

COMMUNITY COLLEGES OF SPOKANE

Bookstore Cashier's Handbook



SPOKANE COMMUNITY COLLEGE
SPOKANE FALLS COMMUNITY COLLEGE
INSTITUTE FOR EXTENDED LEARNING

Agency Sales

1. **YOU MUST VERIFY THE STUDENT'S ID IN ONE OF THE FOLLOWING WAYS:**
 - a. See their student ID card with the CURRENT QUARTERS' STICKER.
 - b. See a registration printout with the student ID number printed by the computer on the printout **AND** a valid form of picture ID (driver's license, Costco card, old student ID, military ID. etc.).
 - c. See a parking permit receipt with the student ID number printed by the computer on the printout **AND** a valid form of picture ID (driver's license, Costco card, old student ID, military ID, etc.).
 - d. See a kiosk printout of the student ID **AND** a valid form of picture ID (driver's license, Costco card, old student ID, military ID etc.).
 - e. **HANDWRITTEN OR VERBAL NUMBERS ARE NOT ACCEPTED!!!**
2. Ring as an A/R Sale.
3. Make sure you verify what may be purchased on the account before starting to ring up the items (some accounts are books or supplies ONLY).
4. If the student is over the limit of their account, CHECK WITH THE MANAGER BEFORE COMPLETING THE SALE, they may have to pay the difference or the manager may be able to help them increase their limit.
5. Complete the sale

Cashier Daily Closing Procedure

Cashiers are responsible for the following procedures each day they finish cashiering at the bookstore. They must be completed before closing the POS system for the day.

YOUR WORKING FUND AND DEPOSIT MUST BE BALANCED, CHECKED, AND PUT IN THE SAFE BY YOU BEFORE YOU LEAVE THE STORE.

1. Print two (2) copies of the CR and RR receipts from the register you are balancing and/or closing.
2. Separate your cash and checks.
 - a. Fill out a Daily Cash Count and Deposit Sheet (see attached) in BLUE PEN ONLY.
 - b. Fill out Cashier Name, Cashier I.D., and Date.
 - c. Count all cash on hand—(take it all out of the till).
 - d. List all cash on hand in the **Actual Cash Count** column (left-hand side of form).
 - e. Total your cash on hand and record this in the **“Total”** box.
 - f. Count out your opening working fund and place this money in your till. List your working fund by denomination in the **Actual End Cash** Column. (All cash left and all checks on hand will be your deposit to be made for the day.)
 - g. List all your cash to be deposited in the **Cash Deposit** column.
 - h. Total your cash deposit and record this in the **“Total”** box and in the **“Prelim”** box located at the end of the **Cash Deposit** column.
 - i. Record the cash deposit from **Cashiers Totals Report** in the box directly below the **“Prelim”** box.
 - j. Determine any over/short by subtracting **“Prelim”** deposit from **Cashiers Totals Report** deposit.
 - k. Record your adjusted cash deposit in the **Adj. Cash Deposit** box. For any amount over ten dollars (\$10.00), an Over and Short form must be filled out (see Over and Short Procedure).
 - l. Run two (2) ten-key tapes of total checks on hand and record this in the **“Checks Deposited”** box.
 - i. One tape should be run using the amounts written on the front of the checks (make sure that the amounts alpha written match the amounts numerically written).
 - ii. One tape should be run using the amounts franked on the backs of the checks.
 - iii. THE TAPES SHOULD MATCH!!!
 - m. Fill out deposit slip and record total deposit to be made in the **“Total Deposit Slip”** box.
 - n. Have someone recount your deposit and opening working fund for accuracy and make sure they sign your Daily Cash Count and Deposit Sheet.
 - o. See Deposit Procedure.
3. Separate receipts according to type:
 - a. Visa receipts: Run a tape total, match it to your CR, staple it to your Visa drafts and place it in your envelope.
 - b. Master Card Receipts: Run a tape total, match it to your CR, staple it to your MC drafts and place it in your envelope.
 - c. Deposit Applied Receipts: Run a tape total, match it to your CR, staple it to your register receipts and place it in your envelope.

- d. Gift Cards: Run a tape total, match it to your CR, staple it to your register receipts and place it in your envelope.
 - e. Deposit Pay-In Receipts: Run a tape total, staple it to your register receipts and place it in your envelope.
4. Separate papers according to type:
- a. Check Refund papers:
 - i. Pink copies: Run a tape total, match it to your CR, staple it to your pink copies and place it in your envelope.
 - ii. Yellow & White copies: File in cashier filing box.
 - b. Financial Aid papers:
 - i. Pink copies: Run a tape total, match it to your CR, staple it to your pink copies and place it in your envelope.
 - ii. Yellow and White copies:
 - (1) SCC: Put white copy in top of metal file at right of counter. Put yellow copy in second shelf of metal file at right of counter.
 - (2) SFCC: Put white and yellow copies in Sandy's hanging file.
 - c. Add Check Refund and Financial Aid tape totals together to match CR. Write the Check Refund and Financial Aid totals at the bottom of your CR.
 - d. Internal Requisitions:
 - i. White copies: Run a tape total, match it to your CR, staple it to your white copies and place it in your envelope.
 - ii. Yellow & gold copies: Go to the purchaser using the form.
 - iii. Pink copies w/ signed receipt attached: File in cashier filing box.
 - e. Reorder forms – **Deposit Pay-In**:
 - i. Pink copies: Give to the student as proof of payment/permission to pick up!!!
 - ii. Yellow copies: File in cashier filing box.
 - iii. White copies: Give to the buyer so they can order the books or software!!!
 - f. Reorder forms – **Deposit Applied**:
 - i. White copies: File in cashier filing box.
 - ii. Pink copies: Collect from student and file in cashier filing box.
 - g. Subscription forms:

Give to Rita (place in designated basket in her office on her desk - SCC only).

Cashier Working Fund Policy & Responsibilities

These policies are written to protect both the individual cashier and the bookstore. As such they must be followed to the letter – NO EXCEPTIONS.

