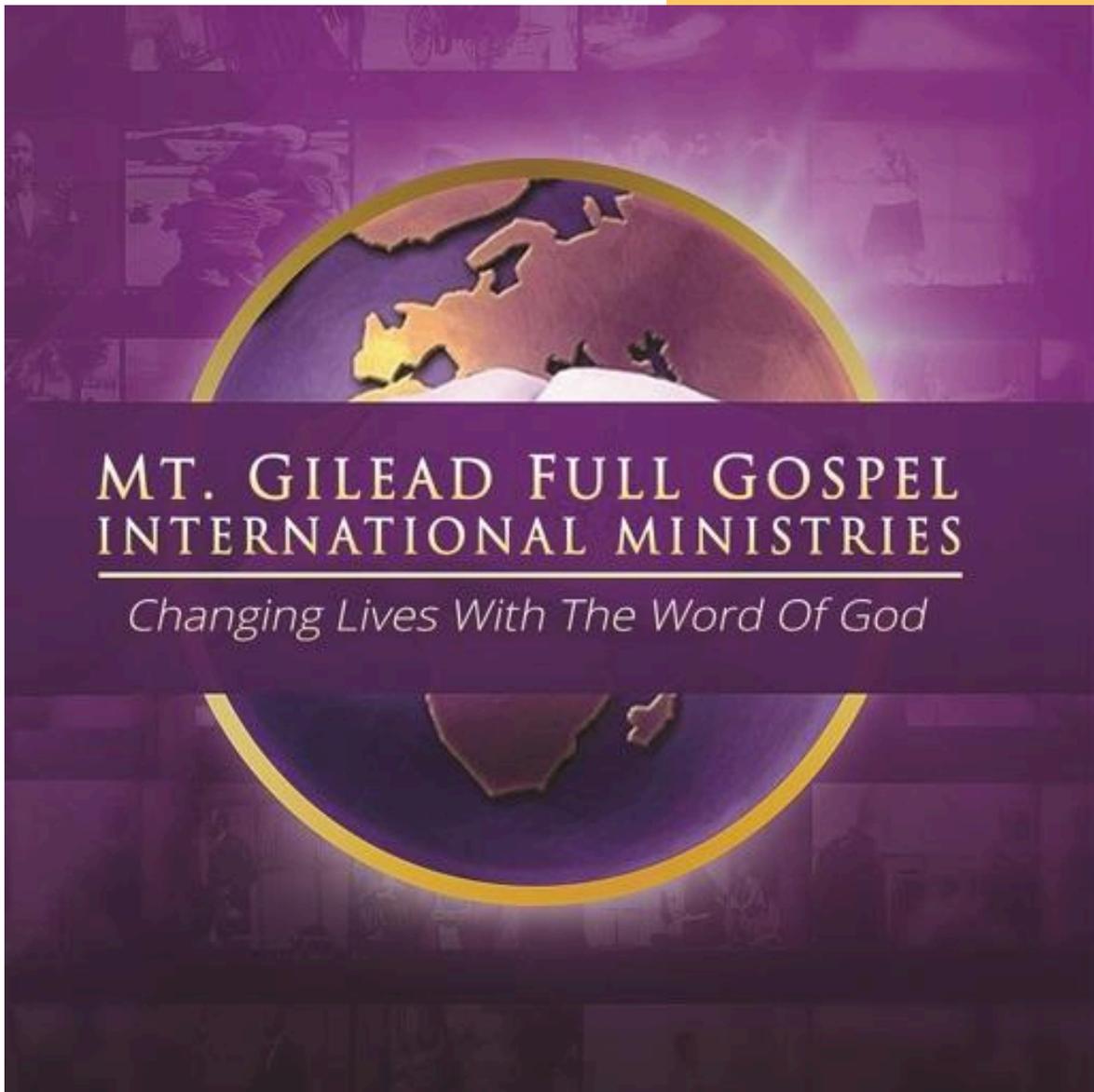


# Transformation Center Manual



## **Welcome to the Family!**

This manual serves as a comprehensive guide for operating the bookstore and outlines the responsibilities of each TC member.

It is designed to help you navigate each task when serving and enhance customer service.

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**Mission:** Changing minds by providing wisdom, power, and knowledge-based tools and resources to our members and partners.

**Vision:** Serve as a source to “The Source” of wisdom, knowledge, and power to members, partners, and the community as they mature and stand firm in knowing all things are possible with God.

