

The Fall 2007 revision of the SMC POS Manual retains the same look, format and now contains even more information than prior versions!

As always this manual is designed to familiarize and assist you in using the POS system in your store to your best advantage.

Contents have been divided into sections focusing on Operational Topics (general POS operations and daily functions) Transaction Instructions, and Managers Reports and Tools. A Glossary of common POS Terms & Codes is located at the back of this manual.

A review of the Table of Contents will further define each section, and reference the page for locating detailed instructions or samples.

The Table of Contents begins on page 2.

Instructions for obtaining help with the POS system during daytime hours, as well as paging instructions for night and weekend call are located on page 7.

The POS Manual was not designed to document Sherwood Mgmt. Co. policies or procedures, the Operations Manual is your reference for those items.

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## OPERATIONAL TOPICS

This section includes the information needed to keep your POS system up and working.

- Starting with a contact list for help with the POS system.
- Information you will need if a power emergency requires immediate action to shut down and secure the server.
- Instructions on working "manually" when the POS system is not operating.
- Recording procedures for "Screeches and Snaps".
- "OPENING", "SAVE" & "CLOSING THE POS" procedures.

Finishes with additional operational topics.

## CONTACT LIST FOR ACCESSING HELP WITH POS

There will be times when you will need assistance with the POS system. Many times the best source of help is your Store Manager. If your Store Manager is in the store with you, ask for help.

If your Store Manager is unable to help, you need to reach a Coordinator for help.

Follow the instructions below for reaching a coordinator for POS assistance.

1. - During normal SMC business hours (Monday - Friday, 9:00 - 6:00) call the SMC Operator at (310) 665-2100 extension "0" for assistance in locating a Coordinator. The Operator will direct you to Barbara Filbin or Sherry Walden at a store location for assistance. Call Barbara or Sherry directly at the store. It is not necessary or recommended to page during the daytime hours.
2. - In the evening and on weekends, if the question or POS system problem cannot wait until normal business hours, refer to the "ON CALL SCHEDULE" provided for you. A copy of the "on call schedule" is provided to the stores each month (sent with the month end tapes & sales analysis figures for next month). It is recommended that the calendar be kept in the front of this manual. Page the person that is on call, being sure to include the area code and phone number for your store.
3. - PAGER NUMBERS ARE AS FOLLOWS -

Sherry Walden                      562 - 462 - 4835

Barbara Filbin                      909 - 220 - 0930

**EVERY ATTEMPT IS MADE** to assure the stores prompt, precise help with all problems. Please be patient when paging a Coordinator, she may be traveling to or from a store, there may be other stores needing assistance, or she may not be in a store all evenings and weekends. Please respect her personal time. If she doesn't respond within 15 minutes, page her again, or contact alternate Coordinator.

## POWER EMERGENCY, POWER DOWN POS SYSTEM

NOTE: IF IT IS NOT AN EMERGENCY, YOU SHOULD NEVER TURN OFF THE SERVER OR WORKSTATION UNLESS DIRECTED TO DO SO BY AN OFFICE COORDINATOR, ART *or* DEAN AND THEN, ONLY WHEN YOU FOLLOW PROCEDURES BELOW TO PREVENT DAMAGE TO THE SYSTEM.

1. Workstation(s) -
  - a. Quickly complete any customer transaction or inquiry you may be doing and return to your menu. If you're running a report or a long process, CONTACT YOUR OFFICE COORDINATOR IMMEDIATELY.
  - b. At any menu, F10 to log off menu, at log-on screen press F8 to display Enter Project ID, press <ESC>. You may leave the workstation at this screen for the night.
  
2. Server -
  - a. Quickly complete any customer transaction or inquiry you may be doing and return to your menu. If you are running a report or a long process, CONTACT YOUR OFFICE COORDINATOR IMMEDIATELY.
  - b. At any menu, F10 to log-on menu, press F8 when the server displays ENTER PROJECT ID prompt, press ESC.
  - c. Type SHUT ( enter) allow server to reboot to the SMC Master Menu.
  - d. Press F8. An on/off switch will be displayed, using the power switch on the server, turn the server off. The power switch may be located
    - On the right side of the server towards the back large red switch
    - On the front panel of the server, either on the left or right side
    - May be covered with a small plastic cover or top to a box
  
3. Power Supply –APC- model will vary by store -

If the IN BACKUP light is on and/or the alarm is sounding, AFTER THE ABOVE PROCEDURES HAVE BEEN COMPLETED PROPERLY, turn the power supply off. To do this, the ON/OFF switch located on power

supply should be turned to off.

4. Printer, Monitor & Router -

No specific action is required and this equipment should not be turned off.

Be sure to hold on to all material from the last transaction. You will need to verify that this information was accepted into the system when you Power Up. If necessary, mark this material clearly and place in the safe for the next day or shift.

## POWER UP POS SYSTEM

When your store has resolved the situation that required the POS system to be powered down and electrical power is stable you are ready to POWER UP.

1. Power Supply

a. Turn the ON/OFF switch on the power supply to on. The ready light should be on. If other lights or an alarm sounds, call your Coordinator before continuing.

b. Press the TEST switch on the power supply. The IN BACKUP light and the alarm should go on for a moment and then go off. If power supply doesn't automatically reset, call your Coordinator before continuing.

2. Server -

a. Turn the server on using the power switch (switch on the right side towards the back of the server, or on the front of the server). The server will boot and display the SMC Master Menu. Press F1. If the server does not go to ENTER PROJECT ID or if you see any other error, contact your Coordinator.

b. Log into the system. If you have trouble logging on, call your Coordinator for assistance.

3. Workstation(s) -

After the server is on, and operating correctly, press enter to bring your workstation(s) to ENTER PROJECT ID.

4. Verify last transactions -

Verify that all transactions you were working on when the system was powered down were completely processed. For customer based transaction (payment, charge sale, etc.) verify the current balance and transactions on the F3 screen. Compare cash sales to 113 & 116 report, verify cash drawer totals to see if you are over or short for the last transaction. Contact your Coordinator if you discover problem transactions or have questions.

5. Complete transactions for the day and close normally. If closed overnight, contact your Coordinator for assistance in closing.

## HANDLING TRANSACTIONS MANUALLY

When the POS system is not operating it is VERY IMPORTANT to maintain accurate records of all transactions (sales, payments, bank deposit, etc.), which will be entered into the system at a later time. All money is kept in the cash drawer with receipts.

Careful processing of transactions is key, be sure to get a copy of the JE Optional Financing Form & copy of the insurance application signed by the customer.

The back up report for each billing cycle, located in the operations drawer, is used to determine customer account numbers, payments, ratings and balances. One caution, the balance shown is accurate if no additional purchases or payments have been made since the last calc & roll for that customer.

Daniel's Charge Sales-

1. Complete handwritten receipt and FAX to central credit for approval.
2. When approved, the "manual stamp" is imprinted on the reverse of the white handwritten receipt and the following information filled in:
  - Minimum monthly payment -from FAX back, or payment chart
  - Due each - payment due date from cycle setting chart
  - Next payment due - date next payment will be due
  - Approx number of payments - number of payments shown in "R terms"
  - Insurance plan type - insurance that customer carries on account
  - Approved by - enter the associate number and approval code from the FAX back.
  - Customer signature/acceptance - have the customer sign

A completed sample is below:

Cont. on following page

3. Customer receives the pink handwritten copy (may be stamped and completed with the same information as placed on white copy). The white copy is placed in the cash drawer with the approval fax, application (if new account) and down payment money.

#### Cash Sales -

A handwritten receipt is written as normal, and marked to indicate money received. Customer receives the pink hand written copy; white is placed in the cash drawer with the money.

#### Payments –

##### Counter -

1. Complete a MANUAL PAYMENT RECEIPT, carefully completing all account information requested. NOTE: The best way to ensure the customer receives proper credit for the payment is to include their PHONE NUMBER on the payment receipt.
2. Note the payment amount *and* tender type.
3. Customer receives the pink copy; white copy is placed in the cash drawer with the money.

Below is a completed sample of a MANUAL PAYMENT RECEIPT.

Cont. on following page

#### Mail -

1. Carefully make list of payments showing customer name, address, and payment amount and account number when available
2. Add together the payment amount from list and TOTAL
3. Add checks and TOTAL
4. Compare the two totals from adding machine tapes, and research variances
5. Add checks to the cash drawer; keep the envelopes & statements with the list in the cash drawer. \*\*

#### Other Transactions -

Be sure you keep accurate records of all other transactions (i.e. petty cash, spiffs, account adjustments) completed to help avoid balancing or customer service problems.

#### Balancing & Bank Deposit-

1. The cash, checks and other tenders you have accepted during the day are counted individually, verified and placed in envelopes.
2. An adding machine tape is run to determine the total of all tenders taken in during the day. This tape is run from the receipts in the cash drawer. Be sure to include all down payments, cash sales payments, etc. taken in.
3. The total of cash, checks and other tenders is now compared to the total of receipts. The totals should be equal. If not research to determine problem.
4. When balanced, complete the bank deposit for the store.

#### CATCHING POS SYSTEM UP-

When the POS system is operating again, it is necessary to enter each day's work individually into the system. Contact an office coordinator for assistance in getting started with this.

\*\* NOTE \*\* the handwritten list will be stapled to the white copy of the POS receipt when posted.

## SCREECHES AND SNAPS

A SCREECH or SNAP is an indication that a problem has occurred with your POS system. Only a coordinator can determine the severity of a Screech or Snap. Failure to log, report and correctly handle a Screech or Snap may be very costly to your store in lost data and time.

When your store experiences a **SCREECH** or **SNAP** you must IDENTIFY THE PROBLEM and complete the correct steps:

1. Is this a "HELP KEY"? - If the large orange bar appears with the words "help key" in the lower left hand corner of the bar, the CTRL and ALT keys have been pressed at the same time.

*Complete a screech log* (see completed sample on page 16)

Press the X key to exit the screech. Re-log into system.

1. Is this an "OUT OF MEMORY"? - Identified by the large orange bar with the word "out of memory" in the lower left hand corner.

If you are not processing a customer transaction (sale, payment, etc.) complete steps below.

*Complete a screech log* (see completed sample on page 16)

Press the X key to exit the screech. Re-log into system.

If a customer transaction (sale, payment, etc.) is involved complete the steps below.

*Complete a screech log* (see completed sample on page 16)

Record customer name and account number.

Press the X key to exit the screech. Re-log into system.

Contact a Coordinator for assistance.

Cont. on following page

3. Is this a "SCREECH"? - If the large orange bar appears with the word "screech" in the lower left hand corner of the bar, followed by either numbers or additional letters, **STOP, DO NOT CONTINUE, AND DO NOT PRESS ANY KEY.**

*Complete a screech log (see completed sample on page 16)*

Contact a Coordinator for assistance.

4. Is this a "SNAP"? - If the large orange bar appears with the word "snap" in the lower left hand corner of the bar, followed by either numbers or additional letters, **STOP, DO NOT CONTINUE, DO NOT PRESS ANY KEY.**

*Complete a screech log (see completed sample on page 16)*

Contact a Coordinator for assistance.

**BLANK SCREECH LOGS ARE STORED IN THE BACK POCKET OF THIS MANUAL. LOGS MUST BE FILLED OUT COMPLETELY AND MAILED TO SMC IMMEDIATELY.**

SAMPLE OF COMPLETED SCREECH LOG

## START OF DAY PROCEDURES

Each morning, the following procedures are completed on the POS system before the store is opened for the day.

1. The server should be running from the night before with ENTER PROJECT ID displayed. If the server is not operating or if anything else is displayed on the server, DO NO PROCEED without talking to an office coordinator or SMC.
2. All workstation(s) should be resting at the night closing prompt or turned off from the night before.
3. The server displays the ENTER PROJECT ID, type JEMSXXX (enter), (insert your store number for the XXX).
4. If workstation(s) is turned off power on. If workstation(s) are resting press enter.
5. If STATION # is displayed, enter the last 2 digits of your store number (for store 107 you would press 07) (enter).
6. The workstation(s) should now display ENTER PROJECT ID, type JEMSXXX (enter), (insert your store number for the XXX).

Now the server and workstation(s) will display the same log-on screen.

STORE NUMBER	Enter your <u>store number</u> .
PROCESSING DATE	<u>Enter or accept today's date</u> . You may NOT enter a previous or future date.
YOUR ID	Enter your <u>salesperson number</u> .
PASSWORD	Enter your <u>password</u> .

The system may give you some warning messages (ex. previous day not transmitted), READ THEM CAREFULLY. If the messages are WARNings only, you can continue, press `Y' <enter> to continue. If there are ERRors reported, or if you have any questions call an Office Coordinator for assistance.

## END OF DAY PROCEDURES

### GET READY –

These procedures are to be completed at the end of the processing day. All transactions for the day must be entered, including the bank deposit entry. Only the reports (115 or 116) necessary to balance the day's work should be run. The SMC office and Store file copies for the daily recon (116), receipts register (113) & salesperson report (109) will be run automatically.

**\*\*NOTE\*\***

1. At each workstation, press ESC to log-off. Press F8 (QUIT) to ENTER PROJECT ID and press ESC. The message *If closing for the night, leave workstation at this prompt or shut off...* will now be displayed, or station #. Leave workstation at this prompt.
2. At the server, press ESC to log-off. Press F8 (QUIT) to ENTER PROJECT ID.

### PROCESS SAVE -

Before starting these procedures be sure that the Workstations have exited from the system.

3. Per the POS PROCESSING LOG, insert the correct SAVE TAPE into the tape drive. Remember, the SAVE TAPE for MONTH END is sent to your store by SMC. Be certain to use this special tape for each month end save. You must *wait for the GREEN LIGHT on the tape drive to show solid* before starting the save. Press ESC on server to move to “server commands”.
4. At the server, type EX %SAVE (enter). The server will display “press any key to continue”. Press any key. The server will begin to save files from the server to the tape.

If your save is successful, the display will read SAVE COMPLETE – 7 ERRORS. You need to verify there are no additional errors shown (press enter). (Any other message indicates your save was not successful, call an Office Coordinator for assistance, DO NOT continue). Remove the tape from the tape drive, place it in the plastic holder and store it with the other tapes in the safe. NOTE: Month end save tapes should be sent back to SMC on the first delivery, use a gray envelope if necessary.

Cont. on following page

5. At the server, type EX %JINIT (enter). You will be asked to press (enter) to continue. The screen will indicate that the journal was deleted and re-initialized. The server will display `Journal C mounted'.
6. At the server, type SHUT (enter).

#### CONTINUE TO CLOSE THE DAY

7. At the SMC Master Menu, select F1
8. At ENTER PROJECT ID, type JEMSXXX (use your store number for the XXX) (enter)
9. Now the server will display the log-on screen.
 

STORE NUMBER	Enter your <u>store number</u> .
PROCESSING DATE	<u>Enter or accept today's date</u> . You may NOT enter a previous or future date.
YOUR ID	Enter your <u>salesperson number</u> .
PASSWORD	Enter your <u>password</u> .
10. Now your menu will appear.
11. Verify that the correct date is displayed at the top of your menu.
  - a) Spurn at the menu (ALT-F10), (or press the done key 2 times) and type EOD (enter) to begin the end of day processing functions.
  - b) Type Y DONE and the end of day processing will begin to run.

This process will complete overnight. The end of day processing steps know what day of the month it is and knows to run the proper calc and roll function, month-end reports and nightly reports. Be certain that the paper in the printer will feed forward properly and that there is enough paper in the printer to complete the nightly reporting process. The store's copy of the Daily Recon, Receipts Register & Salespersons report will be printed, automatically, overnight.

Be sure to update the POS PROCESSING LOG DAILY with the proper times and your initials.

**\*\*NOTE\*\*** Before you “re-process” the EOD in the morning, (your reports didn’t print, date is wrong) call a coordinator for assistance. This will prevent your closing the current day, and a loss of use of POS while we reverse the process.

## TENDERING “DANIEL’S” GIFT CARDS

There are special handling procedures for “Daniel’s” gift cards and the Operations manual is a great resource (please see Customer Service pgs 14 & 15). When you are tendering a “Daniel’s” gift card in the POS you will be asked to enter the Gift Card # as part of the transaction. This number is located on the back of the card just above the magnetic strip.

When a gift card is sold or redeemed, the card must be processed through the Wells Fargo Veriphone. Your store will have a laminated instruction sheet for completing this part of the transaction.

Each night when a “Daniel’s” gift card has been used, you will enter it as part of your bank deposit. These instructions are found on the laminated instruction sheet, and in this manual on page 124.

A sample of the Transaction Record Screen is shown below.

## TENDERING JEWELRY ACCENTS IN POS

There are special handling procedures for Jewelry Accents (also known as Jewelry Express) the Operations manual is a great source (please see the chapter on Jewelry Accents). When you are tendering a Jewelry Accents card in the POS you will be asked to enter the Jewelry Accents Card # as part of the transaction. This number is located on the front of the card, and for a new account is on the approval you receive from Central Credit on your roll printer. A sample of the Transaction Record Screen is shown below.

When a Jewelry accents card is tendered, the card must be processed through the Bank one Veriphone. Your store will have a laminated instruction sheet for completing this part of the transaction.

Each night when Jewelry Accents have been used, you will enter it as part of your bank deposit. These instructions are found on the laminated instruction sheet, and in this manual on page 124.

## TRANSACTIONS - ACCOUNT MAINTENANCE

This section is designed to "walk you through" common customer account maintenance transactions.

If you need help with locating a transaction, refer to the table of contents at the front of this Manual to locate.

- Actual keystrokes are highlighted

## F8 SUMMARY (Customer Inquiry)

The F8 Summary print out is a summarized version of a customer's history, used mostly for updating customer records and Customer Service Approvals.

