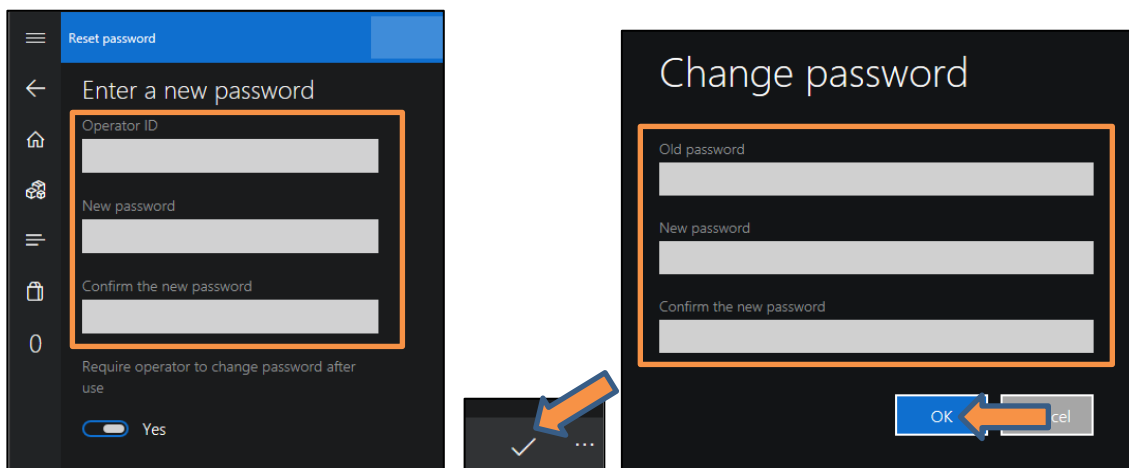
7. Type information into all fields. Keep the radio button option set to **Yes** to reset the password. Once information is entered, click the **checkmark** for **Reset Password** in the bottom right corner and press **OK** when using **Change Password.**
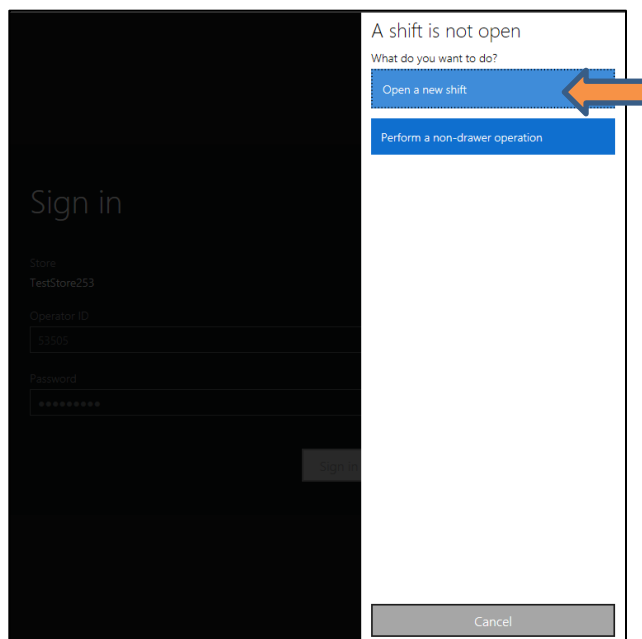
OPEN A NEW SHIFT

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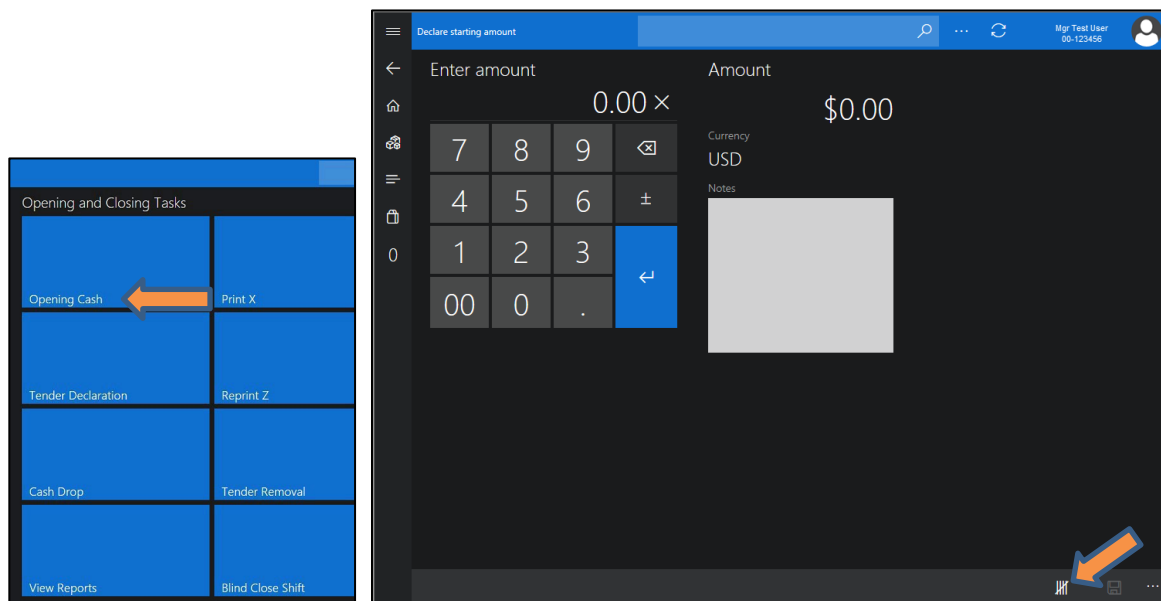

2. A pop-up appears with the message "A shift is not open," and two buttons display. Press **Open a new shift**.

OPEN A NEW SHIFT, CONTINUED
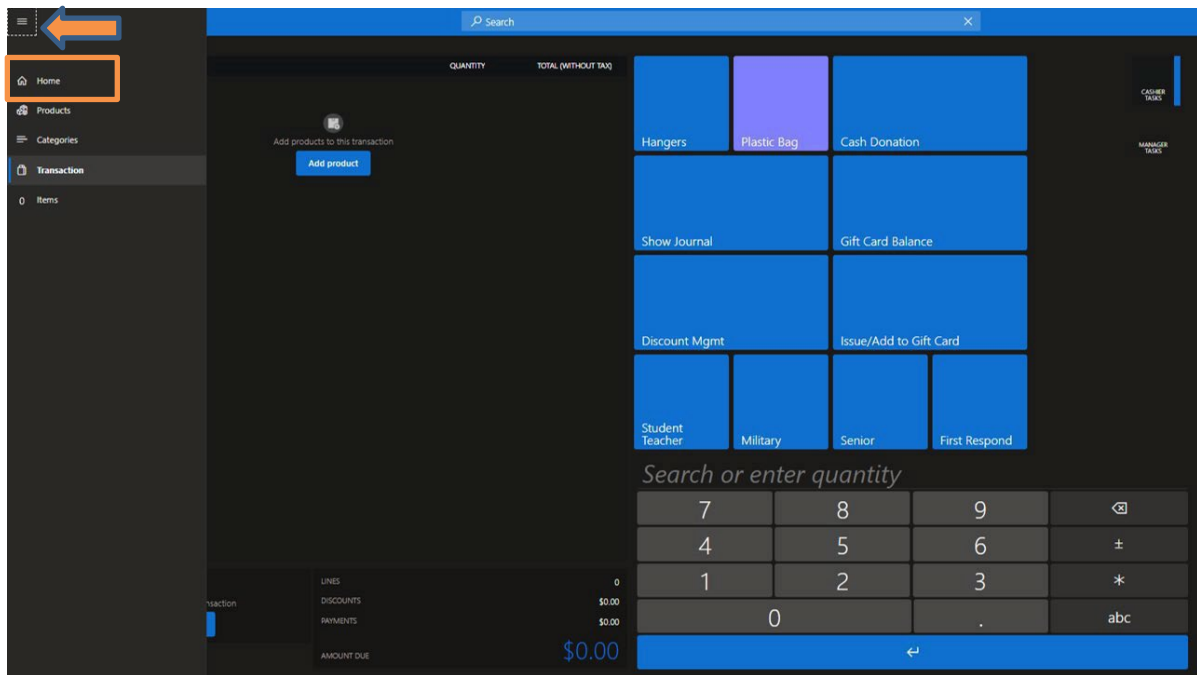
3. The **Transaction** screen displays. Navigate to the upper left-hand corner, and press the **Navigation Pane** icon.
4. Press the **Home** icon. The Home screen displays.

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

OPEN A NEW SHIFT, CONTINUED

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.

Note: If you are using the hash mark button (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.

11. The **Declare starting amount** screen displays. Press **Save**. A receipt with the starting amount prints. Close the drawer.
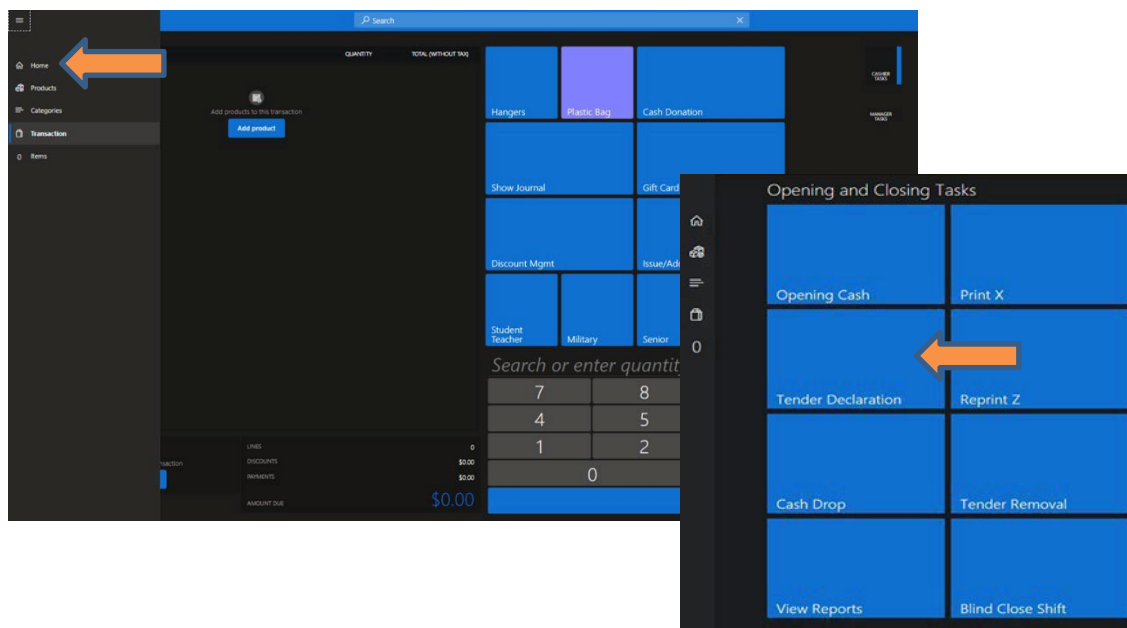
OPEN A NEW SHIFT, CONTINUED
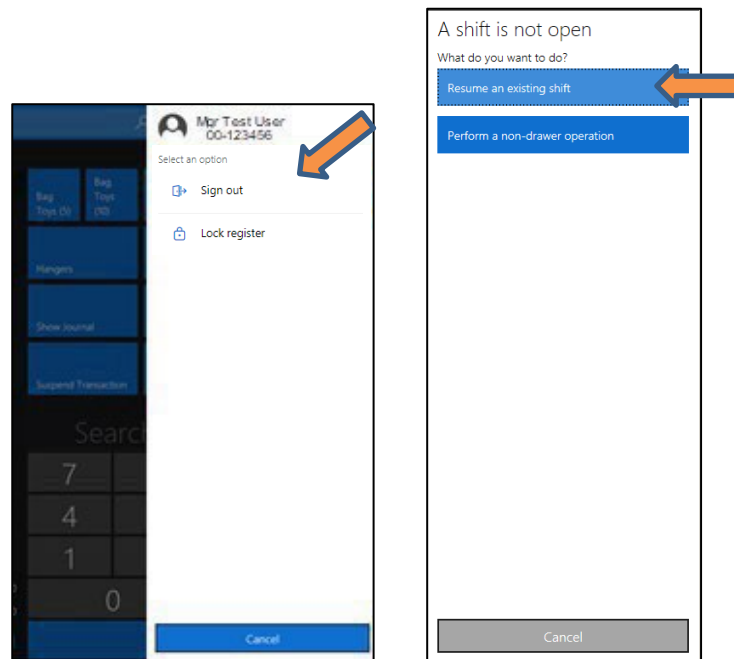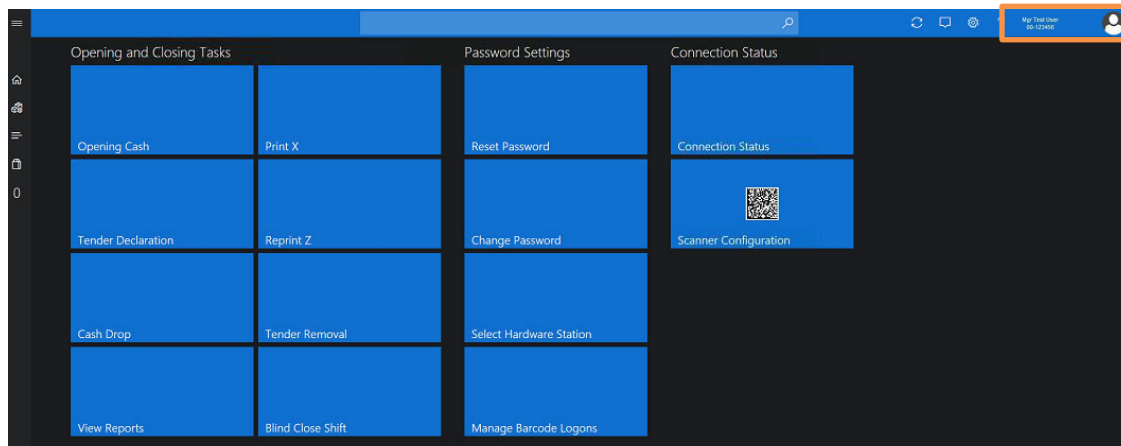
12. The system returns to the Home screen. Navigate to the upper, right-hand corner where your name and numbers displays, and press **Sign Out**.

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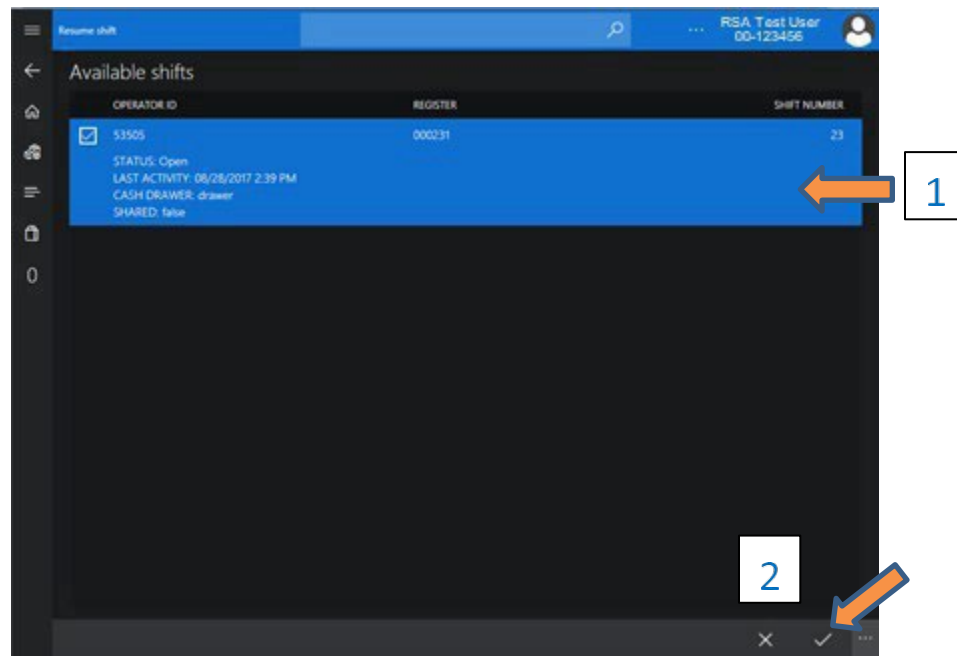
15. A pop-up message with shift details displays. Select the shift and then press the checkmark in the lower right corner of the screen.


