Your interaction with the customer at the point of sale has a great impact on the customer. Customers remember how they’re treated and whether their needs are met. MegaMax staff must consistently maintain standards of accuracy and efficiency when processing transactions at the point of sale. Use the following guidelines to maintain these standards.

1. **Mode of Sale**

The Mode of Sale is the procedure to follow when processing point of sale transactions at MegaMax.

**Welcome the customer**

- Greet the customer
- Give the customer your full attention
- Listen carefully and answer correctly
- Ask for the sale by offering payment options

**Provide efficient service**

- Follow the transaction procedures that are listed in this manual.
- Provide accurate and honest service
- Reduce waiting times for the customer
- Listen to the customer and meet their needs
- Assist customers who have special requirements
Follow security procedures for cash and goods

- Follow the security measures for transactions that are listed in this manual
- Act courteously and efficiently when following security procedures
- If you are suspicious, then call the Security Department without alerting the customer
- Do not apprehend a customer – leave this to the Security officers

Encourage the customer to return

- Use the customer’s name where possible
- Give each customer your complete attention
- Provide courteous and honest service in a sincere manner
- Acknowledge customers who are waiting
- Thank all customers for shopping at MegaMax and invite them to come again

2. Opening the register

The point of sale registers will only be opened by those employees who have authority in each department. Department managers will arrange authorisation of employees. These are the procedures for opening the registers at MegaMax:

1. Get the key and cash float from the office.
2. Transfer the cash to the register.
3. Close the cash drawer.
4. Insert the key into the register and turn to ‘Register’ mode.
5. Log on to the register by entering staff ID code.
6. Enter a ‘No Sale’ into the register so that the next tax invoice will have the correct date.
3. **Closing the Register**

At the close of trading each day, the employees who are authorised in each department will be responsible for closing the register.

1. Remove the cash and non-cash documents from the register.
2. Separate the cash float and count the cash and non-cash documents.
3. Record the cash and non-cash documents on the reconciliation statement.
4. Print a Z report.
5. Leave the cash drawer open.
6. Return the key, all monies and documents to the office.

All registers must have the cash drawer left open overnight to prevent damage to the cash register in the case of burglary.

4. **Security Procedures at the Point of Sale**

All employees will maintain security procedures to prevent theft and fraud at the point of sale. These procedures include security when handling cash, cheques, and other transactions.

**Cash handling procedures**

- The cash drawer must be closed after each transaction.
- Never leave an open cash drawer unattended under any circumstances.
- The register must be locked and the key removed whenever it’s unattended.
- Never count money in view of the customers.
- The maximum amount of cash allowed in the register is $500. Any excess cash should be removed by an authorised person. Contact your supervisor. If excess cash needs to be removed during the day, it will be transferred to a cash bag then taken to the manager’s office for counting. This should be done quickly and efficiently so customers can’t view the proceedings. The money should be counted then the amount written on a cash form. Also record which register it is from, the department and your sales assistant ID number. Take the money directly to the cash office.
Have a second person in attendance if you need to walk to the cash office with a large amount of money in a cash bag.

- When taking cash from a customer:
  - call the amount tendered
  - place the amount tendered into the note clip on the register until the customer has received their change
  - count back the change to double-check yourself
  - avoid being distracted by other people while processing a transaction.

**Getting change for the register:**

- Never let the register run short of change. This could cause delays in serving customers. Check the level of change during quiet times. If you anticipate high sales during the day, eg for a sale, get extra change early in the day.

- Use a change sheet to document the amount of money you’re taking from the register for change. In the left hand column, CASH, write in the amount of notes / coins you are removing from the register. In the right hand column, CHANGE REQUIRED, write the amount of notes / coins you are replacing in the register. The right hand total should be the same as the left hand total. The change sheet is a security check. Take the change sheet to the cash office to get change.

### CHANGE SHEET

<table>
<thead>
<tr>
<th>CASH</th>
<th>CHANGE REQUIRED</th>
</tr>
</thead>
<tbody>
<tr>
<td>$100</td>
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</table>
Cheque transactions

Most customers use EFTPOS rather than cheques these days. Cheques are still accepted at MegaMax but these security procedures must be adhered to because using cheques carries a great risk of fraud.

- Check that the customer is not on the dishonoured cheque list at MegaMax.
- Ask the customer for two forms of identification such as a current driver’s licence, credit cards or passport
- Write the licence or passport number on the back of the cheque.
- Write the customer’s address and phone number on the back of the cheque.
- Check that the signature on the cheque matches the one on their identification.
- All cheques in excess of $150 must be authorised by the store manager.

If you are suspicious of a customer who is offering a cheque, see your manager.

