Philadelphia Eagles
Merchandise POS Manual
Rookies and Veterans

Table of Contents

Login Procedures (Supervisor):

1. In the event that a machine is powered down, power on the machine from the CPU.
2. A general network login screen will appear:

> UserID: user+location+register number (i.e. userproshopa, usertentb, user121c)
> Password: Merch01

Passwords are case sensitive. The password will be changed annually to reflect the year in the format detailed above.

Point-of-Sale Login:

1. The Point-of-Sale interface represents a single icon located on the Windows Desktop. Highlight this icon and press ENTER.

2. The Point-of-Sale Login Screen appears. User IDs have been pre-set by the Philadelphia Eagles as your first name and your last initial. Your password when logging in is the last 4 digits of your Social Security Number. **If your userID is in a different format from what is shown below you will be informed by management.** You may change your password at any time by hitting the 'Change Password' button.

> **UserID:** johns
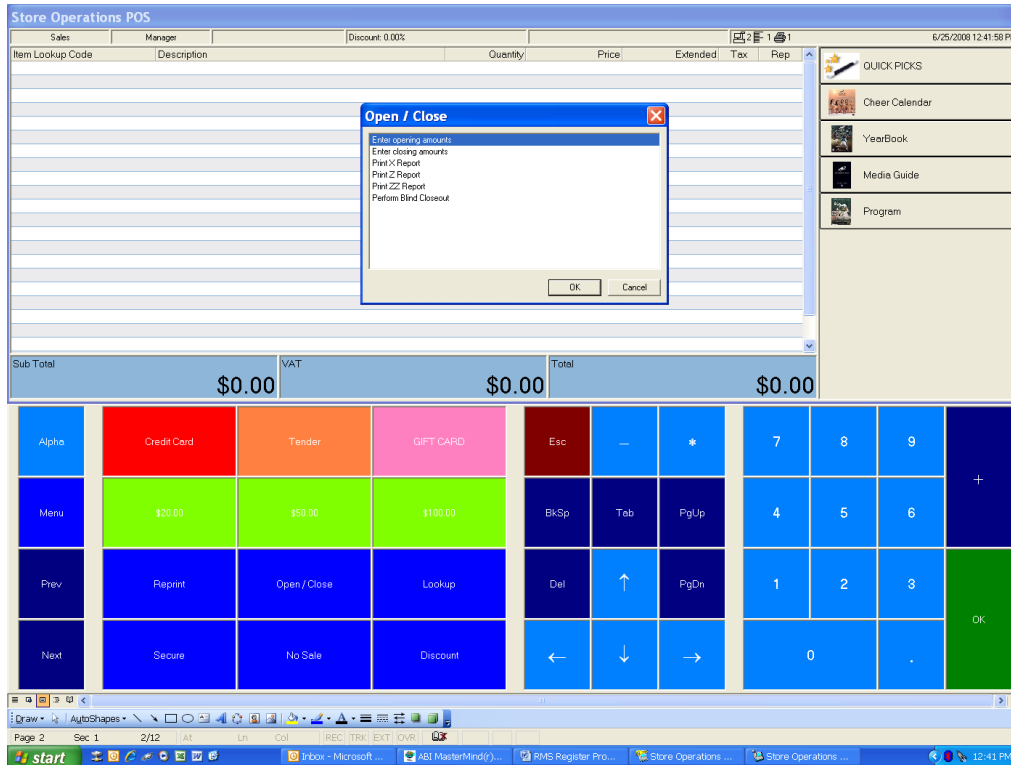> **Password:** 1234

3. To logout of the POS system hit the "secure" button located on the bottom left of the screen
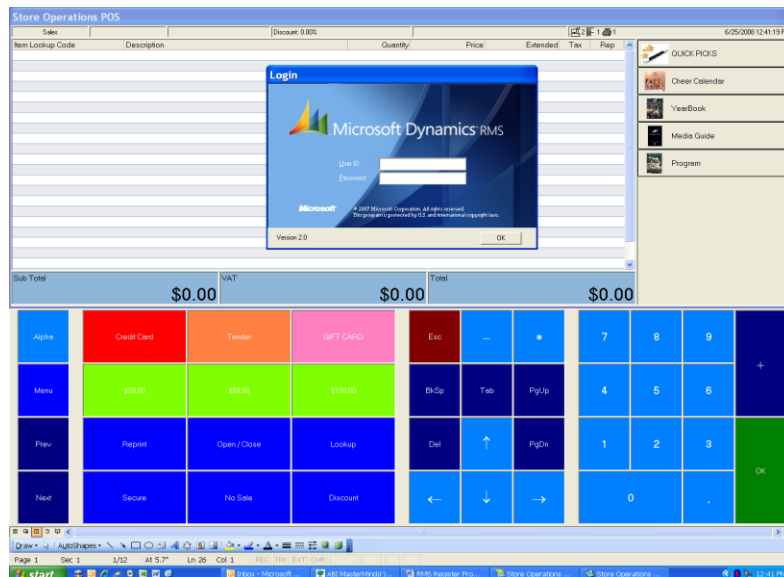
Opening Routine

