Processing Transactions

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

Here are the types of transactions used at MegaMax:

**Cash Transactions**

Follow these steps when processing a cash transaction:

1. Enter your sign-on code.
2. Scan the goods.
3. Press enter, then total.
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 with 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. Select the account type.
5. If the account type is cheque or savings, ask the customer to enter the PIN and press OK.
6. If it’s credit card, just press OK. (no PIN required). Retain the customer’s credit card to check the signature.
7. When the imprint appears, check the details, ie. account type, amount, expiry date and whether it has been approved.
8. If it’s a credit card, ask customer to sign the imprint. Check the signature before returning the credit card to the customer.
9. Give the customer the register receipt, the yellow copy of the eftpos transaction and the customer’s card. Thank the customer.

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

A lay-by transaction will be processed in the department but further payments are to be made at the Lay-by department.

1. Complete the lay-by record form that you’ll find under each counter.
2. Enter the lay-by form number into the register then press sub-total.
3. Scan the goods.
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 total key.
7. Enter the balance of the lay-by using the lay-by key.
8. Count the change required, if any.
9. Attach the register receipt to the customer’s copy of the lay-by slip and give to the customer.
10. Put the deposit into the cash drawer and close.
11. Thank the customer.
### Lay-by Record

**MegaMax**

**No: 334123**

<table>
<thead>
<tr>
<th>Agreement Date:</th>
<th>/ /</th>
<th>Sales Person:</th>
</tr>
</thead>
</table>

**Customer Name:**

**Address:**

<table>
<thead>
<tr>
<th>City:</th>
<th>Postcode:</th>
<th>Home No:</th>
<th>Work No:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$ c</td>
</tr>
</tbody>
</table>

**Amount:** $  
**Deposit 10%**  
**Balance**

### PAYMENT RECORDS

<table>
<thead>
<tr>
<th>Date</th>
<th>Received By</th>
<th>Amount</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$ c</td>
<td>$ c</td>
</tr>
</tbody>
</table>

Lay-by must be completed by _____ / _____ / _____

**CANCELLATION CHARGE**

$5.00
(see terms & conditions over page)

Customer's Signature: __________________________________________

[Signature]

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**LAY- BY NO. 334123**

**Customer Name:** __________________________________________

(Attach this section to the outside of wrapped goods being placed on lay-by)
TERMS AND CONDITIONS

1. When either the purchaser or retailer cancels a lay-by sale, the purchaser has the right of a full refund less any cancellation charge. The cancellation charge on the item on lay-by is shown on the front of this docket. This charge is to cover selling costs incurred by the retailer.

2. Should the purchaser fail to honour the lay-by sale (ie by non-payment of lay-by) the retailer shall contact the purchaser and advise that the lay-by will be cancelled after 7 days of notice of advice unless a further or full payment has been received. Where the lay-by is cancelled, goods will be returned to stock and any monies due (minus the cancellation charge) will be refunded to the purchaser.

3. There is no cancellation charge, if:
   a) Goods are unable to be supplied by the retailer
   b) No cancellation charge is specified on this docket

   Instalments are due fortnightly.

4. Parcels cannot be broken and must therefore be collected in full.

5. It is the responsibility of the customer to advise this store of any change of address.

6. This docket must be produced when making further or final payment on this lay-by.

7. Lay-bys must be completed within 6 months of the purchase date.

8. A deposit of 10% is required for Lay-by at the time of purchase.
Gift Vouchers and Credit Notes
Gift Vouchers and Credit Notes are processed in the same way. Please offer these facilities to customers rather than lose a sale.

1. Enter the Gift Voucher or Credit Note number from the documentation, and press the sub-total key.
2. Continue the process as for a cash or eftpos transaction.

Cash Refunds
A Credit Note must be offered to the customer before a cash refund is processed.

1. On the original register receipt, draw a line through the item/s being refunded. Write refund on the receipt.
2. Enter the amount of the refund into the register. Use the refund key and the correct department.
3. Count the money out of the cash drawer.
4. Count back the money to the customer along with the receipt.
5. Thank the customer and invite them to return.