Select: #2 from menu

Enter: Customer Phone Number (DONE) locate the customer \*\*, and select by pressing F10. If you are unable to locate the customer by phone number, you can search by name, account number or address as well. Be sure to update any new information received.

NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)

Press: F8

Type: S for summary report (DONE)

Report will now print.

Leaving the terminal? Be sure to escape log off.

\*\* Customer's accounts are looked up by phone number to help keep our customer records accurate. A "good" phone number ensures that we will be able to contact them when there is a promotion and also makes it easier for our collections department to locate the customer.

NOTE: F8 Prints may be processed from additional menu selections, for example #17 Account Payment.

## F8 SUMMARY (in Account Maintenance)

The F8 Summary print out is a summarized version of a customer's history, used mostly for updating customer records and Customer Service Approvals.

Select: #31 from menu

Enter: Customer Phone Number (DONE)\*\* locate the customer, and select by pressing F10. If you are unable to locate the customer by phone number, you can search by name, account number or address as well. Be sure to update any new information received.

NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)

Press: F8

Enter: S for summary report (DONE)

Report will now print

Leaving the terminal? Be sure to escape & log off

\*\* Customer's accounts are looked up by phone number to help keep our customer records accurate. A "good" phone number ensures that we will be able to contact them when there is a promotion and also makes it easier for our collections department to locate the customer.

NOTE: F8 Prints may be processed from additional menu selections, for example #5 Charge Sale or #17 Account Payment.

**F8 SUMMARY (in Account Maintenance) SEND TO  
REMOTE LOCATION**

The F8 Summary print out is a summarized version of a customer's history, used mostly for updating customer records and Customer Service Approvals.

Select: #31 from menu

Enter: **Customer Phone Number (DONE)** locate the customer, and select by pressing **F10**. If you are unable to locate the customer by phone number, you can search by name, account number or address as well. Be sure to update any new information received.

NOTE: to make corrections for either the address or phone, you will press F9 to move the cursor into the backspace over the address or phone number being changed, then re-enter the new information. (enter)

Press: **F8**

Enter: **S** for summary report (enter)

**XXX** for remote store number (enter)

**XXXX** for employee number of person requesting F-8 **(DONE)**

Report will now be sent to remote location for printing.

Leaving the terminal? Be sure to escape & log off

## F8 ALL (in Account Maintenance)

The F8 All print out will list the complete history of purchases, payments and billing for a customer.

Select: #31 from menu

Enter: Customer Phone Number (DONE) locate the customer, and select by pressing F10. If you are unable to locate the customer by phone number, you can search by name, account number or address as well. Be sure to update any new information received.

NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter).

Press: F8

Enter: A for all report (DONE)

Report will now print

Leaving the terminal? Be sure to escape & log off.

NOTE: F8 Prints may be processed from additional menu selections, for example #5 Charge Sale or #17 Account Payment.

F8 ALL (in Account Maintenance) SEND TO REMOTE LOCATION

The F8 Summary print out is a summarized version of a customer's history, used mostly for updating customer records and Customer Service Approvals.

Select: #31 from menu

Enter: Customer Phone Number (DONE) locate the customer, and select by pressing F10. If you are unable to locate the customer by phone number, you can search by name, account number or address as well. Be sure to update any new information received.

NOTE: to make corrections for either the address or phone, you will press F9 to move the cursor into the backspace over the address or phone number being changed, then re-enter the new information. (enter)

Press: F8

Enter: A for summary report (enter)

XXX for remote store number (enter)

XXXX for employee number of person requesting F-8 (DONE)

Report will now be sent to remote location for printing.

Leaving the terminal? Be sure to escape & log off

## UPDATING CUSTOMER PHONE OR ADDRESS

Select: #31 from menu

Enter: Customer Phone Number (DONE) locate the customer, and select by pressing F10. If you are unable to locate the customer by phone number, you can search by name, account number or address as well.

To make corrections for either the *address* or *phone*, you will press F9 to move the cursor into the screen, backspace over the address or phone number being updated, then re-enter the new information. (enter)

**\*\*NOTE\*\***be sure to correct the returned mail flag when a new address is entered

DONE, DONE

Leaving the terminal? Be sure to escape & logoff.

## UPDATING CUSTOMER INSURANCE SELECTION

Select: #31 from menu

Enter: Customer Phone Number (DONE) locate the customer, and select by pressing F10. If you are unable to locate the customer by phone number, you can search by name, account number or address as well.

Press: F2  
To make corrections for insurance, you will press F9 to move the cursor into the screen, tab or enter down to insurance code, backspace over current code and enter in the new code. You will be asked to verify the change you are making by entering your password. (enter)

DONE, DONE

**\*\*NOTE\*\*** be sure to have the customer sign the new insurance application printed.

Leaving the terminal? Be sure to escape & logoff.

## UPDATING CUSTOMER REFERENCES

Select: #31 from menu

Enter: Customer Account Number (DONE) locate the customer, and select by pressing F10.

NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)

Press: F5, F5  
F2

Enter: B for Borrower  
P for Personal (or other type of reference from F1 help)  
Reference's name (enter)  
Reference's address (enter)  
Reference's phone (enter)

DONE, DONE

Leaving the terminal? Be sure to escape & log-off.

## RETURNED MAIL

Select: #31 from menu

Tab: over to ADDRESS on the selection screen  
Customer Address as shown on the mail that was returned,  
(DONE) locate the correct customer, and select by pressing  
F10

Compare: Customer's name and account number with returned piece of  
mail

NOTE: To make corrections for either the address or phone,  
you will press F9 to move the cursor into the screen, backspace  
over the address or phone number being changed, then re-enter  
the new information. (enter).

NOTE: To mark account for returned mail press F9 to move  
the cursor into the screen, use arrows to move the cursor to  
"RETURNED MAIL" and backspace over the N, enter a Y.

DONE, DONE

Leaving the terminal? Be sure to escape & logoff.

## RETURNED MAIL - RESETTING FLAG

When an account has the address marked with return mail attempt to obtain the current physical address for the customer (not a P. O. Box), and enter into the POS system correctly. Be sure to verify any apartment numbers are correctly entered.

Select: #31 from menu

Tab: over to ADDRESS on the selection screen  
Customer Address as shown on the mail that was returned,  
(DONE) locate the correct customer, and select by pressing  
F10

Compare: Customer's name and account number with returned piece of mail

NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter).

NOTE: To reset account for new mail address press F9 to move the cursor into the screen, use arrows to move the cursor to "RETURNED MAIL" and backspace over the Y, enter an N.

DONE, DONE

Leaving the terminal? Be sure to escape & logoff.

## TRANSACTIONS – CASH SALES

This section is designed to “walk you through” the many CASH SALE transactions we have at Daniel’s.

If you need help with locating a transaction, refer to the table of contents at the front of this Manual to locate.

- Actual keystrokes are underlined.
- Remember if the customer is paying in full with a major credit cards (JE, MasterCard, Visa, American Express, Discover, etc.) or Debit Card the transactions is a Cash Sale transactions.

## CASH SALE

- Select: #3 from menu by pressing F10
- Enter: Receipt ID# (enter)
- Tab: over to ACCOUNT
- Type: CASH (at Account)  
DONE (the + key)
- Enter: customers PHONE NUMBER (including area code)
- Select: customer by pressing F10 when correct customer is located

NOTE: if the customer is not found, enter the customer data by following the instructions below:

- Press: ESC (escape)
- Backspace: over phone number
- Press: F2 at telephone to add a new customer
- Complete: Customer account screen with the following information
- Title (1=Mr., 2=Mrs., 3=Miss, etc) (enter)
- Name of person making the purchase (last, first) (If customer is a JR., SR. etc. enter last name JR., first name) (enter)
- Address (number, street name & apartment number on address line 1) (enter) (enter)
- Zip code (enter) (enter)
- City (may be automatically entered by zip code enter name of city) (enter)
- State (may be automatically entered by zip code enter state name)(enter)
- Phone number (area code and 7 digit number) (enter)
- Type of phone (R=residence, B=business, etc) (enter)
- DONE
- DONE
- Enter: Salesperson ID# (enter)  
(repeat for additional salesperson(s))  
DONE

Cont. on following page

Enter: S (for sell and deliver) (enter)  
SKU# of merchandise (enter)  
Quantity (press enter if only 1 item is being sold, if multiple quantities of this item are sold, backspace over the 1, and enter the correct quantity then press enter).

Enter: Selling price (enter)

NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes. Repeat from "S" for additional merchandise

Enter: AT (for amount tendered) (enter)  
C, CK, DC, AE, D, MV, JE, or GC Choose the correct tender type (enter)

If you receive exact amount of total purchase price:  
(enter)  
DONE (end of transaction)

If you receive more than the amount of total purchase price:  
Backspace over total and enter amount received (enter)  
(amount of change due the customer will be displayed)  
DONE  
DONE (end of transaction)

If processing multiple cash sales, begin now with another receipt number.

Leaving the terminal? Be sure to escape & log off.

**\*\*NOTE\*\*** if customer has an exiting "Daniels Account: enter the phone number & select the correct customer by pressing F10.

CASH SALE – RECORD NO CHARGE SALE ITEM

Select: #3 from menu by pressing F10

Enter: Receipt ID# (enter)

Tab: over to ACCOUNT

Type: CASH (at Account)  
DONE (the + key)

Enter: customers PHONE NUMBER (including area code)

Select: customer by pressing F10 when correct customer is located

NOTE: if the customer is not found, enter the customer data by following the instructions found on page 34 of this manual.

DONE

Enter: Salesperson ID# (enter)  
(repeat for additional salesperson(s))  
DONE

Enter: NG (for sell and deliver) (enter)  
SKU# of merchandise or item (enter)  
Quantity (press enter if only 1 item is being sold, if multiple quantities of this item are sold, backspace over the 1, and enter the correct quantity then press enter).

Enter: 0 for selling price (enter)

NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes. Repeat using "S" for additional merchandise sold to customer.

Cont. on following page

Enter: AT (for amount tendered) (enter)  
C (enter)  
TOTAL AMOUNT OF CASH TENDERED (enter)  
DONE (end of transaction)

If processing multiple cash sales, begin now with another receipt number.

Leaving the terminal? Be sure to escape & log off.

**\*\*NOTE\*\*** if customer has an exiting “Daniels Account: enter the phone number & select the correct customer by pressing F10.

CASH SALE – USE DANIEL’S ACCOUNT TO RECORD  
MERCHANDISE

Select: #3 from menu

Enter: Receipt ID# (enter)

Tab: over to ACCOUNT

Type: DANIEL’S ACCOUNT NUMBER

DONE

NOTE: if the customer is not found, enter the customer data by following the instructions found on page 34 for cash sale.

DONE past customer comments

Enter: Salesperson ID# (enter)

(repeat for additional salesperson(s))

DONE

S (for sell and deliver) (enter)

SKU# of merchandise (enter)

Verify: Quantity (press enter for 1).

Enter: Selling price (enter)

NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is correct press Y (enter) to continue, if not press N and make the necessary changes. Repeat from “S” for additional merchandise

Enter: AT (for amount tendered) (enter)

C, CK, DC, AE, D, MV, or JE, Choose the correct tender type (enter)

If you receive exact amount of total purchase price:

(enter)

DONE (end of transaction)

Cont. on following page

If you receive more than the amount of total purchase price:

Backspace over total and enter amount received (enter)  
(amount of change due the customer will be displayed)

DONE  
DONE (end of transaction)

Leaving the terminal? Be sure to escape log off.

## CASH SALE – PURCHASE OF DANIEL’S GIFT CARD

Select: #3G from menu

Enter: Receipt ID# (enter)

Tab: over to ACCOUNT

Type: CASH

DONE

Enter: customers PHONE NUMBER (including area code)

DONE

Select: customer by pressing F10 when correct customer is located  
NOTE: if the customer is not found, enter the customer data by following the instructions found on page 34 for cash sale.

DONE past customer comments

Enter: Salesperson ID# (enter)

(repeat for additional salesperson(s))

DONE

S (for sell and deliver) (enter)

SKU# of merchandise (enter)

Verify: Quantity (press enter for 1).

Enter: Selling price (enter)

NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is correct press Y (enter) to continue, if not press N and make the necessary changes. Repeat from “S” for additional merchandise

Enter: AT (for amount tendered) (enter)

GC for Daniel’s Gift Card (enter)

Amount of money redeemed today (enter)

Account # of Gift Card (shown above the mag strip on back of card)

DONE

DONE (end of transaction)

Leaving the terminal? Be sure to escape log off.

CASH SALE – REFUND (NO NEW MERCHANDISE SOLD)

Select: #4 from menu

Enter: Receipt ID# (enter)

Tab: over to ACCOUNT

Type: CASH  
DONE

Enter: customers PHONE NUMBER (including area code)

Select: customer by pressing F10 when correct customer is located  
DONE

NOTE: if the customer is not found, (merchandise was sold at another Daniel's location) enter the customer data by following the instructions found on page 34 for cash sale

Enter: Salesperson ID# (enter) (repeat for additional salesperson(s))  
DONE

Enter: RS (for reverse sell and deliver) or TI (for trade in) of returned merchandise (enter)

SKU# of merchandise returned (enter)

Verify: Quantity press enter to accept 1, if more than 1 of this item is being returned, each must be entered separately.

Enter: Actual selling price or price allowed for returned merchandise (enter)

Press: F1, F10 to review the list of RTN REASON CODES  
Use arrows to highlight correct code for this transaction  
F10 to select the correct reason (enter)

Enter: Date (MMDDYY) when item being returned was originally sold to customer (enter)

Additional information under OPTIONAL TEXT (possibly a description of what is defective) (enter)

Sale slip # from the original sale (enter)

Cont. on following page

Press: F1, F10 to review the list of RTN MERCH CODES  
Use arrows to highlight correct code for this transaction  
F10 to select the correct merchandise description (enter)  
DONE

NOTE: If a warning comes up concerning the correct selling price allowed for this item, or possibility of too large of a discount, verify that the correct SKU and price were entered before going on. If it is correct press Y (enter) to continue, if not press N and make the necessary changes.  
Repeat from "RS" or "TI" for additional returned merchandise  
Reminder: if a non-merchandise item is being returned (i.e. registry or repair) use the trans type RSN.

Enter: RAT (for reverse amount tendered) (enter)  
C or the tender type that applies (enter)  
TOTAL AMOUNT REFUNDED (enter)  
DONE

Press: F1, F10 to review the list of REFUND REASON CODES  
Use arrows to highlight correct code for this transaction

Press: F10 to select the correct reason for the refund (enter)  
DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

**\*\*NOTE\*\*** We will always attempt to return a customer's tender in the same form as he/she has given us. If the total amount of the refund is greater than Daniel's floor limit for *cash* returned (\$200.00) a request for check must be processed for the refund. Use the tender type RC when processing.

## CASH SALE - REDEEM GIFT CERTIFICATE

- Select: #4 from menu
- Enter: Receipt ID # (enter)
- Tab: over to ACCOUNT
- Type: CASH  
DONE
- Enter: customers PHONE NUMBER (including area code)  
DONE
- Select: customer by pressing F10 when correct customer is located  
NOTE: if the customer is not found, enter the customer data by following the instructions found on page 34 for cash sale  
DONE past customer comments
- Enter: Salesperson ID# (enter)  
(repeat for additional salesperson(s))  
DONE  
S (for sell and deliver) (enter)  
SKU# of merchandise (enter)
- Verify: Quantity (press enter if only 1 of this item is being sold, if multiple quantities of this item are being sold, backspace over the 1 and enter the correct quantity then press enter).
- Enter: Selling price (enter)  
NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes. Repeat from "S" for additional merchandise
- Enter: RSN (for reverse sell and deliver) (enter)  
8030 for Gift Certificate (enter)  
Quantity press enter to accept 1

Cont. on following page

Enter: Amount of Gift Certificate being redeemed (enter)  
AT (for amount tendered) (enter)  
C or the tender type that applies (enter)  
Amount of additional money collected today (enter)  
DONE  
DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

## CASH SALE - WITH RETURN OR TRADE-IN

- Select: #4 from menu
- Enter: Receipt ID# (enter)  
Tab: over to ACCOUNT  
Type: CASH  
DONE
- Enter: customers PHONE NUMBER (including area code)  
DONE
- Select: customer by pressing F10 when correct customer is located  
NOTE: if the customer is not found, enter the customer data by following the instructions found on page 34 for cash sale.  
DONE past customer comments
- Enter: Salesperson ID# (enter)  
(repeat for additional salesperson(s))  
DONE  
S (for sell and deliver) (enter)  
SKU# of merchandise (enter)
- Verify: Quantity (press enter if only 1 of this item is being sold, if multiple quantities of this item are being sold, backspace over the 1 and enter the correct quantity then press enter).
- Enter: Selling price (enter)  
NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes. Repeat from “S” for additional merchandise
- Enter: RS (for returned merchandise) or RSN (for reverse of non-merchandise) or TI (for merchandise traded in) (enter)  
SKU of merchandise or item returned (enter)  
Quantity press enter to accept 1  
Actual selling price or price allowed for returned merchandise (enter)

Cont. on following page

- Press: F1, F10 to review the list of RTN REASON CODES  
Use arrows to highlight correct code for this transaction  
F10 to select the correct reason (enter)
- Enter: Date (MMDDYY) when item being returned was originally  
sold to customer (enter)  
Additional information under OPTIONAL TEXT (possibly  
a description of the defect) (enter)  
Sale slip # from the original sale (enter)
- Press: F1, F10 to review the list of RTN MERCH CODES  
Use arrows to highlight correct code for this transaction  
F10 to select the correct merchandise description (enter)  
DONE
- Enter: AT (for amount tendered) (enter)  
C or the tender type that applies (enter)  
Amount of additional money collected today (enter)  
DONE  
DONE (end of transaction)
- Press: F1, F10 to review the list of REFUND REASON CODES. Use  
arrows to highlight correct code for this transaction.
- Press: F10 to select the correct reason for the refund (enter)  
DONE (end of transaction)

Leaving the terminal? Be sure to escape log off.

