

MEMORANDUM

Date: March 6, 2024

Re: Bookstore Procedures

I. Opening the bookstore

- a. The key to the little safe (in the cabinet under the cash register) is now located in the bottom-right plastic drawer of the medals case.
- b. Inside the safe you'll find: 1) the key to the cash register drawer; 2) extra coins; 3) extra \$1 bills.

II. Using the cash register

- a. You enter the amount of the item first, including the cents; NOTE: there is no decimal point on the keypad. For example: \$15.95 is entered as "1595"; \$15.00 is entered as "1500".
- b. Then enter the "department" on the right-hand keypad:

3 = Donation (no tax on these items)

5 = THF items (very few of these left in the store, if any – also no tax)

6 = Other untaxed items (Holy Oils and anything marked as Dept. 6)

7 = Almost everything else (this is the primary department – taxed)

Other Departments as Assigned (such as for the Fall Bazaar) – see the note on the register.

- c. Repeat a and b until all items have been entered.
- d. Use the "Subtotal" key to see the total sale amount.
- e. Collect the amount due:

If the customer gives you cash, enter the amount tendered in the keypad and then the "Total" button – the display will show you the amount of change due (if any) and the receipt will be printed.

For a check, hit the "Total" button and put the check under the coin drawer.

For credit or debit card transactions, see the next section.

- f. If you make a mistake before the "Total" button is pressed you can use the up and down keys to highlight the incorrect item and the "Void" key to delete it. If you've already hit the "Total" key you can handle it as a refund. (See Todd for more instruction.)

III. Credit card transactions

- a. Push the “green” button on the cc device and select “1” for “Sale”.
- b. Enter the total amount and press the green button again.
- c. The display will say to pass the device to the customer – just press the green button.
- d. Insert the card in the front slot.
- e. Press the “Yes” button to confirm the sale amount. If it asks if they want cash, answer “No.”
- f. If it’s a debit card you’ll need to pass the device to the customer to enter the PIN – have them press the green button after the PIN is entered.
- g. Press the green button again.
- h. Press “Yes” to print a copy of the receipt for the customer.
- i. If it’s a credit purchase, the customer needs to sign the first copy of the receipt.
- j. Press the “Total” button on the cash register and put the first copy under the coin drawer.
- k. Give the customer the cash register receipt, their copy of the cc receipt and their card.

IV. Closing the bookstore

- a. Lock the drawer on the cash register.
- b. Replace the cash register key in the safe
- c. Lock the safe and put the key back in the plastic medal drawer.

V. Miscellaneous

Most items have prices on them. Some items have the price marked on the shelf or drawer; such as medals, holy cards, holy oils, etc.

If you can’t find a price – make one up if you want to.

If a customer has a special request or if you notice we are out-of-stock of an item write these down on the tablet on the counter.

If a customer wants to pay next week, fill out an IOU form, attach to the cash register receipt and place under the coin drawer.