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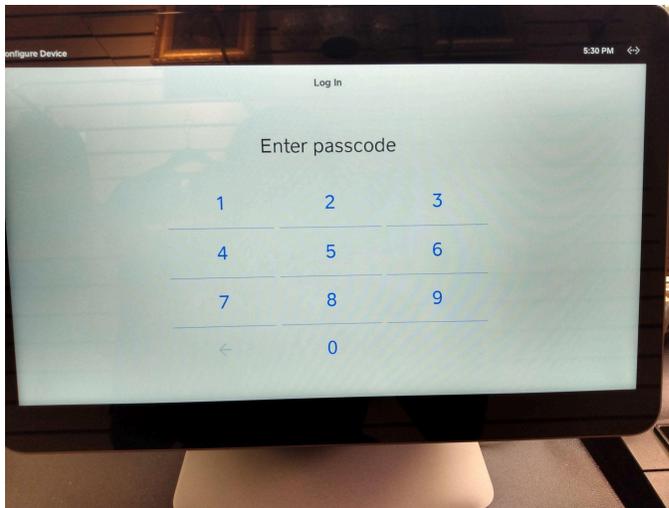
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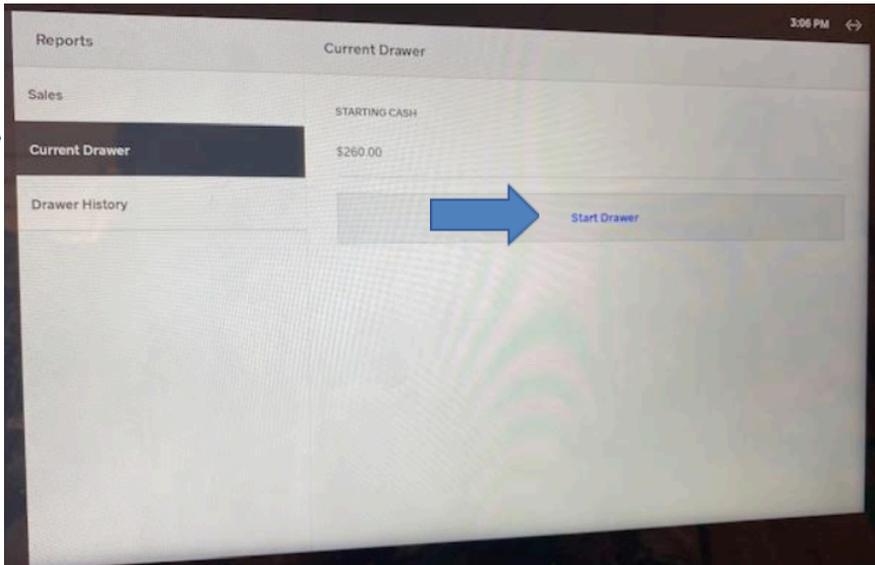
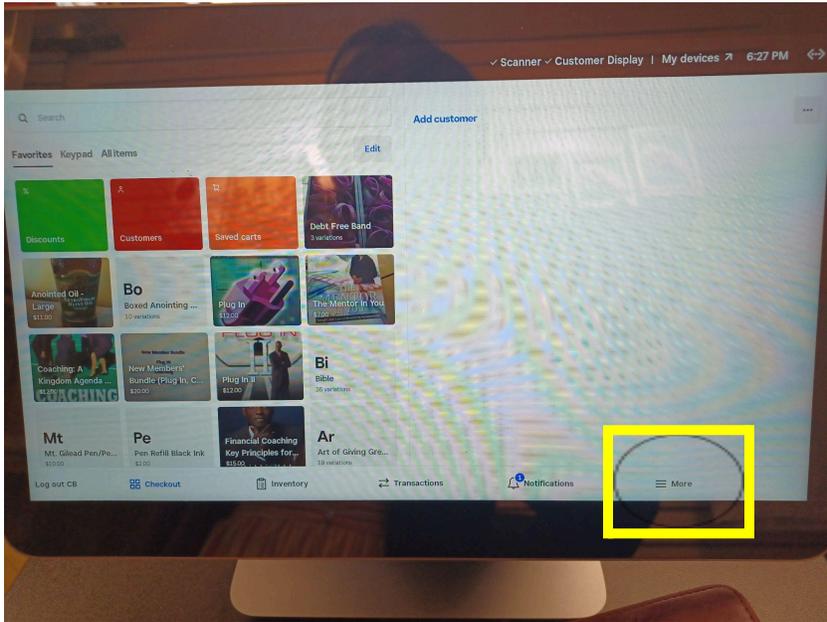
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## OPEN DRAWER/REGISTER

1. Count all of the cash on hand, if any **(Till + Coins)**
2. Enter Passcode on Ipad to Begin
3. Click “Start Drawer” at the bottom right-hand corner  
*(Note: Another way to find is to click on the “more” tab at the bottom right of the screen, then select “Reports,” then select “Current Drawer”) til*
4. Enter the amount of cash and coins counted under Starting Cash.  
*(Note: \$260.00 might be displayed by default. You need to delete/backspace the default total and enter the cash amount. If none because the Till cannot be located, enter “\$0.00” and only take credit card, check, gift card, etc.*
5. Click on “Start Drawer”
6. Click on the top right icon that looks like a cart to find the items for sale