## TRANSACTIONS – DANIEL’S CHARGE ACCOUNTS

This section is designed to “walk you through” the variety of DANIEL’S CHARGE SALE transactions.

If you need help with locating a transaction, refer to the table of contents at the front of this Manual to locate correct page.

- Actual keystrokes are highlighted.
- Remember, the customer can use JE, Debit Card, cash or major credit card to complete the down payment.
- Unfortunately, a Daniel’s gift card cannot be used for down payment.
- Update any new information you received from customer in POS.

## CHARGE SALE - ADD-ON OR REOPEN

- Select: #5 from menu
- Enter: Receipt ID# (enter)  
Customer Phone Number (DONE) locate the customer, and select by pressing F10  
NOTE: If you are unable to locate the customer by phone number, you can search by name, account number or address as well. Be sure to update any new information received. (enter)
- Update: NOTE: To make corrections for either the address or phone, you will press F9 move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)  
DONE
- Enter: FROM CREDIT APPROVAL FAXBACK –  
C/R (rating shown on fax back ex. CRC) (enter)  
C/L (limit shown on fax back ex. 100) (enter)  
FinTerm (enter new terms from fax back ex. R5) (enter) (enter)  
PerMon (enter payments agreed upon ex. 29.00) (enter)  
Employee number of associate who approved the sale (enter)  
7 digit approval number (from fax back) 0 if Customer Service Approval (CSA)  
DONE  
Insurance code (update as necessary) (enter)  
Statement cycle (assign correct cycle for accounts opened on today's date from chart) (enter)
- Verify: Credit record F5 screen records customer records DL#, Soc.Sec. #, and Date of Birth of customer.
- Verify: Employer record screen (press F7) is completed with current information, if customer has new employment press F10, F9 and type in new information.  
DONE, DONE

Cont. on following page

Enter: Salesperson ID# (enter)  
(repeat for additional salesperson(s))  
DONE

Enter: S (for sell and deliver) (enter)  
SKU# of merchandise (enter)

Verify: Quantity (press enter if only 1 of this item is being sold, if multiple quantities of this item are being sold, backspace over the 1 and enter the correct quantity then press enter).

Enter: Selling price (enter)  
NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes.  
Repeat from "S" for additional merchandise

For all accounts with Down Payment Collected:

Enter: AT (for down payment) (enter)  
C, CK, MV, AE, DC, JE choose the correct tender type (enter)  
EXACT amount of down payment paid by that tender (enter)  
Repeat from "AT" for additional down payment tender sources  
DONE

Verify: *Amount of payments, net receipt amount and balance*  
DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

**\*\*NOTE\*\*** you may be required to add references to the account, please see Charge Sale New (pg. 42) for detailed instructions.

## CHARGE SALE - REDEEM DISCOUNT COUPON

Discount coupons are unique to a Daniel's account. They can only be used for purchases on that account and customer. They must be presented at time of sale (cannot go back later to enter discount). Seen with "GREAT CUSTOMER", "THANK YOU" & other SMC letters.

Select: #5 from menu

Enter: Receipt ID # (enter)  
Customer Phone Number (DONE) locate the customer, and select by pressing F10

NOTE: If you are unable to locate the customer by phone number, you can search by name, account number or address as well. Be sure to update any new information received.

NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)

Enter: FROM CREDIT APPROVAL FAXBACK –  
C/R (rating shown on fax back ex. CRC) (enter)  
C/L (limit shown on fax back ex. 100) (enter)  
FinTerm (enter new terms from fax back ex. R5) (enter)(enter)  
\$PerMon (enter payments agreed upon ex. 29.00) (enter)  
Employee number of associate who approved the sale (enter)  
7 digit approval number (from fax back) 0 if Customer Service Approval (CSA)  
DONE

Enter: Salesperson ID# (enter)  
(repeat for additional salesperson(s))  
DONE

Enter: S (for sell and deliver) (enter)  
SKU# of merchandise (enter)

Cont. on following page

Verify: Quantity (press enter if only 1 of this item is being sold, if multiple quantities of this item are being sold, backspace over the 1 and enter the correct quantity then press enter).

Enter: Selling price (enter)

NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes. Repeat from "S" for additional merchandise

Enter: DC (for discount coupon) (enter)

SKU# printed on coupon (enter)

Enter: Expiration date (printed on coupon) (enter)

Authorization code (printed on coupon) (enter)

DONE

If customer is giving you a down payment:

Enter: AT (for amount tendered) (enter)

C or the tender type that applies (enter)

Amount of additional money collected today (enter)

DONE, DONE

If no down payment is required

DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

## CHARGE SALE - REDEEM PROMOTIONAL COUPON

NOTE: These coupons allow the customer to take advantage of special promotions at various times of the year. Be sure to carefully record all coupons received. Seen with promotional coupons sent with mailers with “NEW ACCOUNT” promotions attached as well as other SMC mailings.

Select: #6 from menu

Enter: Receipt ID # (enter)

Tab: over to ACCOUNT

Enter: customers PHONE NUMBER (including area code)

DONE

Select: customer by pressing F10 when correct customer is located

DONE past customer comments

Enter: FROM CREDIT APPROVAL FAXBACK –

C/R (rating shown on fax back ex. CRC) (enter)

C/L (limit shown on fax back ex. 100) (enter)

FinTerm (enter new terms from fax back ex. R5) (enter)(enter)

\$PerMon (enter payments agreed upon ex. 29.00) (enter)

Employee number of associate who approved the sale (enter)

7 digit approval number (from fax back) 0 if Customer Service

Approval

DONE

Enter: Salesperson ID# (enter)

(repeat for additional salesperson(s))

DONE

Enter: S (for sell and deliver) (enter)

SKU# of merchandise (enter)

Verify: Quantity (press enter if only 1 of this item is being sold, if multiple quantities of this item are being sold, backspace over the 1 and enter the correct quantity then press (enter).

Cont. on following page

NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes. Repeat from “S” for additional merchandise

Enter: PC (for promotional coupon) (enter)  
SKU from promotional coupon (enter)

Enter: AT (for amount tendered) (enter)  
C or the tender type that applies (enter)  
Amount of additional money collected today (enter)  
DONE  
DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

CHARGE SALE - ADD-ON, REOPEN - WITH RETURN OR  
TRADE-IN

Select: #6 from menu

Enter: Receipt ID# (enter)  
Customer Phone Number (DONE) locate the customer, and select by pressing F10  
NOTE: If you are unable to locate the customer by phone number, you can search by name, account number or address as well. Be sure to update any new information received.  
NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)

Enter: FROM CREDIT APPROVAL FAXBACK –  
C/R, C/L, FinTerm, \$PerMon, (enter) for each

Employee number of associate who approved the sale (enter)  
7 digit approval number (from fax back) 0 if Customer Service Approval  
DONE

Insurance code (update as necessary) (enter)  
Statement cycle (assign correct cycle for accounts opened on today's date from chart) (enter)

Verify: Credit record screen (F5) customer DL#, Soc.Sec. and Date of Birth of customer.  
DONE, DONE

Verify: Employer record screen (press F7) is completed with current information, if customer has new employment press F10, F9 and type in new information.  
DONE, DONE, DONE

Cont. on following page

(repeat for additional salesperson(s)) DONE  
S (for sell and deliver) (enter)  
SKU# of new merchandise (enter)  
Verify: Quantity (press enter if only 1 of this item is being sold,  
if multiple quantities of this item are being sold, backspace over  
the 1 and enter the correct quantity then press enter).  
Enter: Selling price (enter)  
NOTE: If a warning comes up concerning the correct  
selling price of this item, or possibility of too large of a  
discount, verify that the correct SKU and selling price were  
entered before going on. If it is all correct press Y (enter)  
to continue, if not press N and make the necessary changes.  
Repeat from "S" for additional merchandise

If tax is being credited on returned merchandise:

Enter: RS (for reverse sell and deliver) (enter)

If tax is NOT being credited on returned merchandise:

TI (for trade in) (enter)  
Enter: SKU# of returned merchandise (enter)  
Quantity press enter to accept 1  
Enter: Actual selling price or price allowed for returned merchandise  
(enter)  
Press: F1, F10 to review the list of RTN REASON CODES  
Use arrows to highlight correct code for this transaction  
Press: F10 to select the correct reason (enter)  
Enter: Date (MMDDYY) when item being returned was originally  
sold to customer (enter)  
Additional information under OPTIONAL TEXT (possibly  
a description of what is defective) (enter)  
Sale slip # from the original sale (enter)  
Press: F1, F10 to review the list of RTN MERCH CODES  
Use arrows to highlight correct code for this transaction

Cont. on following page

Press: F10 to select the correct merchandise description (enter)

DONE

NOTE: If a warning comes up concerning the correct selling price allowed for this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes.

Repeat from "RS" or "TI" for additional returned merchandise.

Reminder: if a non-merchandise item is being returned (i.e. Registry or repair) use the trans type RSN.

If additional Down payment money is collected:

Enter: AT (for down payment) (enter)

If money is being refunded:

Enter: RAT (for reverse amount tendered) (enter)

Enter: C or the tender type that applies (enter)

EXACT amount of down payment collected or refunded paid by that tender (enter)

Repeat from "AT" or "RAT" for additional down payment tender sources

DONE

Verify: Amount of payments, net receipt amount and balance

If returning monies -

Press: F1, F10 to review the list of REFUND REASON CODES

Use arrows to highlight correct code for this transaction

Press: F10 to select the correct reason for the refund (enter)

DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

## CHARGE SALE - NEW

Select: #5 from menu

Enter: Receipt ID# (enter)

Press: F2 at Phone Number to add customer

Complete: Customer account screen with the following information

Title (1=Mr., 2=Mrs., 3=Miss, etc) (enter)

Name of primary account holder (last, first) (If customer is a JR., SR. etc. enter last name JR., first name) (enter) (enter)

Address (number, street name & apartment number on address line 1) (enter)(enter)

Zip code (enter) (enter)

City (may be automatically entered by zip code OR enter name of city) (enter)

State (may be automatically entered by zip code OR enter name of state) (enter)

Phone number (area code and 7 digit number) (enter)

Type of phone (R=residence, B=business, etc) (enter)

Marital Status (M=married, U=unmarried, etc) (enter)

Number of dependents (enter)

In Area \_\_\_yrs\_\_\_mos, enter the number of years and months this customer has been in the local area (enter)

Move the cursor to MAIL CODE 1 by pressing enter (if married) - Type in code for customer anniversary (ANV01 = January, etc)

DONE

Complete: Account record screen with the following information

FinTerm (enter terms from approval faxback) (enter)

Account type (I=individual or J=joint) (enter)

Insurance code (G=gold, S=silver, B=bronze) (enter)

Statement cycle (assign correct cycle for accounts opened on today's date from chart) (enter)

Credit limit (enter the customer's credit limit shown on the fax back) (enter)

Cont. on following page

Complete: Credit record screen with the following information  
Press enter to move cursor to  
Card Action (I to issue this customer a Daniels charge card)  
(enter)

Soc Sec Number (enter the customers social security number)(enter) (enter)

Date of Birth (enter complete date ex. 06/01/1956) (enter)  
(enter)

Drivers License Number (enter customers license number)

DONE

Complete: Employer record screen with the following information  
Employer for (B=borrower, C=co-borrower) (enter)  
Employer name (enter name of customers employer) (enter)  
Address 1 (enter customer employer address) (enter) (enter)  
Zip (enter the zip code for customers employer) (enter)  
City (enter the city of customers employer) (enter)  
State (enter the state of customers employer) (enter)  
Phone (area code and 7 digit phone number for customers employer) (enter)

Type (B=business, R=residence) (enter)

Trade Desc (job description or title) (enter)

Contact/Superv (name of customers direct supervisor at work)  
(enter)

Start (enter the customers hire date, ex. 10/31/2001, you must enter the complete date) (enter) (enter)

Last Take Home (enter the amount of customers take home pay) (enter)

Pay Freq (W=weekly, M=monthly, etc)

DONE

Cont. on following page

Complete: You will be prompted to complete for 3 separate references -  
Credit Reference Record screen with the following information  
Reference for (B=borrower, C=co-borrower) (enter)  
Type of reference (P=personal) (enter)  
Reference name (enter name of reference) (enter)  
Address 1 (enter reference address) (enter) (enter)  
Phone (area code & 7 digit phone number for reference) (enter)  
Type (R=residence) (enter)  
Zip (enter the zip code for reference) (enter)  
City (enter the city where reference is located) (enter)  
State (enter the state where reference is located) (enter)  
DONE

Enter: FROM CREDIT APPROVAL FAXBACK –  
C/R (rating shown on fax back ex. CRC) (enter)  
C/L (limit shown on fax back ex. 100) (enter)  
FinTerm (enter new terms from fax back ex. R5) (enter)(enter)  
\$PerMon (enter payments agreed upon ex. 29.00) (enter)  
Employee number of associate who approved the sale (enter)  
7digit approval number (from fax back) (enter)  
DONE

Enter: Salesperson ID# (enter)(repeat for additional salesperson(s))  
DONE

S (for sell and deliver) (enter)

SKU# of merchandise (enter)

Quantity (press enter if only 1 of this item is being sold,  
if multiple quantities of this item are being sold, backspace over  
the 1 and enter the correct quantity then press enter).

Enter: Selling price (enter)

NOTE: If a warning comes up concerning the correct  
selling price of this item, or possibility of too large of a  
discount, verify that the correct SKU and selling price were  
entered before going on. If it is all correct press Y (enter) to  
continue, if not press N and make the necessary changes.

Repeat from "S" for additional merchandise

Cont. on following page

Enter: AT (for down payment) (enter)  
C, CK, MV, AE, DC, D, JE choose the correct tender type  
(enter)  
EXACT amount of down payment paid by that tender (enter)  
Repeat from "AT" for additional down payment tender sources  
DONE

Verify: *Amount of payments, net receipt amount and balance*  
DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

## CHARGE SALE - NEW - WITH RETURN OR TRADE-IN

- Select: #6 from menu  
Enter: Receipt ID# (enter)  
Press: F2 at Phone Number to add customer  
Complete: Customer account screen with the following information following the instructions on page 57 of this manual.

Be sure to enter the MAIL CODE by moving the cursor to MAIL CODE 1 by pressing enter (if married) Type in code for customer anniversary (ANV01 = January, etc)  
DONE

- Complete: Account record screen F2 by following the instructions on page 57 of this manual.

DONE

Remember to enter accurate entering information.

- Complete: Credit record screen using the instructions on page 58 of this manual.

DONE

- Complete: Employer record screen with the following information with the instructions found on page 58.

DONE

- Complete: Credit Reference Record screen with the following information

Reference for (B=borrower, C=co-borrower) (enter)

Type of reference (P=personal) (enter)

Reference name (enter) (enter name of reference)

Address 1 (enter) (enter) (enter reference address)

Zip (enter) (enter the zip code for reference)

City (enter) (enter the city where reference is located)

State (enter) (enter the state where reference is located)

Phone (enter) (area code and 7 digit phone)

Type (R=residence) (enter)

Repeat for all three references

Cont. on following page

Enter: FROM CREDIT APPROVAL FAXBACK –  
C/R (enter) (rating shown on fax back ex. CRC)  
C/L (enter) (limit shown on fax back ex. 100)  
FinTerm (enter) (enter) (enter new terms from fax back ex. R5)  
\$PerMon (enter) (enter payments agreed upon ex. 29.00)  
Employee number (enter) of associate who approved the sale  
7 digit approval number (enter) (from fax back) 0 if Customer  
Service Approval  
DONE

Enter: Salesperson ID# (enter)  
(repeat for additional salesperson(s))  
DONE  
S (enter) (for sell and deliver)  
SKU (enter) of merchandise  
Quantity (press enter if only 1 of this item is being sold,  
if multiple quantities of this item are being sold, backspace over  
the 1 and enter the correct quantity then press enter).

Enter: Selling price (enter)  
NOTE: Verify that the correct SKU and selling price were  
entered before going on. If it is all correct press Y (enter) to  
continue, if not press N and make the necessary changes.  
Repeat from "S" for additional merchandise

If tax is being credited on returned merchandise:

Enter: RS (enter) (for reverse sell and deliver)

If tax is NOT being credited on returned merchandise:

TI (enter) (for trade in)

Actual selling price or price allowed for returned merchandise (enter)

Press: to review the list of RTN REASON CODES

Use arrows to highlight correct code for this transaction

Press: F10 (enter) to select the correct reason

Enter: Date (MMDDYY) (enter) when item being returned was  
originally sold to customer (enter)

Additional information under OPTIONAL TEXT (possibly  
a description of what is defective) (enter)

Saleslip # (enter) from the original sale

Cont. on following page

Press: F10 to review the list of RTN MERCH CODES  
Use arrows to highlight correct code for this transaction

Press: F10 (enter) to select the correct merchandise description  
NOTE: If a warning comes up concerning the correct selling price allowed for this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes.  
Repeat from "RS" or "TI" for additional returned merchandise  
Reminder: if a non-merchandise item is being returned (i.e. registry or repair) use the trans type RSN.

