

Natural Food Co-op Training Manual

Opening and Closing Store, Running Cash Register (2-24-2023)

Welcome to our community volunteer-run Co-op. We are so grateful to have you join our team and sincerely hope that this manual will assist you. If you do not find an answer to a question or problem you have, please contact or leave a note for the volunteer coordinator/trainer so that it can be adequately addressed.

KEYS

- When you have been trained and are ready to take a shift on your own, the volunteer coordinator/trainer or another board member will issue you a key to the building. This key opens both front and back doors. The key must be returned and signed back in when you are no longer able to volunteer.

SHIFT HOURS

- Monday, Tuesday, Wednesday, Friday: 9:30-1:30 pm; 1:30-5:30 pm.
- Saturday: 10:30 am – 2:30 pm
- UNFI usually delivers on Thursday.
- If you cannot fill your shift, please let the volunteer coordinator trainer know right away. We appreciate if you are able to find a replacement and let volunteer coordinator trainer know. Always check the schedule on the calendar board by the register.

DISCOUNTS

- The more you volunteer, the bigger discount you receive on your purchases!
- The hours you work one month determine the discount you receive the following month. If you work just 4 hours per month, you can also get preorders at wholesale cost.
- Any hours not used can be carried over to the following month. For example: If you worked 5 hours in May giving you 4 hours for a 15% discount in June, you can roll the extra 1 hour over into July.

4 hours -----15%

8 hours -----20%

12 hours ---25%

16 hours ---30%

20 hours ---35%

24 hours ---40%

OPENING

- Unlock both the front and back doors.
- Turn on all lights.
Main 3 switches across from the office
Front fridges and freezer lights
Pull-strings by back freezers
- Get the cash drawer from the office.
- Turn the register key to **REG** and press the **CA/AT/NS** key (Big Blue Button).
- Put in your cashier number and press the **CLK#/CONV** key.
- Put the drawer into the register and count all the money, including the change rolls. The total should match the last recorded amount in the log under the change bin. Record the amount and initial.
- Flip the front door sign to **OPEN**.
- Make sure the sidewalk is shoveled and ice melt is sprinkled if there is snow on the ground.
- Water the flower pots out front in the warmer months.

CASH REGISTER

- You will be thoroughly trained on the cash register. There is an **Instruction Manual** for the register under the counter. We hope it will answer any question you might have. If you should have a problem call Kate at 308.207.5686, or Jim at the Business Connection at 308.432.2158.

CREDIT CARD MACHINE

- You will be thoroughly trained on the use of the Credit Card Machine.

RINGING UP PRODUCTS

- Key in the price of the item (DO NOT enter a decimal point! Machine will).
- Press either the **TAX** or **NO TAX** key. (Food and drink items are not taxed. Most everything else is taxed.)
- Continue until you have rung up every item.
- Press the **MDSE SBTL** key for the subtotal. This will NOT include tax.
- Ask if the customer is a member.
- If yes, they receive a 10% discount. Press **10** then the **%1MINUS** key.
- If they are a volunteer -- enter in the amount of their discount and then the **%1MINUS** key.
- Press the **#/TM SBTL** key for the grand total, which includes sales tax.
- Exact change in cash: press the **CA/AT/NS** key (Big Blue Button).

- Cash: type in the amount you are given, then press the **CA/AT/NS** key (Big Blue Button). The cash register should pop open and the change amount will appear on the register. Give the customer the correct change.
- Check: type in the amount written and press the **CHK** key, stamp the back of the check and put it under the change in the drawer.
- Credit or Debit Card: follow directions for card charges.
- Hand the customer their receipt from the cash register if they want it.
- Thank them for coming in!

RINGING UP MULTIPLES OF THE SAME PRODUCT

- Double check to make sure the price is the same on each item. Items often go on sale or increase in price.
- Enter in the number of items at the same price.
- Press the **@/FOR** key.
- Enter the price of the item.
- Press either the **TAX** or **NO TAX** key.
- Another way is to enter the price of the item, then press either the **TAX** or **NO TAX** key as many times as there are items. The amount will show on the screen.

VOID

- To void the last item entered, press **VOID**.
- To void the entire transaction, press the **#/TM SBT** key then the **VOID** key, then the **#/TM SBT** key again.
- To void a particular item, type in the amount of the item, then the **VOID** key, and then either the **TAX** or **NO TAX** key.
- Once the “Blue Key” has been pushed, you will not be able to void. An option of refund is to issue a “Gift Certificate” for the amount including the discount received.