# TRANSFORMATION CENTER MANUAL

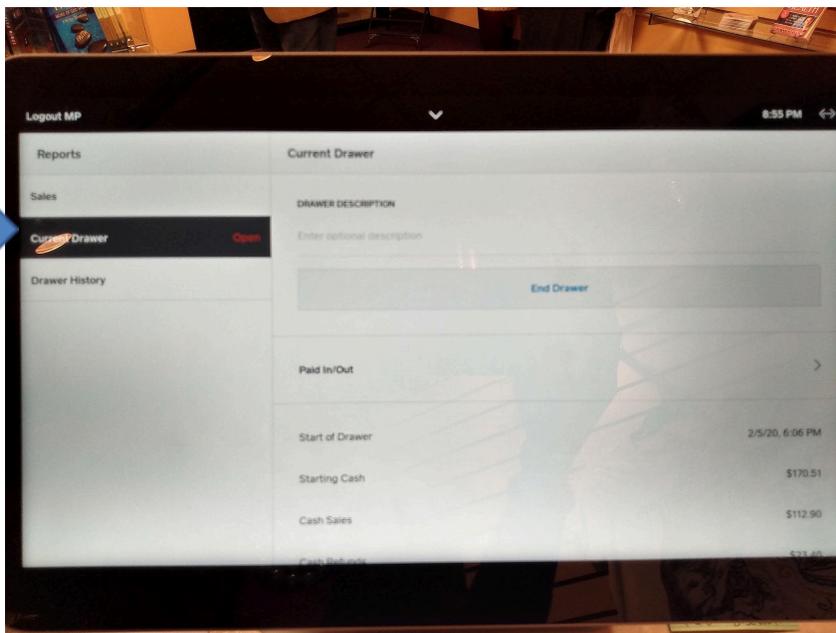
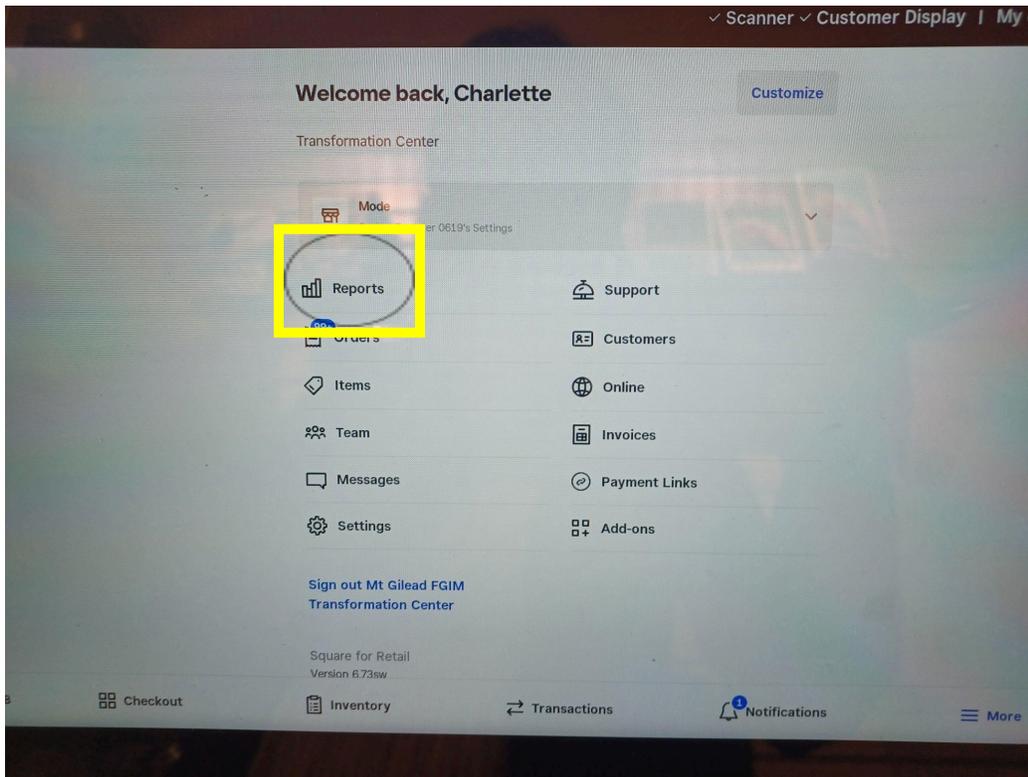


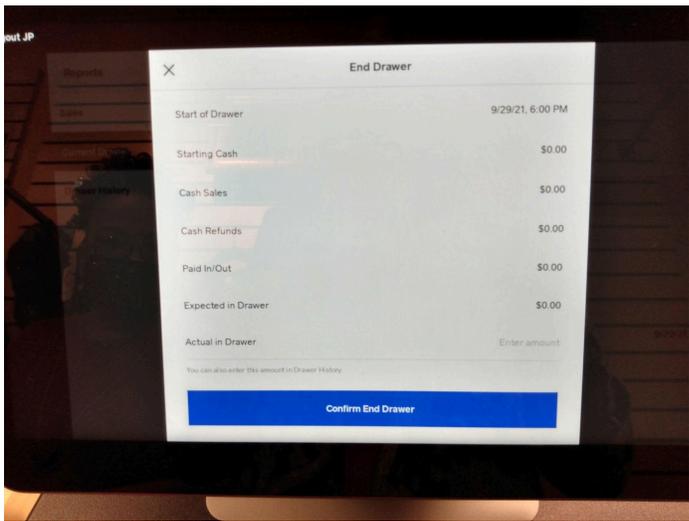
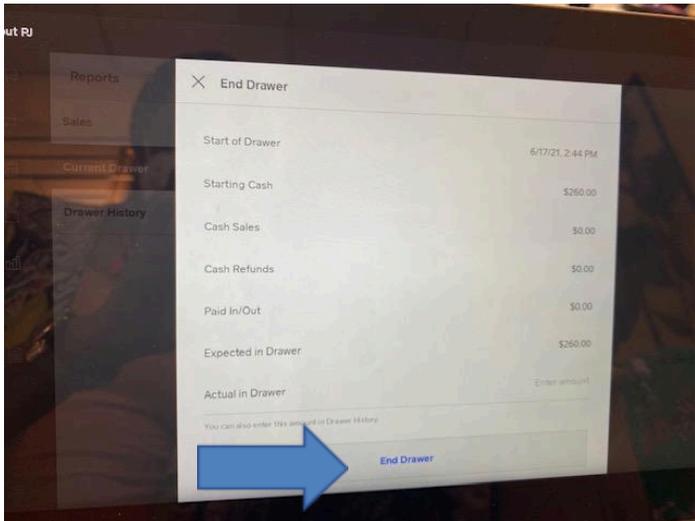
**CLOSE DRAWER/REGISTER** (see Open Drawer instructions for screenshots)