To open your register, you must first enter your opening cash amounts.

1. Select the **'Open/Close'** Button from the Main Menu.

2. Select **'Enter Opening Amounts'** and Touch **'OK.'**
3. To enter your cash amounts, Select **'Calculator.'** Enter the total (physical) quantity of each monetary unit.
4. Touch **'OK'** to see your Opening Balance entered. Touch **'OK'** again to exit to the sales screen.
5. You are now ready to process sales transactions.

Sales

To enter a sale, please use the following procedures as a guide:

1. Enter items using any one of the following ways:

Input Method	Description
Barcode Scan	Use the scanner to input barcode information. The barcode can be scanned at any angle. You will find the scanner works best about 6 inches from the barcode.
Item Lookup	Select the Lookup button on the bottom of the screen. From here you can search for an item using any of the available parameters.
Manual Entry	Type the item number exactly as it appears on the tag and press enter for it to be accepted into the system.
Quickpick	The Quick Pick Menu is located on the right side of the POS screen. These "quickpick" buttons help to define smaller items that cannot be bar-coded, or specialty items that may only be in stock for an event.
Custom Buttons	Custom Buttons will also be located on the right side of your screen in the form of a Quickpick button. These keys are pre-programmed for items that you will sell frequently, such as Yearbooks, and Game Day Programs. If there is a special promotional item or coupon, you may also find that here. Check with your supervisor for any current promotions.

2. Each item entered will show on the sales screen as you enter them. If a guest is purchasing more than one of an item, you can adjust the quantity one of two ways:
   a. Scan the item, touch the quantity field, and enter the total quantity being purchased.
   When you are ready to scan the next item press the "enter" or "tab" keys to move to a clear field.
3. The **Delete** button on your screen or keyboard will erase an item that was accidentally entered. The **space bar will also delete an item.** Highlight the item(s) you wish to delete and hit enter or press the space bar. You can use your on-screen keyboard to perform any of these functions as well.
4. If you need to delete an entire transaction, prior to processing a payment, hit the **'ESC'** key on your keyboard or touch screen.
5. The customer will be able to see the price of each item as you scan them, as well as the transaction total once you hit the **'Tender'** button on the LCD located on the front of the machine. Regardless of this, always be sure to verbally announce the total to the customer.
6. To enter payment, touch the appropriate tender type from the bottom of the sales screen, or tap the **'Tender'** button:

Cash Sale – Enter the amount tendered for the sale using the numeric keys and press 'OK' or push one of the preset denominations ($20, $50, or $100). You can also touch the '+' button after touching 'Tender' if the customer is giving you exact change. Always keep the customer's original tender outside the register until change has been given. This will help prevent disputes about incorrect denominations of change. The change you need to give to the customer will show on the main screen for your review.

Please note that if you accidently enter a tender amount for cash that it will remain in the tender window until you physically delete it. To delete the cash amount, highlight the field by touching the screen on the cash amount and press delete. Doing this will eliminate any accidental cash shortages.

Credit Card – We will accept VISA, MasterCard, American Express, and Discover. Always ask the customer for identification along with the card if it is not signed or legible. Touch 'Credit' on the screen, or **'Tender'** and then highlight the credit field and enter the amount to be charged to the card and hit 'ok' Swipe the card through the slot on the right side of the monitor. The magnetic strip should be facing to the right. Wait for approval. Two receipts will print– please retain the signed copy. If the card is declined, try the card again; otherwise ask for another form of payment.

If a customer has used the same card for the same amount during another transaction, a popup box will appear that reads "You are attempting to duplicate a transaction! If you tried this transaction earlier and received a decline or error you should select (yes). If this is a new transaction using the same credit card and amount, you should select (no) and retry with the "force duplicates" box checked".