1. Working Fund:

- a. **EACH CASHIER IS RESPONSIBLE FOR THEIR WORKING FUND AND ITS ACCURATE USE. ONLY THAT CASHIER CAN ACCESS THAT WORKING FUND. THERE IS ABSOLUTELY NO REASON FOR WHICH A CASHIER SHOULD USE OR BE IN ANY OTHER CASHIER'S FUNDS.**
- b. If a transaction occurs for which a cashier does not have security clearance or "rights," another cashier with those "rights" will process the transaction until they reach the tender portion of the transaction. At that point, the original cashier will finish processing the transaction.
- c. Cashier logins and passwords are to be kept private. Each cashier should only ring on their numbers!
- d. WHEN LEAVING YOUR REGISTER FOR **ANY** REASON, EXIT OR LOG OUT OF THE LOGIN SCREEN!!!
- e. Only the assigned cashier will have a key for the safe drawer where their working fund is stored. Extra keys are kept in a safe outside the bookstore. If a key is forgotten, the manager, accountant, or director will go to that location to get a second key.
- f. Cashiers are responsible for the balancing of their working fund at the end of each day.
- g. When closing your register, never leave your working fund unattended for any reason. Stay with your money as it is being recounted.
- h. If an auditor asks to count your working fund you **MUST**:
 - i. Make sure they have been identified as someone allowed to handle your cash (check with your manager, accountant, or director).
 - ii. Run the required CR and RR tape.
 - iii. Remove your cash drawer from the register and cover it.
 - iv. Exit or log out of the register.
 - v. Take the drawer to the location at which it is to be counted and **STAY WITH YOUR MONEY!**

2. Change Fund:

- a. Only ONE (1) person is allowed access to the change fund. It should be treated like a regular cashier's working fund (see above).
- b. If the person in charge of the change fund is not present, then the person in charge of the refund money can make change from the refund money.
- c. If the person in charge of the change fund knows they will not be present, they may transfer the change fund to another cashier by using the correct right-hand portion of the daily cash count sheet (see attached example) with the manager's, accountant's, or director's approval.
- d. A copy of the transfer paperwork is to be sent to the head accountant at the District Office (currently Chuck Vetter at MS1006).
- e. Each day the change fund is used, it must be counted at the end of the day and a daily cash count sheet filled out to show the changes in the fund.

3. Refund Money:

- a. Only ONE (1) person is allowed access to the refund money assigned each quarter for approximately five (5) weeks. It should be treated like a regular cashier's working fund (see above).
- b. The refund money must be counted and balanced at the end of each day – both the active drawer and the money remaining in the safe.
- c. AT NO TIME MAY THE REFUND MONEY BE USED TO MAKE CHANGE FOR THE CHANGE FUND - THE CHANGE FUND MUST ORDER CHANGE NEEDED FROM THE BANK.
- d. If the person in charge of the change fund knows they will not be present, they may transfer the refund money to another cashier by using the correct right-hand portion of the daily cash count sheet (see attached example) with the manager's, accountant's, or director's approval.
- e. A copy of the transfer paperwork is to be sent to the head accountant at the District Office (currently Chuck Vetter at MS1006).

See also:

- Daily Closing Procedures
- Deposit Procedure
- Over and Short Procedure

Change Ordering Procedure

When ordering change from the bank, the following procedure must be followed.

1. Fill out the Change Order form for the amounts needed.
2. Sign and date the form.
3. Have the form signed by the manager, accountant or director.
4. Call in the order.
5. Make two (2) copies of the Change Order form.
6. Copy distribution:
 - a. Original: keep for your files
 - b. Copy 1: give to the accountant
 - c. Copy 2: send to Laurice May at the District Office, MS 1006

Check Acceptance Procedure

The Bookstore is not required to accept checks as payment unless ALL of the following requirements and procedures are met and followed. Our requirements are different from the campus cashiers' office because our transactions involve inventory (and therefore money) that cannot be replaced if a student writes a bad check. Bad checks are an increasing problem.

1. Verify the alpha written amount against the numerical written amount that the check is written for – they **MUST** match! If they do not, have the student re-write the check.
2. In amount tendered, key in the amount from the CHECK, not the total of the sale – this gives you another chance to verify the amount in both places again.
3. Checks can be written for up to \$10.00 (ten dollars) over the amount of the purchase. If the purchase is for \$10.00 (ten dollars) or more, see ***Check Cashing Fee Procedure***.
4. After you enter the amount tendered, the register will prompt you to enter an account number – this is the student's ID number, even if someone other than the student is writing the check.
5. **YOU MUST VERIFY THE STUDENT'S ID IN ONE OF THE FOLLOWING WAYS:**
 - a. See their student ID card with the CURRENT QUARTERS' STICKER.
 - b. See a registration printout with the student ID number printed by the computer on the printout **AND** a valid form of picture ID (driver's license, Costco card, old student ID, military ID. etc.).
 - c. See a parking permit receipt with the student ID number printed by the computer on the printout **AND** a valid form of picture ID (driver's license, Costco card, old student ID, military ID, etc.).
 - d. See a kiosk printout of the student ID **AND** a valid form of picture ID (driver's license, Costco card, old student ID, military ID etc.).

HANDWRITTEN OR VERBAL NUMBERS ARE NOT ACCEPTED!!!

6. If someone other than a student is writing the check, make sure you write the student's name above the name and address on the check.
7. If they have not produced their student ID card, everything on the valid form of ID must match the information given on the check (name, address, etc.).

NO ACCEPTABLE ID = NO TRANSACTION! STUDENT ID IS CRITICAL IN THE PREVENTION AND REDEMPTION OF BAD CHECKS – THIS IS VERY IMPORTANT!!!

8. For NON-students verify their ID with a valid form of picture ID (driver's license, military ID, etc.) and use their driver's license as the account number. If the driver's license is from out of state, please note the issuing state on the back of the check beside the franked ID number.

Check Cashing Fee Procedure

1. Check Cashing Fees:
 - a. In order to avoid paying a check cashing fee, a customer must spend \$10.00 (ten dollars) or more in the bookstore when they are writing the check.
 - b. A customer may cash a check for ONLY \$10.00 (ten dollars) or less.
 - c. The fee is \$1.50 (one dollar and fifty cents) for every check cashed.
 - d. The customer may write a check at the cashier's office for up to \$35.00 (thirty-five dollars) with the same fee.
 - e. The customer may use the ATM machine in the lobby for an unlimited dollar amount for the same fee.
 - f. The fee covers the costs incurred when we cash checks.
 - g. If a customer does not want to make a purchase of at least \$10.00 (ten dollars) and wishes to write a check for cash, the procedures outlined below must be followed.
2. No Purchase:
 - a. Valid ID must be verified (see Check Acceptance Procedures).
 - b. Ring the Non-Merchandise code "check cashing fee" (it will automatically charge the \$1.50 fee).
 - c. The customer will write the check for the amount of cash they want plus the \$1.50 fee.
 - d. Enter the tender amount (the amount for which the check is written).
 - e. Give the customer the change due.
3. Purchase of **under** \$10.00 (ten dollars):
 - a. Valid ID must be verified (see ***Check Acceptance Procedures***).
 - b. Ring up the merchandise.
 - c. Ring the Non-Merchandise code "check cashing fee" (it will automatically charge the \$1.50 fee).
 - d. Total the sale.
 - e. The student will write the check for up to \$10.00 (ten dollars) over the total shown on the register.
 - f. Enter the tender amount (the amount for which the check is written).
 - g. Give the customer the change due.
4. Purchase of **over** \$10.00 (ten dollars):

No fee is charged.