16. The **Transaction** screen appears; 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
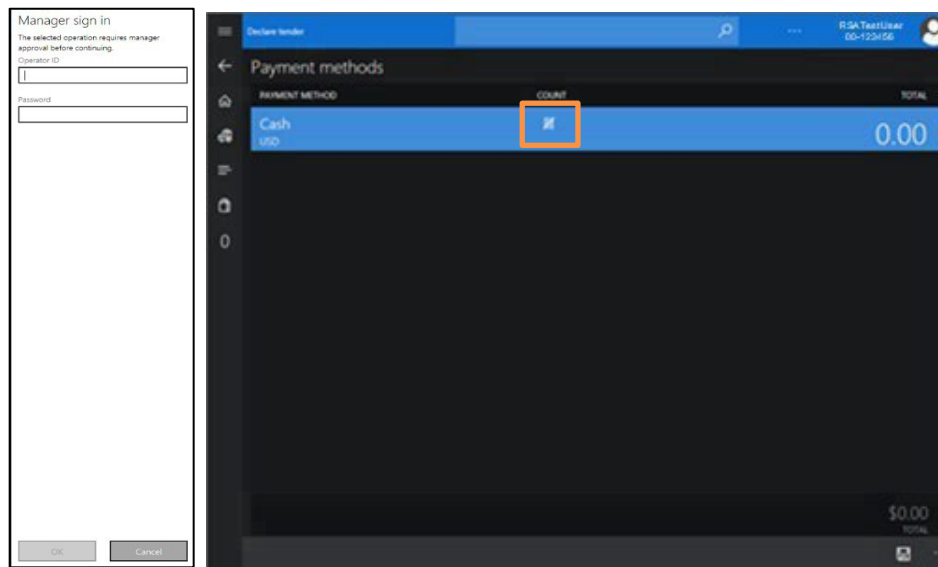
18. A Manager sign-in popup displays. The manager must manually enter credentials; the drawer opens.
19. The **Declare Tender** screen displays. RSA counts drawer, navigates to the **Count** the field, and then press the hash marks button.
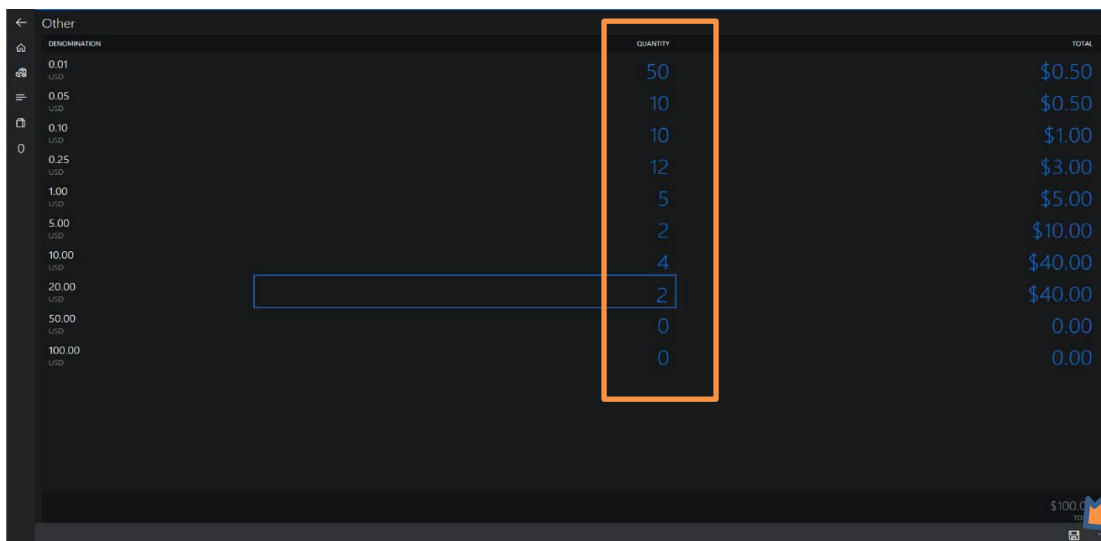
20. Press the **Quantity** field under the penny line.
21. In the pop-up, type the quantity and press **Enter**. The system moves to the next denomination automatically. The total field on the bottom calculates as new amounts are added. Press **Save**.
22. Press **Save** again (this is the same icon). A receipt prints.
23. Close the 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**.
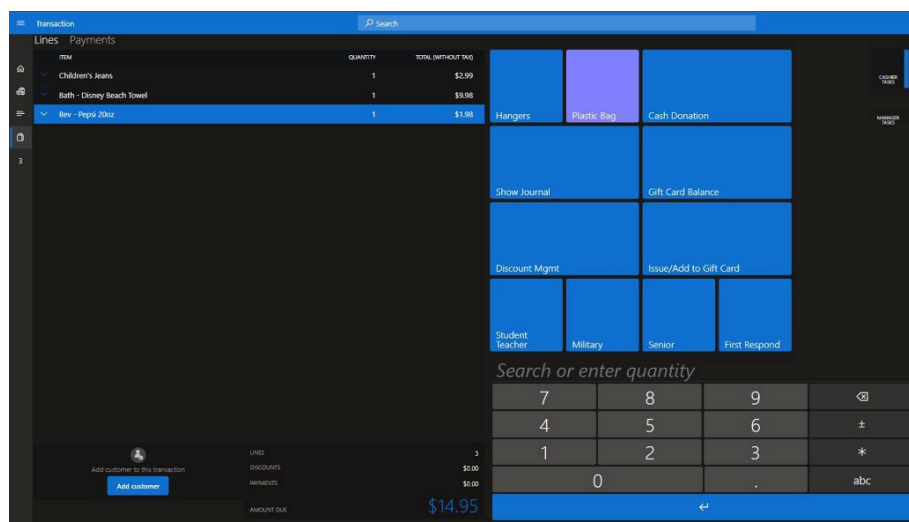
To ring a sale:

1. Greet customers.
2. Scan items. If a customer purchases a reusable bag, press the **Reusable Bag** button.
3. Apply additional discount(s) by pressing the appropriate customer discount button or scanning a coupon barcode. **Snacks, beverages, new goods, and seasonal merchandise are not eligible for coupons or other discounts unless noted otherwise.**

   Special discount days include Student/Teacher and Military on Sundays and Senior Day (55 and better) on Tuesdays.

Discounts are automatically applied on sale days. Each week, one color tag/label is 50% off from Friday to Wednesday, and the same color is $2 the following Thursday (Two Dollar Day).

BASIC RINGING PROCEDURE CONTINUED

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 three options. If the customer does not want to donate, press **Cancel**.

> If you press the **Cash Donation** button prior to pressing **Amount Due** (Step 4), the system goes 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 specific donation options. Type the amount and press **Enter**.

  a) **Round-Up** – Use to round up to the nearest dollar of the amount due.
  b) **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)
  c) **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

Round Up Example   *Round Dollar Example*   *Specific Amount Example*

7. If the customer donates, the donation is added to the transaction, and the **Amount Due** screen displays. If payment is cash, 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 before the 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.

BASIC RINGING PROCEDURE CONTINUED

8. The drawer opens (cash only), and the **Change Due** pop-up displays.
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 or by using the Loomis Safe money checker.

> When verifying bills:
> o   Do not hold up to the light to verify.
> o   Do not use a marker.
> o   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. Management must enter a Gconnect and create a manual deposit if a counterfeit is found after the fact.
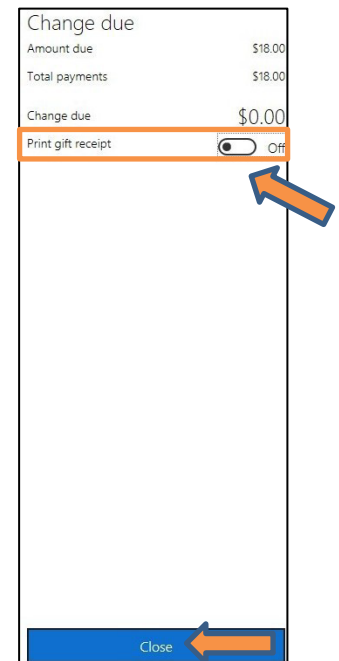
> Contact Asset Protection if you location needs a replacement money checker or if you need more information on counterfeits.

10. Give the customer their change if due. If a customer requests a gift receipt, change the Print gift receipt option to **On**.
11. Close the drawer and press Close to end the transaction. The system returns to the **Transaction** screen.
12. If relevant, A receipt prints, and a cash donation shows as a line item on the receipt. For gift receipts, press **Print all lines**.
13. Thank the customer.

Inform the customer about the return policy. Circle policy on receipt.

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 contact Asset Protection at assetprotection@goodwillaz.org for further assistance. Secure the credit card until it is returned to the customer or given to AP for transport. See your leader for more information.
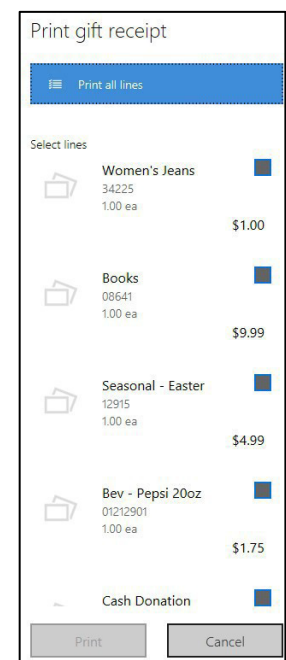
SPLIT TENDER

If the 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 the first method of payment button. If cash is one of the options, choose this one first.

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

DISCOUNTS AND COUPONS

Goodwill offers certain discounts on specific days of the week and scannable coupons monthly. All discounts and coupons apply only to donated merchandise. **Snacks, beverages, new goods, and seasonal merchandise are not eligible for coupons or other discounts unless noted otherwise.**

Discounts Days
Student/Teacher, Military, and First Responder Day: Sundays, 25% off non-sale items
Senior Day (55 or better): Tuesdays, 25% off non-sale items
Daily Color Tag/Label: Friday to Wednesday, items with the sale color tag/label of the week are 50% off
Two-Dollar Day: Items with the sale color tag/label of the week are $2.00

Coupon Guidelines

- Scan coupons with a barcode at the register. Some supportable coupon types include:
  - % off transaction
  - % off transaction with minimum purchase
  - $ off transaction
  - $ off transaction with minimum purchase

 **Note:** Cash donations do not count towards the minimum purchases.
- Customer must present/show a current paper or digital coupon.
- The POS calculates discounts such as Senior, Student/Teacher, Military, and First Responders so there is no need to apply discounts to each line item.

Tip: Discount buttons and coupon codes automatically calculate the best discount for each item.

- When a transaction is tendered, the POS prompts you to ask the customer if they want to donate cash to Goodwill.
- A member of management can select a reason code for returns or do a return for a cash donation if they were added to a transaction by mistake.

SUSPEND/RECALL TRANSACTION

Only suspend and recall a transaction when a customer forgets payment and returns quickly or you have to move to another register due to a POS system issue. Void a transaction instead of suspending it when possible. This limits the number of stored transactions in the POS.
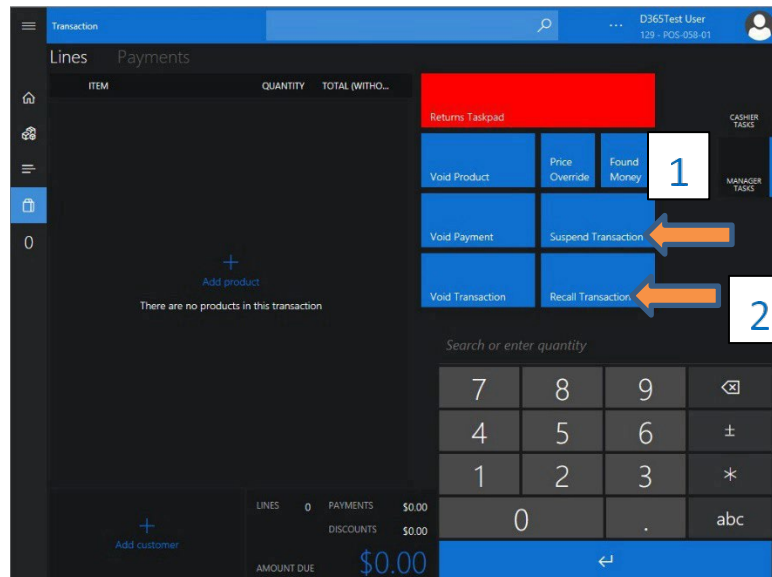

1. Scan items.
2. From the **Manager Tasks** tab, press **Suspend Transaction**.
3. Press **Recall Transaction**. This works at any register at the same store.
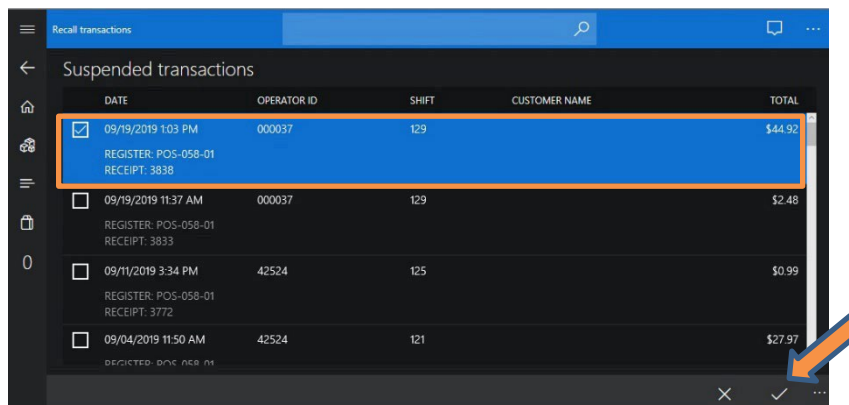
4. The **Recall Transactions** screen displays. Transactions appear in chronological order. To select a transaction, press the checkbox next to it.
5. Press the **checkmark** icon on the lower right corner of the screen.
6. Follow the rest of the tender process.