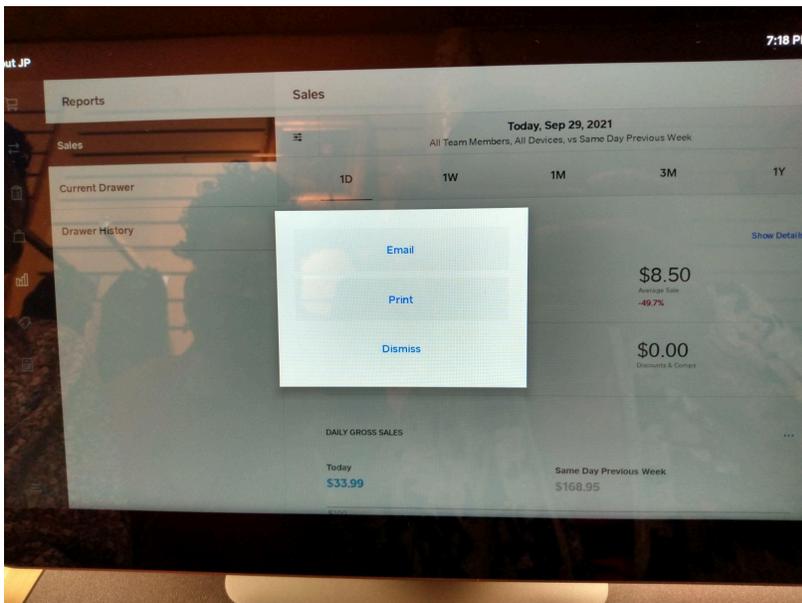
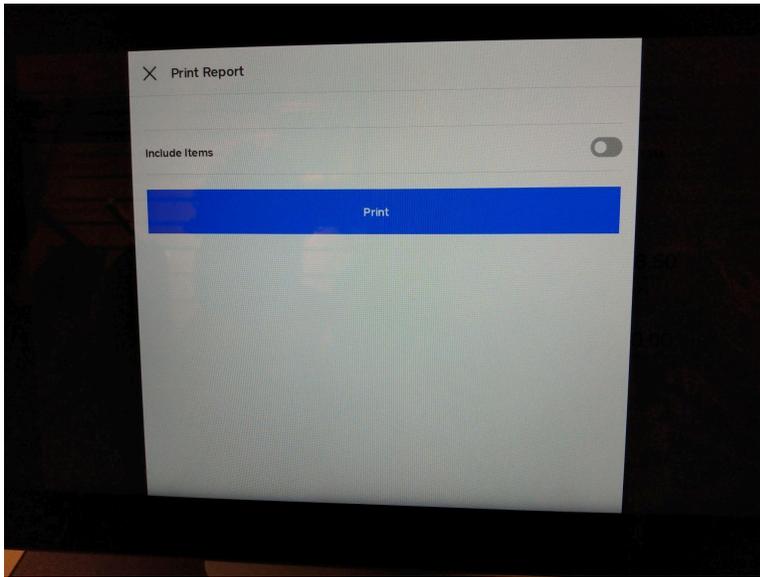
1. Ensure that all transactions have been entered
2. Click on the “More” tab on the bottom right of the screen, then select “Reports”
3. Click on “Current Drawer”
4. Click on “End Drawer” then “Confirm End Drawer” (**Drawer will automatically open - KEEP OPEN to count the money**)
5. Receipt will automatically print. If not, click on the “download” icon at the top right corner of the screen. Select “Print” and put the receipt in the envelope with the Transaction Sheet
6. Click on “Sales”, scroll down to record Cash, Check, Credit Card, and Gift Card total sales amounts onto the transaction sheet.
7. Take out the “Cash Sales” amount from the register and place it in an envelope
8. Count remaining money in the drawer (**not coins**) and place back in ziplock bag (**total amount should be starting Till**)
9. Log Out (bottom left-hand side of screen)
10. Push and hold the button under the register/iPad screen and select “Restart” (***This is only to be done when the bookstore is closing for the day***)
11. Place the Ziplock back into the green bag, along with the envelope containing the profit, printed receipt, keys, and transaction sheet.

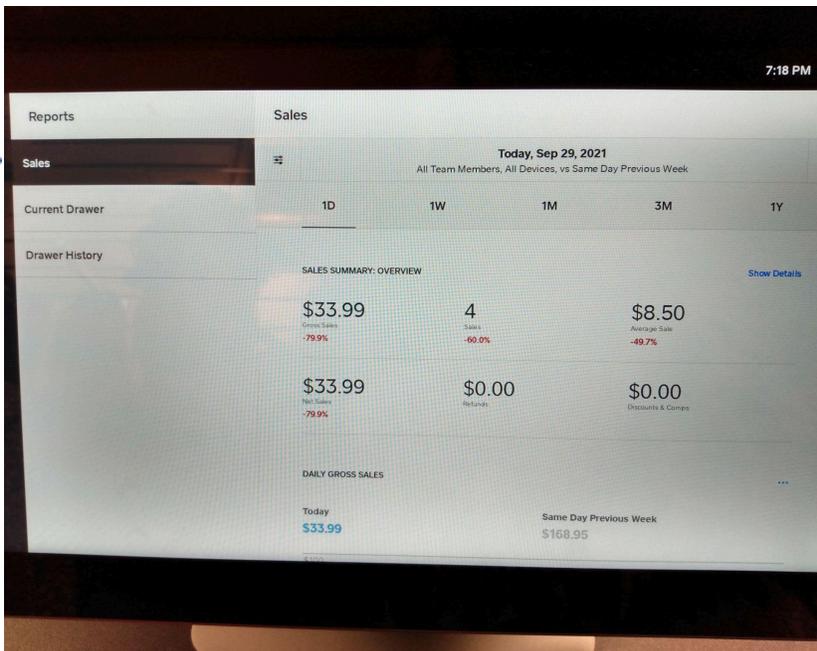
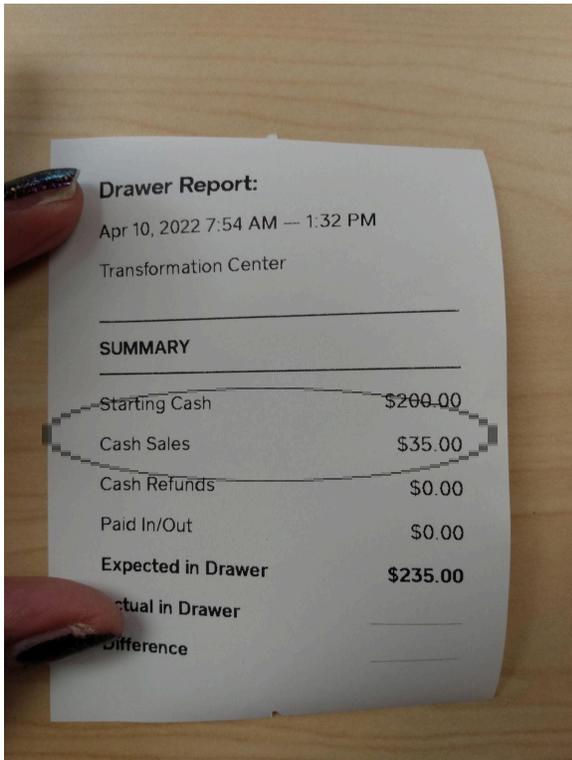
**Note:** The Transaction sheet is only included on Sundays. Please complete it on Wednesday and leave it on the clipboard.