Enter: AT (enter) (for down payment)  
C (enter) or the tender type that applies  
EXACT amount of down payment for that tender (enter)  
Repeat from "AT" for additional down payment tender sources  
DONE

Verify: Amount of payments, net receipt amount and balance

Press: F10 to review the list of REFUND REASON CODES  
Use arrows to highlight correct code for this transaction

Press: F10 (enter) to select the correct reason for the refund  
DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

## CHARGE SALE - POSTING BRING A FRIEND CREDIT

Select: #6 OR #10 from menu

Enter: Receipt ID# (enter)  
Customer Phone Number (DONE) locate the customer, and select by pressing F10  
NOTE: To make corrections for either the address or phone, you will press to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)  
DONE

Enter: FROM CREDIT APPROVAL FAXBACK –  
C/R (enter) (rating shown on fax back ex. CRC)  
C/L (enter) (limit shown on fax back ex. 100)  
FinTerm (enter) (enter) (enter new terms from fax back ex. R5)  
\$PerMon (enter) (enter payments agreed upon ex. 29.00)  
Employee number (enter) of associate who approved the sale  
7 digit approval number (enter) (from fax back) 0 if Customer Service Approval  
DONE

Verify: Account record, Credit record, and Employer record screens have current information for this sale and customer.

Enter: Salesperson ID# (enter)  
(repeat for additional salesperson(s))  
DONE

Enter: S (enter) (for sell and deliver)  
SKU (enter) of merchandise  
Quantity (press enter if only 1 of this item is being sold, if multiple quantities of this item are being sold, backspace over the 1 and enter the correct quantity then press enter).

Enter: Selling price (enter)  
NOTE: If a warning comes up concerning the correct  
Cont. on following page

selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is correct press Y (enter) to continue, if not press N and make the necessary changes. Repeat from "S" for additional merchandise

Enter: RSN (for return sale no merchandise)  
724-00000 (enter) the SKU for Bring a Friend Credit  
*Accept the credit as shown (10.00) for the "new" customer or change to (25.00) for existing customer who has recommended a friend to us.*  
DONE

For all accounts:

Enter: AT (enter) (for down payment)  
C (enter) or the tender type that applies  
EXACT amount of down payment for that tender (enter)  
Repeat from "AT" for additional down payment tender sources  
DONE

Verify: *Amount of payments, net receipt amount and balance*  
DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

CHARGE SALE - BONUS BALANCE DOLLARS PAYOFF  
WITH SALE

The BBD will not work if the conditions for BONUS BALANCE DOLLARS have not been met. Be sure your sale qualifies!

Select: #5 from menu

Enter: Receipt ID# (enter)  
Customer Phone Number (DONE) locate the customer, and select by pressing F10 DONE

Verify: Account record, Credit record, and Employer record screens have current information for this sale and customer.

Enter: APPROVAL INFORMATION FROM CREDIT APPROVAL FAXBACK –  
Please see page 59 of this manual for help with this.  
DONE

Enter: Salesperson ID# (enter)(repeat if needed) DONE

For transaction type :

Enter: BBD (Bonus Balance Dollars) (enter) (enter)

Enter: S (enter) (for sell and deliver)  
SKU (enter) of merchandise  
Quantity (press enter if only 1 of this item is being sold, if multiple quantities of this item are being sold, backspace over the 1 and enter the correct quantity then press enter).

Enter: Selling price (enter)  
NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is correct press Y (enter) to continue, if not press N and make the necessary changes. Repeat from “S” for additional merchandise

Cont. on following page

For all accounts:

Enter: AT (enter) (for down payment)  
C (enter) or the tender type that applies  
EXACT amount of down payment for that tender (enter)  
Repeat from "AT" for additional down payment tender sources  
DONE

Verify: *Amount of payments, net receipt amount and balance*  
DONE (end of transaction)  
Leaving the terminal? Be sure to escape & log off.

## CHARGE SALE - PROCESSING INSURANCE CLAIM

- Select: #5 from menu
- Enter: Receipt ID# (enter)
- Tab: over to ADDRESS on the selection screen
- Enter: Customer Address (DONE) locate the customer, select by pressing F10
- NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace, then re-enter the new information. (enter) DONE, DONE
- Enter: FROM CREDIT APPROVAL FAXBACK –  
Please see page 59 of this manual for help with this.  
DONE
- Update: Account record screen (press F2 then F9) as needed.  
Credit record screen as needed. DONE, DONE  
Employer record screen as needed. (press F7)
- Enter: Salesperson ID# (enter)(repeat as needed) DONE  
S (enter) (for sell and deliver)  
SKU # (enter) of merchandise BEING DELIVERED
- Verify: Quantity (press enter if only 1 of this item is being sold, if multiple quantities of this item are being sold, backspace over the 1 and enter the correct quantity then press enter).
- Enter: DIFFERENCE IN selling price or 0 (enter) \*\*  
NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes.  
Repeat from "S" for additional merchandise
- Verify: Amount of payments, net receipt amount and balance  
DONE (end of transaction)

\*\* NOTE \*\* If merchandise being delivered is more than the item being replaced, enter the "difference" only for the price. SMC Customer Service can assist you with the pricing of insurance replacement items.

Leaving the terminal? Be sure to escape & log off.

CHARGE SALE – RETURN NO ADDITIONAL  
MERCHANDISE SOLD

- Select: #6 from menu
- Enter: Receipt ID# (enter)  
Customer Phone Number (DONE) locate the customer, and  
select by pressing F10  
NOTE: Make corrections to either the address or phone, press  
F9 to move the cursor into the screen, backspace over the  
address or phone number being changed, then re-enter the new  
information. (enter)  
Account record screen (press F2 then F9) is completed with  
current information and terms for this customer, backspace over  
the information that is incorrect, and then enter  
new information.  
DONE
- Enter: Employee number (enter) of manager or Keyholder who  
approved the return DONE
- Enter: Salesperson ID# (enter) (of associate that sold the  
merchandise)  
(repeat for additional salesperson(s))  
DONE  
RS (enter) (for reverse sell and deliver)
- Enter: SKU# (enter) of returned merchandise  
Quantity press enter to accept 1
- Enter: Actual selling price (enter) or price allowed for returned  
merchandise
- Press: F1, F10 to review the list of RTN REASON CODES  
Use arrows to highlight correct code for this transaction  
F10 to select the correct reason (enter)
- Enter: Date (MMDDYY) (enter) when item being returned was  
originally sold to customer  
Additional information under OPTIONAL TEXT (possibly  
a description of what is defective) (enter)  
Sale slip # (enter) from the original sale
- Press: F1, F10 to review the list of RTN MERCH CODES  
Use arrows to highlight correct code for this transaction  
F10 to select the correct merchandise description (enter) DONE

Cont. on following page

NOTE: If a warning comes up concerning the correct selling price allowed for this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes.  
Repeat from "RS" or "TI" for additional returned merchandise

If money is being refunded:

Enter: RAT (enter) (for reverse amount tendered)  
C (enter) or the tender type that applies  
EXACT amount of down payment refunded by this tender  
(enter)  
Repeat from "RAT" for additional down payment tender sources  
DONE

Verify: *Amount of payments, net receipt amount and balance*  
DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

**\*\*NOTE\*\*** We will always attempt to return a customer's tender in the same form as he/she has given us. If the total amount of the refund is greater than Daniel's floor limit for *cash* returned (\$200.00) a request for check must be processed for the refund. Use the tender type RC when processing.

## CHARGE SALE - REPO

- Select: #6 from menu
- Enter: REPO (enter) for receipt ID  
Customer Account # (DONE) OR Tab over to Customer Name,  
Customer Name (DONE) and select F10
- Verify: Correct address and phone  
NOTE: To make corrections for either the address or phone,  
you will press F9 to move the cursor into the screen, backspace  
over the address or phone number being changed, then re-enter  
the new information.  
DONE
- Press: DONE past the credit rating information
- Enter: Employee number (enter) of collections supervisor who  
approved the repo DONE
- Enter: Salesperson ID# (enter) (of associate that sold the merchandise)  
(repeat for additional salesperson(s)) DONE
- Enter: RPT (enter) (for repo)
- Enter: SKU# (enter) of returned merchandise  
Quantity press enter to accept 1.
- Enter: Actual price or amount allowed for returned merch (enter)
- Select: Correct Return Reason from the choices under F1
- Enter: Original Receipt Date (enter) (enter) (enter)
- Select: Correct Return Code from the choices under F1  
Repeat from "RPT" for additional repo merchandise
- Verify: Balance on account  
DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

## CHARGE SALE - TRANSFER IN

These transactions are normally completed at SMC, but occasionally you may be asked to complete them at the store.

Select: #7 from menu

Enter: Receipt ID# (enter)  
Tab over to ACCOUNT  
Customer Account # (DONE) Tab over to Customer Name,  
Customer Name (DONE) and select by name F10  
DONE

Verify: Account record screen F2 is completed with current information and terms for this customer. To update press F9 use arrows to move cursor to scheduled payment, back space and then enter to match interstore activity report (enter)  
DONE  
Financial terms (enter terms from interstore activity report) (enter)

Enter: from interstore activity report  
Employee number of associate who approved the sale (enter)  
Store number where merchandise was sold (enter)  
7-digit approval number (enter)  
DONE

Enter: S (enter) for sell and deliver)  
SKU (enter) of merchandise  
Quantity press enter to accept 1.

Enter: Selling price (enter)  
NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes. Repeat from "S" for additional merchandise

Cont. on following page

Enter: AT (enter) (for down payment)  
C or the tender type that applies  
EXACT amount of down payment (enter)  
DONE

Verify: *Amount of payments, net receipt amount* (this must exactly match the Interstore Activity Report total) *and balance*.  
DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

## CHARGE SALE - TRANSFER IN WITH RETURN OR TRADE-IN

These transactions are normally completed at SMC, but occasionally you may be asked to complete them at the store.

Select: #8 from menu

Enter: Receipt ID# (enter)  
Tab over to ACCOUNT  
Customer Account # (DONE) OR Tab over to Customer Name, Customer Name (DONE) and select by name F10  
DONE

Verify: Account record screen F2 is completed with current information and terms for this customer. To update press F9 use arrows use arrows to move cursor to scheduled payment backspace and then enter to match interstore activity report (enter)

Enter: from interstore activity report  
Employee number (enter) of associate who approved the sale  
Store number (enter) where sale was made  
7digit approval (enter) number  
DONE

Enter: S (enter) (for sell and deliver)  
SKU (enter) of merchandise  
Quantity (press enter if only 1 of this item is being sold, if multiple quantities of this item are being sold, backspace over the 1 and enter the correct quantity then press enter).

Enter: Selling price (enter)  
NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes.  
Repeat from "S" for additional merchandise

Cont. on following page

Enter: RS (enter) (for reverse sell and deliver)  
SKU# (enter) of returned merchandise  
Quantity (press enter if only 1 of this item is being returned, if multiple quantities of this item are being returned, backspace over the 1 and enter the correct quantity then press (enter)).

Enter: Original selling price (enter) or price allowed for return merchandise  
NOTE: If a warning comes up concerning the correct selling price allowed for this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes.  
Repeat from "RS" or "TI" for additional returned merchandise

If additional money is being collected:

Enter: AT (enter) for amount tendered

If money is being refunded:

Enter: RAT (enter) (for reverse amount tendered)  
C or the tender type that applies (enter)  
EXACT amount of down payment collected or refunded (enter)

Repeat from "AT" or "RAT" for additional down payment tender sources

Verify: *Amount of payments, net receipt amount* (this must exactly match the Interstore Activity Report total) *and balance*  
DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

## CHARGE SALE - TRANSFER OUT

These transactions, completed at stores must have accurate home store location, account number and customer's name recorded.

Select: #9 from menu  
Enter: Receipt ID# (enter)  
Customer ID – type in Customer Account # (enter)  
Customer Name (enter) (last, first)  
Approved by number of associate who approved the sale with CSA or from fax back) (enter)  
Approval number (from CSA or fax back) (enter)  
Customer Site ID - number of customers home store (enter)  
Enter: Fin. Terms (enter) (terms shown on fax back)  
Monthly Payment (enter from CSA or fax back)  
Account Rating (enter from CSA or fax back)  
Credit Rating (enter) (enter from CSA or fax back)  
Enter: Salesperson ID# (enter)  
(repeat for additional salesperson(s))  
DONE  
Enter: S (enter) (for sell and deliver)  
SKU (enter) of merchandise  
Quantity (press enter if only 1 of this item is being sold, if multiple quantities of this item are being sold, backspace over the 1 and enter the correct quantity then press enter).  
Enter: Selling price (enter)  
NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes.  
Repeat from "S" for additional merchandise  
Enter: AT (enter) for amount tendered  
C (enter) or the tender type that applies  
EXACT amount of down payment collected (enter)  
Repeat from "AT" for additional down payment tender sources  
Verify: *Net receipt amount*  
DONE (end of transaction)  
Leaving the terminal? Be sure to escape & log off.

CHARGE SALE - TRANSFER OUT WITH RETURN OR  
TRADE-IN

These transactions, completed at stores must have accurate home store location, account number and customer's name recorded.

Select: #10 from menu

Enter: Receipt ID# (enter)

Enter: Customer ID – type in Customer Account # (enter)  
Customer Name (last, first) (enter)  
Approved by number of associate who approved the sale with  
CSA or from fax back) (enter)  
Approval number (from CSA or fax back) (enter)  
Customer Site ID - number of customers home store (enter)

Enter: Fin. Terms (enter terms shown on fax back) (enter)  
Monthly Payment (enter from CSA or fax back) (enter)  
Account Rating (enter from CSA or fax back) (enter)  
Credit Rating (enter from CSA or fax back) (enter)

Enter: Salesperson ID# (enter)  
(repeat for additional salesperson(s)) DONE

Enter: S (for sell and deliver) (enter)  
SKU of merchandise (enter)  
Quantity (press enter if only 1 of this item is being sold,  
if multiple quantities of this item are being sold, backspace over  
the 1 and enter the correct quantity then press enter).

Enter: Selling price (enter)  
NOTE: If a warning comes up concerning the correct  
selling price of this item, or possibility of too large of a  
discount, verify that the correct SKU and selling price were  
entered before going on. If it is all correct press Y  
(enter) to continue, if not press N and make the necessary  
changes.

Repeat from "S" for additional merchandise  
Enter: RS (for reverse sell and deliver) (enter)  
SKU# of returned merchandise (enter)

Cont. on following page

Quantity (press enter if only 1 of this item is being returned, if multiple quantities of this item are being returned, backspace over the 1 and enter the correct quantity then press enter).

Actual selling price or price allowed for returned merchandise (enter)

Press: F1, F10 to review the list of RTN REASON CODES  
Use arrows to highlight correct code for this transaction  
F10 to select the correct reason (enter)  
Date (MMDDYY) when item being returned was originally sold to customer (enter)  
Additional information under OPTIONAL TEXT (possibly a description of what is defective) (enter)  
Sale slip # (enter) from the original sale

Press: F1, F10 to review the list of RTN MERCH CODES  
Use arrows to highlight correct code for this transaction  
F10 to select the correct merchandise description (enter)

NOTE: If a warning comes up concerning the correct selling price allowed for this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes.

Repeat from "RS" or "TI" for additional returned merchandise

If additional money is being collected:

Enter: AT for amount tendered (enter)

If money is being refunded:

Enter: RAT (for reverse amount tendered) (enter)

C or the tender type that applies (enter)

EXACT amount of down payment collected or refunded (enter)

Repeat from "RS" or "TI" for additional down payment tender sources

DONE

Verify: Net receipt amount

DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

CHARGE SALE - TRANSFER OUT RETURN NO NEW  
MERCHANDISE

These transactions, completed at stores must have accurate home store location, account number and customer's name recorded.

Select: #10 from menu

Enter: Receipt ID# (enter)  
Customer ID – type in Customer Account # (enter)  
Customer Name (last, first) (enter)  
Approved by number of associate who approved the return with  
CSA or from fax back) (enter)  
Approval number (from CSA or fax back) (enter)  
Customer Site ID - number of customers home store (enter)

Enter: Fin. Terms (enter terms shown on fax back) (enter)  
Monthly Payment (enter from CSA or fax back) (enter)  
Account Rating (enter from CSA or fax back) (enter)  
Credit Rating (enter from CSA or fax back) (enter)

Enter: Salesperson ID# (enter) (repeat for additional salesperson(s))  
DONE

Enter: RS (for reverse sell and deliver) (enter)  
SKU# of returned merchandise (enter)  
Quantity (press enter if only 1 of this item is being returned, if  
multiple quantities of this item are being returned, backspace  
over the 1 and enter the correct quantity then press enter).  
Actual selling price or price allowed for returned merchandise  
(enter)

Press: F1, F10 to review the list of RTN REASON CODES  
Use arrows to highlight correct code for this transaction  
F10 to select the correct reason (enter)  
Date (MMDDYY) when item being returned was originally  
sold to customer (enter)  
Additional information under OPTIONAL TEXT (possibly  
a description of what is defective) (enter)

Enter: Sale slip # from the original sale

Press: F1, F10 to review the list of RTN MERCH CODES  
Use arrows to highlight correct code for this transaction

Cont. on following page

Press: F10 to select the correct merchandise description (enter)  
NOTE: If a warning comes up concerning the correct selling price allowed for this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes.  
Repeat from "RS" or "TI" for additional returned merchandise

If money is being refunded:

Enter: RAT (for reverse amount tendered) (enter)  
C, MV, AE, D, JE, RC (for the tender type that applies) (enter)  
EXACT amount of down payment refunded (enter)  
Repeat from "RAT" for additional down payment tender sources  
DONE (end of transaction)

Verify: *Net receipt amount*

Leaving the terminal? Be sure to escape & log off.

## TRANSACTIONS – PURCHASE COMMITMENT (LAYAWAY)

When a customer is not able to complete their purchase the day they choose an item, we invite them to put the item(s) on layaway. This holds the purchase price for them while they get the remainder of the down payment or cash price together.

- See the Operations Manual for down payment guidelines for Purchase Commitments.
- Remember that all checks must be approved for purchase commitment transactions.

See the table of contents in the front of this manual for actual transaction pages.