RECEIPT PAPER

- Please keep watch that you do not run out of paper in the register. The paper will start to have pink streaks in it when it is low. Please take a moment to change the tape (refills are below the counter).

CHANGE

- If you are out of change, take a few minutes and close the store. Please put up a sign that says “Back in 5 Minutes”. Go to the bank across the street and get appropriate change.

PRE-ORDERS

- To ring up a pre-order, enter in the price amounts of each item and either the **TAX** or **NO TAX** key.
- For most customers, a 20% surcharge is added to the wholesale price of the total. If a member volunteers a minimum of 4 hours per month, they get their order at cost without the surcharge.
- For non-volunteers, Press **20** then the **%2PLUS** key.
- Press the **MDSE SBTL** key.
- Press the **#/TM SBTL** key for the total price.
- **DO NOT take an additional 10% off on Pre-Orders!**
- If customer has other items besides the pre-order, ring up the other items, sub-total, and take their discount off the sub-total. Then ring up each pre-order individually, adding the 20% with each item. Then total and proceed.

GIFT CERTIFICATES

Sale of Gift Certificate

- The Gift Certificates are under the register in a blue folder labeled “Gift Certificates”. Have the customer fill out their name and the rest of form while you check them out. Initial the Gift Certificate when they are done.
- ***Do NOT take 10% off of the Gift Certificate purchase!*** If the customer is a member and they are buying other items, take the 10% off of their total merchandise; then ring in the amount on the Gift Certificate and push Gift Certificate Key.

Redeeming a Gift Certificate

- We treat the Gift Certificate as a CHECK.
- If the customer’s total purchase amount is **LESS** than the Gift Certificate amount, you would enter the amount of the Gift Certificate and press CHK key. The register will tell you the difference (what is remaining on the Gift Certificate). Cross out the original amount on the Gift Certificate and enter the remaining amount with your initials and date. Return the Gift Certificate to the customer – they can continue to pay with it until it is fully used.
- If the purchase amount is **MORE** than the Gift Certificate amount, key in the amount of the Gift Certificate and press the CHK key. The customer can then pay the remaining balance due.

MEMBERSHIPS

- Membership fees are located under the glass at the register counter.
- Membership cards are under that counter.
- For a customer who wishes to become a member:
 - write the expiration date on the card for the appropriate membership

- Lifetime or
- Yearly (one year from current date).
- open the Member Information Form on the iPad and have the customer complete and SUBMIT the Member Information form. ([Member Information Tutorial](#))
- have customer fill out the information on their membership card. This card is for them to keep.
- **Please note** – DO NOT take 10% off of memberships! When ringing up an order, take the 10% off first before you ring up the membership fee.
- To ring up a new membership or renewed membership, key in the appropriate member price and press the **MEMBERSHIP** key (AFTER ringing up the customer's order and taking off the 10%!).

REFUNDS

- We do not generally do refunds unless the product is damaged or out of date. We absolutely cannot take it if it has been opened or tampered with. Absolutely no refunds on Bulk items, as we do not know if that item has been left in the elements and is technically already opened to begin with.
- Do a refund as a "Gift Certificate".

Z-ING OUT

- At the end of your shift, you will need to Z Out so that we have totals of how much money we took in for that shift.
- Turn register key to **X1/Z1**, press the **DECIMAL POINT**, then the **CA/AT/NS** key (Big Blue Button). The register will print out a receipt. Leave it there.
- Turn register key to **X2/Z2**, press the **DECIMAL POINT**, then the **CA/AT/NS** key (Big Blue Button). The register will print out a second receipt. Tear off both together. This will have all the transactions made during your shift.
- Take out the checks from the drawer.
- Get an envelope from under the counter.
- Add up the check amounts. Look to see if the total matches the amount on the Z Tape opposite the word **Check**. Write the amount on the envelope.
- Look at the amount opposite the letters **CID**. That stands for Cash in Drawer, which should be the amount of cash you took in during your shift. Take that amount out of the register and place it in the envelope.

- What remains in the drawer should match what you started with at the beginning of your shift and what you wrote in the log. Count it carefully and write the total in the log with your initials. If it does not match, a few pennies off is ok. If it is more, count it again. If it is still off, leave a note and the treasurer will figure it out. If something is really wrong or confusing, you can call Lisa at Kate at 308.207.5686.
- Write your name, date, and the total of all three amounts (CASH, CHECK, CREDIT CARD) on the envelope.
- Seal the envelope and slip it into the safe slot under the counter.
- Turn the key to the **OFF** position.
- Take the drawer into the designated place where it is kept off hours.