# TRANSFORMATION CENTER MANUAL

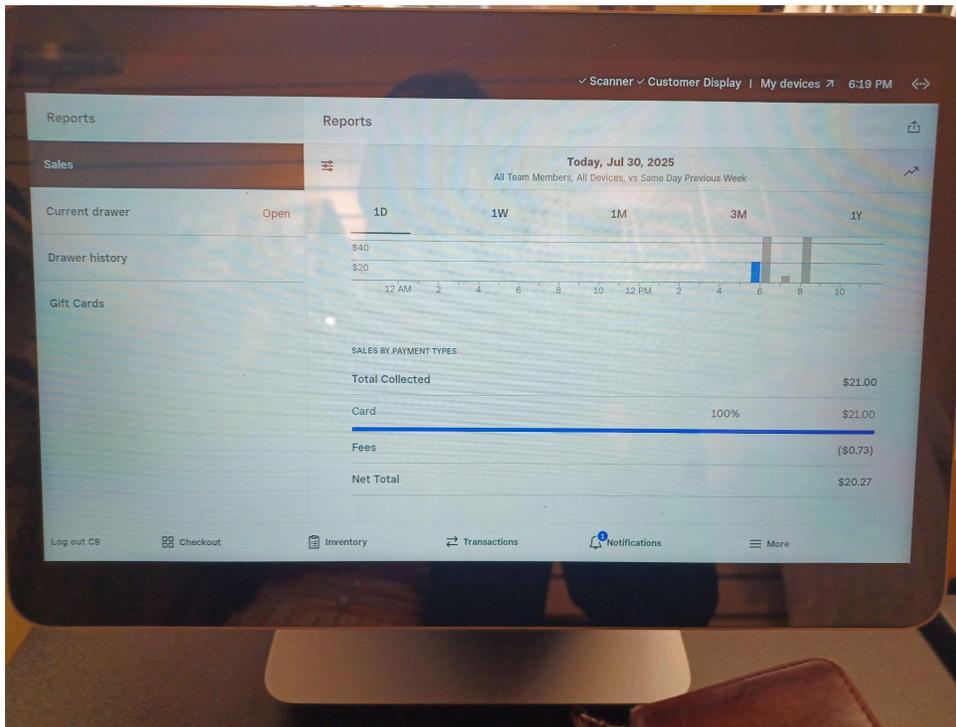








(End Drawer screen that shows the current cash in drawer from sales)



**\*\*\*Note:** If credit card transactions appear to be more than the amount of credit card sales collected, use the steps below to obtain the accurate amount to record.

**Step 1:** Scroll down and look for “Custom Amount”

**Step 2:** Subtract the amount under “Custom Amount” from the “Card” amount

(Till, Envelope, and Key that go in the Green Bag)





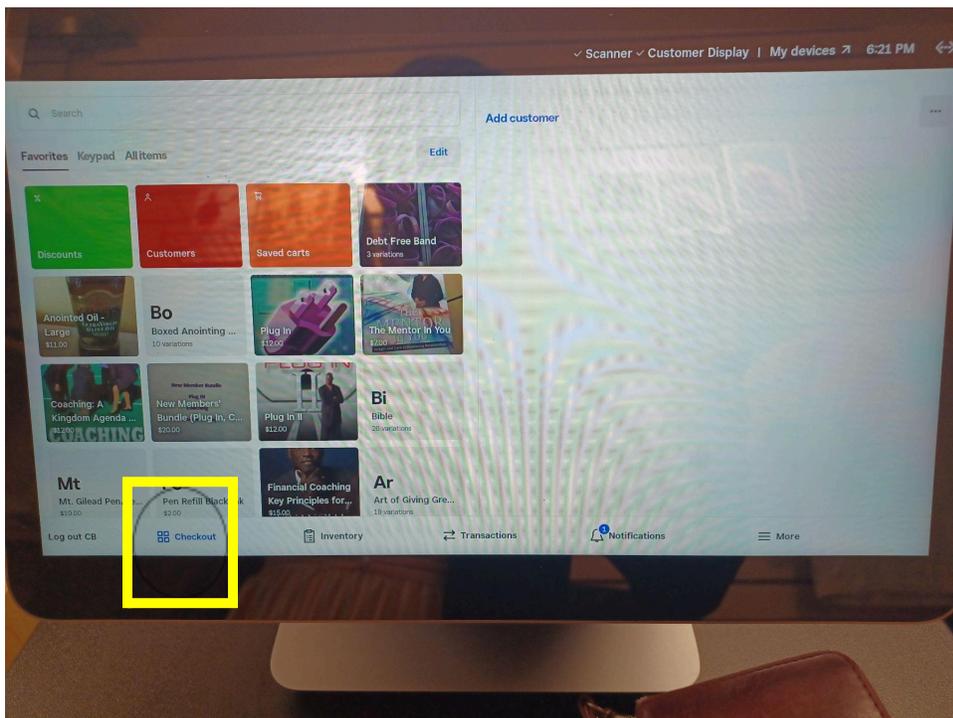
(Green envelope goes into the Large gray bag)