## PURCHASE COMMITMENT - NEW

Select: #11 from menu

Enter: Receipt ID# (enter)  
F2 at Phone Number to add customer

Complete: Customer account screen with the following information  
Title (1=Mr., 2=Mrs., 3=Miss, etc) (enter)  
Name of primary account holder (last, first) (If customer is a JR., SR., etc. enter last name JR., first name) (enter) (enter)  
Address (number and street name on address line 1) (enter)  
(enter)  
Zip code (enter) (enter)  
City (may be automatically entered by zip code enter name of city) (enter)  
State (may be automatically entered by zip code enter state name) (enter)  
Phone number (area code and 7 digit number) (enter)  
Type of phone (R=residence, B=business, etc) (enter)

Complete: Customer record screen with the following information  
Financial Terms back space over the R06 then type in LAY(enter)  
Account type (I=individual, J=joint) (enter)  
Account rating (enter)  
Insurance code (enter)  
Statement cycle (assign correct cycle for accounts opened on today's date from chart) (enter)

Complete: Receipt record screen  
C/R type in LAY (enter)  
DONE

Enter: Employee number of associate who approved the sale (enter)  
DONE

Cont. on following page

Enter: Salesperson ID# (enter)  
(repeat for additional salesperson(s))  
DONE

Enter: PC (enter) (for purchase commitment)  
SKU (enter) of merchandise  
Quantity (press enter if only 1 of this item is being sold,  
if multiple quantities of this item are being sold, backspace over  
the 1 and enter the correct quantity then press enter).

Enter: Selling price backspace over the amount shown then enter the  
correct price (enter)  
NOTE: If a warning comes up concerning the correct  
selling price of this item, or possibility of too large of a  
discount, verify that the correct SKU and selling price were  
entered before going on. If it is all correct press Y (enter)  
to continue, if not press N and make the necessary changes.  
Repeat from "PC" for additional merchandise

Enter: AT (enter) (for down payment)  
C, CK, MV, AE, DC (for the tender type that applies) (enter)  
EXACT amount of down payment for that tender (enter)  
Repeat from "AT" for additional down payment tender sources

Verify: *Amount of payments, balance*  
DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

NOTE: Be sure you complete and have customer sign Purchase  
Commitment form.

## PURCHASE COMMITMENT - CANCEL

Select: #12 from menu

Enter: Receipt ID# (enter)

Customer Phone Number or Account Number (DONE) locate the customer, and select by pressing F10

NOTE: To make corrections for either the address or phone, you will press to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information.

DONE

Enter: Employee number (enter) of associate who approved the cancellation

DONE

Salesperson ID# (enter) (repeat for additional salesperson(s))

DONE

RPC (enter) (for reverse purchase commitment)

SKU (enter) of merchandise

Quantity (press enter if only 1 of this item is being sold,

if multiple quantities of this item are being sold, backspace over the 1 and enter the correct quantity then press enter).

Enter: Selling price (enter)

NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes.

Repeat from "RPC" for additional merchandise

DONE

Enter: RAT (enter) for reverse down payment)

C (enter) or the tender type that applies

ENTER past Document ID

EXACT amount of money being returned for that tender (enter)

Repeat from "RAT" for other down payment tender sources

Verify: New account balance, *MUST BE ZERO (0)*

DONE end of transaction)

Leaving the terminal? Be sure to escape & log off.

PURCHASE COMMITMENT - PICKUP CASH

- Select: #15 from menu
- Enter: Receipt ID# (enter)  
Customer Phone Number (DONE) locate the customer, and select by pressing F10  
NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)
- Update: Account record screen (F2) with the following information  
Financial Terms backspace over LAY and change to R00 (enter)
- Enter: Number of associate who approved the cancellation (enter)
- DONE  
Salesperson ID# (enter) (repeat for add. salesperson(s)) DONE  
CS (enter) (for commitment sale)  
SKU of merchandise (enter)  
Quantity (press enter if only 1 of this item is being sold, if multiple quantities of this item are being sold, backspace over the 1 and enter the correct quantity then press enter).
- Enter: Selling price (enter)  
NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is all correct press Y (enter) to continue, if not press N and make the necessary changes.  
Repeat from "S" for additional merchandise
- Enter: AT (for additional money collected) (enter)  
C or the tender type that applies (enter)  
EXACT amount of money collected from customer for that tender (do not include purchase commitment balance (enter)  
Repeat from "AT" for additional down payment tender sources
- Verify: New account balance, *MUST BE ZERO (0)*  
DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

\*\*\*\* The account may be in collections, this signifies the account needs to be re-aged, which requires a security level of 4 or above (Keyholder or Store Manager)

## PURCHASE COMMITMENT - PICKUP NEW CHARGE

NOTE: If customer has a Daniel's charge account and a purchase commitment account in your store, cancel the purchase commitment and process the purchase as a charge sale add-on or re-open.

Select: #15 from menu

Enter: Receipt ID# (enter)

Customer Phone Number (DONE) locate the customer, and select by pressing F10

NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)

Complete: Account record screen with the following information

Use arrows to move cursor to scheduled payment amount, the payment amount may need to be adjusted to meet charge approval terms. To do this, you can backspace over the amount shown and then enter the correct dollar figure. (enter)

Financial Terms (update terms from the fax back) (enter)

Account type (I=individual, J=joint) (enter)

Account rating (from the fax back ex. CRC) (enter)

Insurance code (backspace over the N and enter the correct insurance code for customer G=gold, S=silver, B=bronze) (enter)

Statement cycle (assign correct cycle for accounts opened on today's date from chart) (enter)

Credit limit (enter the customer's credit limit shown on the fax back) (enter)

Complete: Credit record screen (F5) with the following information

Card Action (I to issue this customer a Daniels charge card) (enter)

Soc Sec Number (enter the customers social security number) (enter) (enter)

Date of Birth (enter complete date ex. 06/01/1956) (enter) (enter)

Drivers License Number (enter customers license number) (enter)

Cont. on following page

Complete: Exp Date (expiration date of customers drivers license) (enter)  
Employer record (F7) screen with the following information  
Employer for (B=borrower, C=co-borrower) (enter)  
Employer name (enter name of customers employer) (enter)  
Address 1 (enter the address of customers employer) (enter)  
Zip (enter the zip code for customers employer) (enter)  
City (enter the city for customers employer) (enter)  
State (enter the state for customers employer) (enter)  
Phone (area code and 7 digit phone number for customers employer) (enter)  
Type (B=business, R=residence) (enter)  
Trade Desc (job description or title) (enter)  
Contact/Superv (name of customers direct supervisor) (enter)  
Start (enter the customers hire date, ex. 10/31/2001, you must enter the complete date) (enter)  
Last Take Home (enter the amount of customers take home pay) (enter)  
Pay Freq (W=weekly, M=monthly, etc) (enter)  
Employee number of associate who approved the sale as shown on fax back (enter)  
7-digit approval number from fax back (enter) DONE  
Enter: Salesperson ID# (enter) (repeat for additional salesperson(s))  
DONE  
CS (commitment sale) (enter)  
SKU of merchandise (enter)  
Quantity (press enter if only 1 of this item is being sold, if multiple quantities of this item are being sold, backspace over the 1 and enter the correct quantity then press enter).  
Enter: Selling price (enter)  
NOTE: If a warning comes up concerning the correct selling price of this item, or possibility of too large of a discount, verify that the correct SKU and selling price were entered before going on. If it is correct press Y (enter) to continue, if not press and make the necessary changes.  
Repeat from "CS" for additional merchandise

Cont. on following page

Enter: AT (for additional money collected) (enter)  
C, CK, MV, AE, DC (for the tender type that applies) (enter)  
EXACT amount of money being collected for that tender  
(enter)  
Repeat from "AT" for additional down payment tender sources

Verify: *New account balance and terms*  
DONE (end of transaction)

Leaving the terminal? Be sure to escape & log off.

\*\*\*\* The account may be in collections, this signifies the account needs to be re-aged, which requires a security level of 4 or above (Keyholder or Store Manager)

## PURCHASE COMMITMENT - UCB

When purchase commitment becomes DS3, you must cancel the merchandise (see page 68), and then change the account to inactive referred to as UCB.

Select: #28 from menu

Enter: Customer Account # (DONE)  
Employee number of associate (manager) who approved  
the transaction (enter)

Enter: DUW (enter) for UCB write off  
Amount (enter) of adjustment (enter)  
DONE

Verify: *New account balance is zero (0)*  
DONE

Leaving the terminal? Be sure to escape & log off.

Be sure to return the merchandise to the proper case, and add to case counts.

## PURCHASE COMMITMENT - UCB REVERSE

Select: #28 from menu

Tab: over to ADDRESS on the selection screen  
Customer Address (DONE) locate the customer, and select by pressing F10

NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)

Enter: Employee number of associate (manager) who approved the transaction (enter)

Enter: CUW (enter) for UCB write off reverse  
Amount (enter) of adjustment  
DONE

Verify: *New account balance*

Leaving the terminal? Be sure to escape & log off.

## TRANSACTIONS – PAYMENT TRANSACTIONS

This section will take you through the many payment transactions our Daniel's customers have.

- Including the Daniel's Account Payment, JE account payment, payments on Layaway and write off account payments.
- For account payments cash, check or Debit Card are the accepted method of tender. Any other tender requires approval.

See the table of contents for actual pages for transactions.

## PAYMENT - DANIEL'S ACCOUNT

Select: # 17 from menu by pressing F10

Enter: Customer Phone Number (DONE) locate the customer, and select by pressing F10

NOTE: If you are unable to locate the customer by phone number, you can search by name, account number or address as well. Be sure to update any new information received.

NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)

DONE

DONE

Enter: C, CK, DC select the correct tender type (enter)  
EXACT amount of money being collected TODAY (enter)  
DONE

Leaving the terminal? Be sure to escape & log off.

\*\* Customer's accounts are looked up by phone number to help keep our customer records accurate. A "good" phone number ensures that we will be able to contact them when there is a promotion and also makes it easier for our collections department to locate the customer.

\*\* NOTE \*\* Always remember to run a F8 after each payment.

Below is a sample of the Warning! that prints when a write off account is called up.

## PAYMENT - DANIEL'S WORU ACCOUNT

These account payments are handled differently from other Daniel's account payments. There is often additional interest collected on the account, which is processed to a separate account, (call the Collections Department at SMC for assistance in determining full amount due). This is a multi-step process, be sure you complete step each to give the customer full credit for his/her payment.

You will give the customer a handwritten receipt showing the total amount of money you received today. **No POS receipt is given to the customer.**

To complete this transaction, process a charge payment as shown on page 92 of this manual.

If you have collected additional interest, *the overpayment is reversed off the account, and an ISP payment for the additional money processed.* Please see REVERSE PAYMENT (PG 78) & ISP OUT – WORU INTEREST PAYMENT (PG 84).

Leaving the terminal? Be sure to escape & log off.

## PAYMENT - DANIEL'S ACCOUNT BATCH MAIL

Select: # 25 from menu

Enter: MAIL1 for Batch ID (enter)

NOTE, additional batches during the same day you would enter MAIL2 etc.

Enter: \$ Amount the total amount of the checks from adding machine t  
tape (enter)  
number of checks to be processed (enter)  
CK for default payment source (enter)  
Employee # (enter)

Enter: account # for payment (enter) (enter) (enter)  
\$ Amount of payment (enter)  
(repeat from customer account number for the remainder of the checks)

Press: F1  
If the account number is not available for a customer -

Tab: over to ADDRESS on the selection screen

Enter: Customer Name (DONE) locate the customer, select  
by pressing F10

Enter: \$ amount of payment

Press: ESC after the last check has been entered

Verify: *Total and number of checks entered is correct.*

NOTE - USE F2 Trans to make corrections to individual entries.

Press: Batch will now process receipt will print.

Leaving the terminal? Be sure to escape & log off.

## PAYMENT - DANIEL'S ACCOUNT REVERSE

Select: # 18 from menu

Enter: Customer Phone Number (DONE) locate the customer, and select by pressing F10

NOTE: If you are unable to locate the customer by phone number, you can search by name, account number or address as well. Be sure to update any new information received.

NOTE: To make corrections for either the address or phone, you will press to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)  
DONE

Enter: C or the tender type that applies (enter)  
EXACT amount of money being returned (enter)

Leaving the terminal? Be sure to escape & log off.

If the refund is greater than \$200.00 you will need to request a check for the customer from the main office. To do this use the tender type of RC and follow the prompts on the POS.

## PAYMENT - PURCHASE COMMITMENT

Select: # 19 from menu

Enter: Customer Phone Number (DONE) locate the customer, and select by pressing F10. If you are unable to locate the customer by phone number, you can search by name, account number or address as well. Be sure to update any new information received.

NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)  
DONE

Enter: C or the tender type that applies (enter)  
EXACT amount of money being collected (enter)

Leaving the terminal? Be sure to escape & log off.

## PAYMENT - PURCHASE COMMITMENT REVERSE

Select: # 20 from menu

Enter: Customer Phone Number (DONE) locate the customer, and select by pressing F10 If you are unable to locate the customer by phone number, you can search by name, account number or address as well. Be sure to update any new information received.

NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)

DONE

Press: at Refund Reason F1, F10  
move down to *LAYC* select by pressing F10  
DONE

Enter: RAT (enter)  
C or the tender type that applies (enter)  
EXACT amount of money being returned TODAY (enter)

Leaving the terminal? Be sure to escape & log off.

## PAYMENT - ISP IN

These transactions are normally completed at SMC, but occasionally you may be asked to complete them at the store.

Select: # 21 from menu

Enter: Receipt ID # from report (enter)  
Customer Account # (DONE) OR Tab over to Customer Name,  
Customer Name (DONE) and select by name F10

Enter: Store # (where payment was paid, 3 digit number off report)  
(enter)  
DONE

Enter: C or the tender type that shows on report (enter)  
EXACT amount of payment shown on report (enter)

Leaving the terminal? Be sure to escape & log off.

## PAYMENT - ISP IN REVERSE

These transactions are normally completed at SMC, but occasionally you may be asked to complete them at the store.

Select: # 22 from menu

Enter: Receipt ID # from report (enter)  
Customer Account# (DONE) OR Tab over to Customer Name,  
Customer Name (DONE) and select by name

Enter: Store # (where payment was paid, 3 digit number off report)  
(enter)  
DONE  
C or the tender type shows on report (enter)  
EXACT amount of money being reversed (enter)

Leaving the terminal? Be sure to escape & log off.

## PAYMENT - ISP OUT

These transactions, completed at stores must have accurate home store location, account number and customer's name recorded.

Select: #23 from menu

Enter: Customer Account # (enter)  
Customer Name (last name, first name) (enter)  
Customer Site ID (3 digit number where account is held) (enter)  
DONE

Enter: C or the tender type that applies (enter)  
Amount of ISP Payment (enter)  
DONE  
DONE

Leaving the terminal? Be sure to escape & log off.

## PAYMENT – JE PAYMENT

These transactions, completed at stores must have accurate Jewelry account number and customer's name recorded. These payments cannot be reversed or corrected, so accuracy is a must!

Select: #23J from menu

Enter: Customer JA Account # (enter) carefully  
Customer Name (last name, first name) (enter)  
DONE

Enter: C or the tender type that applies (enter)  
Amount of JE Payment (enter)  
DONE  
DONE

## ISP OUT - WORU INTEREST PAYMENT

This transaction will transfer the interest money paid on a write off account to the WORU department. Will be completed after the payment (both payment and interest) was processed on the customer account under 17, & the reverse payment of the interest paid was completed under 18.

These transactions, completed at stores must have accurate home store location, account number and customer's name recorded.

Select: #23 from menu

Enter: Customer ID 00000224 (enter)  
Customer Name Customer Name (last name, first name) (enter)  
100 (enter)  
DONE

Enter: C or the tender type that applies (enter)  
ENTER past Document ID

Amount of WORU INTEREST PAID (enter)  
DONE  
DONE

It is important to give the customer a hand written receipt showing the total amount paid, do not give the POS receipt.

Leaving the terminal? Be sure to escape & log off.

## PAYMENT - ISP OUT REVERSE

These transactions, completed at stores must have accurate home store location, account number and customer's name recorded.

Select: #24 from menu

Enter: Customer ID Account number for customer (enter)  
Customer Name Customer Name (last name, first name) (enter)  
Customer Site ID (3 digit number where account is held) (enter)  
DONE

Enter: RAT for reverse ISP out (enter)  
C or the tender type that applies (enter)  
EXACT Amount of reverse ISP Payment (enter)  
DONE  
DONE

Leaving the terminal? Be sure to escape & log off.

## TRANSACTIONS – KEYHOLDER / MANAGER ACCOUNT MAINTENANCE

These are the transactions that the manager or keyholder in the store will be asked to complete.

ADJUSTMENTS - NSF CHECK TO EXISTING DANIEL'S  
ACCOUNT

Customer has account in store's system.

Select: #27 from menu

Enter: Customer Account # (DONE) OR Tab over to Customer Name,  
Customer Name (DONE) and select by name F10

Verify: Correct address and phone.  
To make corrections for either the address or phone, you  
will press F9 to move the cursor into the screen, backspace  
over the address or phone number being changed, then re-enter  
the the address or phone number being changed, then re-enter  
the new information. \*\*

DONE

Enter: Employee number of associate who approved the transaction  
(enter)

DONE

Enter: NS (for Returned Check) (enter)

Amount of Returned check (enter)

Enter: NF (for Returned Check Fee) (enter)

DONE

DONE

Leaving the terminal? Be sure to escape & log off.

\*\* NOTE \*\* any account that does not have references in F5 will require  
that information before transaction can be completed.

## ADJUSTMENTS - NSF CHECK SET UP NEW ACCOUNT

Customer does not have account in store's system.