Credit card transactions

Credit cards also carry a risk of fraud. Always check the customer’s signature. Here are some credit card checks:

- Check that the customer’s signature matches the signature on the back of credit card, even for an EFTPOS transaction.
• If unsure that the signature matches the original, ask for other identification, e.g., licence or other cards.
• Hold the credit card while you are processing the transaction until you have confirmed the signature, and authorisation number if applicable.
• Before processing a manual credit card voucher – check the card number against the list of stolen cards. The current list must be kept in the drawer under the register.
• The floor limit on a manual transaction at MegaMax is $200. Transactions over this amount must have an authorisation number. The phone number for authorisations is on the imprint machine.
• Be wary of customers who can’t sign properly because of a bandaged hand, keep their credit card in a pocket rather than a wallet, can’t produce other identification, or ask what the floor limit is to avoid having the amount authorised. If you’re doubtful, phone for an authorisation number.

5. Types of Transactions
These are the transactions offered at MegaMax:

<table>
<thead>
<tr>
<th>Cash procedures</th>
<th>Cheque procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Scan the goods into the register.</td>
<td>1. Follow the security procedures as listed under the title <strong>Security Procedures at the Point of Sale.</strong></td>
</tr>
<tr>
<td>2. Sub-total the sale and tell the customer the total amount.</td>
<td>2. Process the sale as for a cash transaction.</td>
</tr>
<tr>
<td>3. Call the amount of money tendered by the customer.</td>
<td>3. Use the Cheque button on the register.</td>
</tr>
<tr>
<td>4. Place the money tendered on the register.</td>
<td>4. Place the cheque in a separate compartment.</td>
</tr>
<tr>
<td>5. Ring up the amount tendered using the Cash Total button.</td>
<td></td>
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<tr>
<td>6. Make up the change and count it back to the customer.</td>
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<tr>
<td>7. Place the amount tendered into the cash drawer.</td>
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</tr>
</tbody>
</table>
8. Close the cash drawer.

<table>
<thead>
<tr>
<th><strong>EFTPOS debit</strong></th>
<th><strong>EFTPOS credit</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Swipe the debit card through the machine</td>
<td>1. Swipe the credit card through the machine</td>
</tr>
<tr>
<td>2. Press Saving or Cheque</td>
<td>2. Press ‘Credit’ on the machine</td>
</tr>
<tr>
<td>3. Check that the amount is correct</td>
<td>3. Ask the customer to sign the print out</td>
</tr>
<tr>
<td>4. Customer enters their PIN</td>
<td>4. Check that the customers’ signature is the same as that on the credit card</td>
</tr>
<tr>
<td>5. When approved, give the print out to the customer</td>
<td>5. Return the credit card and a copy of the print out to the customer.</td>
</tr>
<tr>
<td>6. Place the store copy in the correct compartment</td>
<td>6. Place the store copy in the correct compartment</td>
</tr>
<tr>
<td>Manual credit card</td>
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<tr>
<td>----------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>1. Check the number of the card against the list of stolen cards from the credit card company</td>
<td></td>
</tr>
<tr>
<td>2. Place the credit card then the voucher in the imprint machine and firmly imprint the voucher</td>
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</tr>
<tr>
<td>3. Remove card and voucher from the machine and hold onto the card for security reasons</td>
<td></td>
</tr>
<tr>
<td>4. Remove the top carbon paper</td>
<td></td>
</tr>
<tr>
<td>5. Check that the imprint has gone through all copies of the voucher</td>
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</tr>
<tr>
<td>6. If the amount exceeds the floor limit then ring for authorisation and write the authorisation number on the voucher</td>
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</tr>
<tr>
<td>7. Complete the written details – quantity, description, amount, total, expiry date, type of card</td>
<td></td>
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<tr>
<td>8. Ask customer to sign the voucher</td>
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<tr>
<td>9. Check that the signature matches that on the card</td>
<td></td>
</tr>
<tr>
<td>10. Return the card and the yellow copy of the voucher to the customer</td>
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</tr>
<tr>
<td>11. Place the voucher in the correct compartment drawer</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lay-by</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The sales assistant writes the details on the MegaMax lay-by docket</td>
</tr>
<tr>
<td>2. The deposit is entered into the register as a cash amount tendered. (At least 10% of the price.) The register will tell you the balance outstanding.</td>
</tr>
<tr>
<td>3. Press the lay-by button to open the cash drawer and put in the deposit</td>
</tr>
<tr>
<td>4. Attach the tax invoice to the customer's copy</td>
</tr>
<tr>
<td>5. Put the department copy in the correct compartment</td>
</tr>
<tr>
<td>6. Wrap the goods and attach the lay-by number to the outside of the parcel</td>
</tr>
<tr>
<td>7. Send the goods to the Lay-by Department for storage</td>
</tr>
</tbody>
</table>
Gift voucher

1. Ask the customer what value they would like the gift voucher to be
2. Enter the amount of the voucher into the register
3. Press the Gift Voucher button on the register
4. Place the voucher in the register slot so it gets a register imprint of the sale – this validates the voucher
5. Call the amount of money tendered by the customer
6. Place the money tendered on the register (not in the drawer yet)
7. Make up the change, if any, and count it back to the customer
8. Place the amount tendered into the cash drawer and close the drawer
9. Place the gift voucher in a MegaMax envelope and hand to the customer with the tax invoice

6. Busy Periods at the Point of Sale

MegaMax customers will be patient and understanding if you show them some empathy during our busy periods. Follow these guidelines, and use your common sense, to move customers through the point of sale efficiently and quickly. Remember to ‘Think Like a Customer’.