GOODWILL

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.
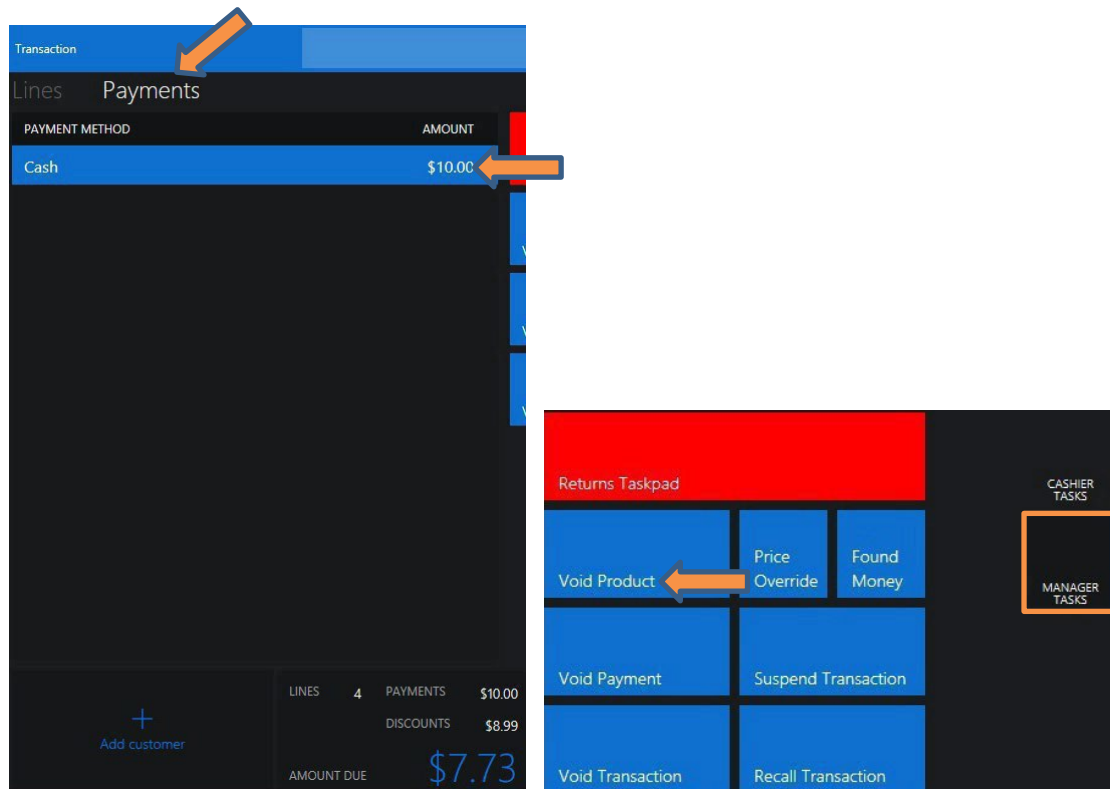

Void Payment

To void a payment:

1. Press the **Payments** section at the top.
2. Press the payment line. The line item turns blue.
3. On the Transaction screen, press the **Manager 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 the rest of the tender process.
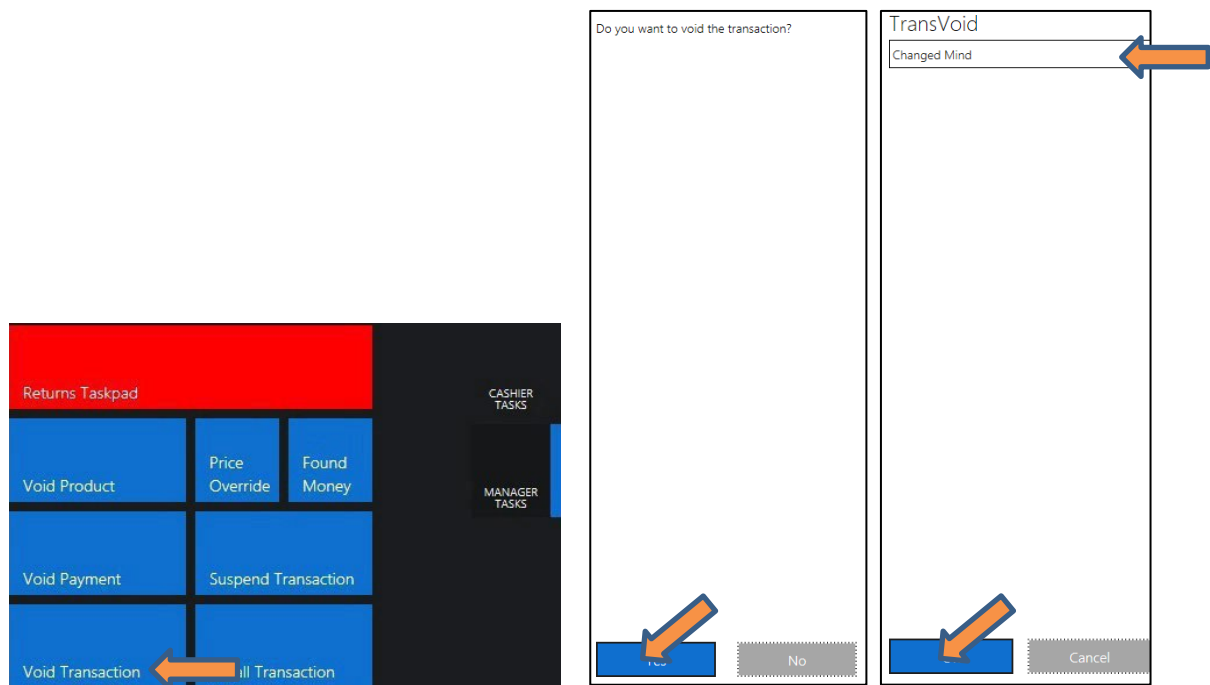
GOODWILL
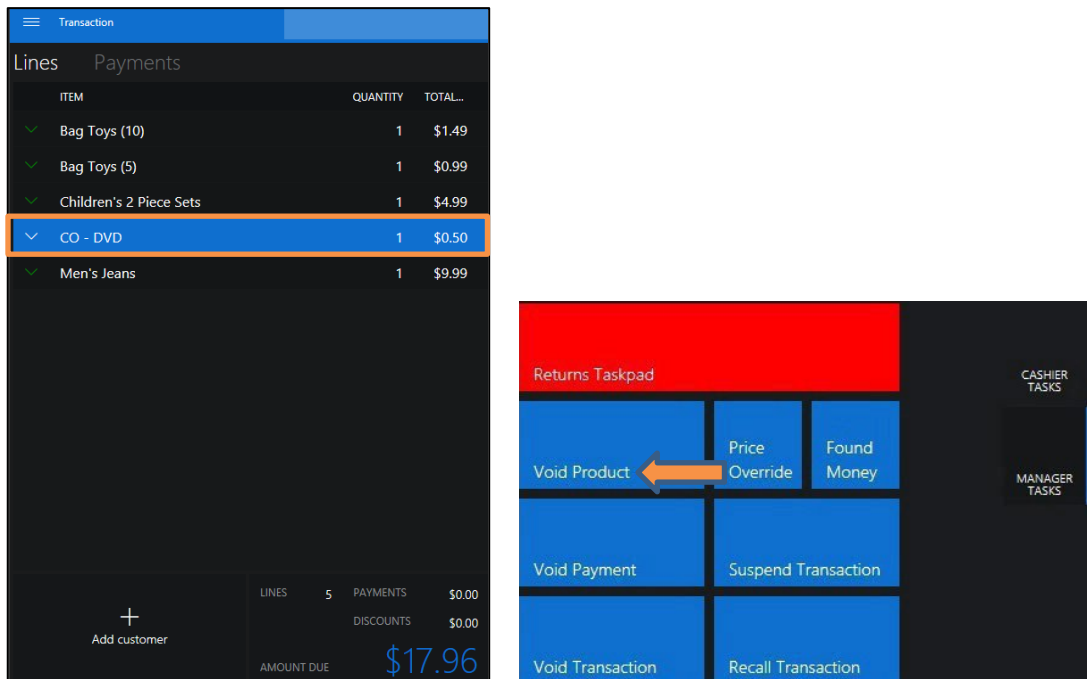
Void Product

To void a product:

1. From the **Transactions** screen, press to select an item. The line turns blue.
2. From the **Manager Tasks** tab, press **Void Product**.
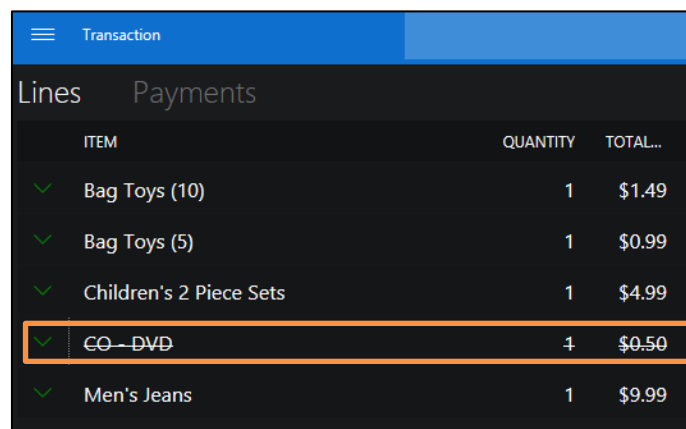
3. The item shows as strikethrough text. Repeat the steps to void additional items.
4. Follow the rest of the tender process.

Void Transaction

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

To void a transaction:

1. From the **Manager 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.

GOODWILL
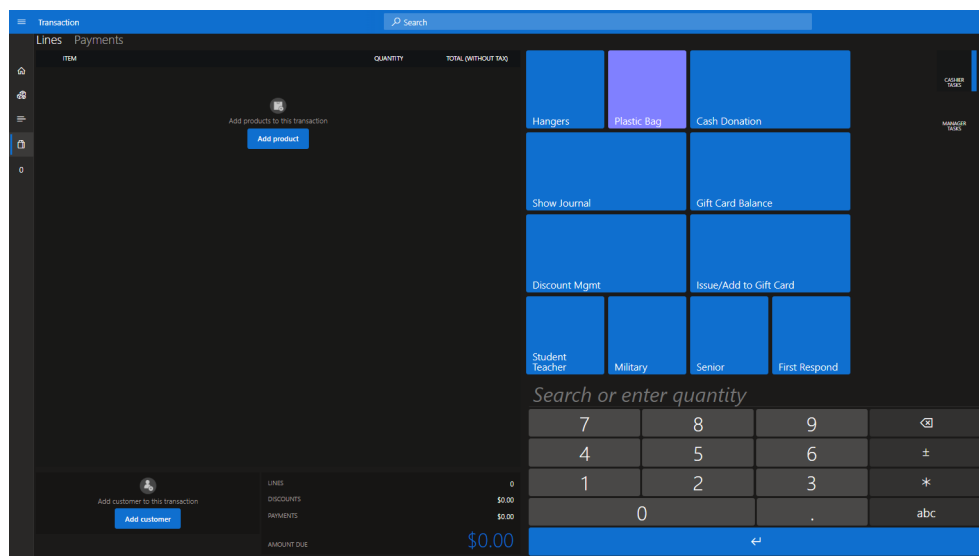
EMPLOYEE DISCOUNT

All Team members are eligible for an employee discount. The discount is 30% off donated goods and 5% off new goods.

Before applying the employee discount, consider the following:
- Items must be on the sales floor for 24 hours prior to purchase. This applies to all stores.
- Team members must adhere to the posted rules regarding shopping in their home stores, etc.
- Team members need their employee number and picture ID in order to receive the discount.
- Only a member of management can apply the employee discount.
- Do not use or provide your employee number to others.

Apply Employee Discount
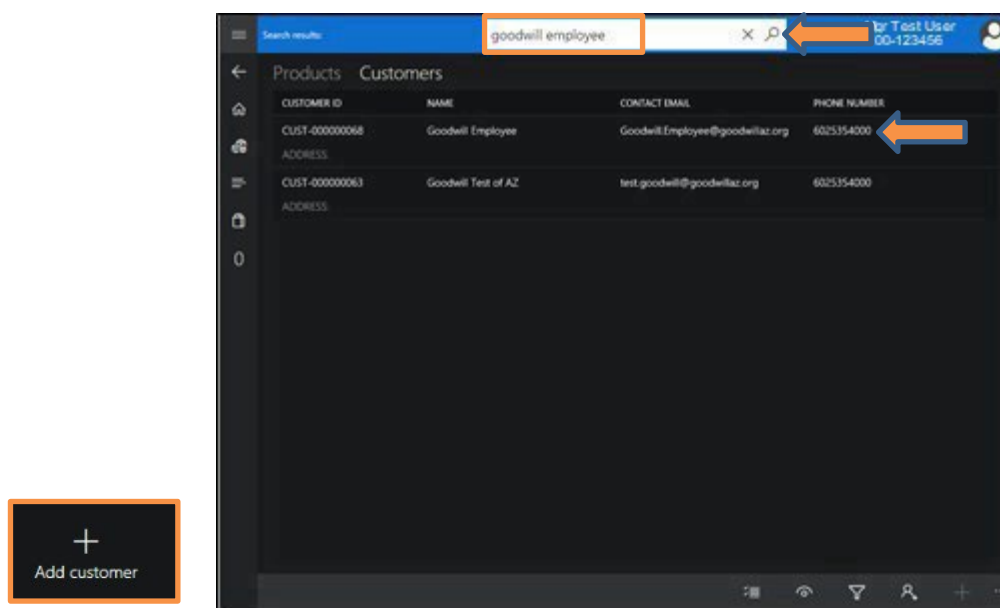
To apply the employee discount:
1. Start a transaction.
2. From the lower left corner of the **Transaction** screen, press the **+ Add customer** button.
3. Click the **Search** field on the top of the screen.
4. A keyboard displays. Type the last name or Employee ID and press **Enter**.
5. Select the team member's name.

APPLY EMPLOYEE DISCOUNT, CONTINUED
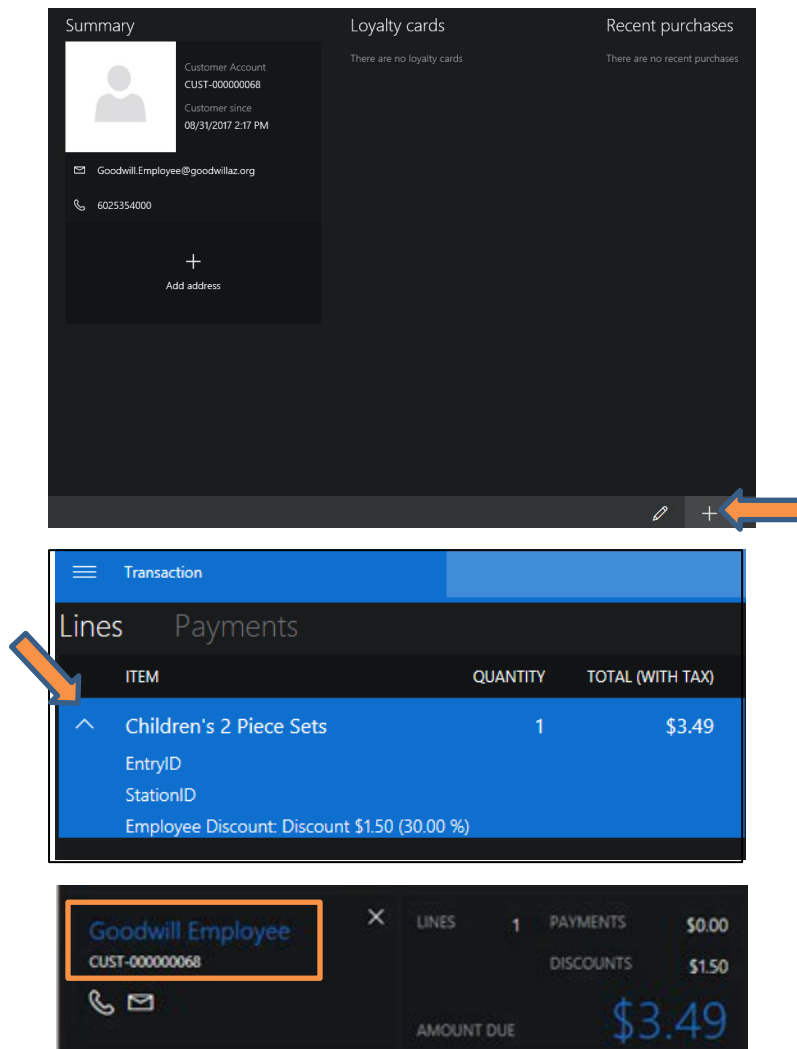
6. Ask the team member for a picture ID and verify that the name on the ID matches the name on the screen.
7. Press the **+** button on the lower right-hand corner to add the team member.
8. The name is displayed on the lower left.
9. Use the normal tender process to complete the transaction.

Tip: Click the drop-down arrow next to an item to see if the discount is applied.

The employee discount percentage appears below the item. Items not eligible for the discount (such as snacks) are not displayed and show the regular price.

Note: The POS automatically calculates discount percentages for employee appreciation events and the birthday discount.

