Processing Transactions

Customers expect fast, accurate assistance at the point of sale so you must know how to process all sales transactions efficiently.

This is what happens at MaxSurf:

**Cash Transactions**

Follow these steps when processing a cash transaction:

1. Key the amount of the sale into the register.
2. Press correct department key. (Repeat for further purchases.)
3. Press subtotal key and tell the customer the amount.
4. Receive, and call, the amount tendered.
5. Key in amount tendered.
6. Place cash on the register clip and press total key.
7. Make up the change.
8. Count back the change and give the receipt.
9. Place amount tendered in the cash drawer.
10. Close the drawer.
11. Thank the customer.

If you have difficulties using the cash register, follow the instructions in the cash register manual.
**Eftpos**

To process an electronic funds transfer follow these steps:

1. Follow steps 1, 2 and 3 in Cash Transactions (above).
2. Tell the customer the amount.
3. Swipe the card in the eftpos machine.
4. Enter the amount in the eftpos machine and press OK.
5. Select the account type.
6. If the account type is cheque or savings, ask the customer to enter the PIN and press OK.
7. If it’s credit card, just press OK. (no PIN required). Retain the customer’s credit card to check the signature.
8. When the imprint appears, check the details, ie. account type, amount, expiry date and whether it has been approved.
9. If it’s a credit card, ask the customer to sign the imprint. Check the signature before returning the credit card to the customer.
10. All eftpos sales are processed through the register under the cheque key to enable cash balancing at the final balance.
11. Give the customer the register receipt, the yellow copy of the eftpos transaction and the customer’s card. Thank the customer.
12. Close the cash drawer.

If the eftpos line is down you can complete a manual eftpos transaction. You will need to ring for authorisation on amounts over $100.
Lay-by

Lay-by is available at MaxSurf under the following conditions:

- A deposit of 10% is required to lay-by.
- Payments must be made at least fortnightly.
- The final payment must be completed within 8 weeks.
- There is no lay-by on sale items.

The steps for processing lay-bys are:
1. Complete the lay-by record form that you’ll find by the register.
2. Enter the lay-by form number into the register.
3. Enter the price of the goods and the department number. Press sub-total.
4. Tell the customer the amount of deposit required.
5. Place the amount tendered on the register clip.
6. Enter the amount tendered using the appropriate tender key, eg cash, cheque, eftpos.
7. Press the lay-by key.
8. Count back the change if any is required.
9. Put the deposit into the cash drawer and close.
10. Attach the register receipt to the customer’s copy of the lay-by slip and give to the customer.
11. Thank the customer.
12. Copy the lay-by details onto a lay-by card. These cards are kept in an index box near the register. All further lay-by payments must be recorded on the customer’s card.
13. Store the parcel, alphabetically by surname, on the lay-by shelf in the reserve.
When the customer returns to make further payments follow these steps:
1. Enter the lay-by number into the register.
2. Enter amount received and press lay-by key.
3. Deposit the money, give change if required.
4. Record the payment details on the lay-by card.
5. Give the receipt to the customer and thank him or her.