Coupon Procedure

There are a variety of coupons issued each year. IT IS VERY IMPORTANT THAT YOU READ THE COUPON COMPLETELY!!!

1. Coupons are good for ONE (1) use only.
2. **Before** you begin to ring the sale, make sure you know:
 - a. The expiration date of the coupon.
 - b. Which items are discounted on the coupon (e.g., insignia clothing only, supplies only, etc.).
 - c. The type of coupon (e.g., Orientation, Welcome Back, etc.).
 - d. The discount amount of the coupon (e.g., 15%, 20%, etc.).
3. Once you know the answers to the above items:
 - a. Ring up the sale.
 - b. Use "line item discount" for each item purchased that is listed on the coupon.
 - c. Hit enter and select the CORRECT coupon from the list shown.
 - d. Finish the sale.
 - e. Tear the coupon in half and throw it away.

Counterfeit Money Procedure

It is important to remember that at no time will we assume or accuse a customer of criminal intent in passing counterfeit money. It is very likely that our customer is an innocent victim in an unfortunate situation. Counterfeit bills cannot be accepted as tender.

1. Every bill over \$1.00 (one dollar) is to be marked with our counterfeit detector pen.
2. If the pen leaves a BLACK or BROWN mark on the bill it is counterfeit. At this point:
 - a. YOU MAY **NOT** RETURN THE BILL TO THE CUSTOMER (it is against the law).
 - b. YOU MAY NOT MAKE ANY COMMENTS TO THE CUSTOMER.
 - c. Discreetly alert the manager, accountant, or director (or, as a last resort, a full-time cashier) and ask the customer to step in to the office area.
3. We will call security or the police and file an incident report.
4. The money will be given only to security or the police.

Credit Card Acceptance Procedure

1. We **MAY NOT** accept credit cards from our own or other Washington State campuses.
2. ***Students: you must verify the student's ID in one of the following ways:***
 - a. See their student ID card with the CURRENT QUARTERS' STICKER.
 - b. See a registration printout with the student ID number printed by the computer on the printout **AND** a valid form of picture ID (driver's license, Costco card, old student ID, military ID, etc.).
 - c. See a parking permit receipt with the student ID number printed by the computer on the printout **AND** a valid form of picture ID (driver's license, Costco card, old student ID, military ID, etc.).
 - d. See a kiosk printout of the student ID **AND** a valid form of picture ID (driver's license, Costco card, old student ID, military ID etc.).

HANDWRITTEN OR VERBAL NUMBERS ARE NOT ACCEPTED!!!
3. Check the name and signature on the card and match it to the student ID.
4. Keep both the credit card and the student ID while you ring the sale.
5. Ring the sale.
6. If you get a prompt for the CID #, the ONLY option you will choose is "Provided" (Any other option means you shouldn't be taking the card!).
7. Turn over the card and put in the 3 or 4 digit number at the far right of the signature strip.
8. Complete the sale.
9. Have the customer sign the receipt and compare the signature to both the credit card and the student ID (they need to match!).
10. The **cashier** must write the student ID number on the bottom of the signed receipt.
11. PUT THE SIGNED RECEIPT IN THE CASHIER'S WORKING FUND DRAWER – **CASHIERS ARE RESPONSIBLE FOR EVERY SIGNED CREDIT CARD RECEIPT**. A MISSING RECEIPT CAN BE VIEWED AS A SHORTAGE. THE SALE CAN BE DISPUTED BY THE CUSTOMER.
12. Give the **UNsigned** receipt to the customer.
13. If the cardholder is not present, a faxed note from the cardholder is required each time the credit card is used.
 - a. The note must contain the following:
 - i. A photo copy of the front and back of the card.
 - ii. A note with the student's full name, giving permission to the student to use the credit card to make a purchase and what that purchase may include.
 - iii. The credit card number, expiration date, and security code must all be handwritten on the note.
 - iv. The note must be signed and dated by the cardholder.
 - v. The student must have valid student ID (see above).
 - b. When the transaction is complete, the credit card number will be blacked out to the LAST 4 NUMBERS and the note attached to the signed credit card receipt (to be included in the envelope to District office).

Deposit Procedure

1. Daily deposits are to be placed in the designated drawer in the safe immediately after they have been:
 - a. Recounted
 - b. The bank bag marked with the correct:
 - i. College
 - ii. Date
 - iii. Cashier Bucket #
 - iv. Deposit amount
 - c. **SEALED!!!**
2. A designated full-time employee is to be in charge of the deposit drawer in the safe.
3. **ONLY** the designated employee will have access to the deposits.
4. The designated employee is **SOLEY** responsible for the deposits until they leave the store with Loomis.

Deposit Pay-In Procedure

The Deposit Pay-In transaction, when the student pays for an item not yet in inventory, places the money in a generic "holding" account. The generic "holding" account is seen as an obligation for the bookstore.

The bookstore's obligation is not resolved until the second half of the transaction is completed.
BOTH sides of the transaction are important!

1. **Before** you ring the sale:
 - a. The customer must fill out the Text Book Reorder form with a floor person or the buyer's assistant with pricing and ISBN # (see attached).
 - b. **Make sure you check the following:**
 - i. Name is legible and complete.
 - ii. Address is legible and complete – including zip code.
 - iii. More than one phone number is listed.
 - c. The customer will be charged the new book price listed on the sheet by the buyer. If a used book is found, the customer will be refunded the difference according to bookstore refund policies.
 - d. Make sure the customer is told about and initials:
 - i. **The pink copy of the reorder form must be present when picking up the item ordered.**
 - ii. **SALES TAX and/or PRICE DIFFERENCES ARE DUE WHEN PICKING UP THE BOOK(S)!!!**
 - iii. Textbook Reorders have a 20% re-stocking fee for not picking them up.
 - iv. All customer information on the sheet is current and accurate.
2. Ring up the sale:
 - a. Choose Non-Merchandise for the reorder item.
 - b. Choose Deposit Pay-In from the list.
 - c. Enter the new book price from the front of the form.
 - d. Validate the form on the **FRONT** when prompted by the register.
3. **The pink copy goes to the student and must be presented to pick up the book.**
4. The yellow copy is filed in the cashier's file (to be later matched with the white & pink copies to make sure we haven't misplaced anything).
5. The white copy goes to the appropriate buyer:
 - a. Textbooks = Rita (SCC); Bruce (SFCC)
 - b. Software = Crystal (SCC); Lupe (SFCC)

Buyer Responsibilities for Reorders

Buyer and Receiving:

1. Buyer generates a PO **with a note in the comment field for the line item** (not the PO header) with the student name & SID#.
2. Buyer places the order, finishes the paperwork, and places it in the designated file in the receiving area.
3. Product comes in, is received, the buyer is notified and it is placed in the appropriate area with the paperwork attached.
4. The customer is called to pick up the item, the person calling fills out the appropriate area on the form.