Select: #27 from menu

Enter: F2 at customer ID to add customer

Complete: the customer account screen with the following information

Title (1=Mr., 2=Mrs., 3=Miss, etc) (enter)

Name of primary account holder (last, first) (enter) (enter)

Address (number and street name on address line 1) (enter)  
(enter)

Zip code (enter) (enter)

City (may be automatically entered by zip code enter name of city) (enter)

State (may be automatically entered by zip code enter name of state) (enter)

Phone number (area code and 7 digit number) (enter)

Type of phone (R=residence, B=business, etc) (enter)

Complete: the account record screen with the following information for:

Financial Terms (enter)

Account type (I=individual, J=joint) (enter)

NSF for Account rating (enter)

N for Insurance code (enter)

Statement cycle (assign correct cycle for accounts opened on today's date from chart) (enter)

Enter: Employee number of associate who approved the transaction  
(enter) DONE

Enter: NS (for Returned Check) (enter)  
Amount of Returned check (enter)

Enter: NF (for Returned Check Fee) (enter)  
DONE, DONE

Leaving the terminal? Be sure to escape & log off.

ADJUSTMENTS - REVERSE NSF CHECK FROM  
ACCOUNT

Select: #27 from menu

Enter: Customer Account # (DONE) Tab over to Customer Name,  
Customer Name (DONE) and select by name (F10)

Verify: Correct address and phone.  
To make corrections for either the address or phone, you  
will press F9 to move the cursor into the screen, backspace  
over the address or phone number being changed, then re-enter  
the new information.  
DONE

Enter: Employee number of associate who approved the transaction  
(enter) DONE

Enter: RNS (for Reverse Returned Check) (enter)  
Amount of Returned check (enter)  
RNF (for Reversed Returned Check Fee) (enter)  
DONE  
DONE

Leaving the terminal? Be sure to escape & log off.

ADJUSTMENTS REVERSING FINANCE, INSURANCE, OR  
LATE CHARGES

Select: #28 from menu

Enter: Customer Account # (DONE) OR Tab over to Customer Name,  
Customer Name (DONE) and select by name (F10)

Verify: Correct address and phone.

NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then backspace over the address or phone number being changed, then re-enter the new information.

DONE

Enter: Employee number of associate who approved the transaction  
(enter)

Press: F1, F10 at Transaction type selection

Move: Highlight bar on top of selection that fits your transaction

Press: F10 to select the transaction

Enter: Amount of adjustment (enter)

Repeat from F1 for additional adjustments

DONE

DONE

Leaving the terminal? Be sure to escape & log off.

CODES FOR TRANSACTIONS LISTED ABOVE - all adjustments can be entered at "TRANSACTION TYPE SELECTION" using the following codes.

CML - Reverse Late Charge

CMI - Reverse Insurance

CMF - Reverse Finance Charge

ADJUSTMENTS - ADDING FINANCE, INSURANCE, OR  
LATE CHARGES

Select: #28 from menu

Enter: Customer Account # (DONE) OR Tab over to Customer Name,  
Customer Name (DONE) and select by name (F10)

Verify: Correct address and phone.  
NOTE: To make corrections for either the address or  
phone, you will press F9 to move the cursor into the  
screen, backspace over the address or phone number being  
changed, then re-enter the new information.

DONE

Enter: Employee number of associate who approved the transaction  
(enter)

Press: F1, F10 at Transaction type selection

Move: Highlight bar on top of selection that fits your transaction

Press: F10 to select the transaction

Enter: Amount of adjustment (enter)

Repeat from F1 for additional adjustments

DONE

DONE

Leaving the terminal? Be sure to escape & log off.

CODES FOR TRANSACTIONS LISTED ABOVE - all adjustments can be  
entered by code at "TRANSACTION TYPE SELECTION".

DML - Reverse Late Charge

DMI - Reverse Insurance

DMF - Reverse Finance Charge

USING F2, F2 TO AGE A PURCHASE COMMITMENT  
ACCOUNT OR DANIEL'S ACCOUNT TO CURRENT

Select: #31 from menu  
Enter: Customer Account # (DONE) OR Tab over to Customer Name,  
Verify: Correct address and phone if needed.  
DONE  
Press: F2, F2 to access **AUDITED CUSTOMER ACCOUNT  
CHANGES** screen

For LAYAWAY

Example – customer has paid a total of \$40.00 towards their purchase. *This* is the amount you will enter in unbilled, correcting remaining amounts to 0 (zero).

Move: cursor down to unbilled below “your changes are”  
Enter: - Amount of customer’s layaway balance (enter)  
Correct: remaining billing categories to 0 (zero)  
DONE, DONE

For DANIEL'S ACCOUNT - Roll as directed by **SMC Credit** or **Collections** department only!

Correct the customer balance in specific “ages”.  
Verify that balance Total is correct.  
DONE, DONE

Leaving the terminal? Be sure to escape & log off.

## STORE-TO-STORE ACCOUNT BALANCE TRANSFER IN

Customer has account set up in store system.

Normally completed at SMC, but you may occasionally be asked to process these.

Select: #8 from menu

Enter: Receipt ID # (enter)

Tab: over to ADDRESS on the selection screen

Enter: Customer Phone (DONE) locate the customer, select by pressing F10

NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)

DONE

Verify: Account Records screen is current.

Credit Records screen is current.

Employer Records screen is current.

Enter: FROM CREDIT APPROVAL FAXBACK –

C/R (rating shown on fax back ex. CRC)

C/L (limit shown on fax back ex. 100)

FinTerm (enter new terms from fax back ex. R5) (enter)(enter)

\$PerMon (enter payments agreed upon ex. 29.00)

Employee number of person authorizing transfer DONE

0 for Customer Service Approval

Enter: S for sell and deliver

7060 is the SKU for account balance transfer in (enter)

Amount of the balance being transferred in (enter)

DONE

Verify: *New terms and balance*

Leaving the terminal? Be sure to escape & log off.

STORE-TO-STORE ACCOUNT BALANCE TRANSFER IN -  
NEW

New account to be set up in system.

Normally processed at SMC, but you may occasionally be asked to process these.

Select: #8 from menu

Enter: ACCOUNT NUMBER for receipt ID # (enter)

Enter: F2 to add customer

Follow the detailed instructions for completing the Customer Record, Account Record, Credit Record and Employment Record screens found in CHARGE SALE - NEW.

Enter: Employee number of associate who approved the transaction (enter)

Enter: Salesperson ID#  
DONE  
S for sell and deliver  
7060 is the SKU for account balance transfer in (enter)  
Amount of the balance being transferred in (enter)  
DONE

Verify: *New terms and balance*

Leaving the terminal? Be sure to escape & log off.

STORE-TO-STORE ACCOUNT BALANCE TRANSFER  
OUT

**\*\* NOTE \*\*** Transferring an account out is a three part transaction, first-complete reverse sale then ISP the balance out, finally make notations to existing account. ALL must be completed during same BUSINESS DAY.

STEP 1

Select: #6 from menu

Enter: TRANSFER for receipt ID (enter)  
Customer Account # (DONE) Tab over to Customer Name,  
Customer Name (DONE) and select by name

Update: F9 and mover cursor to comments section  
Place a comment noting the store where the account  
was transferred and when, (i.e. Account Transferred to 107 -  
01-06-97) DONE

At Receipt Record Screen –

Press: DONE

Enter: Employee number of person authorizing transfer (enter)  
0 for Customer Service Approval DONE

Enter: Salesperson ID# (enter)  
DONE

Enter: RSN (for reverse sell) (enter)  
7060 account balance transfer (enter)  
Quantity (should be 1)  
Amount of the balance being transferred out (enter)

Verify: *Balance on account (should be 0 zero)*  
DONE, DONE (receipt will print)

Run: F8-Summary for this account, use POS menu selection #31.

NOTE: The following transaction, store must have *accurate* new home store location, account number and customer's name recorded.

Cont. on following page

Step 2 -

Select: #10 from menu

Enter: Receipt ID# (current account number) (enter)

Customer Account # (enter)

Customer Name (last, first) (enter)

Approved by (# of associate approving balance transfer)(enter)

Approval number (9000001) (enter)

Store number (enter new home store number) (enter)

Maximum CSA Amt (enter CSA from F-8 summary) (enter)

Fin. Terms (enter terms shown on F-8 summary) (enter)

Monthly Payment (enter payments agreed on with customer)(enter)

Account Rating (rating shown on F-8 summary)(enter)

Credit Limit (limit shown on F-8 summary) (enter)

DONE

Enter: Salesperson ID# (enter)

S (for sell and deliver) (enter)

7060 for balance transfer (enter)

Amount of the balance being transferred out (enter)

Verify: New account balance is correct

DONE (end of transaction) (receipt will print)

STEP 3

Select: # 31 from menu

Enter: Customer Account # (customer s current account number)  
(enter) (F10)

F2 to go into the customer account screen, F9 to edit,  
use arrows to move cursor to Fin Terms, backspace over  
current terms and enter TSF then press DONE

Leaving the terminal? Be sure to escape & log off.

**FAX A COPY OF BOTH RECEIPTS NOW TO CUSTOMER SERVICE!**

**\*\* NOTE \*\*** A purchase commitment or credit balance cannot be transferred in POS. To transfer a Credit balance – use reverse payment on account for amount of balance, then ISP money to new store

## IN STORE ACCOUNT BALANCE TRANSFER IN

Transferring account balances with in same store

Select: #28 from menu

Tab: over to ADDRESS on the selection screen

Enter: Customer Address (DONE) locate the customer, select by pressing F10  
NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, Backspace over address or phone number being changed, then re-enter the new information. (enter)

Enter: Employee number of associate who approved the transaction (enter) DONE  
In customer comment section, place a comment noting the account where the balance originated and when. (Ex. "Account Transferred from 11234567 - 06-06-02")  
DONE

Enter: DBI for account balance transfer (enter)  
Amount of balance being transferred (enter)  
DONE

Verify: New terms and account balance  
DONE

Leaving the terminal? Be sure to escape & log off.

## IN STORE ACCOUNT BALANCE TRANSFER OUT

Transferring account balances with in same store

Select: #28 from menu

Tab: over to ADDRESS on the selection screen

Enter: Customer Address (DONE) locate the customer, select by pressing F10  
NOTE: To make corrections for either the address or phone, you will press F9 to move the cursor into the screen, backspace over the address or phone number being changed, then re-enter the new information. (enter)

In customer comment section, place a comment noting the store where the account was transferred and when. (Ex. "Account Transferred to 18107556 - 06-06-02)  
Press: F2 to go into the customer account screen  
F9 to move cursor into screen, use arrows to move cursor to Fin Terms, backspace over current terms and enter TSF  
DONE

Enter: Employee number of associate who approved the transaction (enter) DONE  
DBO for account balance transfer out (enter)  
Amount of balance being transferred (enter)  
DONE

Verify: *New account balance is Zero (0)*  
DONE

Leaving the terminal? Be sure to escape & log off.

## CASHING A CHECK FOR AN EMPLOYEE

Select: #3 from menu

Enter: CASH CK for receipt number (enter)

Tab: over to ACCOUNT

Type: CASH  
DONE

Press: F2 to add customer information

Type in: Name, address & phone information for associate cashing  
check. Do not use "D" to decline.  
DONE

Enter: AT  
CK  
Amount of check (enter)  
(amount of cash returned will be displayed)  
DONE  
DONE end of transaction, receipt will print

Leaving the terminal? Be sure to escape & log off.

## INSURANCE DEDUCTIBLE

Select: #3 from menu

Enter: INSDED for receipt number (enter)

Tab: over to Customer Account # (DONE) OR Tab over to Customer Name, Customer Name (DONE) and select by name F10

Press: DONE past customer comments

Enter: Salesperson ID# use your employee number for this transaction  
(enter)  
DONE  
TID (for Theft Insurance Deductible) (enter)  
DONE

Enter: AT (for amount tendered) (enter)  
C or the tender type that applies (enter)

If you receive exact amount of total insurance deductible:

Enter  
DONE (end of transaction)

If you receive more than the amount of insurance deductible:

Backspace over total and enter amount received (enter)  
(amount of change due the customer will be displayed)  
DONE  
DONE (end of transaction)

NOTE: The insurance deductible must be paid in full, no amount can be financed on the customer's Daniel's account.

NOTE: If a replacement is to be processed, do so in a SEPARATE Charge Sale Transaction.

Leaving the terminal? Be sure to escape & log off.

## MISCELLANEOUS PAID OUT

Use this transaction to account for money taken from drawer for purchase to be made.

Select: #40 from menu

Enter: Your employee # (cashier who is processing transaction and giving the money) (enter)  
Description of petty cash (EX. stamps) (enter)  
Approval # (employee number of manager OR associate who approved this purchase) (enter)  
DONE

Press: F1, F10  
*Move the highlight bar using arrows on top of the selection that best fits this transaction (Ex. PO for postage)*  
F10 to select correct code

Enter: C for cash (enter)  
Amount of petty cash being given out (enter)  
DONE

Verify: Net receipt amount  
DONE

Leaving the terminal? Be sure to escape & log off.

COMMON CODES FOR PAID OUT TRANSACTIONS - all paid outs can be entered by code at "TRANSACTION TYPE SELECTION".

LU - Food

OS - Office Supplies

PO - Postage

## MISCELLANEOUS PAID OUT -REVERSE

Use this transaction to account for money returned to drawer after purchase has been made.

Select: #40 from menu

Enter: Your employee # (cashier who is processing transaction and giving the money) (enter)  
Description of petty cash (i.e. stamps) (enter)  
Approval # (employee number of manager OR associate who approved this return) (enter)  
DONE

Enter: Correct transaction type from list below – or use F1, F10 to locate correct type (enter)  
C for cash (enter)  
Amount of petty cash being returned to drawer (enter)

Verify: Net receipt amount  
DONE

Leaving the terminal? Be sure to escape & log off.

COMMON CODES FOR RETURNED CHANGE TRANSACTIONS - all paid outs can be entered by code at "TRANSACTION TYPE SELECTION". A complete listing of all transaction type codes can be viewed by pressing F1 at selection prompt.

RLU - Food

ROS - Office Supplies

RPO - Postage

MISCELLANEOUS PAID OUT - CANCEL REQUEST FOR CHECK

Select: #40 from menu

Enter: REQ CHEC (enter)  
Customer Name and Account Number \*\* (enter)  
Approval # (employee number of DISTRICT MANAGER or accounting associate at SMC approving the refund) (enter)  
DONE

Enter: RPM (enter)  
C for cash (enter)  
Amount of refund being paid out (enter)  
DONE

Verify: Net receipt amount  
DONE

Leaving the terminal? Be sure to escape & log off.

**\*\*NOTE\*\*** If this is a return from a cash sale, use the sale slip number from the return sale processed.

Remember to notify Accounts Payable when you cancel a request for check, and money was paid from drawer

MISCELLANEOUS PAID OUT - SECOND CHANCE FEE

Select: #40 from menu

Enter: 2ND CHAN (for second chance fee) (enter)  
Customer Name and Account Number (enter)  
Approval # (employee number of collector who approved 2nd  
chance) (enter)  
DONE

Enter: RCF (enter)  
C for cash (enter)  
Amount of 2nd chance fee money being collected (enter)  
DONE

Verify: Net receipt amount (will be negative)  
DONE

Leaving the terminal? Be sure to escape & log off.

## MISCELLANEOUS PAID OUT - SPIFF

Select: #40 from menu

Enter: Your employee # (cashier who is processing transaction  
and giving the money) (enter)  
Spiff (enter)  
Approval # (employee number of associate receiving spiff)  
(enter)  
DONE

NOTE – Each line of the spiff log is entered separately in this transaction.

Enter: SP (enter)  
C for cash (enter)  
Amount of spiff money being paid out (enter)  
DONE

Verify: Net receipt amount  
DONE

Leaving the terminal? Be sure to escape & log off.

NOTE - If a spiff is taken in error, it is recorded on the spiff log. The spiff log completed and signed at the bottom, and faxed to payroll for processing. Money for returned spiff is not collected at the store.

## BANK DEPOSIT

Select: #41 from menu

Enter: Your employee # (enter)  
Bank Dep (enter)  
Approval # (your employee number) (enter)  
DONE

If deposit amount is positive:

Enter: AD for Bank Deposit (enter)

If deposit amount is negative:

Enter: RAD for reverse Bank Deposit (enter)

C or the tender type that applies (enter)

Total dollar amount for the tender type from the bank deposit  
(enter)

Repeat from AD or RAD for each tender type

Refer to Gift Card Laminates for correct codes for entering into bank deposit.

When all tender types have been entered:

DONE

Verify: The total bank deposit amount

DONE

Leaving the terminal? Be sure to escape & log off.

## SHOW RECEIPT - REPRINT RECEIPT

Select: # 50 from menu (enter)

Enter: Receipt ID # (from printed receipt you wish to reprint (enter)  
If receipt ID# is not known, press DONE and move the highlight bar on top of receipt you wish to reprint.  
When correct receipt is shown, select with F10

Verify: This is the correct receipt by checking name, transaction type, etc.

Enter: F8 - You will be asked if you want to reprint the receipt, respond with Y (enter)

Press: ESC

Receipt for a prior date can be viewed and printed by changing the date on the inquiry screen.

Leaving the terminal? Be sure to escape & log off.

## SHOW RECEIPT – VIEW

Show receipt can also be used to reprint receipt (see page 105)

Select: #50 from menu

Verify: Date shown is correct (to correct backspace and enter new date)

Enter: Receipt ID#

Select: Receipt by pressing F10

Press: F2 to show the transactions ("S", "AT", etc) for selected receipt

At the server you may print a copy of the screen by pressing Print Screen

Press: ESC to return to your menu when finished viewing

Leaving the terminal? Be sure to escape & log off.