Certificates

- *Traveler's Check* – Touch 'Traveler's Checks' under Tender type to use this form of payment. Make payable to the Philadelphia Eagles. Verify the signature at the time of the sale. Enter under Traveler's Checks. Give change in cash to the customer and deposit the check into the slot on the cash drawer.

- *Other Certficates*- Sales promotions such as $10 off when you spend $100 for Season Ticket Holders will be scanned using the barcode on the coupon prior to processing final payment in the item field.

Philadelphia Eagles Gift Cards – Select the gift card tender type button to redeem the gift card, or enter the amount in the **Eagles Gift card** field in the tender screen. A window will appear, swipe the gift card in the same manner as you would a credit card and enter the four digit pin located on the back of the card, then hit ok. No cash should be given for the remainder of a gift card. To activate a gift card, scan the gift card as you would a normal item, finish ringing their sale and process it as normal. A popup will appear, scan the gift card to activate it.
- The first step in accepting Gift Card payments is to check the balance of the gift card, touch the "**Check Balance**" button on the right side of the sales screen. Swipe the card and enter the PIN to obtain the balance.

Scenerio 1: The Gift Card is more than the sale (e.g $25.00 gift card $5.00 Sale)
1. Follow normal procedures on ringing in a sale and select the Tender Button.
2. Enter the amount of the sale in the Gift Card Field. (Do Not Enter the amount of the Gift Card) Click OK.
3. A popup window will appear for you to scan the Gift Card. (Note, if the gift card does not scan, you can enter the gift card number)
4. Scan the gift card and continue the normal process to complete the transaction.
5. A window that tells you the remaining balance of the gift card will appear.

Scenerio 2: The Gift Card is the exact amount of the sale (e.g $25.00 gift card, $25.00 Sale)
1. Follow normal procedures on ringing in a sale and select the Tender Button.
2. Enter the amount of the sale in the Gift Card Field. Click OK.
3. A popup window will appear for you to scan the gift card. (Note, if the gift card does not scan, you can enter the gift card number)
4. Scan the gift card and continue the normal process to complete the transaction.
5. A window that tells you the remaining balance of the gift card will appear.

Scenerio 3: The Gift Card is less than the amount of the sale (e.g $25.00 gift card, $30.00 Sale)
1. Follow normal procedures on ringing in a sale and select the Tender Button.
2. Enter the amount of the Gift Card in the Gift Card Field. And the remaining balance should be entered in customers preferred payment field.
3. A popup window will appear for you to scan the gift card. (Note, if the gift card does not scan, you can enter the gift card number). If the customer is using a credit card as the other tender then the Credit Card window will come up first, then the Gift Card window.
4. Scan the gift card and continue the normal process to complete the transaction.
5. A window that tells you the remaining balance of the gift card will appear.

Scenerio 4: Using multiple Gift Cards on one transaction
1. Follow normal procedures on ringing in a sale and select the Tender Button.
2. If the customer has two gift cards to use, enter the amount of the first gift card in the Gift Card field. Then hit the down arrow to add an additional gift card field, and enter the amount for the second gift card and Click OK.
3. A popup window will appear for you to scan the gift cards. (Note, if the gift card does not scan, you can enter the ticket number).
4. Scan the gift cards and continue the normal process to complete the transaction.
5. A window that tells you the remaining balance of the gift card will appear.

Loaded Ticket

A 'Loaded' ticket is a ticket that has monetary value added at the time of purchased that guests can use to buy merchandise or concession items. To process a 'Loaded' ticket, follow the steps below:

To check the balance of a "Loaded Ticket" hit the check balance button on the right side of the screen and scan the ticket.

Scenerio 1: The Loaded Ticket is more than the sale (e.g $25.00 loaded ticket $5.00 Sale)
1. Follow normal procedures on ringing in a sale and select the Tender Button.
2. Enter the amount of the sale in the Loaded Ticket Field. (Do Not Enter the amount of the Loaded Ticket) Click OK.
3. A popup window will appear for you to scan the Loaded Ticket. Scan the loaded ticket and continue the normal process to complete the transaction.
4. A window that tells you the remaining balance of the gift card will appear.

Scenerio 2: The Loaded Ticket is the exact amount of the sale (e.g $25.00 loaded ticket, $25.00 Sale)
1. Follow normal procedures on ringing in a sale and select the Tender Button.
2. Enter the amount of the sale in the Loaded Ticket Field. Click OK.
3. A popup window will appear for you to scan the ticket.
4. Scan the loaded ticket and continue the normal process to complete the transaction.
5. A window that tells you the remaining balance of the loaded ticket will appear.