## START AN ORDER - [Video Tutorial](#)

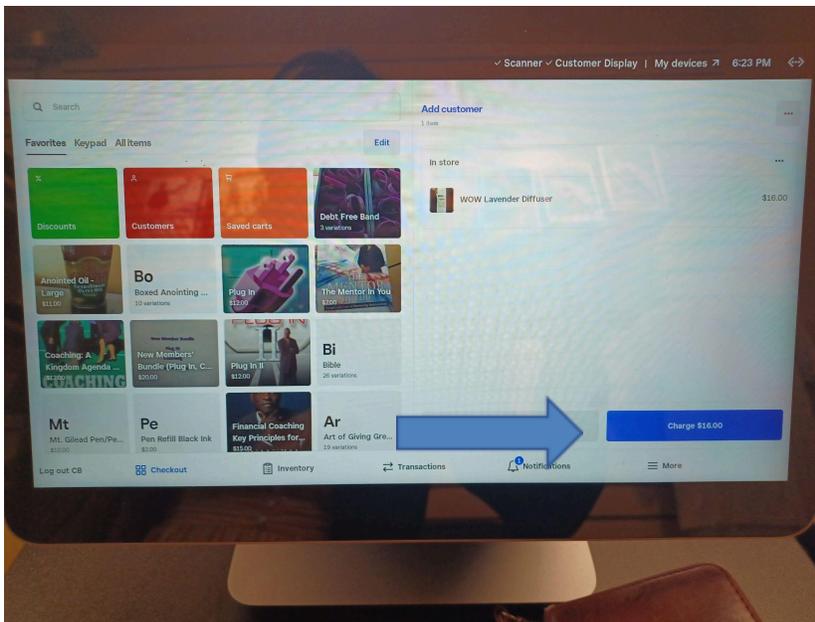
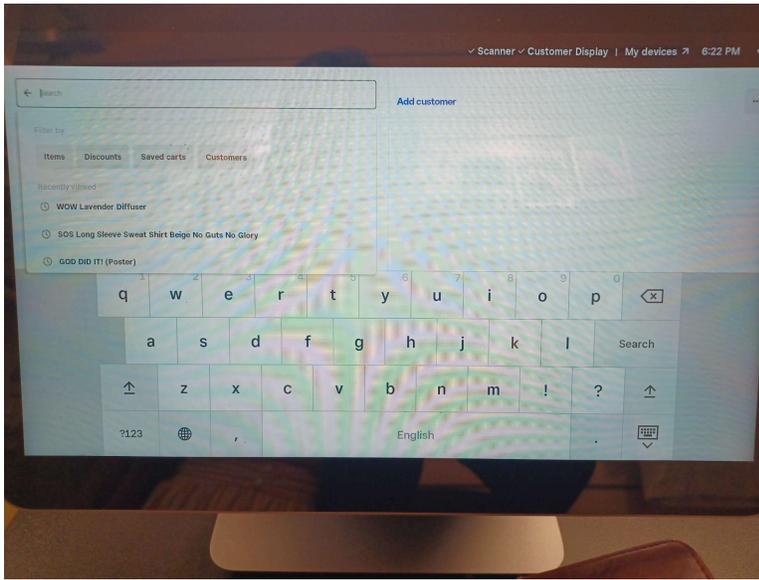
1. Click on the top right icon that looks like a shopping cart
2. To find the items to add to the cart, click on items, use the search bar, or scan the item
3. Select an item, then hit “Add to Cart.”
4. Once all items have been added, click “Charge.”

(Popular items have been saved to the right of the screen)

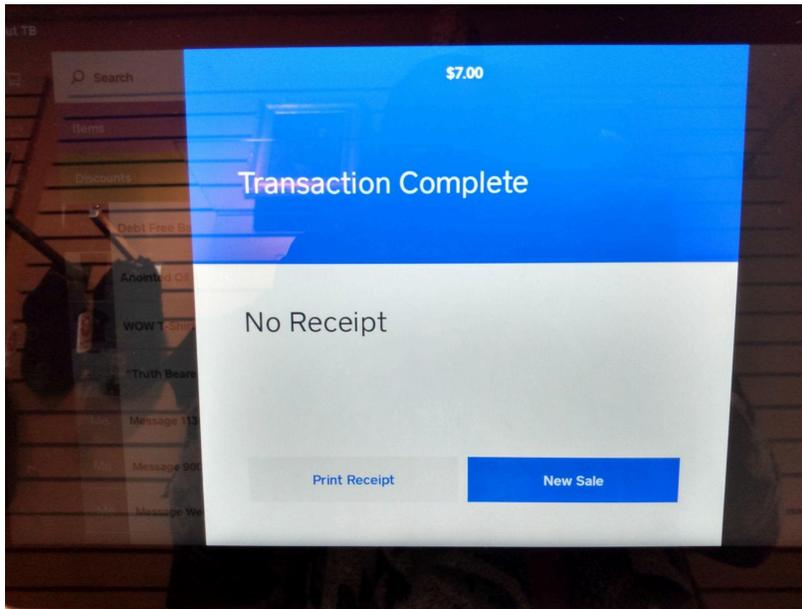


(What it looks like when you click on the search bar)