FOUND MONEY
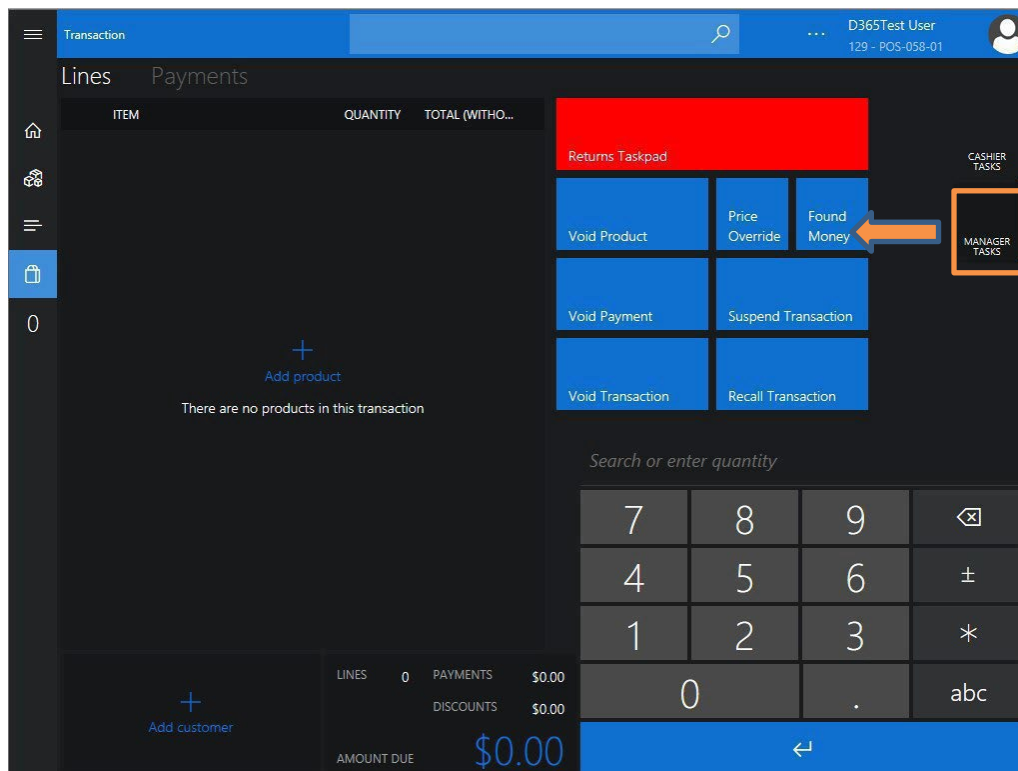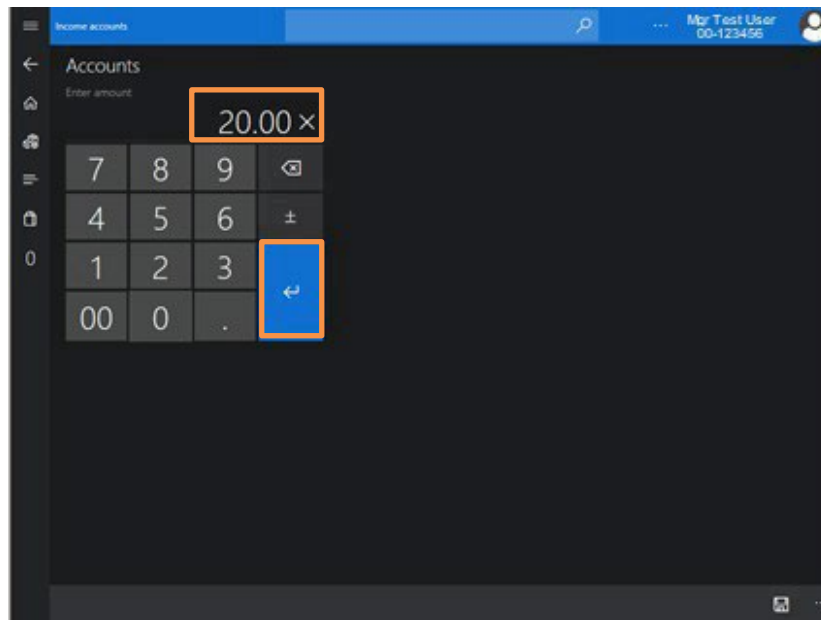
To enter a found money transaction:

1. Scan your POS logon ID. The **Transaction** screen displays.

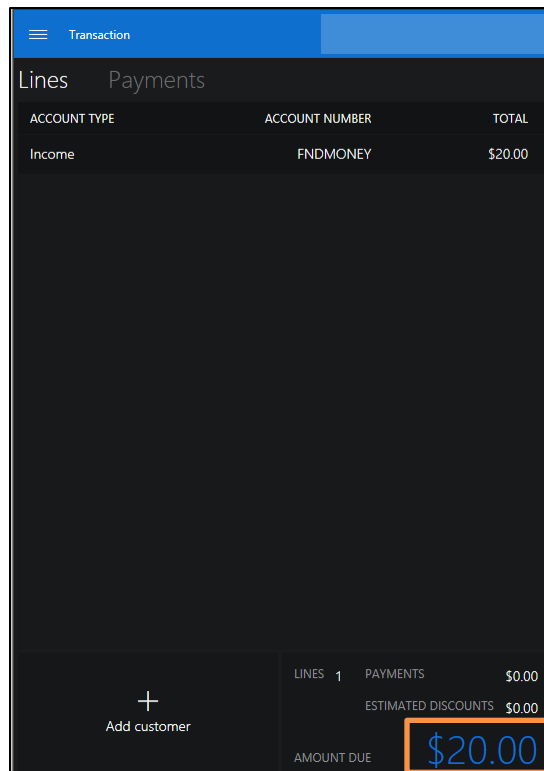2. Press the **Manager Tasks Tab**.

3. Press **Found Money**.
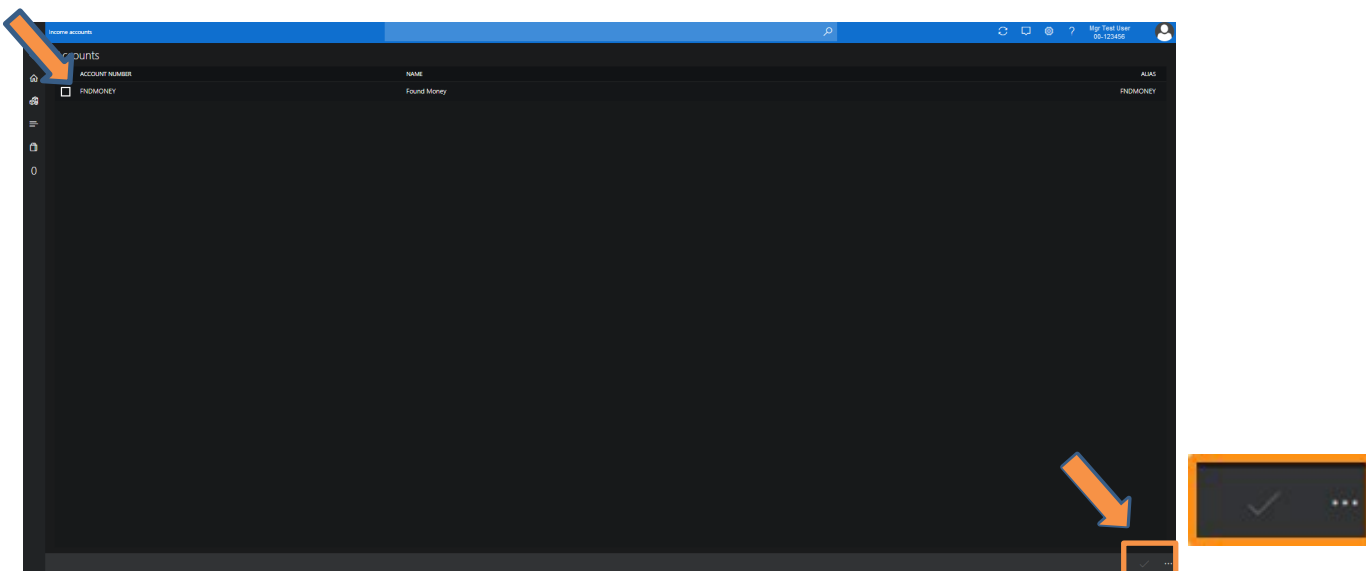
4. Click to choose **FNDMONEY** and then press the checkmark.

FOUND MONEY, CONTINUED

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

6. Press the dollar amount in the Amount Due field and tender it 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, which is $100 over the opening amount. **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.

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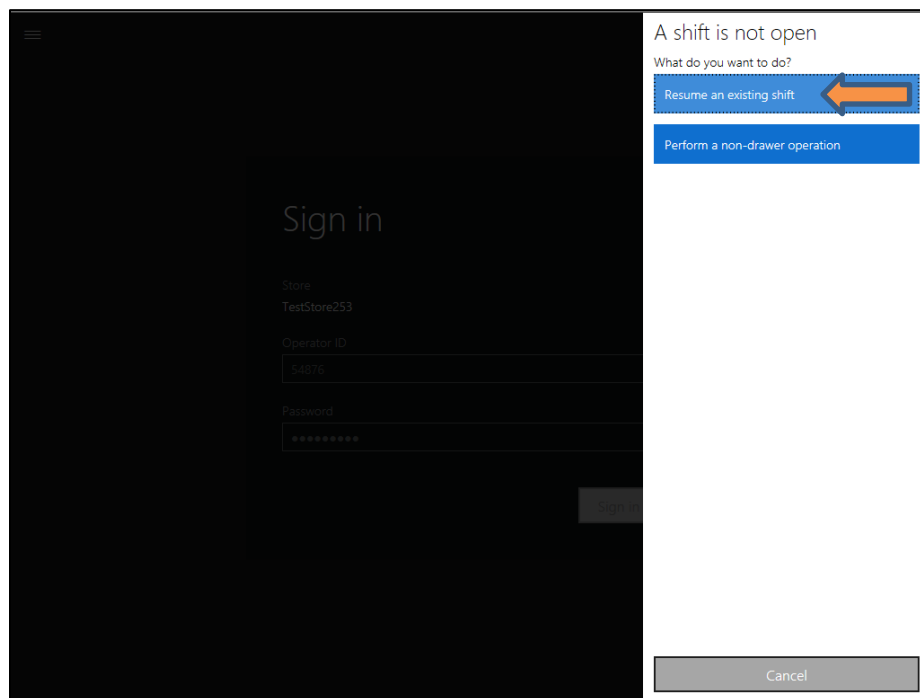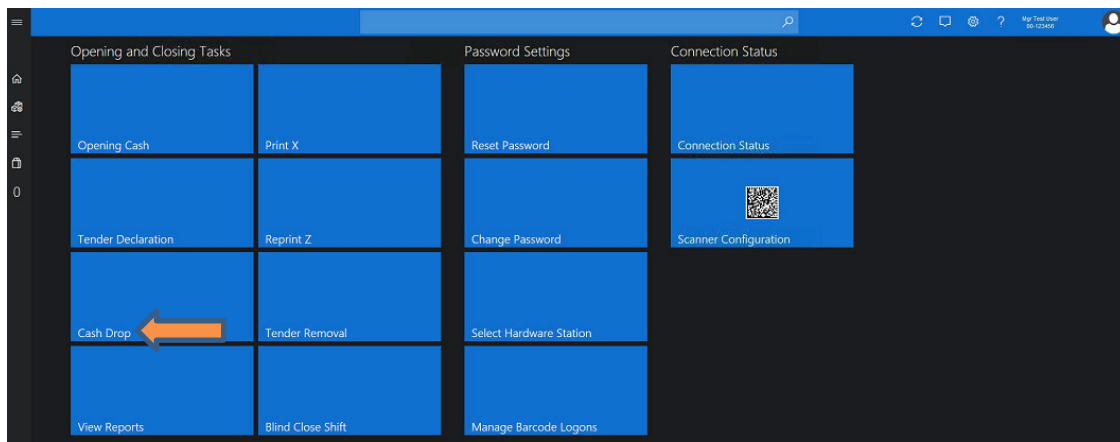

1. To begin, have the RSA press **Sign Out**.
2. Scan your POS logon ID.
3. Press **Resume an existing shift**.

CASH DROP, CONTINUED
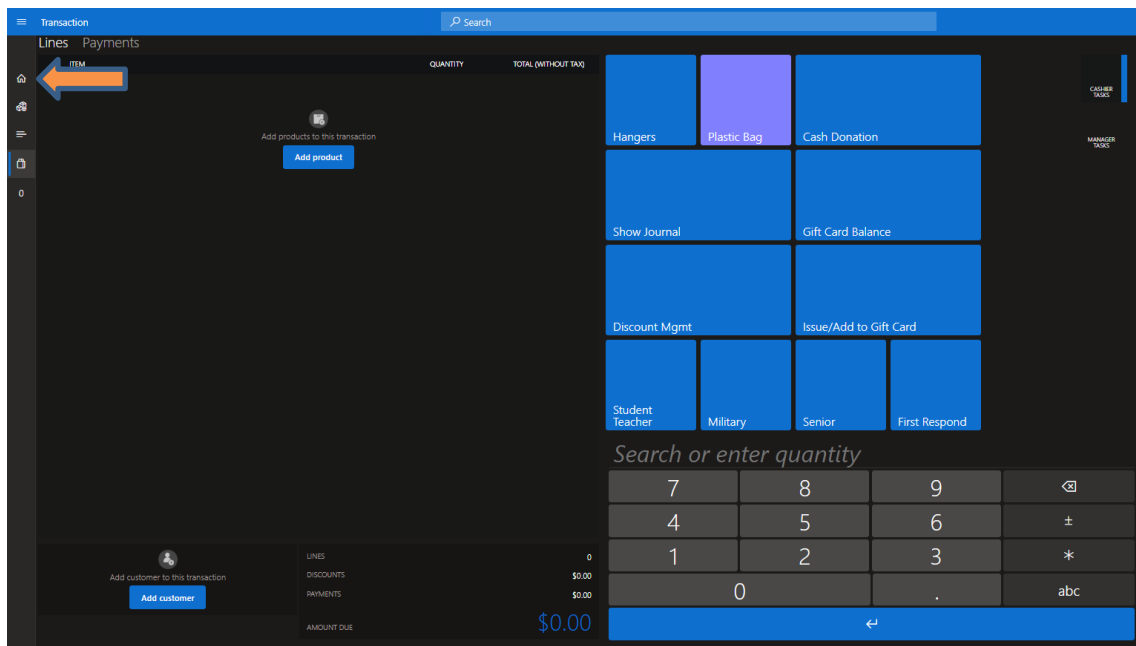
4. The **Transaction** screen displays. Press the **Home** icon. The Home screen displays.

5. Under the **Opening and Closing Tasks** header, press the **Cash Drop** button to open the till. **Never take advantage of an already open till to remove funds.**

6. Verify the top of till has $100. Remove the currency from underneath the till and close the register.

CASH DROP CONTINUED

7. Count the money for the drop, have the RSA verify the amount, and deposit the money into the Loomis Safe.
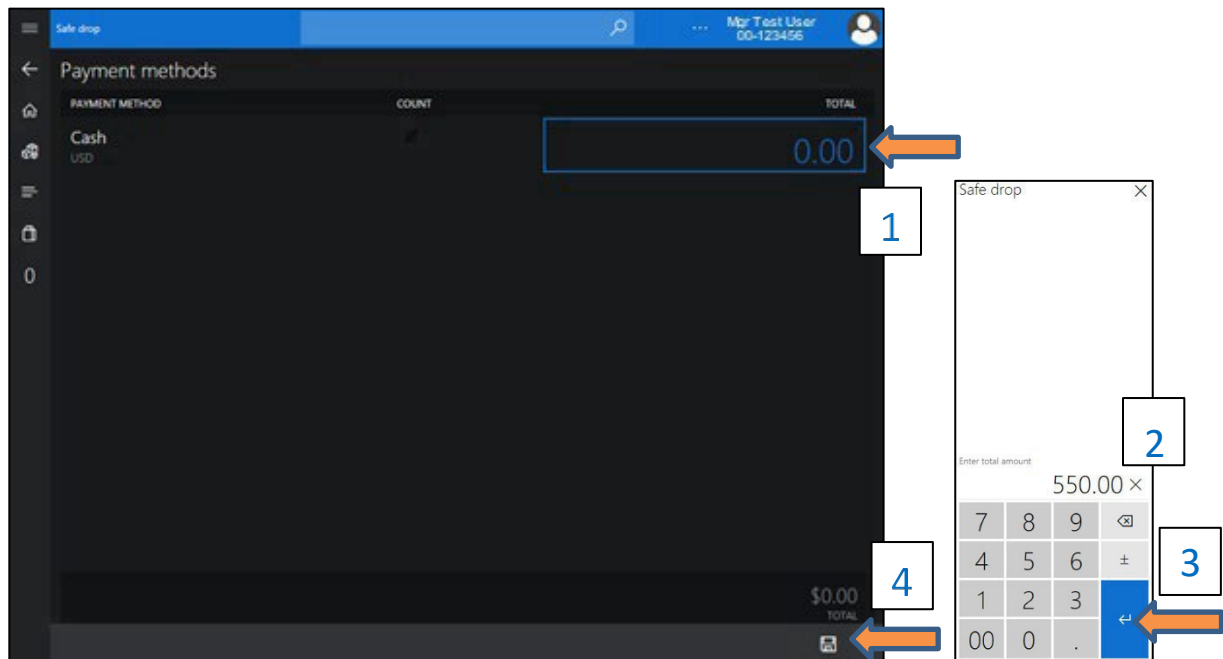
8. Press **Total**.
9. A **Safe Drop** popup displays. Type the cash drop amount and press **Enter**. The system does not allow a negative drop amount.
10. Press **Save**. The **Money Management** guide has a M**anual Cash Drop Fix** section for fixing a cash drop the next morning. If you have any questions, contact your District Manager.
11. A receipt prints. On the receipt, note the cash drop amount (circled), your initials, and the RSA initials.
12. Close the till immediately to keep money secure and finalize the action.
13. Deposit the drop into the Loomis Safe. Staple the Loomis receipt to the register drop receipt and place it under the register till.
14. Write the monetary denominations on the envelope.