Scenerio 3: The Loaded Ticket is less than the amount of the sale (e.g $25.00 loaded ticket, $30.00 Sale)
1. Follow normal procedures on ringing in a sale and select the Tender Button.
2. Enter the amount of the Loaded Ticket in the Loaded Ticket Field. And the remaining balance should be entered in customers preferred payment field.
3. A popup window will appear for you to scan the ticket. If the customer is using a credit card as the other tender then the Credit Card window will come up first, then the Loaded Ticket window.
4. Scan the loaded ticket and continue the normal process to complete the transaction.
5. A window that tells you the remaining balance of the loaded ticket will appear.

Scenerio 4: Using multiple Loaded Tickets on one transaction
1. Follow normal procedures on ringing in a sale and select the Tender Button.
2. If the customer has two loaded tickets to use, enter the amount of the first loaded ticket in the Loaded Ticket field. Then hit the down arrow to add an additional loaded ticket field, and enter the amount for the second loaded ticket and Click OK.
3. A popup window will appear for you to scan the loaded tickets.
4. Scan the loaded tickets and continue the normal process to complete the transaction.
5. A window that tells you the remaining balance of the loaded ticket will appear. Then you will get another window that tells you the remaining balance of the tickets.

Multiple Tender Types

A customer can use as many forms of payment they wish during a transaction, follow the steps below to complete the sale.

1. Ring the sale as normal and Touch the **'Tender'** key.

2. Enter the amount being paid for each tender type. For example, if the sale is for $70 and they are paying with $25 cash and the remaining balance on VISA, enter $25 in the cash field and $45 in the Credit field.

3. The credit card transaction will process first and following approval the drawer will pop for the cash deposit.
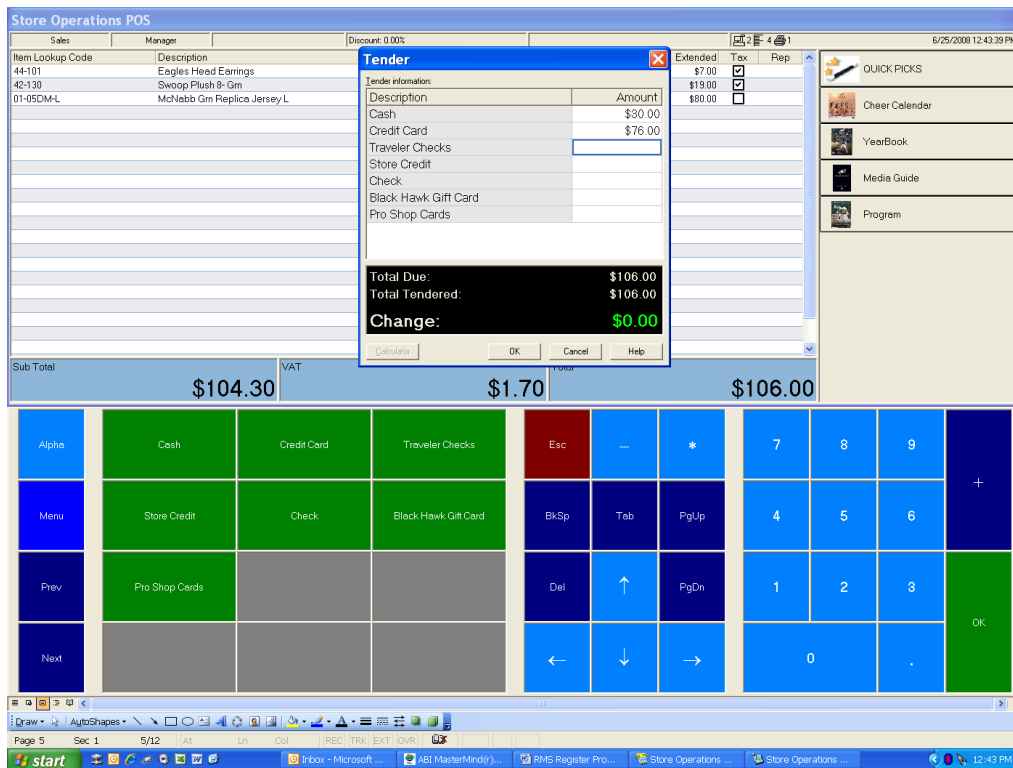
Quickpicks

The Quickpick function is important for non-Eagles events where merchandise will be sold on consignment. When items are not tagged with a bar-code, they will be available as quickpick keys.