- Make an announcement to customers who are waiting - apologise for the delay and thank them for their patience.
• If the EFTPOS machine becomes unusable offer alternative methods of payment so that you don’t lose the sale.
• Call for assistance – eg your manager or employees from another department that isn’t busy.
• Open another point of sale register.

7. Quiet Periods at the Point of Sale
MegaMax employees are expected to keep busy during working hours. This is a good opportunity for housekeeping checks to be carried out.

• Check the amount of change and replenish if necessary.
• Check the amount of dockets and transaction vouchers available and replenish if necessary.
• Check the amount of wrapping material or bags and replenish if necessary.
• Clean and tidy the point of sale area and equipment.
• Clear excess cash from the register and transfer money if necessary.
• Check if the register roll needs to be replaced and do so if necessary.

8. Register Errors
Register errors will be kept to a minimum if you follow company procedures for all transactions.

• Most errors on the register can be rectified by pressing the Clear button and starting the transaction again. If in doubt, call your manager to fix the situation.
• If you process a transaction under the Cash Total button when it isn’t cash, make a note of the mistake and leave the note in the register to notify the person who balances the register.
• All No Sale transactions must be accounted for. Keep the receipt, write the reason for the No Sale on the back of the receipt and have it signed by the
department manager. Keep the receipt with the non-cash documents in the register.

- All incorrect transactions must be accounted for. Keep the receipt, write VOID across the front, write the reason on the back, have it signed by your department manager. Keep the receipt with the non-cash documents in the register.

- If goods scan incorrectly through the register, call your manager who will re-program the price into the register.

9. Exchanges and Refunds

MegaMax is happy to offer customers a refund or exchange on goods providing the following guidelines are met. All employees must make an effort to avoid the necessity of an exchange or refund by making sure our customers purchase the goods that are most suitable in the first instance. This will happen if you listen carefully to the customer.

A refund or exchange is given when:

- goods have a basic fault which could not be detected at the time of sale.
- goods are unsuitable for the particular purpose that the customer made known to the sales assistant at the time of purchase.
- customers have changed their minds - providing the goods are in good condition and have not been used.

In all cases, proof of purchase must be provided.

For all other situations, refund or exchange will be given only at the manager’s discretion.
10. Wrapping and packing goods

The MegaMax packing policy states that all goods must be packaged to ensure that the contents remain in the same condition as when they were purchased. This will be done by:

- All garments should be wrapped in tissue paper before being placed in the MegaMax plastic bag,
- Providing a box for fragile items,
- All fragile items must be thoroughly protected with tissue paper to protect against damage,
- Items containing chemicals from the Automotive and Hardware Department must be wrapped in separate bags.

At the close of a sale, farewell the customer and hold the bag up until the customer takes it from your hand. Present the bag to the customer with the MegaMax logo facing the customer. Do not hurry the customer to leave.

11. Delivery Service

MegaMax offers a delivery service locally and interstate. Local delivery is a free service. Interstate delivery incurs a freight charge. It is to be offered to customers where the goods are too heavy to carry, the goods are to go interstate, the goods are a gift from the Wedding Registry, or at the customer’s request.

Use the delivery docket that is kept at the point of sale. When the details on the form have been completed follow these steps:

1. Detach the bottom part of the delivery docket and give it to the customer.
2. Wrap the goods for delivery.
3. Attach the top part of the form to the goods. The duplicate of the delivery docket stays in the docket book as the department copy of the transaction.
4. Take the goods to the delivery storage area as soon as possible.
12. **Parcel Pick Up**

MegaMax has a parcel pick up point near the receiving bay where customers can drive their cars to pick up their purchases. This free service should be offered to customers who have purchased large items, those who are carrying a lot of parcels, or at the customer’s request.

Use the parcel pick up form that is kept at the point of sale. When the details on the form have been completed follow these steps:

1. Detach the bottom part and give it to the customer.
2. Wrap the goods for delivery.
3. Attach the top part of the form to the goods. The duplicate of the parcel pick up docket stays in the docket book as the department copy of the transaction.
4. Take the goods to the staff member in the parcel pick up area immediately.