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

CASH DROP, CONTINUED
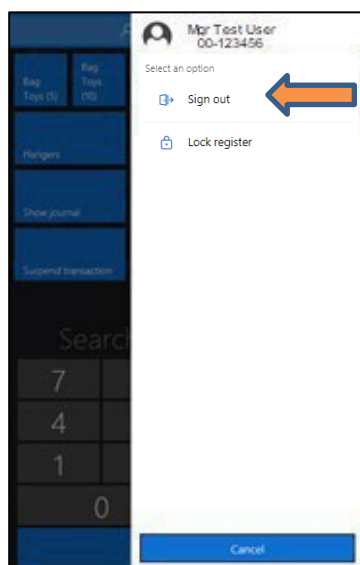
> To view cash drop activity for a store, navigate to the **Opening and Closing Tasks** header, press **View Reports**, and select the **Safe drop** report. The system defaults to today's date. Press **Run** to view or the back button to exit. See the **POS Reports** section in this guide for more information.

15. Press **Sign Out**.

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

Note: Go immediately to the Loomis Safe and deposit the drop. **Do not do multiple drops at a time.**
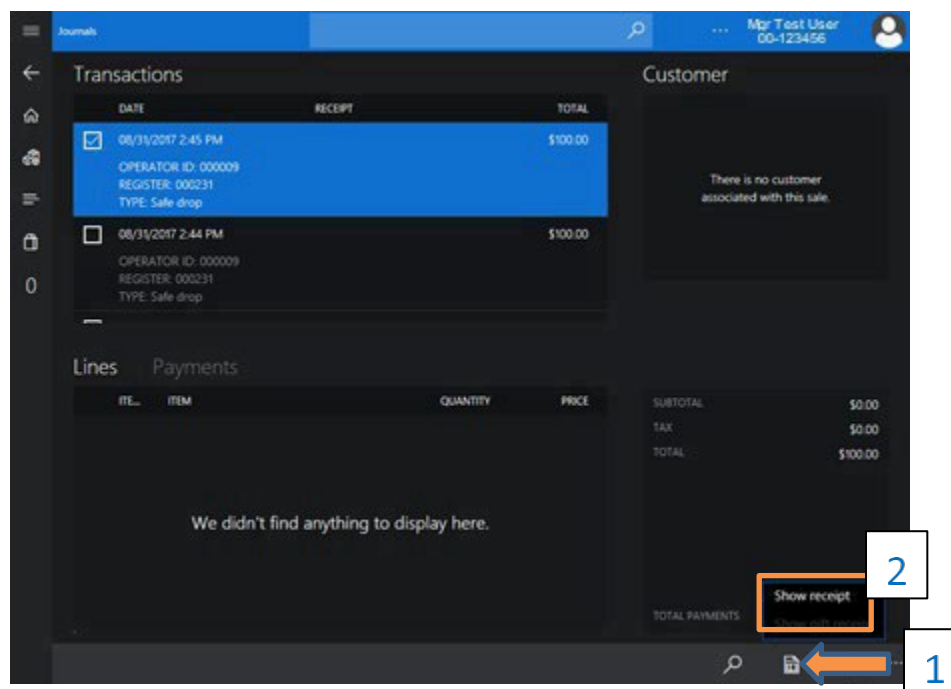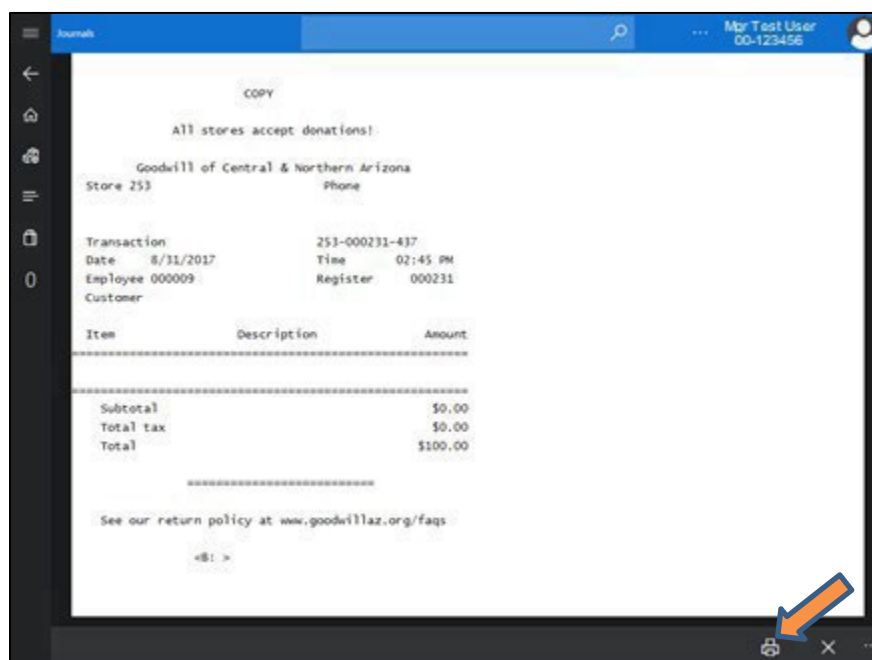
REPRINT A RECEIPT
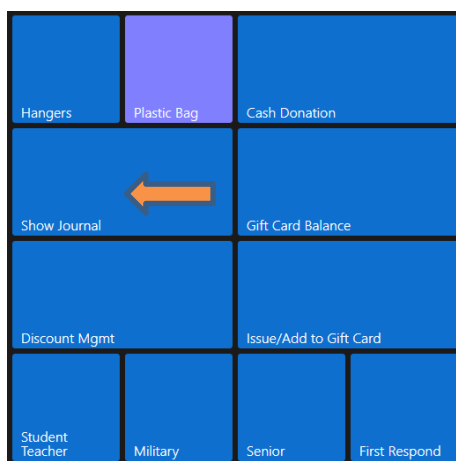
To reprint a receipt:

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

REPRINT RECEIPT, CONTINUED

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

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

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 randomly at least three times a week. The RSA must be present to perform a register audit.

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

Note: If you encounter a quick-change situation, follow the process mentioned above. However, if the situation warrants, bring the drawer into the manager's office for drawer count only. Do not allow customers into the manager's office.
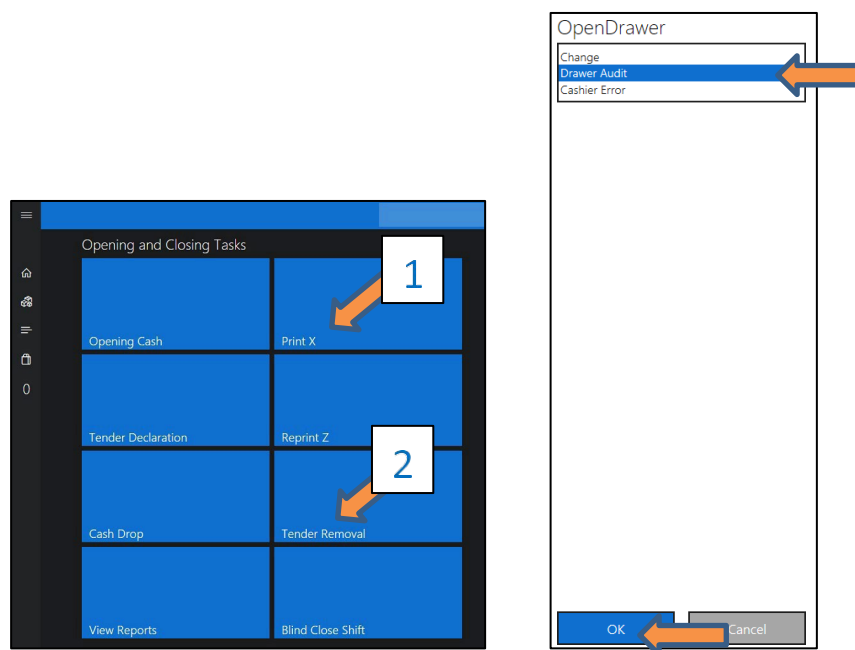
1. To begin, have the RSA press **Sign Out**.
2. Scan your POS logon ID.
3. The **Transaction** screen displays. Press the **Home** icon. The Home screen displays.
4. Print an X report to verify the drawer is in good standing. Under the **Opening and Closing Tasks** header, press **Print X**.
5. An X 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**. While auditing the drawer, only count the cash and coin currency. You do not need to factor in other transactions, such as returns or gift cards.

REGISTER AUDIT, CONTINUED
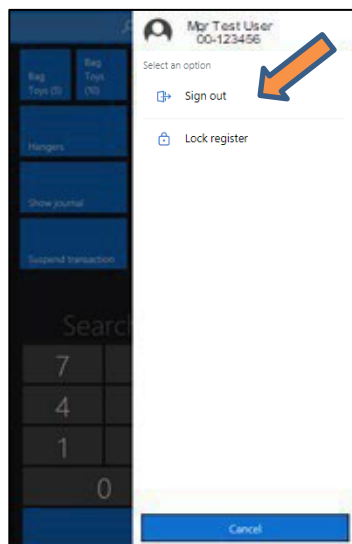
> **Important:** Do not discuss the results of an overage or shortage with the person responsible until the end of the shift. This could tempt the individual to falsify or manipulate sales to adjust the amount to balance at the end of the shift. For shortage or overage of $5.00 or more, follow coaching procedures regardless of reason.
>
> Enter any overage or shortage that exceeds $20.00 in LPMS and attach any supporting documents (e.g., audit X report receipt).

7. Press **Sign Out**. 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 it in the monthly envelope attached to the log. Keep the Register Audit Log in the manager's office for reference later.
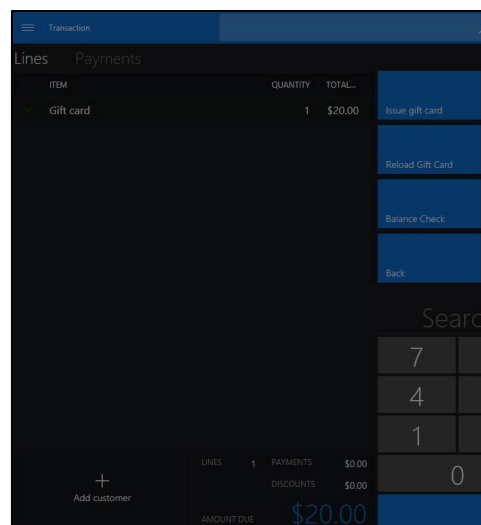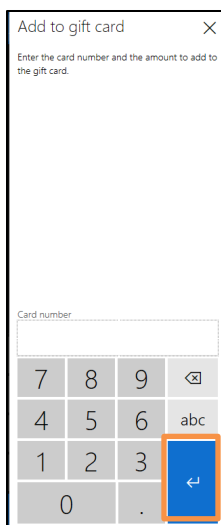
> For additional information, navigate to the **Opening and Closing Tasks** header, press **View Reports**, and select the **Store sales by register** report. The system defaults to today's date. Press **Run** to view or the back button to exit.

ISSUE A GIFT CARD
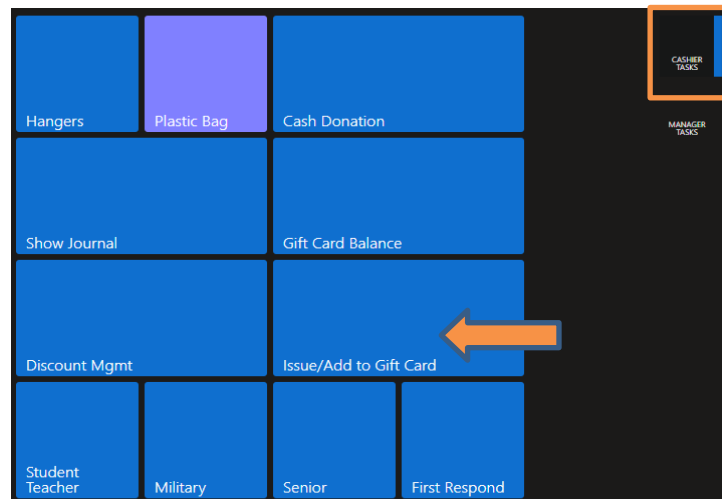
To issue a gift card:

1. Press the **Cashier Tasks** tab.
2. For a new or existing gift card, press **Issue/Add to Gift Card**.
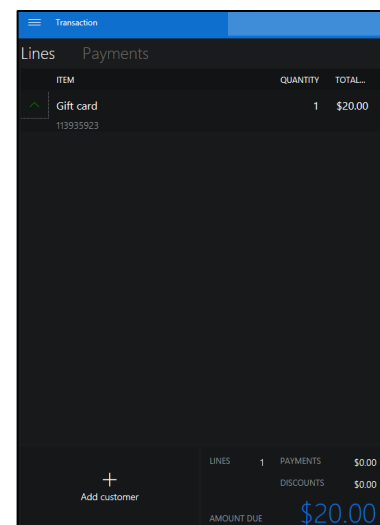
3. The **Add to Gift Card** popup displays.
4. If the merchandise card has a magnetic strip, manually type the card number, otherwise, scan the card.
5. Type the amount and press **Enter**.
1. The system returns to the **Transaction** screen and the gift card amount displays as a line item. Follow the rest of the tender process. The system prints a gift card receipt that shows the balance.