## VOID RECEIPT

Select: #51 from menu

Enter: Receipt ID # (from printed receipt you wish to void) (enter)  
If receipt ID# is not known, press DONE and move the highlight bar on top of receipt you wish to void.

When correct receipt is shown, select with F10

Verify: This is the correct receipt by checking name, transaction type, etc.

Enter: F7

Press: ESC

NOTE - When multiple receipts have been processed for a customer during the day, the receipts must be voided in reverse order (newest receipt voided first, oldest receipt voided last). The newer receipts may need to be re-entered into POS. Call for assistance if you have questions.

Leaving the terminal? Be sure to escape & log off.

## REPORTS AND MANAGER'S TOOLS

This section provides instructions and prints of screens for many reports and processes.

- There are several "Recon" reports available through the POS system, including an on-screen display, individual and store daily & full month printouts. This multi-page report re-caps the activity (volume, down payments, etc) of the individual or store for the period requested.
- The daily receipts register report (113) allows you to call up a variety of reports showing individual receipts, full day receipts or series of day receipts.
- The POS system has available automatic customer mailing lists. These include, but are not limited to the Anniversary/Birthday List next month (132N) and the DYK Lists.

## ADDING STORE ASSOCIATE TO SYSTEM

Have your new associate with you to enter their password immediately or you may encounter problems when you complete this process. After you have entered the new associate into the POS system, you must log off to ENTER PROJECT ID, to assign them a password.

Select: #436 from menu

Enter: Number assigned to new associate

DONE

Enter: Name of new associate (last name, first name) (enter)

Store # (ID# of your store) (enter)

Phone # of the new associate (including area code) (enter)

Verify: security level is set at 2 (enter)

Enter: Y for allowed to sale? (enter)

Press: Escape back to the menu

F10 to log off

F8 to ENTER PROJECT ID

**\*\*\*IMMEDIATELY\*\*\* HAVE YOUR NEW ASSOCIATE FOLLOW THE INSTRUCTIONS ON PAGE 131 TO ENTER THEIR PASSWORD!**

## ADDING CENTRAL CREDIT ASSOCIATE TO SYSTEM

Select: #436 from menu

Enter: Number assigned to new associate  
DONE

Name of new associate (last name, first name) (enter)  
100 (ID# for central credit) (enter)  
Y for allowed to sale? (enter)  
DONE

Press: Escape back to the menu

Leaving the terminal? Be sure to escape & log off.

## ASSIGNING PASSWORD TO NEW ASSOCIATE

Working at the main log on menu (has station number and time in bottom right hand corner), *have the new associate*

Enter: Employee number of the new associate (enter)

Password they will be able to remember, numbers or letters (enter)

Password assigned will flash in upper right hand corner of screen

Y (enter) in response to the warning

Remind all new associates of the importance of logging off when they are not using a terminal.

Leaving the terminal? Be sure to escape & log off.

## CHANGING A PASSWORD

Select: #480 from menu

Enter: OLD Password (enter)

NEW Password (enter)

NEW Password (enter)

Password changed will flash in upper right hand corner of screen

Leaving the terminal? Be sure to escape & logoff.

## INSURANCE REPORT – NEW AND RE-OPEN

This report will list report the Daniel's accounts that have or have not had insurance "sold" with recent purchases. Use the Receipt Date Range and Salesperson ID Range to customize your report.

Select: #91 from menu

When new menu appears –

Select: #145 from menu

Move: Cursor to "Site ID Range From:"  
XXX for your store number (enter)  
Will move cursor to To:  
XXX for your store number (enter)

Enter: Date when you would like to start reviewing accounts (enter)  
(this is normally the first of the current or prior month), and the last Date you would like to review.

Enter: Salesperson who you are reviewing accounts for both the From and To sides (enter)  
DONE

Enter: Y for have your verified above options.

Leaving the terminal? Be sure to log off after report processes.

## LAYAWAY REPORT - ACCOUNT STATUS

This report will list the customer's balances and DS. Used to determine accounts that should be UCB'd. Use with 160A to verify all layaways are current with merchandise.

Select: #91 from menu

When new menu appears –

Select: #112 from menu

Move: Cursor to "Customer Balance Range From"

Press enter to move cursor to To:

Enter: -.01 (enter)

Cursor to "Finance Terms Codes Range From"

Enter: LAY (enter)

LAY (enter)

DONE

Enter: Y for have your verified above options.

Leaving the terminal? Be sure to log off after report processes.

## LAYAWAY REPORT – MERCHANDISE

This report will list the customer s balances, paid in amount and merchandise. Use with 112 to verify all layaways are current.

Select: #91 from menu

When new menu appears –

Select: #160A from menu

Enter: Y for have your verified above options.

Leaving the terminal? Be sure to log off after report processes.

## LAYAWAY MERCHANDISE MAINTENANCE

Store Manager's or keyholders only use this when instructed to by Barbara, Sherry or Cary.

Select: #94 from menu

When new menu appears –

Select: #447D from menu

Enter: Account # for customer

Locate: correct merchandise item from list

Select: by pressing F10

Delete: item by pressing ALT & F9 together

Respond: to warning by pressing (enter) Y or N (enter)  
the entry will leave screen

Press: ESC  
ESC

Leaving the terminal? Be sure to log off.

## RECON (116) - DAILY INDIVIDUAL

Select: #91 from menu

When new menu appears –

Select: #116 from menu by pressing F10

Verify: the date shown is correct (enter) \*\*

Enter: Employee number of associate recon is being run for (enter)  
DONE

Y (enter)

Leaving the terminal? Be sure to log off after report processes.

**\*\*NOTE\*\*** Run a recon for a prior date by changing the date.

## RECON (116) - DAILY STORE

Select: #91 from menu

When new menu appears -

Select: #116 from menu

Verify: the date shown is correct DONE \*\*

Press: Y (enter)

Leaving the terminal? Be sure to log off after report processes.

**\*\*NOTE\*\*** Run a recon for a prior date by changing the date.

RECON (115) - MONITOR DISPLAY ONLY

Select: #91 from menu

When new menu appears -

Select: #115 from menu

Verify: the date shown is correct DONE

Press: Y (enter)

This will process a complete “recon” report; use the arrow keys to move up or down the report. You may print a portion of the screen by pressing the "PRINTSCREEN/SYS REQ" key.

**\*\*NOTE\*\*** Run a recon for an individual by entering their employee number.

Leaving the terminal? Be sure to log off after report processes.

## RECON (119) - MONTHLY

Select: #91 from menu  
When new menu appears -

Select: #119 from menu

Verify: the date shown is correct (enter) –or DONE (for store totals)

Leave: Daily Recon for Specific Person blank (enter) \*\*  
(enter)

Y (enter)

Leaving the terminal? Be sure to log off after report processes.

**\*\*NOTE\*\*** Run a recon for an individual by entering their employee number.

## RECEIPTS REGISTER (113) - CASE COUNT HELP

Select: #91 from menu  
When new menu appears -

Select: #113 from menu

Verify: Receipt date range is correct

Move: cursor by using arrows to "Specific Product Category)

Enter: Product category for the item you are researching (enter) \*\*  
DONE

Enter: Y for have you verified above options

Leaving the terminal? Be sure to log off after report processes.

\*\* NOTE \*\* If you are working with a case with multiple product categories you may enter more than category for each report.

RECEIPTS REGISTER (113) - PRIOR DATE

Select: #91 from menu  
When new menu appears -

Select: #113 from menu

Enter: Date desired in Receipt Date Range From: DDMMYY  
To: DDMMYY  
DONE

Y for have you verified above options

Leaving the terminal? Be sure to log off after report processes.

\*\* CAUTION \*\* be sure that both dates are the same when entered.

## RECEIPTS REGISTER (113) - RANGE OF DATES

Select: #91 from menu  
When new menu appears -

Select: #113 from menu

Enter: Starting date in Receipt Date Range From: MMDDYY

Last date after To: MMDDYY  
DONE

Enter: Y for have you verified above options

Leaving the terminal? Be sure to log off after report processes.

## RECEIPTS REGISTER (113) - SPIFF REPORT

This report is used for verifying the spiffs at the end of the month.

Select: #91 from menu  
When new menu appears –

Select: #113 from menu

Verify: Receipt date range is correct

Move: cursor by using arrows to "Specific Product Category"

Enter: 959 for spiff (enter)  
DONE

Enter: Y for have you verified above options

Leaving the terminal? Be sure to log off after report processes.

RECEIPTS REGISTER (113) – RETURNS ONLY

Select: #91 from menu

When new menu appears –

Select: #113 from menu

Enter: Starting date in Receipt Date Range From: MMDDYY  
Last date after To: MMDDYY

Move: cursor by using arrows to "Receipt Account Codes"

Enter: RM for returned merchandise (enter)  
DONE

Enter: Y for have you verified above options

Leaving the terminal? Be sure to log off after report processes.

## SALESPERSONS REPORT (109) - INDIVIDUAL

Select: #91 from menu

When new menu appears -

Select: #109 from menu

Verify: the date shown is correct (enter) \*\*

Enter: Employee # of associate report is being run for (enter)  
DONE

Enter: Y to have you verified above options?

Leaving the terminal? Be sure to log off after report processes.

\*\* NOTE \*\* This report may be processed for a series of dates by entering a starting and ending date at Receipt Date Range From: MMDDYY  
To: MMDDYY

SALESPERSONS REPORT (109) - INDIVIDUAL (TO  
REVIEW FOR SPIFFS)

Select: #91 from menu

When new menu appears -

Select: #109 from menu

Verify: receipt date range (enter) \*\*

Employee # of associate report is being run for at Salesperson  
ID Range From (enter)

Employee # of associate report is being run for at Salesperson  
ID Range To (enter)

Enter: N for Reports Totals Option (enter)  
Y for Report Sequence Option (enter)  
N for Print Gross Profit and Cost

Enter: Y to have you verified above options?

Leaving the terminal? Be sure to log off after report processes.

\*\* NOTE \*\* This report may be processed for a series of dates by entering a  
starting and ending date at Receipt Date Range From \_\_\_\_\_ to \_\_\_\_\_.

## SALESPERSONS REPORT (109) - STORE

Select: #91 from menu

When new menu appears -

Select: #109 from menu

Verify: the date shown is correct (enter) \*\*

Enter: Y to have you verified above options?

Leaving the terminal? Be sure to log off after report processes.

\*\* NOTE \*\* This report may be processed for a series of dates by entering a starting and ending date at Receipt Date Range From \_\_\_\_\_ to \_\_\_\_\_.

## SELECT NUD CUSTOMER - 112

Do not attempt to process this report without contacting a coordinator first.

Select: #91 from menu

When new menu appears -

Select: #112 from menu

Verify: Store range is correct (both from and to are your store)

Move: cursor by using arrows to Customer Balance Range From:  
0.00 (enter)

Customer Balance Range To: 0.00 (enter)

cursor by using arrows to Finance Term Codes Range From:  
R02 (enter)

cursor by using arrows to Print Summary Line per Customer: Y  
(enter)

cursor by using arrows to Last Payment Date Range To:  
MMDDYY  
(for the 1st of the month 2 years ago) (enter)

cursor by using arrows to Print in Account Number Sequence:  
Y (enter)

DONE

Leaving the terminal? Be sure to log off after report processes.

NOTE: All accounts listed on this report should have their Account Status changed to NUD, and Credit Limit set at 0.00.

All accounts "S" files should be pulled and boxed in numerical order.

Ship to SMC clearly marked S files to be stored.

## REPORTS FOR MAIL SUPPORT

Here you will find the directions and samples of screens for many common mailing situations.

- Be sure to carefully check the dates entered before starting one of these reports.
- Never try to run 2 reports at the same time.

You can check the table of contents for the location of a specific report.

## ANNIVERSARY/BIRTHDAY LIST

NOTE - The 132N will print the Birthdays and Anniversaries for the upcoming (next) month. The 132C report prints the current month.

Select: #91 from menu

When new menu appears -

Select: #132N OR 132C from menu

Enter: Y to have you verified above options?

Leaving the terminal? Be sure to log off after report processes.

DYK LIST – CSA APPROVAL CUSTOMERS (131C)

Select: #91 from menu

When new menu appears -

Select: #131C from menu

Enter: Y to have you verified above options?

Leaving the terminal? Be sure to log off after report processes.

DYK LIST - (131S)

Select: #91 from menu

When new menu appears -

Select: #131S from menu

Enter: Y to have you verified above options?

Leaving the terminal? Be sure to log off after report processes.

DYK LIST – HOT ZONE CUSTOMERS (131H)

Select: #91 from menu

When new menu appears -

Select: #131H from menu

Enter: Y to have you verified above options?

Leaving the terminal? Be sure to log off after report processes.

## WE MISS YOU LETTER

This is used with the Pre-printed letter available from SMC; the pad has a sample of the completed 112 screen on the reverse.

Allow plenty of time for this report to complete as it reviews every account in your store.

Select: #91 from menu

When new menu appears -

Select: #112 from menu

At Site Range From: XXX To: XXX

Enter: substitute your store number for both

Move: cursor to Delinquency Codes to be Printed

Z

Move: cursor to Cycle Codes to be Printed

Z

Verify: Print Summary Line per Customer is blank

Move: cursor to Last Charge Date Range From:

Enter: starting MMDDYY of the month that was 14 months ago (i.e. if today is August 4, you would enter the date of 6/1 of the prior year)

Verify: cursor is now at the To:

Enter: last date of the month used in the from field (i.e. in this example we would use 6/30 of the prior year)

Move: cursor to Last Payment Date Range From

Enter: starting MMDDYY of the current month, one year ago (i.e. in this example we would use 8/1 of the prior year)

Review: the screen that you have entered the information correctly

Enter: Y at have you verified the above options

Leaving the terminal? Be sure to log off after report processes.

## THANK YOU LETTER

This is used with the Pre-printed letter available from SMC; the pad has a sample of the completed 112 screen print on the reverse.

Allow plenty of time for this report to complete as it reviews every account in your store.

Select: #91 from menu  
When new menu appears –

Select: #112 from menu  
At Site Range From: XXX To: XXX  
Enter: substitute your store number for both

Move: cursor to Delinquency Codes to be Printed  
Enter: Z

Move: cursor to Cycle Codes to be Printed  
Enter: Z

Verify: Print Summary Line per Customer is blank

Move: cursor to Last Payment Date Range From  
Enter: starting MMDDYY of the month that was 4 months ago (i.e. if today is August 4, you would enter the date of 4/1 of the same year)

Verify: cursor is now at the To:  
Enter: last MMDDYY of the prior month (i.e. in this example we would use 7/31 of the same year)

Review: the screen that you have entered the information correctly

Enter: Y at have you verified the above options

Leaving the terminal? Be sure to escape & log off.

## OPEN ACCOUNTS - NO PURCHASE FOR 3 MONTHS

This is used with Pre-printed promotional letters available from SMC.

Allow plenty of time for this report to complete as it reviews every account in your store.

Select: #91 from menu  
When new menu appears –

Select: #112 from menu  
At Site Range From: XXX To: XXX  
Enter: substitute your store number for both

Move: cursor to Delinquency Codes to be Printed  
Enter: 01

Move: cursor to Customer Balance Range From  
Enter: \$.01

Move: cursor to Cycle Codes to be Reported  
Enter: A B C D E

Verify: Print Summary Line per Customer is blank (leave blank for addresses to print, Y for summary only)

Move: cursor to Last Payment Date Range To  
Enter: starting MMDDYY of the month that was 3 months ago (i.e. if today is August 4, you would enter the date of 5/1 of the same year)

Review: the screen that you have entered the information correctly

Enter: Y at have you verified the above options

Leaving the terminal? Be sure to escape & log off.

## OPEN ACCOUNTS - NO PURCHASE FOR 6 MONTHS

This is used with Pre-printed promotional letters available from SMC.

Allow plenty of time for this report to complete as it reviews every account in your store.

Select: #91 from menu  
When new menu appears –

Select: #112 from menu  
At Site Range From: XXX To: XXX  
Enter: substitute your store number for both

Move: cursor to Delinquency Codes to be Printed  
Enter: 01

Move: cursor to Customer Balance Range From  
Enter: \$.01

Move: cursor to Cycle Codes to be Reported  
Enter: A B C D E

Verify: Print Summary Line per Customer is blank (leave blank for addresses to print, Y for summary only)

Move: cursor to Last Payment Date Range To  
Enter: starting MMDDYY of the month that was 6 months ago (i.e. if today is August 4, you would enter the date of 2/1 of the same year)

Review: the screen that you have entered the information correctly

Enter: Y at have you verified the above options

Leaving the terminal? Be sure to escape & log off.

## OPEN ACCOUNTS - NO PURCHASE FOR 9 MONTHS

This is used with Pre-printed promotional letters available from SMC.

Allow plenty of time for this report to complete as it reviews every account in your store.

Select: #91 from menu  
When new menu appears –

Select: #112 from menu  
At Site Range From: XXX To: XXX  
Enter: substitute your store number for both

Move: cursor to Delinquency Codes to be Printed  
Enter: 01

Move: cursor to Customer Balance Range From  
Enter: \$.01

Move: cursor to Cycle Codes to be Reported  
Enter: A B C D E

Verify: Print Summary Line per Customer is blank (leave blank for addresses to print, Y for summary only)

Move: cursor to Last Payment Date Range To  
Enter: starting MMDDYY of the month that was 9 months ago (i.e. if today is December 4, you would enter the date of 3/1 of the same year)

Review: the screen that you have entered the information correctly

Enter: Y at have you verified the above options

Leaving the terminal? Be sure to escape & log off.

## OPEN ACCOUNTS - BALANCE LESS THAN \$100.00

This is used with Pre-printed promotional letters available from SMC.

Allow plenty of time for this report to complete as it reviews every account in your store.