1. The "quickpick" menu can be accessed via the Quickpick Button on the right side of the sales screen.
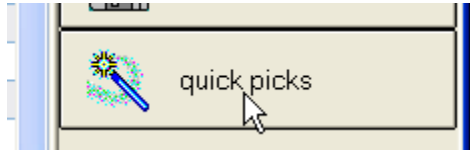
2. Tap the item(s) to be purchased using the menu icons.

    3. Press the ESC key twice to exit out of the Quickpicks menu and return to the sales screen once all items have been selected.

Discounts (Cashier Only)

There is one type of discount hat you can perform without assistance from your supervisor; season ticket holder coupon.

1. Ring up the sale to be discounted.

2. Scan the barcode on the back of the coupon; remember to return the season ticket holder coupon.

3. Complete the transaction like normal.

Drawer Reconcile (X and Z Reports)

At the end of an event, the cashier must first enter closing amounts and run an X report to count out their cash.   A supervisor must then login to complete the drawer reconciliation process (print Z report).

Cashiers:

1. Select '**Open/Close**' from the main menu. Select '**Print X Report**' and Touch 'OK." This report will show each of your tender totals. Think of it as your report card.

2. Select '**Open/Close**' from the main menu again. Select '**Enter closing amounts**' and touch 'OK'.

3. To enter your closing cash amounts, select 'Calculator.' Enter the total physical quantity of each monetary unit. Touch 'Ok' when finished.
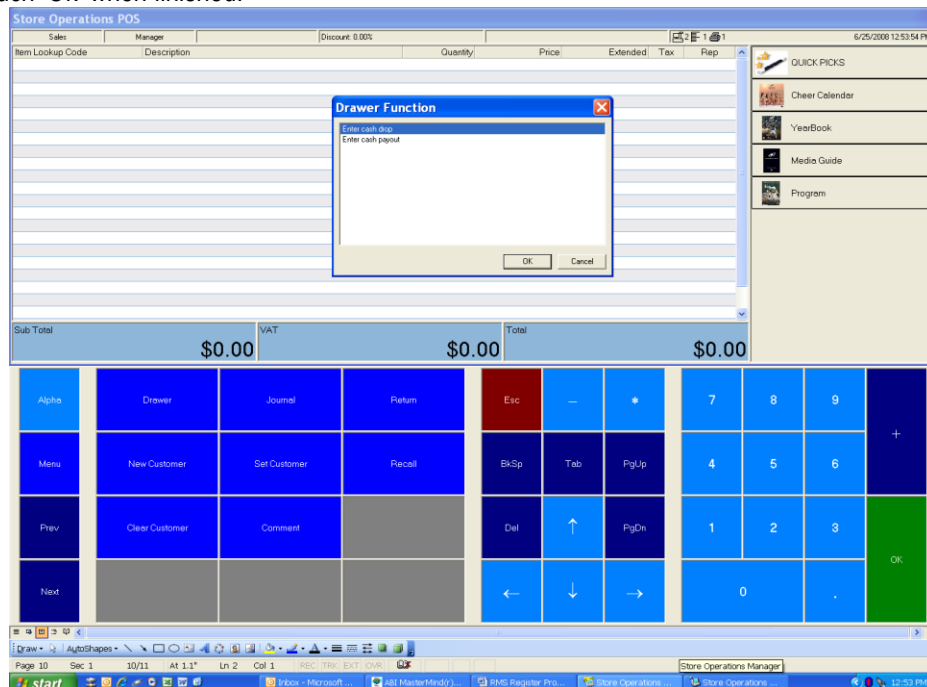
4. Enter your total sales amounts for your other Tender types using the X report. Enter your total Credit card, Gift Card, Loaded Ticket and Traveler's Check Sales. You do not need to add them up manually, simply enter the total from the X report. Touch 'OK' when finished.

5. You will be back in the POS screen. Touch the '**Open/Close**' button on the main menu again. This time select '**Print X report**' and touch 'OK'.

6. If your over/short amount is $0, you are ready to proceed. If your cash balance is off, you will need to re-count your cash by repeating steps 2-4. When you go back into 'Enter Closing Amounts,' you will be asked if you wish to over-write your current counts. Select yes to enter new counts.

7. When you are satisfied with the final number, notify your supervisor that you are ready to reconcile and await their assistance.