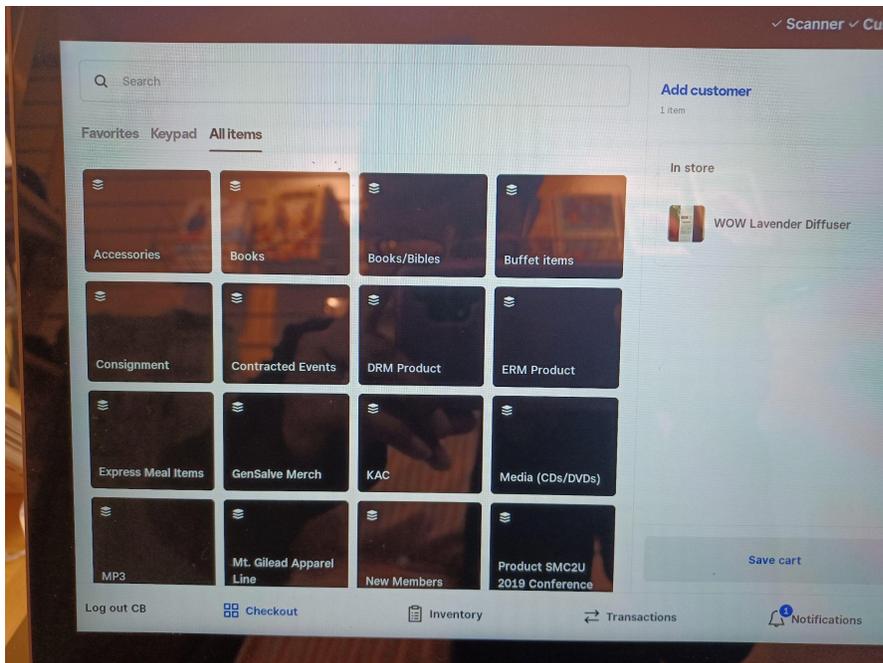
# TRANSFORMATION CENTER MANUAL



(Select one of the two options)



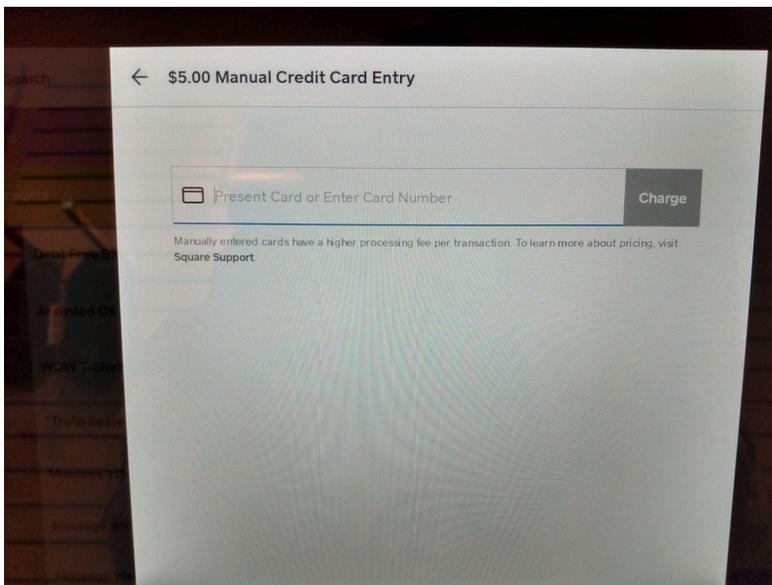
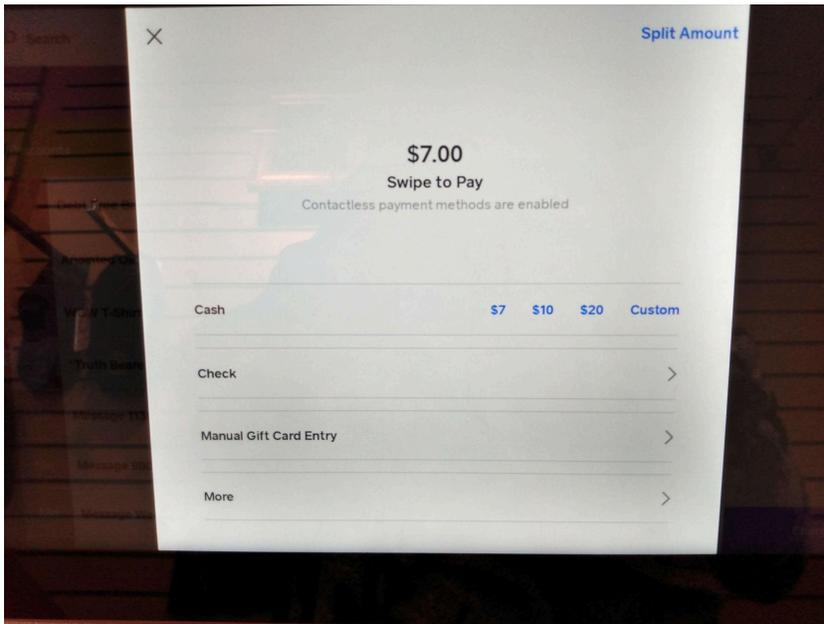
(Screen when searching by category)