Deposit Applied Procedure

This portion of the Deposit Pay-In/Applied procedure is as important the Pay-In procedure. Without this procedure, the college is seen as owing the student the money they paid in, even though they may have picked up their book. ***It is critical that this portion of the procedure takes place!!!***

1. Student comes in to pick up their prepaid (Deposit Pay-In) order:
 - a. Make sure the student has their pink copy!!!
 - b. Sale.
 - c. Scan the item.
 - d. Scan any other items they are buying.
 - e. Total.
 - f. Tender = Deposit applied: enter the amount they prepaid (on the front of the white copy of the order form or their deposit receipt).
 - g. Validate the **BACK** of the white order form (so you don't overwrite the info on the front!).
 - h. Enter another tender method to complete the sale; *the customer will have a balance for tax and may have a price difference **which they must pay***, and they also need to pay for any other items purchased.
 - i. YOU MUST:
 - i. Write through the deposit pay-in amount on their receipt.
 - ii. Stamp and initial the receipt .
 - iii. Collect the student's PINK COPY.
 - j. The customer needs to sign:
 - i. The back of the franked white order form.
 - ii. The receipt from the cash register.
 - k. Give the customer the second (NON-signed) receipt.
 - l. The signed cash register receipt becomes part of your daily paperwork and needs to be balanced to your CR at the end of day.
 - m. All copies of the form go to the cashier's filing box, including the pink copy.
2. New book deposit **BUT** Used book arrives:
 - a. Exchange or AR Exchange if they wrote a check (you will need a full-time person to enter the approval codes at this point, then you can continue).
 - b. Make sure you have both the White and Pink copies before continuing.
 - c. Item to refund = Non Merchandise: Deposit Pay In.
 - d. Enter amount of pay in (found on the front of the white sheet or their receipt).
 - e. Frank the **BACK** of the white order form.
 - f. Exchange key.
 - g. Item to purchase = scan the Used book.
 - h. Total.
 - i. REMEMBER: The customer owes tax on this purchase!
 - j. Process tender to refund

- k. YOU MUST:
 - i. Write through the deposit pay-in amount on their receipt.
 - ii. Stamp and initial the receipt.
 - l. On the back of the order form stamp "picked up" and have the customer sign.
 - m. Customer also signs the exchange register receipt that becomes part of your daily paperwork.
 - n. Give customer the final receipt (NON-signed).
 - o. All copies of the form go to the cashier's filing box, including the pink copy.
3. Charging the 20% Restock Fee:
- a. **Charge** the 20% restock fee **IF**:
 - i. The student dropped the class.
 - ii. It's an optional book and the student doesn't want it now.
 - iii. The student found it elsewhere.
 - b. **DO NOT** charge the 20% fee **IF**:
 - i. The instructor says the book isn't required (textbook buyer must verify first).
 - ii. The class is cancelled.
4. Restock Fee Procedure:
- a. Find the original order form – white copy.
 - b. Make sure you collect the pink copy from the student.
 - c. Exchange or AR Exchange if they wrote a check.
 - d. Item to refund = Non Merchandise: Deposit Pay In.
 - e. Enter amount of pay in .
 - f. REMEMBER: They did NOT pay tax on the pay-in!!!
 - g. Frank the back of the white order form.
 - h. Exchange key.
 - i. Item to purchase = Non merchandise code for restock fee.
 - j. Calculate 20% of pay in (pay in x .20).
 - k. Enter the amount calculated.
 - l. Total.
 - m. Process tender to refund.
 - n. YOU MUST:
 - i. Write through the deposit pay-in amount on their receipt.
 - ii. Stamp and initial the receipt.
 - o. Boldly "X" through the white form and write "Refunded."
 - p. Customer signs refund slip (which becomes part of your daily paperwork).
 - q. All copies of the form go to the cashier's filing box, including the pink copy.
5. If the Pay-In was accidentally charged on an A/R account:
- a. Refund the account for the Non-Merchandise: Pay-In: amount.
 - b. Charge the account for the book like a regular account sale.
6. If the student does not have their pink copy, please have them talk to the accountant – **DO NOT** just give them their book!

Gift Cards - Sale Procedure

Gift Cards are redeemable for anything in the store, can be used at any campus and do not expire in the state of Washington.

Gift certificates are issued as a service and reward to students. It is important that we track the purchases and charges to keep track of two important aspects of income for the store:

- 1) Unused gift certificates become a liability which the store must keep track of and keep on the books.
- 2) Accurate data entry ensures happy students and less confusion for everyone.

NOT ALL CASHIERS CAN WORK IN A/R OR CAN ENTER SINGLE GIFT CARD SALES. All cashiers can sell multiple cards, but are then responsible to make sure the A/R portion of the transaction takes place ASAP (stand there while they complete the A/R entry). People who can do A/R entry are: manager, director, accountant, designated cashier.

WHEN SELLING GIFT CARDS, MAKE SURE YOU ASK: "HOW MANY?" BEFORE STARTING THE SALE!!!

1. To Sell/Issue a NEW Gift Card (*single card ONLY*):
 - a. At the "Enter Transaction" prompt:
 - i. Press the Pay In button, **OR**
 - ii. Select "PAY IN" and press the "Enter" key, **OR**
 - iii. Type "PI" and press "Enter."
 - b. Select "Gift Card" from the "Pay In Codes" select box and press "Enter."
 - c. Enter the Pay In Amount and press "Enter."
 - d. You will be prompted for a customer number:
 - i. Enter the Gift Card Number and press "Enter" **OR**
 - ii. Swipe the Gift Card.
 - e. At the "Customer NOT found! ADD customer? (Y/N)" prompt, press "Y" (***Only cashiers that have rights in A/R can complete this transaction!***)
 - f. Enter the Customer information:
 - i. Name.
 - ii. FULL address (including zip code).
 - iii. Phone number.
 - g. At the "Account to Charge" field:
 - i. Select the Account Code "Gift Certificate," **OR**
 - ii. Type in "Gift Certificate"
 - h. At "Start Date" enter today's date
 - i. At "Expiration Date" enter the date 7 (seven) years from today's date
 - j. Select the Tender Code and enter the Amount to complete the transaction.
 - k. The Gift Card may now be used to purchase items
 - l. ***Remind your customer that gift cards are like cash. Lost cards will not be replaced.***

2. Phone Orders:
 - a. Take all the appropriate information as indicated above.
 - b. Take the credit card number, expiration date, and CID number.
 - c. Make sure you get the cardholder information (name, address, etc.).
 - d. To mail or ship the gift card there is an additional charge of \$5.00 (five dollars) charged under the Non-Merchandise code "Shipping Fee."
 - e. We can hold the card for pick up by placing it in a business envelope and locking it in the safe. The student is REQUIRED to show picture ID to receive the card.