Select: #91 from menu  
When new menu appears –

Select: #112 from menu  
At Site Range From: XXX To: XXX  
Enter: substitute your store number for both

Move: cursor to Delinquency Codes to be Printed  
Enter: 01

Move: cursor to Customer Balance Range From  
Enter: \$.01

Move: cursor to Customer Balance Range To  
Enter: \$100.00

Move: cursor to Finance Tem Codes Range From  
Enter: R02

Move: cursor to Cycle Codes to be Reported  
Enter: A B C D E

Verify: Print Summary Line per Customer is blank (leave blank for addresses to print, Y for summary only)

Review: the screen that you have entered the information correctly

Enter: Y at have you verified the above options

Leaving the terminal? Be sure to escape & log off.

## OPEN ACCOUNTS - BALANCE LESS THAN \$200.00

This is used with Pre-printed promotional letters available from SMC.

Allow plenty of time for this report to complete as it reviews every account in your store.

Select: #91 from menu  
When new menu appears –

Select: #112 from menu  
At Site Range From: XXX To: XXX  
Enter: substitute your store number for both

Move: cursor to Delinquency Codes to be Printed  
Enter: 01

Move: cursor to Customer Balance Range From  
Enter: \$.01

Move: cursor to Customer Balance Range To  
Enter: \$200.00

Move: cursor to Finance Tem Codes Range From  
Enter: R02

Move: cursor to Cycle Codes to be Reported  
Enter: A B C D E

Verify: Print Summary Line per Customer is blank (leave blank for addresses to print, Y for summary only)

Review: the screen that you have entered the information correctly

Enter: Y at have you verified the above options

Leaving the terminal? Be sure to escape & log off.

## OPEN ACCOUNTS - BALANCE LESS THAN \$300.00

This is used with Pre-printed promotional letters available from SMC.

Allow plenty of time for this report to complete as it reviews every account in your store.

Select: #91 from menu  
When new menu appears –

Select: #112 from menu  
At Site Range From: XXX To: XXX  
Enter: substitute your store number for both

Move: cursor to Delinquency Codes to be Printed  
Enter: 01

Move: cursor to Customer Balance Range From  
Enter: \$.01

Move: cursor to Customer Balance Range To  
Enter: \$300.00

Move: cursor to Finance Tem Codes Range From  
Enter: R02

Move: cursor to Cycle Codes to be Reported  
Enter: A B C D E

Verify: Print Summary Line per Customer is blank (leave blank for addresses to print, Y for summary only)

Review: the screen that you have entered the information correctly

Enter: Y at have you verified the above options

Leaving the terminal? Be sure to escape & log off.

## CLOSED ACCOUNTS - PAID OFF WITHIN 1 MONTH

This is used with Pre-printed promotional letters available from SMC.

Allow plenty of time for this report to complete as it reviews every account in your store.

Select: #91 from menu  
When new menu appears –

Select: #112 from menu  
At Site Range From: XXX To: XXX  
Enter: substitute your store number for both

Move: cursor to Delinquency Codes to be Printed  
Enter: 0 Z

Move: cursor to Customer Balance Range From To  
Enter: \$.01 for both

Move: cursor to Finance Tem Codes Range From  
Enter: R02

Verify: Print Summary Line per Customer is blank (leave blank for addresses to print, Y for summary only)

Move: cursor to Last Payment Date From  
Enter: starting MMDDYY of the prior month (i.e. if today is May 4, you would enter the date of 4/1 of the same year)

Review: the screen that you have entered the information correctly

Enter: Y at have you verified the above options

Leaving the terminal? Be sure to escape & log off.

## CLOSED ACCOUNTS - PAID OFF WITHIN 3 MONTHS

This is used with Pre-printed promotional letters available from SMC.

Allow plenty of time for this report to complete as it reviews every account in your store.

Select: #91 from menu  
When new menu appears –

Select: #112 from menu  
At Site Range From: XXX To: XXX  
Enter: substitute your store number for both

Move: cursor to Delinquency Codes to be Printed  
Enter: 0 Z

Move: cursor to Customer Balance Range From To  
Enter: \$.01 for both

Move: cursor to Finance Tem Codes Range From  
Enter: R02

Verify: Print Summary Line per Customer is blank (leave blank for addresses to print, Y for summary only)

Move: cursor to Last Payment Date From  
Enter: starting MMDDYY of the prior month (i.e. if today is May 4, you would enter the date of 2/1 of the same year)

Review: the screen that you have entered the information correctly

Enter: Y at have you verified the above options

Leaving the terminal? Be sure to escape & log off.

## CLOSED ACCOUNTS - PAID OFF WITHIN 6 MONTHS

This is used with Pre-printed promotional letters available from SMC.

Allow plenty of time for this report to complete as it reviews every account in your store.

Select: #91 from menu  
When new menu appears –

Select: #112 from menu  
At Site Range From: XXX To: XXX  
Enter: substitute your store number for both

Move: cursor to Delinquency Codes to be Printed  
Enter: 0 Z

Move: cursor to Customer Balance Range From To  
Enter: \$.01 for both

Move: cursor to Finance Tem Codes Range From  
Enter: R02

Verify: Print Summary Line per Customer is blank (leave blank for addresses to print, Y for summary only)

Move: cursor to Last Payment Date From  
Enter: starting MMDDYY of the prior month (i.e. if today is May 4, you would enter the date of 12/1 of the prior year)

Review: the screen that you have entered the information correctly

Enter: Y at have you verified the above options

Leaving the terminal? Be sure to escape & log off.

SPECIAL SALE LIST – ALL ACCOUNTS SPECIFIC  
CYCLE WITH NO PURCHASE FOR 30 DAYS

This is used with Pre-printed promotional letters available from SMC.

Allow plenty of time for this report to complete as it reviews every account in your store. This can create a very long list be sure to allow printing time, and verify your screen set up before pressing done.

Select: #91 from menu  
When new menu appears –

Select: #112 from menu  
At Site Range From: XXX To: XXX  
Enter: substitute your store number for both

Move: cursor to Delinquency Codes to be Printed  
Enter: 0 1 Z

Move: cursor to Cycle Codes to be Reported  
Enter: A B (or the cycle you wish to review)

Move: cursor to Last Charge Date Range To  
Enter: starting MMDDYY of the month that was 1 months ago (i.e. if today is August 4, you would enter the date of 7/1 of the same year)

Verify: Print Summary Line per Customer is blank (leave blank for addresses to print, Y for summary only)

Review: the screen that you have entered the information correctly

Enter: Y at have you verified the above options

Leaving the terminal? Be sure to escape & log off.

## GLOSSARY

This glossary designed is to help all associates better understand the components of the POS system in their store. POS is short for Point of Sale, and is how we refer to the computer equipment in all of the stores.

### EQUIPMENT -

#### CURSOR

Small flashing marker on the monitor indicates where your data entry will show on the screen.

#### KEYBOARD

Set up like a typewriter, used to "key in" entries to the POS system. You'll find keys for letters, numbers and functions. Additionally, on the right side of the keyboard, there is a 10 key - pad where numbers can be entered.

#### MODEM

Not used. May be found in very limited # of locations. A small component, allows your POS to communicate with the main office via phone lines. If installed in your store the POWER, SPEED & ANSWER lights are on. Modem may occasionally make telephone like noises, indicating it is in use. Unless specifically instructed DO NOT touch this component.

#### ROUTER

Component in the store located near the POS which allows the POS system, FAX & AME to use DSL lines to communicate with SMC for Credit approvals, F-8 reports from other Daniel's locations, items processed each evening, & other tasks.

#### SWITCH

The component on the POS counter which connects the various items to each other (server, workstation, router, roll printer, and in some locations the AME music and FAX machines.

#### ROLL PRINTER

A small printer that receives "FAX" back Credit approvals from SMC

Cont. on following page

## MONITOR/VIDEO

TV like component displays your project screens, and your data entry.

## POWER SUPPLY

This is a battery used to supply emergency power to the server in case of an electrical problem. It has a limited use time. Will beep when power has been interrupted. Normally will have the label APC.

## PRINTER

Component that prints your receipts and reports. Normally, the SEL, POWER, HSD & 12 will be displayed on the front. The pitch is controlled by the document being printed, and the printer will automatically select the correct pitch to be used for receipts, reports, etc.

## SERVER

The "heart" of the POS system. It contains the hard drive(s) & tape drive. All other POS components are connected to the server, and none of these components will work when the server is "down" or not working.

## TAPES

All non-WAN store has a series tapes that are kept in the safe. A special "End of Month" tape set is provided from SMC each month for a save, and is returned to SMC on the first truck.

## WORKSTATION

Works as an extension of the server to provide additional work area(s). All information entered at the workstation is fed to the server via a cable.

## KEYBOARD FUNCTIONS/SELECTIONS

NOTE: Not all keys are described. Many of these are multiple use keys.

### ALT/F10

Allows you to choose items from your menu by number. Often referred to as "Spurn" at the menu.

### ARROWS

Allows you to move the cursor up, down, right or left. Most often used at the menu to select transactions.

Cont. on following page

## DONE (+)

The key in the 10 keypad marked with the + sign. This key signals the POS system that you are done with the screen, and want to move on to the next one. At the end of each transaction, you press done to print the receipt.

## ENTER

There are two enter keys on the keyboard. One is located in the letter area, and the second is located at the 10 keypad. Both are marked "enter" and work identically. They are used to complete the entry of a field. If the field is the last one of the screen, enter key works like the done key to signal the POS system that you are done with the screen.

## ESC

Escape, key used to back up one screen. When a transaction is completed "escape" back to your menu to log off.

## F1

Help. Most screens of the POS have on screen assistance built in. By pressing the F1 key, you will get a display of all available options, or a short list with additional options available by pressing F10.

## F8

From the customer account screen F8 will allow you to print an information report of the customers account for credit approval or update.  
From the log on screen F8 takes you out of the project.

## F9

Update. Allows edits or change of information on an already completed screen, by bringing the cursor into the screen.

## F10

Select. Used to bring highlighted items into the screen currently displayed. Ex. from your menu, you can use the arrow keys to highlight the selection you want, press F10 to select.

## NUM LOCK

On 10-key portion of the keyboard, num lock sets keys to act as numbers. Light indicates Num Lock is on.

Cont. on following page  
PROCESSING TERMS

**ENTER PROJECT ID**

On screen message asking you to identify the name of your store project. In the stores the only project available is the one for that store.

**FIELD**

Small section within a screen. (Examples: Customer's Name, Address, Credit Rating and Credit Limit are all fields).

**SAVE**

Back up of system used to regularly record all information from the POS system onto to a series of tapes. This save records all information since the inception of POS in the store. See instructions starting on page 18.

**LOG IN**

Process of entering your employee number and password to gain access to the store transaction menu.

**LOG OUT**

When you have exited from a transaction and selected F10 (log off) from your menu you have logged off. To log out of project press F8 from log in screen. Will now display "ENTER PROJECT ID". Your store project is still logged on when you are at the login screen.

**PASSWORD**

An employee's personal code used to gain access to their menus on the POS system. You can change your password at any time using #480 from menu.

**POWER DOWN**

Process of carefully turning the POS system off, used when there is a known power problem (i.e. mall is turning off the power overnight) or unexpected power outage occurs. The server is rarely powered down, AND should only be done when instructed by your coordinator, Art or Dean.

**POWER UP**

Process of turning the POS system on, after the power is restored. When you power up you will have the SMC master menu displayed.

Cont. on following page

### PROCESSING LOG

Log used for recording the save is completed each evening, person who processed the save, and the times the save was started and completed.

### PROJECT

Each store has an individual project where customer and store date is processed. On the POS system, you access your store project by typing "JEMSXXX" (use your store # in place of the XXX), when "ENTER PROJECT ID" is displayed on the screen.

### RE-INITIALIZE JOURNAL

Process of deleting the existing journal and starting a new one. This is done only after a SUCCESSFUL SAVE has been completed. (EX %JINIT) is included in instructions starting on page 18.

### SCREECH OR SNAP

Indication of a malfunction in the POS system. Refer to procedures pages 14-15 in this manual for directions if your store has a screech or snap.

### SCREEN

Each stores project is made up of many screens, with areas that need to be completed. (Some examples: Log on screen, Menu, Customer Record, Credit reference, etc.),

### SELECT

Items can be "selected" from a menu or list by pressing the F10 key with the item highlighted (yellow bar covers it).

### SERVER COMMANDS

A special screen where commands can be entered. The server commands screen can be recognized by the "-->" which is displayed when enter is pressed.

### SMC MASTER MENU

Limited menu appears after a power up or shut. Allows you access to the project, screens used at opening and closing, and the power down switch.

### TRANS TYPE

A prompt by the system for information. A series of two and three letter "trans types" allow for quickly entering information into the POS system.

Common "trans types" will be listed on the following page.

## COMMON TRANSACTION CODES, TENDER TYPES & SKU'S

S.... SELL AND DELIVER

SC.. SELL – CUSTOMIZED PIECE

SE.. SELL – EXCHANGE ONLY (Regional or District Manager approval required)

SF.. SELL – FINAL

SW. SELL – WATCH (used for all watch purchases)

AT... AMOUNT TENDERED

RS... REVERSE SELL AND DELIVER

RAT. REVERSE AMOUNT TENDERED

TI... TRADE IN

RSN. NON MERCHANDISE RETURN (i.e. Registry, Repair)

AD... AMOUNT DEPOSITED

RAD..REVERSE AMOUNT DEPOSITED

C.... CASH

DC... DEBIT CARD

CK... CHECK

MV... MASTERCARD OR VISA

RC... REQUEST FOR CHECK

D.... DISCOVER

JE... JEWELRY EXPRESS/JEWELRY ACCENTS

AE... AMERICAN EXPRESS

Cont. on following page

7200...REGISTRY SKU

7060...STORE TO STORE BALANCE TRANSFER OUT/IN

8000...JEWELRY REPAIR SKU

8090...WATCH REPAIR SKU

8030...GIFT CERTIFICATE

**\*\*NOTE\*\*** any item (including free gifts) that leaves the store must be accounted for (sell, no charge gift, transfer, etc.).

SPECIAL ORDERS

GENERIC TRADE IN

19800002    DIAMOND    19700004

29800000    WATCHES    29700002

39800008    RINGS    39700000

49800006    14K GOLD    49700008

ITEMS NOT IN POS

Use the first 3 digits of the SMC assigned SKU # followed by 80000 to indicate a SKU that will not work in POS (remember, you must complete the recording form shown on the example on page 174)

DIAMOND EXTRAVAGANZA SKU'S -

Special SKU's are used with the Extravaganza event items, be sure to carefully record the SKU.

SAMPLE OF 8000 SKU FORM

DANIEL'S  
POS  
MANUAL  
  
FALL  
2007  
REVISION

## START OF DAY PROCEDURES NEO-WARE STORES

Each morning, the following procedures are completed on the POS system before the store is opened for the day.

1. The main workstation should be running from the night before with A BLANK SCREEN displayed. Press enter twice to display ENTER PROJECT ID. If the server is not operating or if anything else is displayed on the server, DO NO PROCEED without talking to an office coordinator or SMC.
2. All workstation(s) should be resting at the night closing prompt.
3. The server displays the ENTER PROJECT ID, type JEMSXXX (enter), (insert your store number for the XXX).
4. If workstation(s) are resting press enter.

Now the workstation(s) and the server will display the same log-on screen.

STORE NUMBER	Enter your <u>store number</u> .
PROCESSING DATE	<u>Enter or accept today's date</u> . You may NOT enter a previous or future date.
YOUR ID	Enter your <u>salesperson number</u> .
PASSWORD	Enter your <u>password</u> .

The system may give you some warning messages (ex. previous day not transmitted), READ THEM CAREFULLY. If the messages are WARNings only, you can continue, press `Y' <enter> to continue. If there are ERRors reported, or if you have any questions call an Office Coordinator for assistance.

## END OF DAY PROCEDURE W NEO-WARE STORES

### GET READY –

These procedures are to be completed at the end of the processing day. *All transactions for the day must be entered, including the bank deposit entry.* Only the reports (115 or 116) necessary to balance the day's work should be run. The SMC office and Store file copies for the daily recon (116), receipts register (113) & salesperson report (109) will be run automatically.

1. At workstation, press ESC to log-off. Press F8 (QUIT) to ENTER PROJECT ID and press ESC.
2. At main workstation, log on to your menu, verify that you are at the correct date.
3. Spurn at the menu (ALT-F10), (or press the done key 2 times) and type EOD (enter) to begin the end of day processing functions.
4. Type Y DONE and the end of day processing will begin to run. This process will complete overnight. The end of day processing steps know what day of the month it is and knows to run the proper calc and roll function, month-end reports and nightly reports. Be certain that the paper in the printer will feed forward properly and that there is enough paper in the printer to complete the nightly reporting process. The store's copy of the Daily Recon, Receipts Register & Salespersons report will be printed, automatically, overnight.

ALL ACCOUNTS WITH A OR B RATING – THREE  
MONTH PERIOD – OTB GREATER THAN \$75.00

This is used with Pre-printed promotional letters available from SMC.

Allow plenty of time for this report to complete as it reviews every account in your store.

Select: #91 from menu  
When new menu appears –

Select: #112 from menu  
At Site Range From: XXX To: XXX  
Enter: substitute your store number for both

Move: cursor to Delinquency Codes to be Printed  
Enter: 0 1 Z

Move: cursor to Open To Buy Range To  
Enter: \$75.00

Move: cursor to Cycle Codes to be Reported  
Enter: A

Move: cursor to Cust Acct Status Codes to be Reported  
Enter: a?? a?? a/?? Use a group of 3 months

Verify: Print Summary Line per Customer is blank (leave blank for addresses to print, Y for summary only)

Review: the screen that you have entered the information correctly

Enter: Y at have you verified the above options

Leaving the terminal? Be sure to escape & log off.