CHECK BALANCE
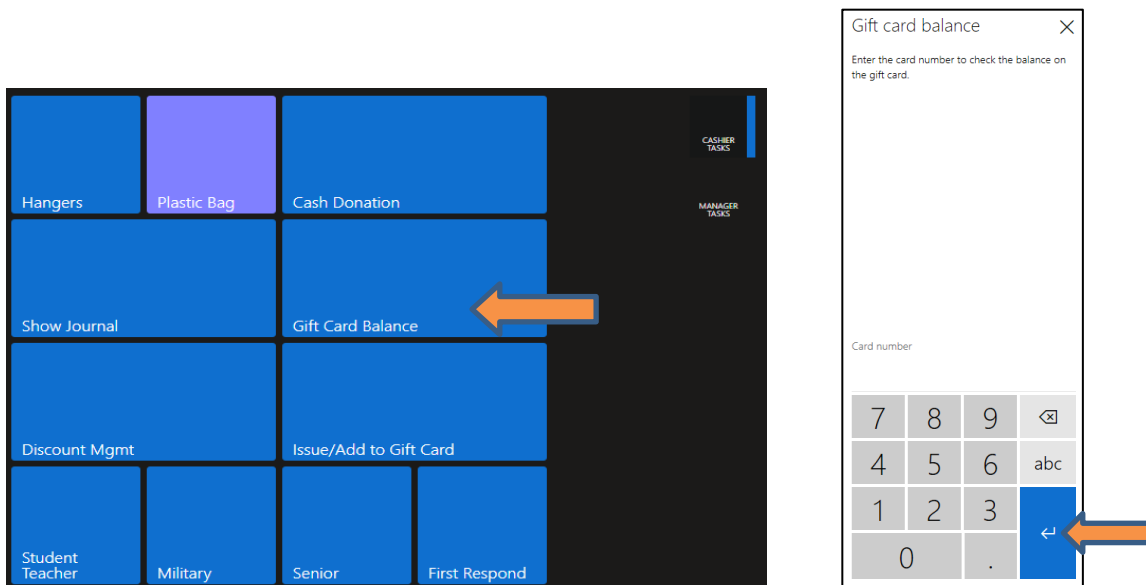
To check the balance of a gift card:

1. Press the **Cashier Tasks** tab.
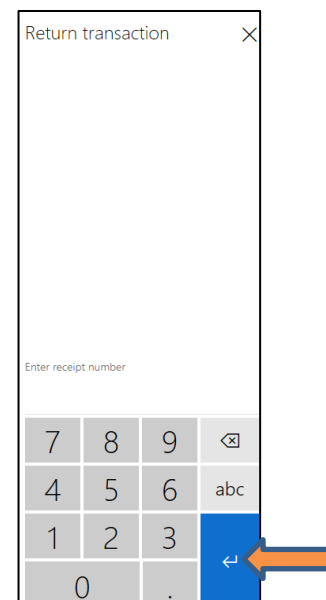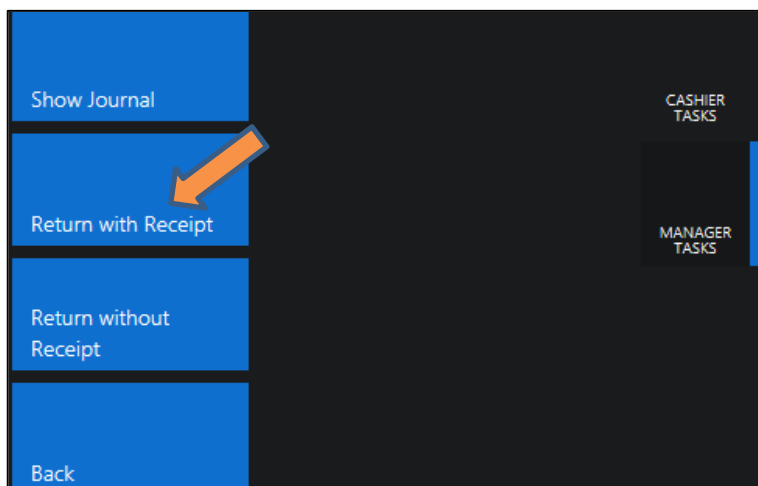2. Press **Gift Card Balance**.
3. Scan barcode and press **Enter**.
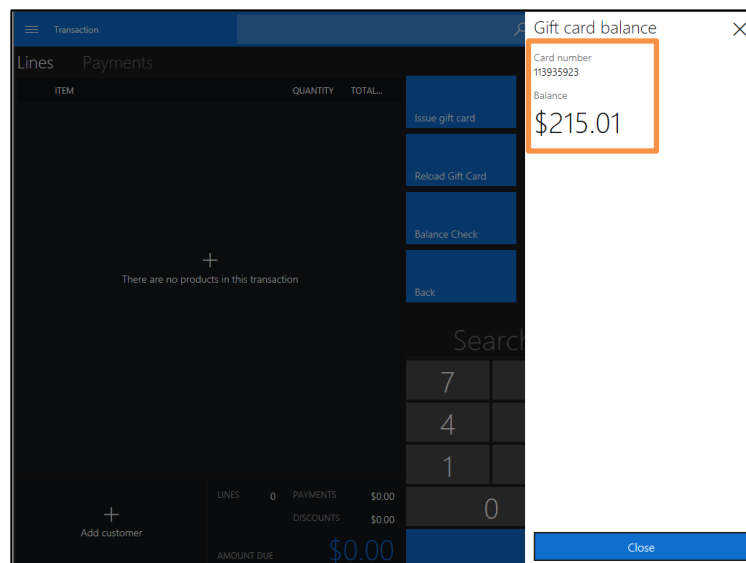
The **Gift card balance** popup now shows the card number and balance. This information is real-time, and to see the activity on the card, log in to Dynamics 365.
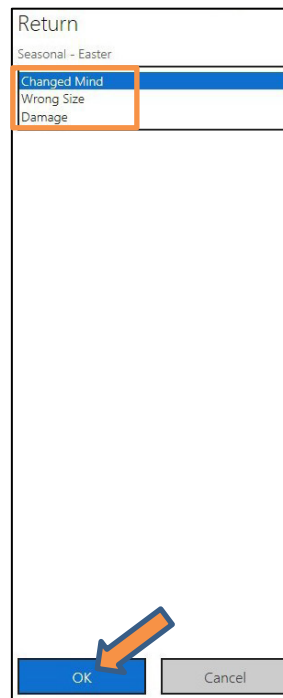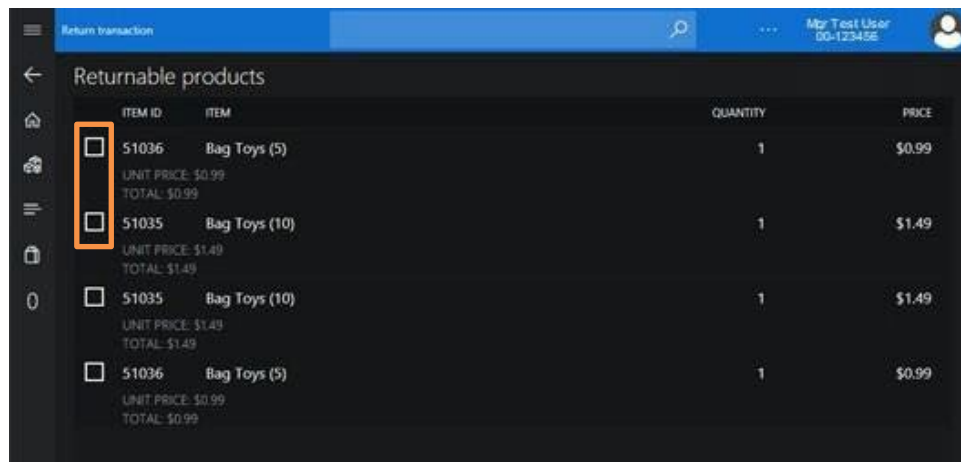
RETURN WITH RECEIPT
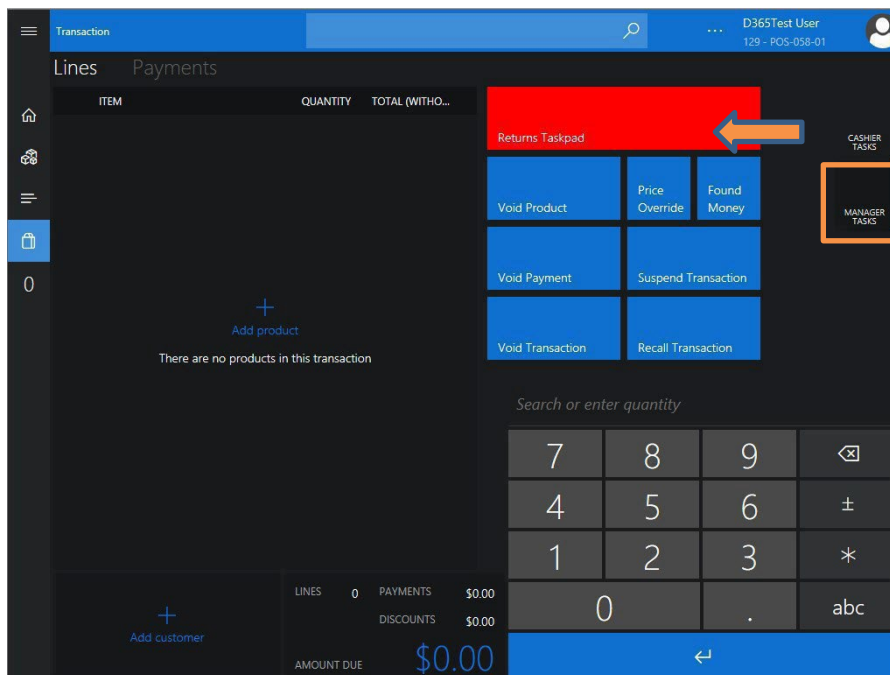
To issue a return with a receipt:
1. Greet customer.
2. Press **Return Task pad** from the **Manager Tasks** tab.

3. Press the **Return with Receipt** button.
4. The **Return Transaction** popup displays. Scan the receipt bar code to link the transaction to the original receipt.

RETURN WITH A RECEIPT, CONTINUED

5. Scan the returned item(s) barcode and scan only one item at a time.
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

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

The **Pay gift card** popup displays. Scan or type the Gift Card number and press **Enter**.

See the Return Guideline Policy for other forms of payment.

RETURN WITH A RECEIPT, CONTINUED
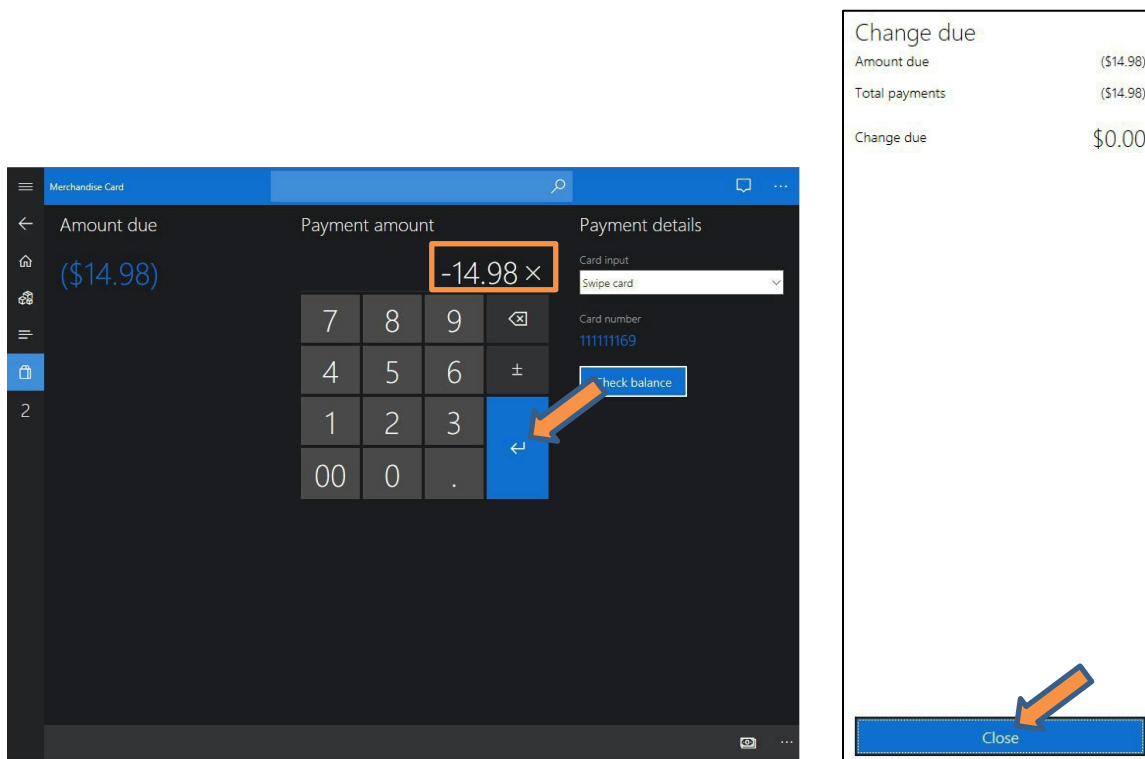
10. The tender screen displays. The amount due should be a negative amount.
    Press **Enter**.

11. The **Change Due popup displays,** and a receipt prints. Press **Close**.
    The system returns to the **Transaction** screen.

12. To ensure the return was done correctly, verify the balance of the Gift Card.

13. Have the customer sign the return receipt.

Inform the customer regarding the following:

- Card balance (this never expires)
- Use credit at any participating location. To find a participating store please visit
  www.goodwillgiftcard.org

If a customer leaves the original receipt, staple it to the return receipt, and place it under the till.
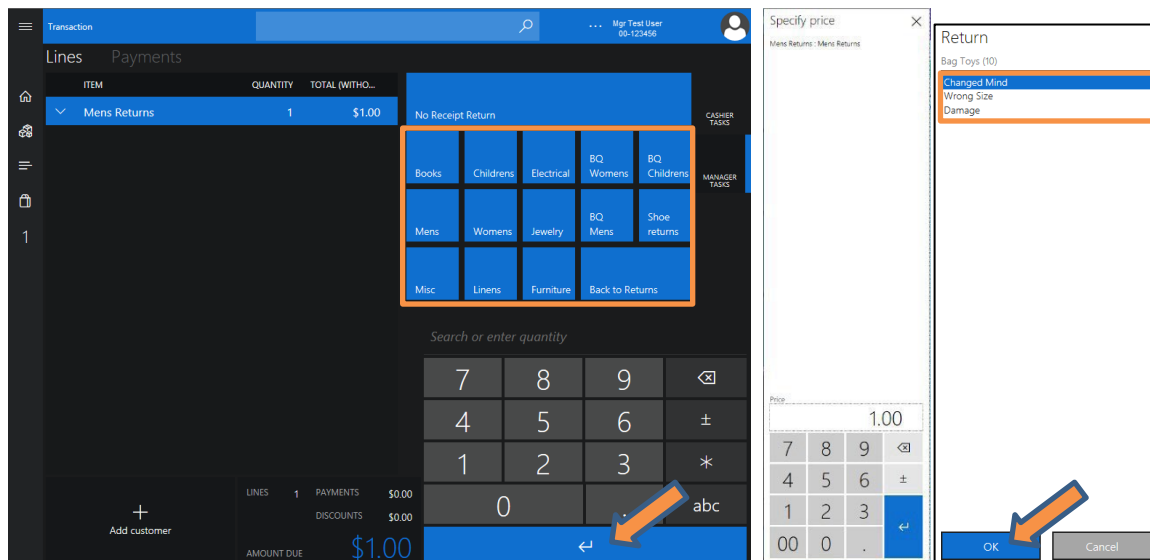
Note: Do not reuse cards with a magnetic strip! Cut them up and recycle them per Retail Leadership direction.

GOODWILL

RETURN WITHOUT A RECEIPT
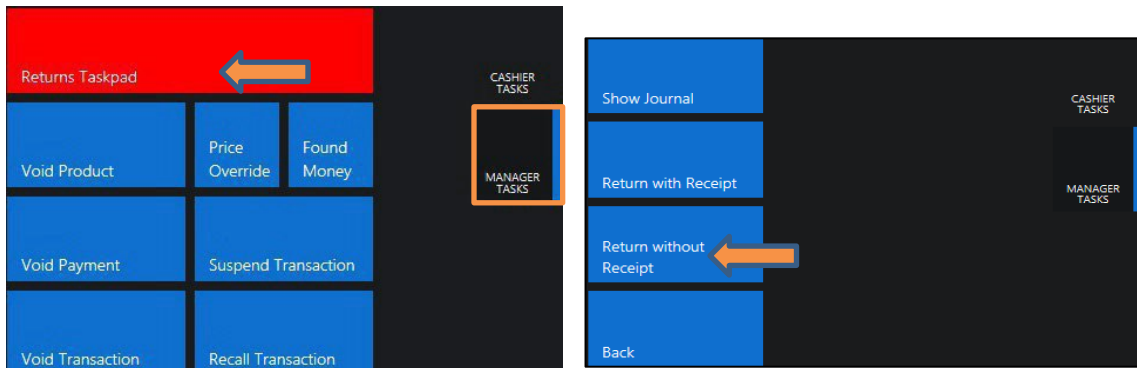
To issue a return without a receipt or past seven days:

1. Greet the customer.

2. Press the **Return Task pad** from the **Manager Tasks** tab.

3. Press the **Return without a Receipt** button.
4. Select a department.
5. The **Specify Price** popup displays.

   The default price is subject to change based on Goodwill requirements.