3. Selling Multiple Gift Cards (same dollar amount) to a Single Buyer:
 - a. At the Enter Transaction prompt press "Sale."
 - b. Enter the quantity desired and hit the "QTY" key.
 - c. Select the Non-Merchandise code for Gift Cards.
 - d. Select the Tender Code and enter the amount to complete the transaction.
 - i. The gift cards must be set up in A/R before they can be used!
 - ii. Gift Card numbers and the cash register receipt number are required for the set up in A/R.
 - iii. Set up must take place IMMEDIATELY after the sale is completed.
 - e. **Remind your customer that gift cards are like cash. Lost cards will not be replaced.**

4. Accounts Receivable Set Up for Multiple Cards:
 - a. Jump 236.
 - b. Enter the correct store number.
 - i. 001 = SCC
 - ii. 002 = SFCC
 - iii. 003 = Colville; **OR**
 - iv. Press F2 and select the correct store from the list displayed and press enter.
 - c. Enter the receipt number from the cash register.
 - d. Enter "Y" when it asks if you want to add it.
 - e. Enter the purchase date.
 - f. Enter the total purchase amount.
 - g. A BLUE POP UP WINDOW DISPLAYS TO AUTO ADD THE GIFT CARDS.
 - h. At "Account Code":
 - i. Type in Gift Certificate; **OR**
 - ii. Press F2 and select Gift Certificate from the list displayed.
 - i. Enter the first gift card number in the sequence series (the last 4 digits only).
 - j. Enter the last gift card number in the sequence series (the last 4 digits only).
 - k. Enter today's date for the beginning date and the same date +7 years for the end date.
 - l. Enter the SINGLE gift card dollar amount.
 - m. Hit F10 to update the screen and save the changes.
 - n. When the next blue pop up window appears, select "Post Purchase" to create the general ledger entry. **Once posted, gift cards can not be edited or deleted. Make sure everything is correct before posting!!!**
 - o. The gift cards may now be used to purchase merchandise.

Gift Cards – Redeeming Procedure

Gift Cards are redeemable for anything in the store, can be used at any campus, and do not expire in the state of Washington.

1. Using the Gift Card as Tender:
 - a. At the Enter Transaction prompt hit “Sale.”
 - b. Ring up the items your customer wishes to purchase.
 - c. Hit “Total.”
 - d. Choose “Gift Card” for Tender type.
 - e. Swipe the gift card.
 - f. Complete the transaction.
 - g. If the purchase is more than the balance on the gift card, you will need to process a second type of tender to complete the transaction.
 - h. The balance on the gift card will be reduced by the amount of the purchase.
2. If the Customer wants to check their Balance:

At the register:

 - a. Hit the “Price Verify” key.
 - b. Choose “Customer Balance.”
 - c. Swipe the gift card and enter through the screen.
 - d. The balance will show on your screen.
3. Redeeming Old Gift Certificates:
 - a. Ring the sale as usual.
 - b. When it comes to choosing tender, hit enter to bring up a list of tender choices.
 - c. Choose Gift. Cert. Temp. (arrow down the list, it’s close to the bottom).
 - d. Enter the amount of the Gift Certificate (*make sure you check the Gift Certificate for any previous charges*).
 - e. Keep the Gift Certificate if they’ve used it up (there’s a file in the cashier area for it).
 - f. Choose another tender type to complete the sale if necessary.
 - g. Complete the sale.

Bookstore Inventory Procedure

The bookstore year-end inventory process plays a critical step in analyzing the financial status of the college bookstores. The inventory is used to complete the official profit and loss (P&L) reports, to obtain a cost of goods sold by department, and to look for internal control deficiencies.

The inventory **must** be accurate as to count, cost, and department category. Adhering to the following procedures will ensure accuracy and efficiency:

1. Preparation For The Inventory Process:

- a. A physical inventory will be conducted on an annual basis.
- b. A map of the store will be drawn, showing all current fixtures. All fixtures will be assigned a sequential number by fixture and section. Sections will be determined by the number of SKUs in an area. Cards will be attached to each fixture and section to show their assigned numbers.
- c. Any areas that are pre-counted before the day of inventory must be sealed off to avoid merchandise removal. If merchandise is removed, the entire area must be recounted. As in all areas, these must be spot checked by a second inventory team other than the team assigned to that area.
- d. An advanced listing of teams and the fixtures they are to count will be prepared.
- e. All shelves will be straightened and items checked to determine that single SKUs are on a peg or in stack.

2. Inventory Process:

- a. A brief review of the hand scanners will be conducted. All employees will read the inventory procedure sheet. Clarify all questions before beginning.
- b. Inventory will be conducted in teams of two. Each team will have a hand scanner assigned. The fixture and area number will be entered into the hand scanner. One team member will scan the XREF of the item; the other will check the stack or peg to verify that all items are the same. One or both team members will count.
- c. As the area letter or fixture number changes, those changes will be entered into the hand scanner.
- d. Each team will count two of their assigned fixtures before having the scanner downloaded.
- e. While conducting inventory, if items are found to have no XREF or bar code, they will be pulled off the fixture they are assigned to and set on the floor in front of that fixture (*see correction procedures that follow*).
- f. After the scanner has been downloaded, print the Inventory Fixture Report. The team who counted the fixture will stamp "Counted by" at the bottom of each fixture report and then sign the report. Separate the pages by fixture and area and staple them together. The sheets must then be reviewed to find items that were not found. If the sheets are complete, all items scanned correctly, and there were no items that couldn't be scanned (see #2.e., above), they should be placed in the inventory folder or basket.
- g. If an item was scanned but not found, the inventory team will take the inventory pages back out to the fixture and search for the item by area. When the item is found, the computer must be searched to find it and the XREF updated. If the item is not in the computer, it must be added and a correct cost calculated (using FIFO and the appropriate invoices).
- h. At this point, any items found that could not be scanned must be input into the computer, calculating the cost from the retail price. Price tags must be run and put on the items. The item must be added to the inventory pages. Do this at Jump 149, select Edit Inventory Values and F4 to add. Add the item by XREF or SKU, the system will add the description and then the correct count must be added. Put the items back on the correct fixture and area.