MISC

- If you need to open the drawer without a transaction, just press the **CA/AT/NS** key (Big Blue Button).
- The **CL** key will clear the screen.
- If you need to double check that you entered something in correctly, you can press the **RECEIPT Arrow Up** key until the receipt tape comes out enough to show you what you've done so far.

PRE-ORDERS AND BULK ORDERS

- Forms are under the register counter. Extras are in the office.
- To look up an item in the UNFI catalog, go to the customers.unfi.com on the iPad or the office computer. Login name is **nfcoop308** and the password is **Organic249**.
- To look up an item on the Frontier catalogue, to go wholesale.frontiercoop.com on the iPad or the office computer. Login email is **chadronfoodcoop@gmail.com** and the password is **Frontier2021**.
- Make sure you write the order on the correct side of the form. One is for **TAXABLE** items and the other side is for **NON-TAXABLE** items.
- Make sure the customer is a member. Only Co-Op members can make pre-orders.
- Write down the customer's name, phone number, and the current date.
- Circle where the order is to be placed (UNFI, Frontier, or Neutraceutical).
- Add the order sheet to the front of the appropriate clipboard.

WEIGHING ITEMS

- Spices/herbs, most produce, and a few other items need to be weighed on the scale for their total price.
- For spices, pour the desired amount into a Ziploc bag (a box of them should be by the scale).
- Place the item on the scale.

- Enter in the price per pound.
- Use the little white stickers to write the name of spice, total and stick it onto the bag.
- For produce, prices per pound should be on the board on the wall next to the register.

BULK SPICES/HERBS

- When a jar is empty, check in the back to see if there is more. The spices/herbs in the bins are in alphabetical order, as are the jars.
- If there is no back up of the spice/herb, write down a note in the Volunteer Notebook with an F for Frontier so that the person who orders knows what they are looking for. Lay the jar down to make it clear that the jar is empty.
- If there is a back up bag in a bin in the back, fill the empty jar as much as you can. If the bag was a new closed bag, write today's date on the jar and make sure the price is the same. If the bag was already open, the date can stay the same.

CLOSING

- Lock Front and Back Doors. Flip front door sign to CLOSED.
- Z Out (Look above for detailed instructions).
- Turn register key to **OFF**.
- Put the drawer in the office.
- Write down your hours in the Volunteer Log.
- Make sure any dishes and/or scoops you've used are rinsed and put into the dishwasher.
- Remember to bring in the produce sign if it was out.
- Turn off all lights: freezers/fridges, 3 switches across from the office, office, storage areas, bathroom, back.
- Please leave front fan on.
- Please make sure both doors are locked.

PRICING

- Our markup for items is 1.5 for Non-tax items and 1.6 for Taxable items. So if for example, you see the invoice for eggs that you need to price, multiply the wholesale price by 1.5 (since eggs are food and therefore not taxed).

LOSSES/STORE USE

STORE USE ITEMS

- There are items we need for the store to run, such as toilet paper or Ziploc bags. If we are out of something we need, this item can be taken off the shelf if available and written off in the Red Store Use/Losses Binder (located under the scale counter). Determine whether this item is taxable or not, and turn to the appropriate section under “Store Use”. Write down the name/description and brand (if applicable) of the item, date, and price.

OUT OF DATE PRODUCTS

- Dairy products cannot be sold legally when they are out of date, so put a note that says “Free” on the items that are expired and put them in the back fridge for the volunteers to take.
- For everything not dairy, if the item(s) are not too out of date (6 months or less, depending on the item), we can mark them down 50% off and put them on the discount shelf across from the cash register.
- Determine whether the item(s) is taxable or not, and turn to the appropriate section under “Losses” in the Red Store Use/Losses Binder. Write down the name/description and brand (if applicable) of the item, quantity, price, and the amount it will be when 50% off. Then count the total loss by multiplying the discounted price by the quantity of items.

REGULATING TEMPERATURE

- The temperature should stay at approximately 69° in the store for the food to stay fresh. Please DO NOT touch the thermostat. The thermostat for air conditioning is by the back wall of the back doorway. Heating is on the other side of that same wall next to the flaxseed. Double check during your shift that the appropriate one is on, (i.e. during the winter, the heat is on, and in the summer the thermostat is set to around 69. Some days might require both!) The thermostats should not tamper with the ideal temperature as this could affect the quality of our food products.

CHARGE ACCOUNTS

- Members may have a charge account (where they can write down items in the Big Book that they’d like to purchase to pay for at a later date) when given direct permission from the Board of Directors. This may be requested only after six months of regular and continuous volunteering.