6. Press **Enter** or **type** new price and press **Enter**. **Do not type a negative number.**

7. From the **Reason** drop-down menu, choose a reason code and then press **OK**.
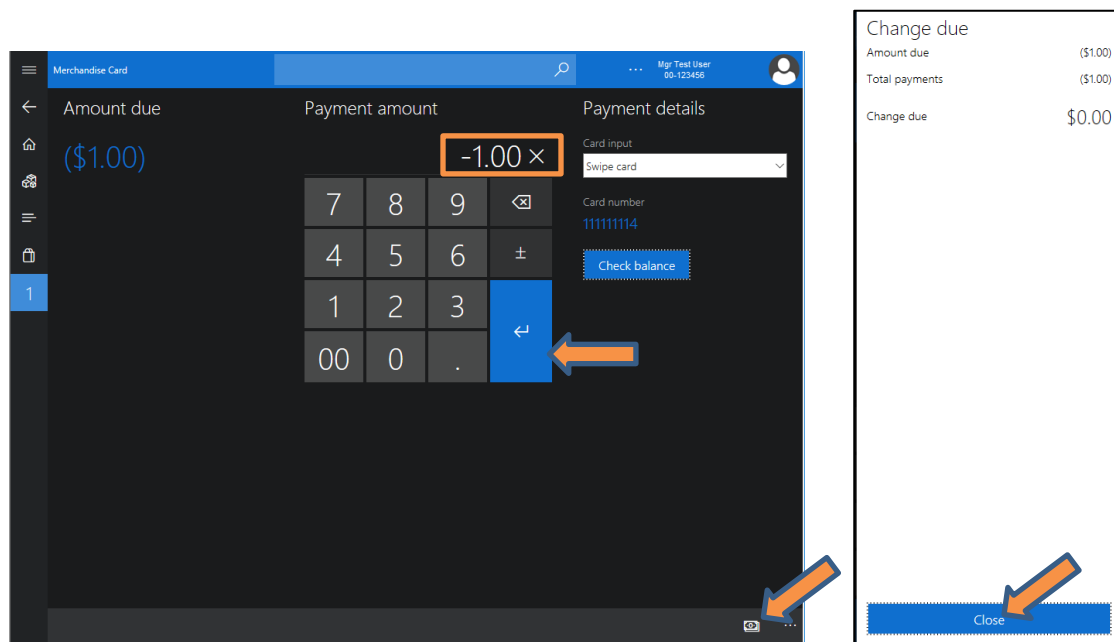
RETURN WITHOUT A RECEIPT, CONTINUED
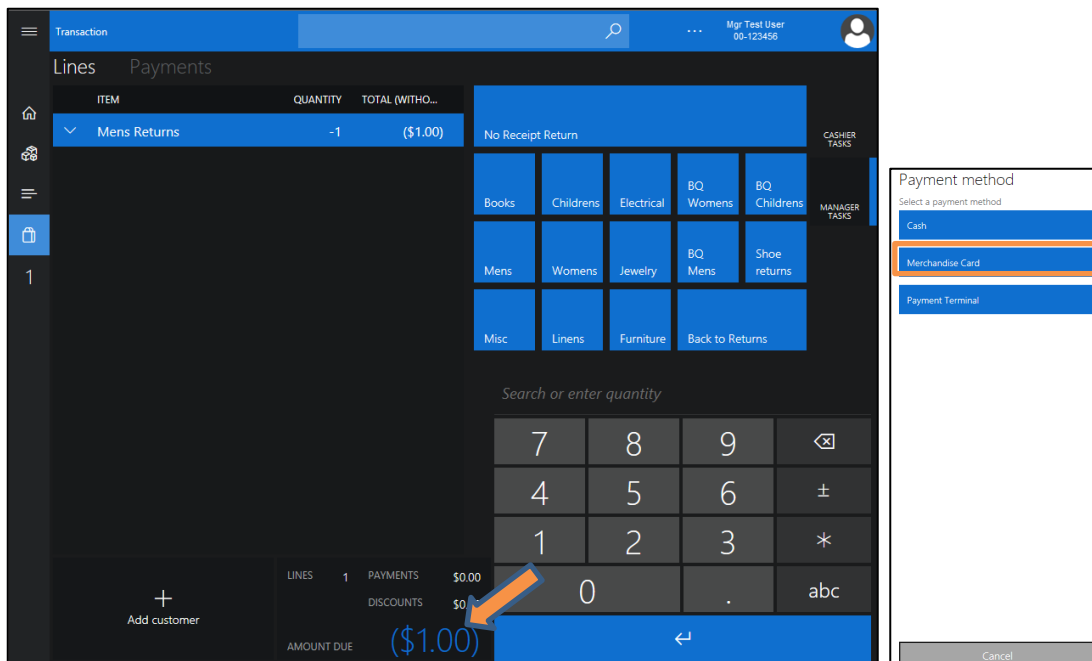
7. Press the dollar amount of the **Amount Due** field.

8. The **Payment Method** popup displays. Press **Merchandise Card**.
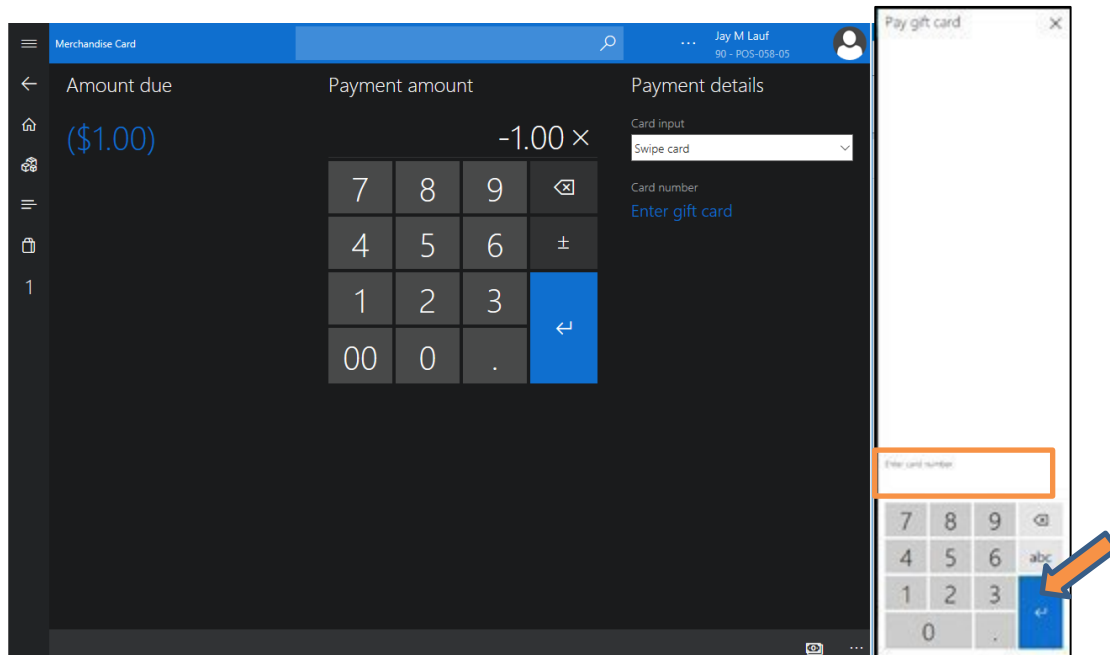
9. The **Pay gift card** popup displays. Scan or type the RMC number and press **Enter** (see the Return Guideline Policy for other forms of payment.)

RETURN WITHOUT A RECEIPT, CONTINUED

10. The tender screen displays. The amount due should be a negative amount. Press **Enter**.

11. The **Change Due popup displays,** and a receipt prints. Press **Close**. The system returns to the **Transaction** screen.

12. To ensure the return was done correctly, verify the balance of the Gift Card.

13. Have the customer sign the return receipt.

Inform the customer regarding the following:

- Card balance (this never expires)
- Use credit at any participating location. To find a participating store please visit www.goodwillgiftcard.org

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

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.
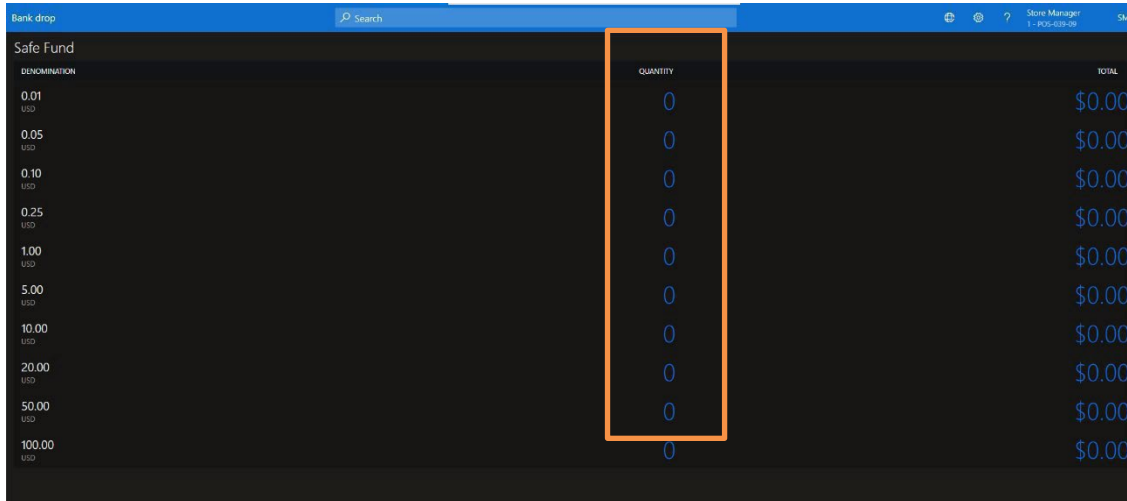
To complete a count of the **Safe Fund**,

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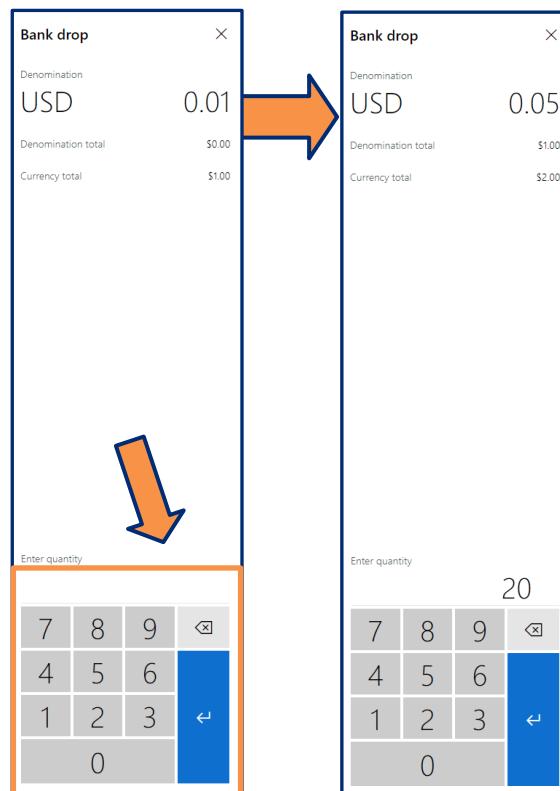2. Under the **Count** field, press the hash marks button.
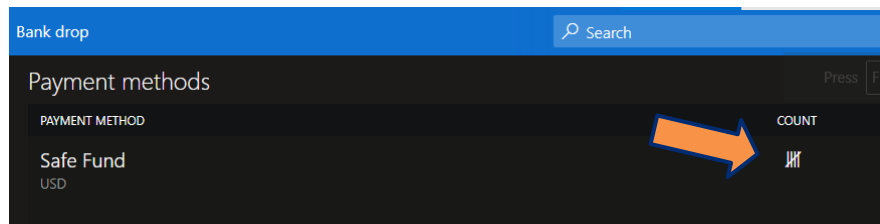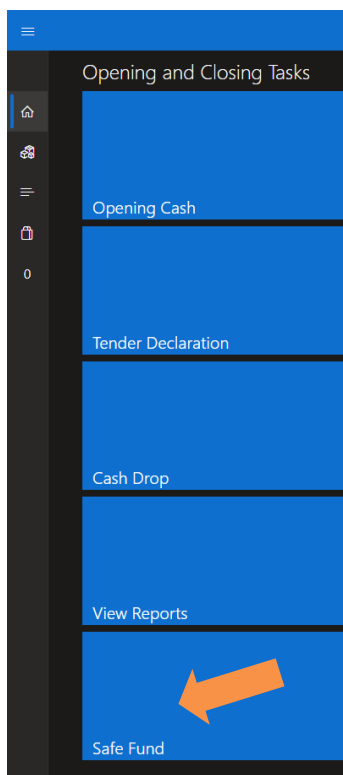
Begin with the lowest denomination,

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

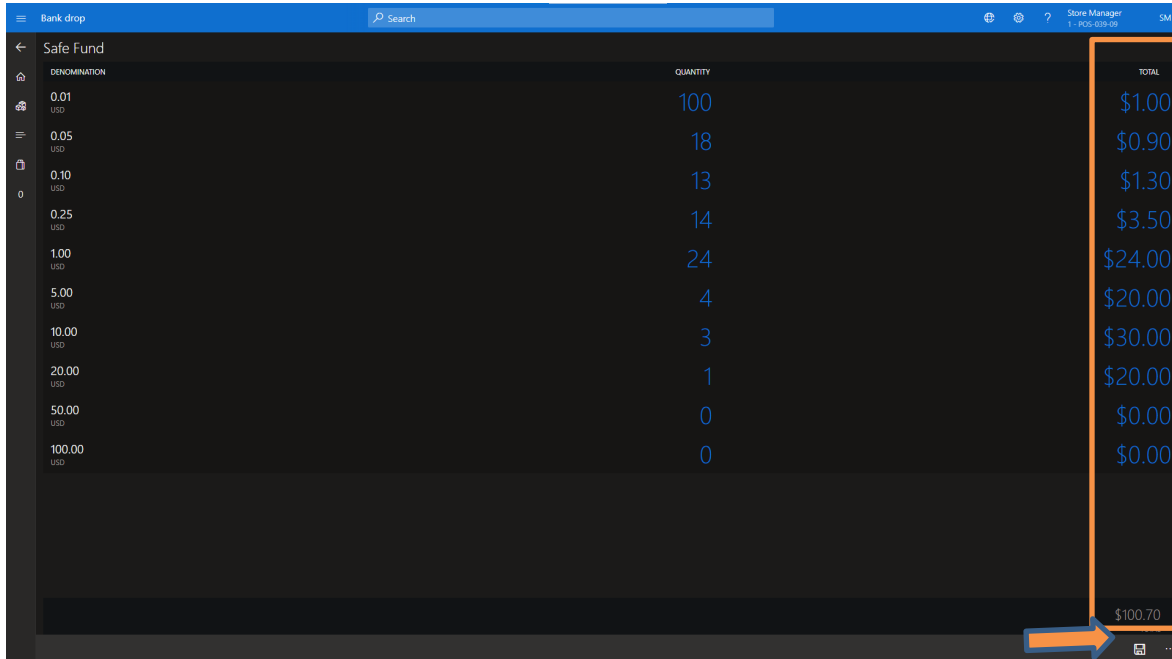4. In the pop-up, type the quantity and press **Enter**. The system moves to the next denomination automatically.

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.
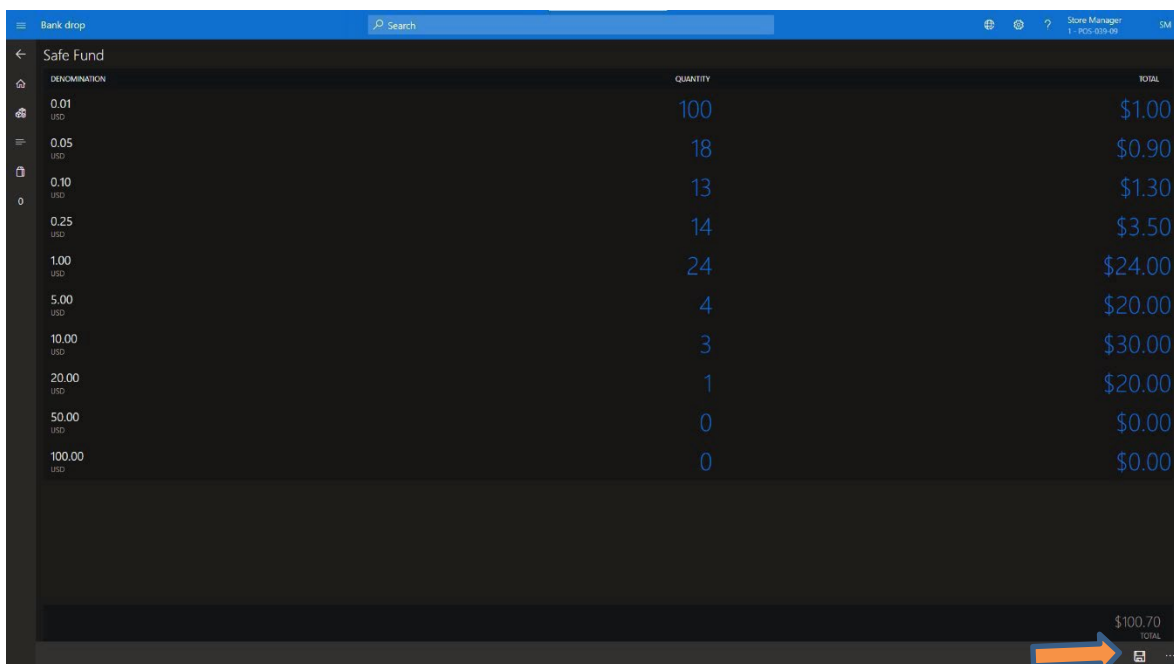

6. In the pop-up, type your name and press **OK**. Press **Save** again. A ticket will print. Place it in the manager's till.