- i. The fixture report must then be rerun so the system will make the corrections. Attach the edited report to the top of the original fixture report – mark VOID on the original pages.
 - j. After all fixtures have been scanned and all editing and corrections are made, it is time to spot check. A new inventory team (different than the one originally assigned to the area) will then spot check 10% of the items on each fixture. If errors are found, cross out the count on the sheet and write the correct count beside it, then initial the correction. If errors equal to more than 25% of the spot check are found, the entire fixture must be rechecked and recounted. The team who spot checks the fixture will stamp “Checked by” at the bottom of the sheet and then sign their names. All corrections to counts must be made in the computer, and new sheets produced reflecting the new corrections. These sheets must be signed and dated and then attached to the top of the old sheets. Mark the old sheets VOID. These sheets will be left at the end of each fixture.
 - k. Inventory pages will be checked to verify that no inventory pages are missing. If a page is missing, it must be located. If a fixture had no items on it, and therefore no page, a blank sheet of paper must be added, with the fixture and area on it and the words “NO INVENTORY ITEM” on it and signed and dated.
3. After the Inventory Process is Completed:
- a. An independent outside checker (usually an auditor from the District office) will spot check the corrected inventory sheets. The fixtures to be checked will be assigned by the District Accounting office. If the checker finds that the inventory is off by more than 1%, call the accounting office for further instructions.
 - b. Print inventory reports from the Prism system for each fixture that shows costs extended and the total inventory report with costs by department. Set up a spreadsheet and summarize the data from the reports. Send these summary reports to District Accounting with copies of the original inventory total sheets to be used for backup for entry into FMS.
4. Provisions for Early Inventory:
- If inventory counts are completed earlier than the end of the fiscal year, a Stock Adjustments report will be run for the dates between inventory and fiscal year end. This report will include all items relating to stock increases and decreases and is intended to provide an audit trail for the year end inventory numbers.

Phone Inquiries Regarding Textbooks

Students frequently call requesting the ISBN numbers for textbooks. It is important that we explain our policy regarding this information.

1. **The best thing for the student to do, regardless of where the student shops, is to go to class FIRST to get the correct and complete information from the instructor IN WRITING.**
2. The Bookstore and its employees **DO NOT** want to be held responsible for any errors in communication that may occur while giving out ISBN numbers over the phone; therefore, we **DO NOT** *give that information out over the phone.*
3. Miscommunication can happen on a number of levels:
 - a. Until the first day of class:
 - i. Faculty can change their mind about which book they will use.
 - ii. The instructor for the class (and therefore also the book) can change.
 - iii. Required/recommended status of a book can change.
 - b. The student gives the wrong information about the book (wrong title, class, etc.).
 - c. The student misunderstands the numbers read out over the phone.
 - d. The employee reads the number incorrectly.
 - e. There is more than one ISBN for the book.
 - f. There are both new and used books available when they call, but not when they come in.

Mail Opening Procedure

To protect both the employees and the bookstore, the bookstore requires those that open the mail to adhere to the following procedures.

1. Person "A":
 - a. Receive the mail and open the envelopes containing payments.
 - b. Record all payments in the "Payment Log" and initial them.
 - c. Make copies for:
 - i. Your files.
 - ii. The accountant.
 - d. File one copy of the Payment Log with the payment copies in your files.
 - e. Turn in one copy of the Payment Log with the payment copies to the accountant.
 - f. Turn all payments over to Person "B" who will prep the deposit.
2. Person "B":
 - a. Prepare the deposit slip listing all payments separately.
 - b. Make a copy of the deposit for:
 - i. Your files.
 - ii. The accountant.
 - iii. District accounting.
 - c. Prepare the deposit bag and place it in the vault for Loomis pick-up.
3. Accountant:
 - a. Reconcile Payment Log with deposit slip
 - b. Maintain a file for auditor reference

Mail Orders – How to Pull

Due to the difficulty in returning these books, it is important that they are processed correctly.

1. Check the ISBN, XREF, and Title for each book; it should match the sheet!
 - a. **IF** it matches the sheet:
 - i. Check it off .
 - ii. Put the book on the cart.
 - b. If **ANY** of the information is different:
 - i. Circle the quantity of the book.
 - ii. Underline the difference on the sheet.
2. If they asked for a used book (shown as **1u**) and none are available:
 - a. Pull a new text.
 - b. Circle the **1u**.
 - c. Write an **N** next to it on the sheet.
3. If there are any changes that need to be made or differences, make a **LARGE** star in the upper right hand corner of the sheet.
4. Initial each sheet you pull/work on.
5. Put the sheet ON TOP of the pulled order with the Mail Order number facing out so it can be read.
6. Bring orders to the person in charge of Mail Orders to be processed.
 - a. SCC = Crystal
 - b. SFCC = Lupe

Parking Permit Pick-Up Procedure

Permits are purchased through the Cashier's office and picked up at the bookstore. This service is provided as a convenience for the students and faculty.

1. Obtain valid picture ID from the customer.
2. Verify the name matches the yellow copy of the Parking Permit Request form.
3. Detach the permit from the yellow copy of the Parking Permit Request form.
4. Have the student sign and date the yellow copy of the receipt.
5. Retain the yellow copy of the receipts for pick-up the next day by a representative from the Cashier's office to keep for verification purposes.

Membership Discounts (Alumni/Booster Club)

Alumni and Booster Club cards are sold as fundraisers for Athletics and the Foundation. The cards cost money and support the colleges. **DO NOT** give a discount if a card is not present. Discounts are not retroactive or refundable. **The card must be present at the time of purchase.** (They can't come back later with the card to get the discount refunded.)

1. Both cards get a 15% discount.
2. Booster Club cards EXPIRE each year – make sure you check the date!!! Alumni cards never expire.
3. Discounts are for *insignia /imprinted merchandise only*.
4. Ring the sale as per usual.
5. YOU MUST SEE THE DISCOUNT CARD EVERY TIME.
6. Return the card to the customer.
7. At the end of the transaction you will be prompted:
 - a. Does customer have Alumni & Booster Club card? **(Y/N)**
 - b. Choose **Y**.
 - c. The discount will be taken automatically.

Pride Buck Procedure

Pride Bucks are issued by the Facilities department as a reward for the employees. **Pride Bucks are the same as an Internal Requisition.**

Redeeming Pride Bucks

1. Use the Internal Requisition tender key.
2. Enter the Facilities Budget number: 094-1800.
3. If there is more than one type of tender (ex: \$5.00 in Pride Bucks and \$10.00 in cash):
 - a. Enter the Internal Requisition tender FIRST.
 - b. Enter the second type of tender.
4. Complete the transaction.

Refunding Procedure

The customer will be refunded in the same way that they purchased the product.

(Paid in cash = refund in cash; paid by check = refund by check; paid by credit card = refund by credit card; paid via agency account = refund to agency account.)