Other Useful Information

No Sale

This button opens the cash drawer. This can be used for several reasons, some of which include:

- Making a cash deposit during the event
- Providing another register with a cash transfer
- Making change for a customer
- As the first step in the drawer reconciliation process

No sales should be avoided and only done when absolutely necessary. Upon performing a no sale, you will be required to enter a reason code for doing so. These reason codes will be monitored by management.

Receipts

Reprint

A receipt may be reprinted if the printer malfunctions. Touch the 'Reprint' button on the main menu to reprint the most recent transaction, select either printer 1 or 2 based on your location. To lookup and print an older sale's receipt, touch the 'Journal' key on the main menu. To lookup a transaction touch the 'Lookup' key. Once the desired receipt is located, touch 'Print' in the lower left corner of the journal window. The most recent transaction will first display the GIFT RECEIPT.

Gift Receipts

To print a gift receipt, hit the journal button. This will display the most recent transactions gift receipt. To scroll between gift receipts and normal receipts use the Pg Up and Pg Dn keys. To jump to a transaction, touch the 'Lookup' key.

Returning to the Main Menu

If you find yourself on this screen below, hit the custom button to return to the main menu.
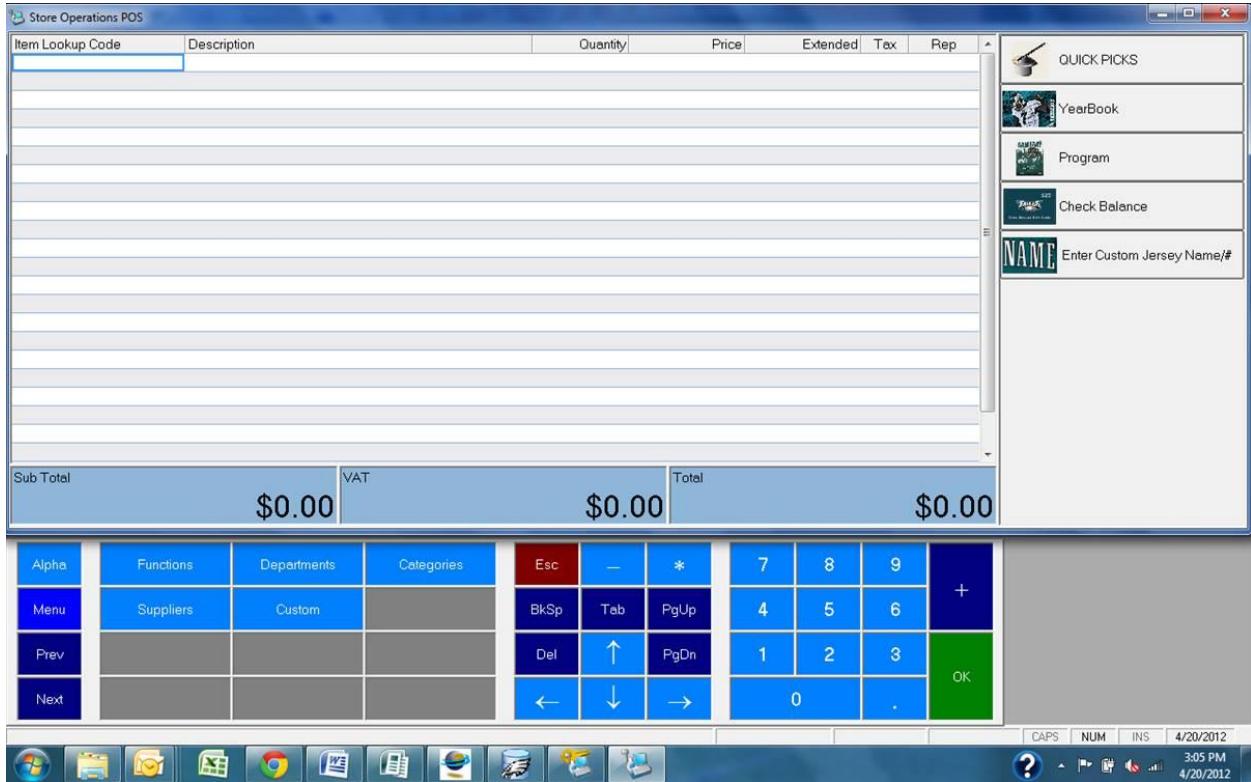
Exiting POS

From the POS screen, the ESC key will close subsequent windows until completely logging you out of the Point-of-Sale terminal. **NEVER COMPLETELY SHUTDOWN THE (A) MACHINE.**