7. Press Save again (this is the same icon). A receipt prints.

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 for you to close the register. **You must also perform this process after each RSA shift.**

If multiple team members need to use the same drawer due to high volume or long lines, perform a till audit to ensure the till is balanced before the new team member resumes 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 members of management count down and verify the till.
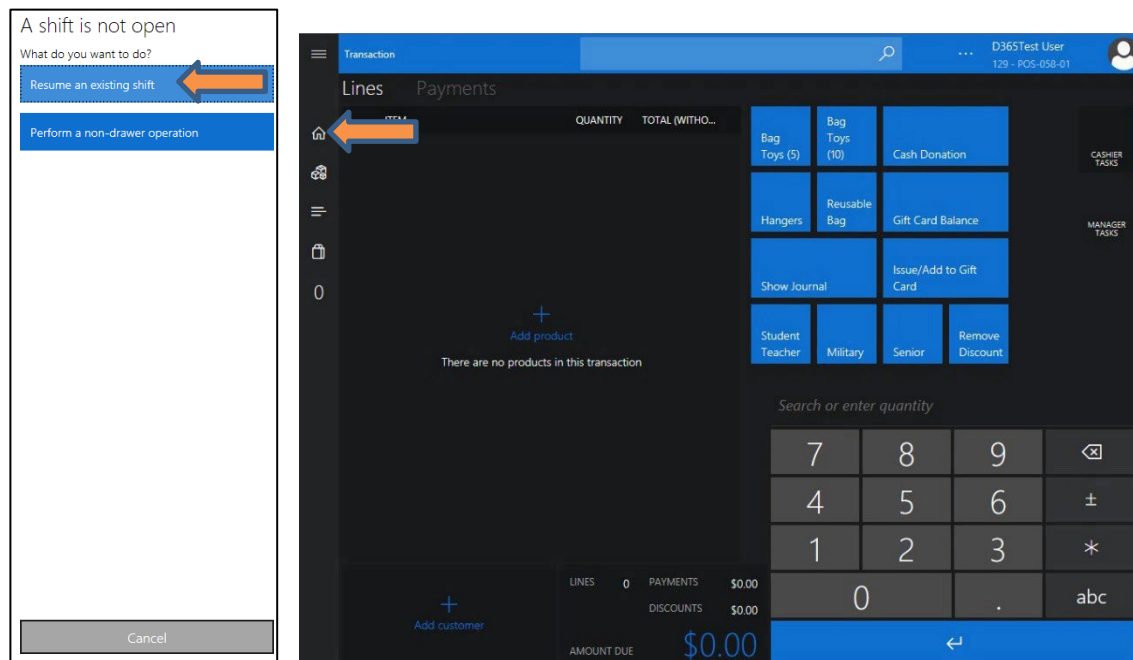

1. To begin, have the RSA press **Sign Out**.
2. Scan your POS logon ID.
3. Press **Resume an existing shift**.
4. The **Transaction** screen displays. Press the **Home** icon. The Home screen displays.

CLOSING A REGISTER, CONTINUED

5. Under **Opening and Closing Tasks**, press **Cash Drop**. The drawer pops open.
   - Once the 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 the tips below on how to count down a drawer properly.
   - While RSA is performing the first count, count and sort any remaining receipts.
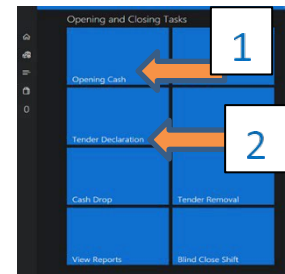
   To count down the drawer properly:
   - Count all coins first. If $12.75 is in the till, leave $12.00 and take out .75 cents. Remove any extra change above the even dollar amount.
   - Focus the count of the remaining paper money on getting the base fund of the till to $100. This means if you have $12.00 in coins, 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 button (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.
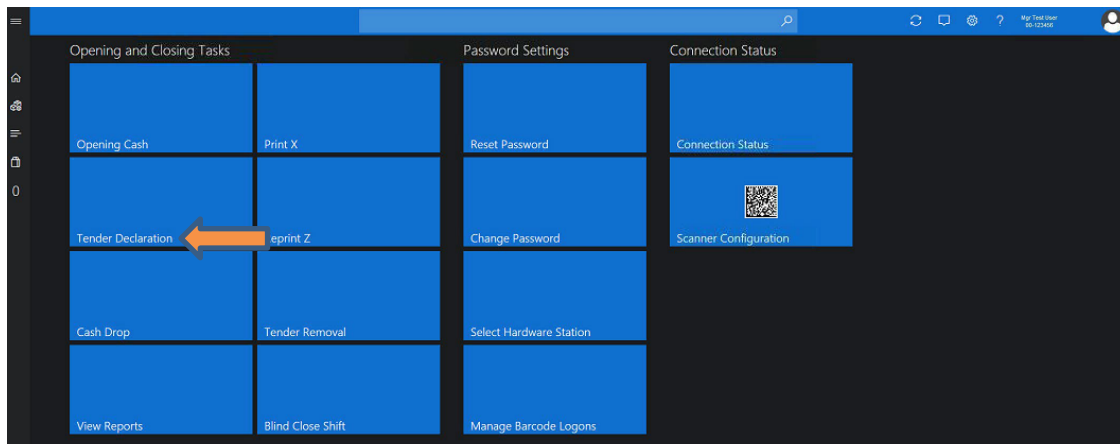
*A member of management and the RSA must count to verify the remaining deposit.
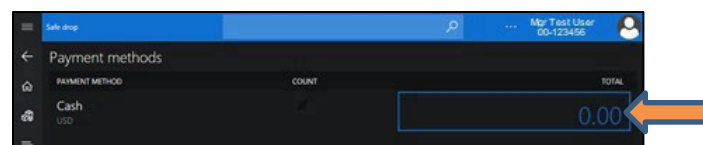
6. Set aside anything over the $100 opening amount. Press **Total**.
7. A **Safe Drop** popup displays. Type the safe drop amount. This is the total cash in the drawer minus your $100 opening amount, and press **Enter**.
8. Press **Save**.
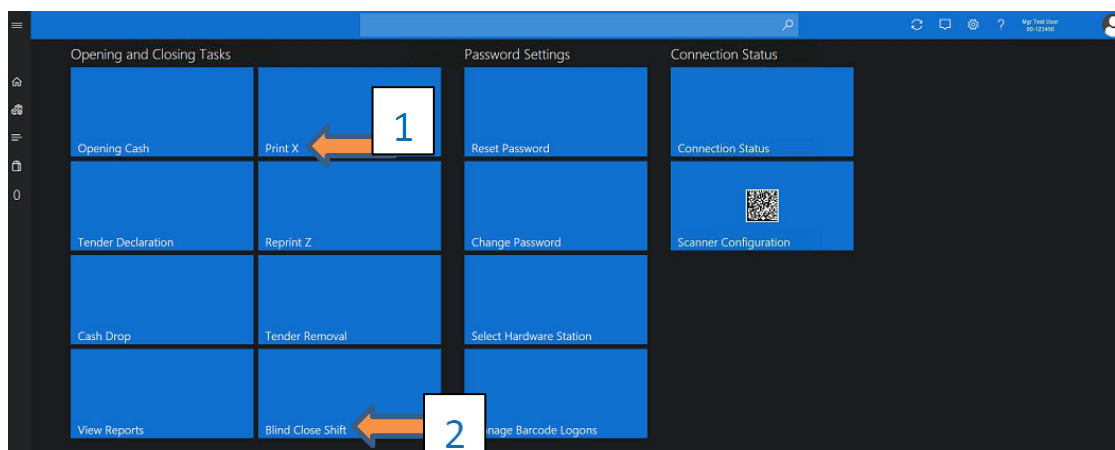
CLOSING A REGISTER, CONTINUED

9. The system defaults to the Home screen. Under the **Opening and Closing Tasks** header, press **Tender Declaration**. Drawer opens.
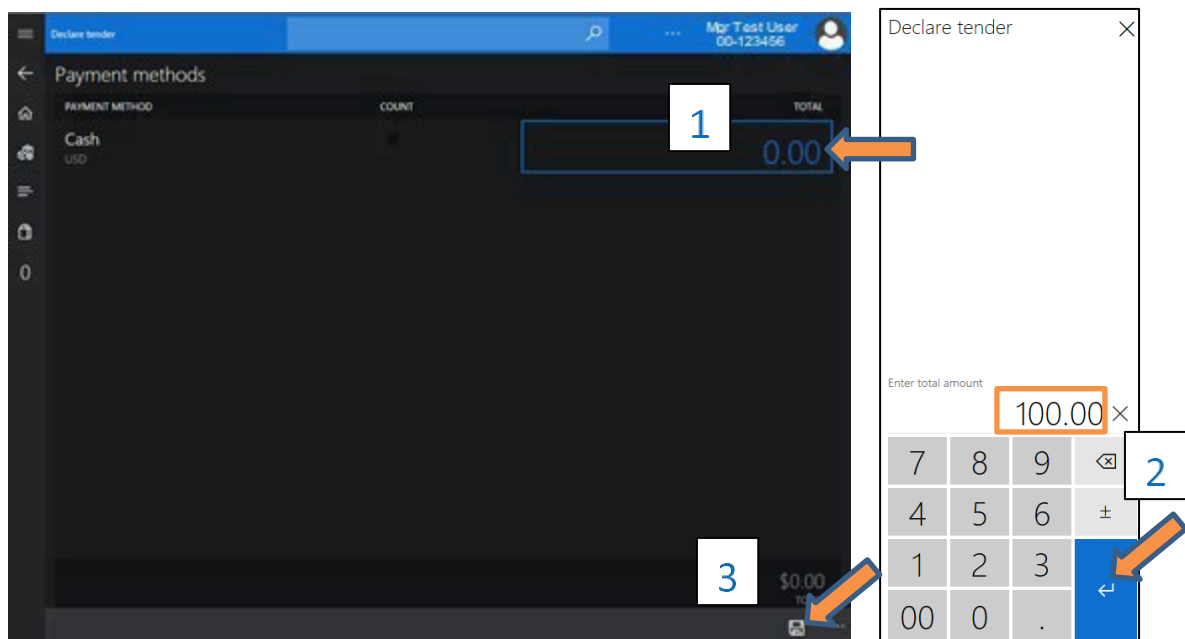
10. Press **Total**.
11. Type **100** and press **Enter**.
12. Press **Save** and close the drawer. A receipt prints.

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 the information from your X report is correct. Discrepancies, if any, are only for cash. There should never be a discrepancy for any other tender.

16. Press **Blind Close Shift**. This option closes the transactions and prepares the register for the next shift. **Do not generate a Z report at the register.**

17. A blind close receipt prints, and the system returns to the sign-in screen. Take the 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. The manager will deposit the closing funds into the Loomis Safe, and excess coins will be placed into the manager's till. The manager's till will always close with excess coins (between 1 and 99 cents.)

19. Verify the amount left in the register till is $100. Do not write or include this amount on the closing envelope.

If the register is being closed for the day, take the till and 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 it often results in termination.
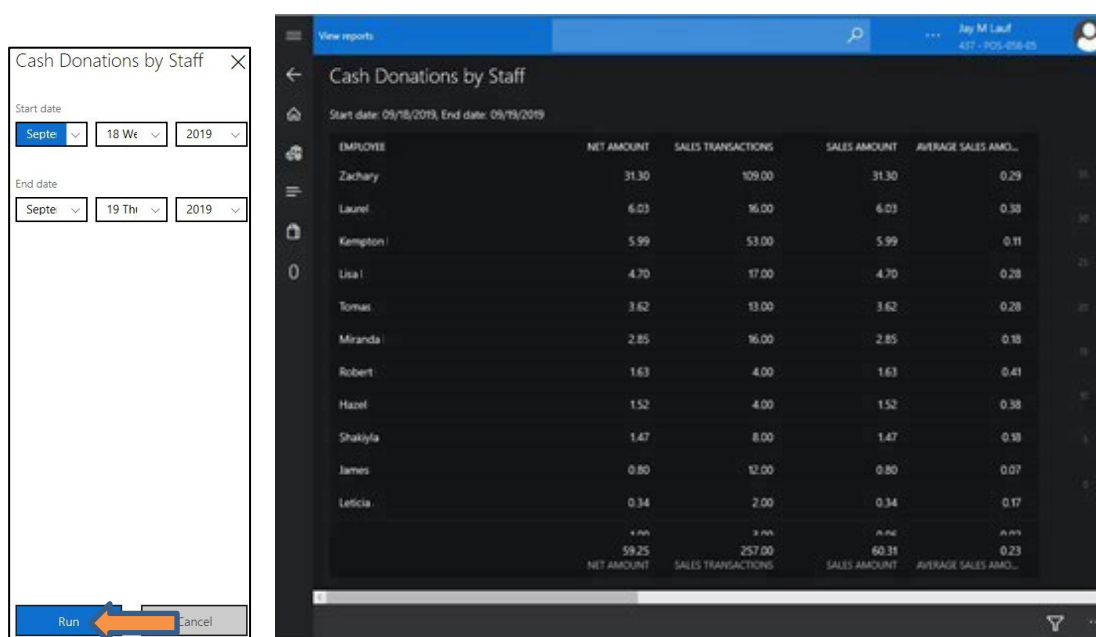
POS REPORTS

Several reports are available directly on the POS. This section will cover four of the most commonly used reports for retail operations. Below is the **Reports** menu.

To run a report:
1. Press the appropriate Reports button.
2. Select a timeframe (start and/or end date) or the date for the report.
3. Press **Run**. The report displays.
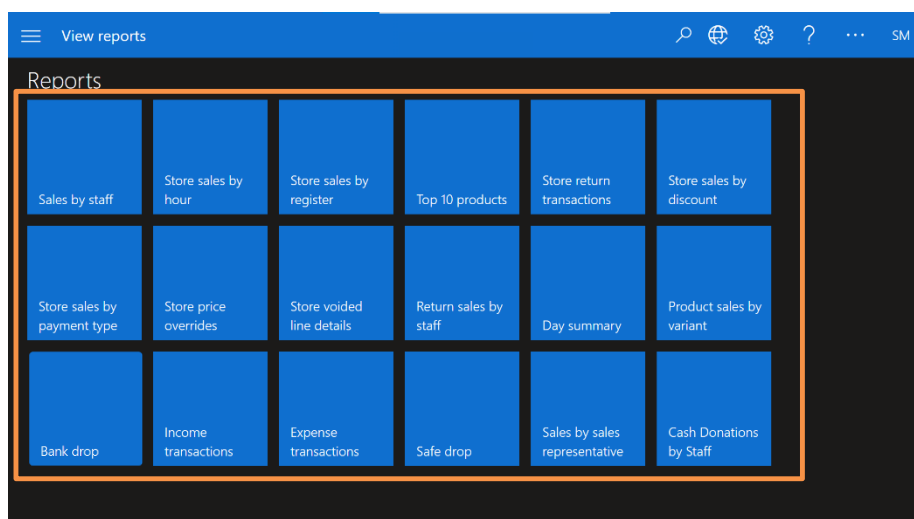
Cash Donations by Staff—This report helps stores monitor their cash donation performance and manage them in real-time. It allows you to view net amounts, sales transaction totals, sales amounts, and the average sales amount for each POS user.

GOODWILL

POS REPORTS, CONTINUED

The Day Summary, Safe Drop Report, and Safe Fund Log are three other reports.

Day Summary – This report shows key metrics and values such as unique items sold, sales activity (transactions and amounts), items per transaction, average item price, return transactions and amounts, net amount, voids, discounts, and price overrides.

Safe Drop – This report shows the current total safe drops for the store. Search parameters default to today's date.

POS REPORTS, CONTINUED

Safe Fund – This report shows the total number of Safe Fund counts for the store, as well as the manager's name and the currency amount for each count. You may need to look at this report before each count to confirm the correct change fund amount. AP will likely pull this report periodically.