1. Check the date on the receipt and verify that the date is within the refund period. **DO NOT ASSUME**, based on the color of the refund policy, they are due a refund.
2. Make sure you mark the book on the receipt as a refund with the date and your initials.
3. If a student disagrees with the refund decision **and still disagrees after speaking to the manager** (Sandy or Dena):
 - a. Have them fill out the Textbook Refund Appeal form for the director (Cathy).
 - b. Place it in the director's In-Box.
 - c. The director will review it within the week and get back to the student.
4. Refunding a **NEW** Book Back as a **USED** Book:
 - a. Select Refund (cash & credit cards) or AR refunds (agency account & check refunds).
 - b. Scan the book:
 - i. Ring the items that are being returned.
 - ii. Ring based on your decisions to refund (used instead of new, 50% or 75%, etc.).
 - c. If the refund is for a new book coming back as a used book, you must determine the correct used sku:
 - i. Do this by keying the new sku into PRISM.
 - ii. The used sku is located in the right-hand top corner of the screen.
 - d. Do a price override:
 - i. Enter the used price you are returning; and,
 - ii. Key in the used sku.
5. Refunding a **Package** Book:
 - a. If it is a new book refund, match the SKU from the book to the SKU on the receipt.
 - b. If they don't match then the book is part of a package.
 - c. Check the author on the receipt for SW, List, or NR.
 - d. If unwrapped, verify that it can be returned at all:
 - i. Conditional Refund Spreadsheet will show NR (No Return).
 - ii. If this is true, the book **CAN NOT** be returned/refunded.
 - e. Verify from the Conditional Refund Spreadsheet that it has all its components.
 - f. Remember to charge the shrink-wrap fee if necessary.
6. Charging a Shrink Wrap Fee:
 - a. Select Exchange (cash & credit cards) or AR Exchange (agency account & check refunds) to allow a purchase (the shrink wrap fee) with the refund.
 - b. Type in the SKU from the receipt to refund.
 - c. Hit the same exchange key you used above.
 - d. Hit the non merchandise key and choose shrink-wrap fee.
 - e. Proceed with the refund.

7. Refunds for Check Purchases made on the **same day, RETURNING EVERYTHING:**

A customer wants to refund a purchase that they made **today**, paying by check. If they are **returning everything** they purchased, you will verify the return against the receipt, take the product, find their check, return it to them and post void the sale.

8. Refunds for Check Purchases made on the **same day, PARTIAL RETURN:**

A customer wants to refund a purchase that they made **today**, paying by check. They are **NOT returning everything** they purchased. You can handle this in one of two ways:

- a. Ask them if they want to write a new check and void the previous one; **OR**
- b. Follow the procedures listed below to set up a debit account.

9. Refunds for Check Purchases Made on **Any Other Date:**

A customer wants to refund a purchase that they made **before today**, paying by check. After verifying the return against the receipt, follow these steps at the register:

- a. Select AR refunds (account refunds) or AR exchange (when you need to charge a shrink-wrap fee).
- b. Enter the customer's student ID number.
 - i. If the student **IS** already set up:
 - (1) Make sure you read ALL the account lines. **If they have a bad check**, you will take back the book and **not** issue a refund. *(They owe us money!)*
 - (2) Make sure you are in the **CREDIT MEMO** account – *this is the **ONLY** account used for check refunds!!!*
 - (3) You may have to add it to their list of accounts.
 - (4) You will have to make sure the Credit Memo account is "active".
 - (5) **Read the comment line:** If a check will process that day or in the next few days, **LEAVE THE ACCOUNT INACTIVE** and ask the accountant for help.
 - ii. If the student **IS NOT** set up:
 - (1) The register should prompt, "Not found, do you want to add?"
 - (2) Choose "Y" for yes.
 - (3) Enter the customer's name (Last name, first name).
 - (4) Enter their complete address and phone number. Make sure the student is aware that this is where the check will be sent – it needs to be current! *(This information helps us track them down if they forget that we owe them money.)*
 - (5) Put your name or initials in the space labeled "Country."
 - (6) Under comments type: "Refund on Check Purchase" – *this is very important.*
- c. The Account to charge is "**Credit Memo**"; you will probably have to add this. Please **DO NOT** use any other account for refunding a check purchase!
- d. The system will ask you to set dates:
 - i. Use today's date as the start date.
 - ii. The expiration date is 01/01/30 **(yes, January 1, 2030)**.
- e. The screen shows: limit = Y and amount = .01. **DO NOT CHANGE THIS**. The limit will be set automatically when you ring the refund.
- f. Ring the items that are being returned. Ring based on your decisions to refund (used instead of new, etc.).
- g. Remember to charge the shrink-wrap fee if necessary. *(Use the AR Exchange key to allow a purchase with the refund.)*

- h. When you are finished, you will be prompted to insert a document. Use the same 3-part paper we use for agency sales. The system will also print a receipt for your customer, showing their SID#, that they have a credit memo in the store, and their balance.
- i. Have the customer check their SID#, address, phone number, and name to be sure they are correct.
- j. Have them initial their name & address (confirming that they are correct).
- k. Have them sign the form.

10. What To Tell The Customer:

- a. They now have a credit balance in the bookstore in the amount of \$____; **encourage them to use it!!!**
- b. They can use their account to purchase **ANYTHING** in the store.
- c. If they want to spend against it, just tell the cashier that they have an account and give their SID#.
- d. If they can bring in the cancelled check or a copy of the check (**both sides**) and their check statement showing the check cleared, we can process their refund request faster (*one week from the date they bring in the documentation*).
- e. Their refund will be issued in the form of a check that will be mailed to their home (**make sure that address is correct!**).
- f. If there is a problem, or they have a question, please have them talk to or call Leigh (at SCC, x7407 and at SFCC, x3436).

11. End of the Day:

- a. At the end of the day, cashiers will need to break out the refunds and sales separately from other agency sales.
- b. These will need separate totals and separate notations on their CRs.
- c. If you are having difficulty recognizing this paperwork as different, highlight the comment line **“refund on check purchase”** before you put it in your drawer.

Reservation Procedure

Students may reserve books on-line for a \$4.00 (four dollar) fee. The books must be pulled off the shelf, put in a bag and a suspended transaction rung and placed with the books. **The student has NOT paid for the books!** When the student comes in to pick up the reserved books, the suspended transaction is then completed and the student then purchases books.

1. Initial Ring Up of Reservations:
 - a. Check EACH book:
 - i. Verify that it rings up with the same information that is listed on the sheet.
 - ii. Title, Sku, Xref, ISBN, etc.
 - iii. Make a check mark next to each book that is correct.
 - b. ***If there are any differences:***
 - i. Mark them.
 - ii. Let the person in charge of reservations know! (SCC=Crystal, SFCC=Helen)
 - iii. **DO NOT** continue; cancel the transaction.
2. After ringing up all the books listed:
 - a. Add the reservation fee:
 - i. Hit the Non-Merchandise key.
 - ii. Choose "Reservation fee."
 - iii. Total the sale.
 - iv. Hit Escape.
 - v. Hit Suspend/Retrieve.
 - vi. Choose "Y."
 - b. Staple the original receipt to the initialed paper.
 - c. Staple the RL to the second sheet and print the customer's name (last name, first name) on the bottom in large letters.
 - d. Put all books in a bag and tie/tape it closed.
 - e. Tape the second sheet to the bag with the customer's name folded over the edge so it can be read.
 - f. If the customer has more than one bag, write "1 of 2," "2 of 2," etc. by the customer's name.
 - g. Place the bags in the designated area by last name.
 - h. Give the original paperwork to the person in charge of reservations in the in-box on their desk.
3. When The Customer Comes In To Pick-Up and Purchase Their Books:
 - a. Have the customer verify the books and sign the slip attached to the bag.
 - b. Bring up the suspended sale:
 - i) Hit the Suspend/Retrieve key.
 - ii) Enter the original receipt number.
 - c. If the student has more than one reservation:
 - i) More than one reservation may be rung by entering ONE of the suspended transactions and scanning the rest of the books.
 - ii) **ONLY ONE** fee is charged.
 - iii) Please **DO NOT** staple multiple orders together.
 - d. Make any changes necessary and complete the sale.
 - e. Stamp each paper with the "Special Order" date stamp (no RL is needed).
 - f. Get the completed paperwork to the person in charge of Reservations:
 - i) SCC=Crystal: put it in the slot in the cashier's room.
 - ii) SFCC=Put it in Helen's In-Box.

Security Procedure

Security is a priority for ALL Bookstore employees. All employees are expected to implement all security procedures for protection of themselves and the bookstore.

1. Floor Rotation Log: *(see attached)*

This log is created to help the Bookstore and its employees give better customer service, as well as to help with security concerns. Please make sure the assigned employee fills out the log for each hour that they are responsible for making rounds.

2. Displaced Item Log: *(see attached)*

- a. This log is to track items that have been:
 - i. Moved to another location in the store
 - ii. Empty packaging
 - iii. Tags without items
- b. Please fill it out ALL the blanks in the form. *(This should be a part of the Floor Rotation Log responsibilities.)*

3. Incident Log: *(see attached)*

- a. This log is to be filled out each time a cashier is uncomfortable about a situation with a student. An Incident Log should be filled out AT LEAST in the following situations:
 - i) A customer yells at the cashier.
 - ii) A customer verbally abuses a cashier.
 - iii) A customer threatens a cashier.
 - iv) A cashier feels threatened by a customer (even if no verbal threat occurred).
 - v) Shoplifting.
- b. This log should be completed **as soon as possible** after the incident has occurred.

4. Stopping a Customer When the Security System Goes Off.

- a. PAY ATTENTION!!! **DO NOT** let a student just walk out when they have set off the system!!!
- b. However, **AT NO TIME is an employee of the Bookstore to accuse the customer of theft!**
- c. Most likely they have brought in a tag from another store and it has set off the system. Remember to talk to the customer in a friendly manner and **approach it as another service we are providing** by shutting off the offending tag so they won't be stopped either at our store or any other stores using the same system.
- d. Send them through the system without their backpack (keep that with you).
 - i) If they still set off the system, the tag is in their clothing.
 - ii) Scan them with the security wand and deactivate the tag with the wand.
- e. If the backpack contains the item.
 - i) Check the books in the bag with their receipt.
 - ii) If the books match the receipt, put their backpack over the deactivation pad by the register (turning it over to make sure every item is deactivated).

Software Special Order Procedure

The bookstore offers special pricing to students and faculty on specific types of software and has an agreement with the software companies. Some additional steps must be taken to satisfy the software company auditors so we may continue to offer this service.

1. Have the Customer Complete a MSCA form.
 - a. ALL blanks must be filled in.
 - b. Their selection must be clearly marked.
 - c. Have them sign the form.
2. Enter the Customer's SID Number Into The Database.
 - a. **If they do not come up in our system, we CAN NOT go any further.** If they have questions, please refer them to the person in charge of computer software ordering.
 - i) SCC = Crystal
 - ii) SFCC – Lupe
 - b. Verify that the title(s) chosen on the form have **NOT** been purchased before by checking the database. *Only **ONE** purchase of each title is allowed.*
3. Enter their new purchase in to the database.
4. Check the verification of employment box on the form and sign the bookstore representative area.
5. Ring their purchase as a DEPOSIT PAY-IN (*see procedure*).
6. Ring each item separately.
7. Staple the original receipt to a return policy and hand it to the customer.
8. Remind the customer: **NO RECEIPT = NO PICK UP.**
9. Do an RL and staple it to the MSCA form.
10. Give the form to the person in charge of ordering software.
11. If the customer asks “How long will it take?”
 - a. One week for the titles we have in stock (*see attached*).
 - b. Two weeks for special orders.
12. **The bookstore will exchange DEFECTIVE PRODUCTS ONLY!!! THERE ARE NO RETURNS ON SOFTWARE.**

Subscription Procedure

The bookstore offers subscriptions for the New York Times as a service to the instructors of the college. The students and faculty get a reduced rate for their subscriptions for which the college needs to fill out additional paperwork. Students may purchase single copies or subscriptions for the quarter.

1. Single Copy Purchase:
Use the designated sku and ring the sale as usual.
2. Subscription Purchase:
 - a. Have the student fill out the subscription form (*see attached*).
 - b. Hit the Non-Merchandise key.
 - c. Choose "Subscription Card."
 - d. Hit the Enter key.
 - e. When prompted by the register, insert the subscription form and frank the BACK of the form.
 - f. Complete the sale.
 - g. Give the student a NYT Subscription card.
 - h. The card must be presented and marked each time a paper is picked up.
3. **SUBSCRIPTION CARDS ARE NOT REFUNDED OR REPLACED!!!**

Tax Exempt Policy

Any retailer can refuse to honor a tax exempt status; no law requires them to honor this. Our college district has chosen **NOT** to accept tax exempt status for customers shopping in the bookstore.

People living in the state while attending college are “temporary residents.” Education and other services are funded by tax dollars. While students live here and attend college, they benefit from the services the tax dollars support.

All students will pay the same amount for their books due to this policy.

Void Procedure

Only designated cashiers, the manager, accountant, and director may void a transaction for mistakes. At the register:

1. Enter PV.
2. Enter the required pass codes.
3. Enter the receipt number.
4. Choose "Y"
5. The transaction is now voided and the void must be initialed by the originating cashier and the person voiding the transaction.
6. **THE PERSON WHO ORIGINALLY RANG THE SALE TO BE VOIDED CAN NOT VOID THE SALE.**