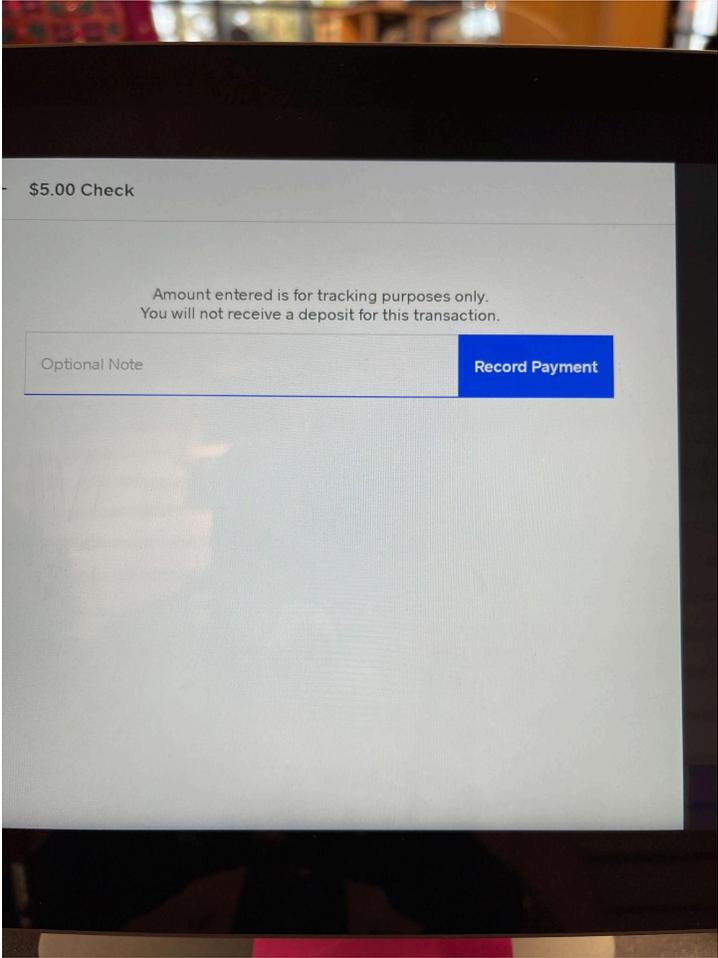
## MANUALLY CHARGE ORDER

(This would only be used if swiping the card fails)

1. Select “More”
2. Enter card information
3. Click on “Charge”
4. **If payment is by Check, start with step 1, then select “Check”. Then enter the check number under “Optional Note”.**

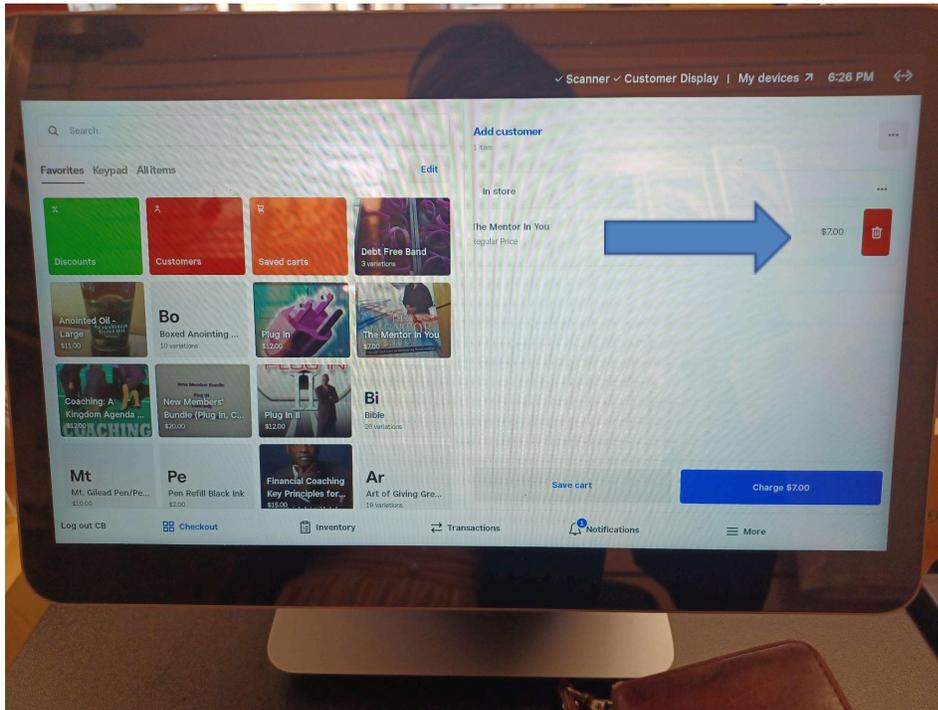


(What the screen will look like when you select "Check")



## DELETE/REMOVE AN ITEM FROM CART - [Video Tutorial](#)

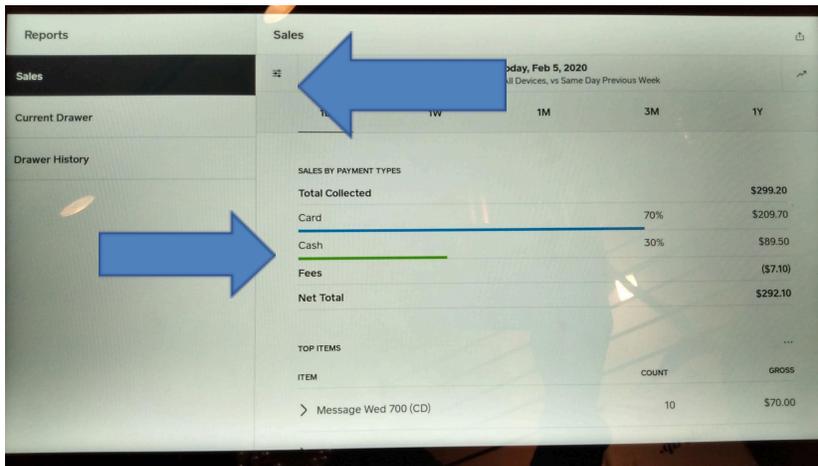
1. Swipe right on the item to be removed
2. Click "Delete"





## WHERE TO FIND SALE DETAILS

1. Immediately after ending the Drawer, simply select **Sales**, which is the option right below Reports
2. Scroll down to view sales info

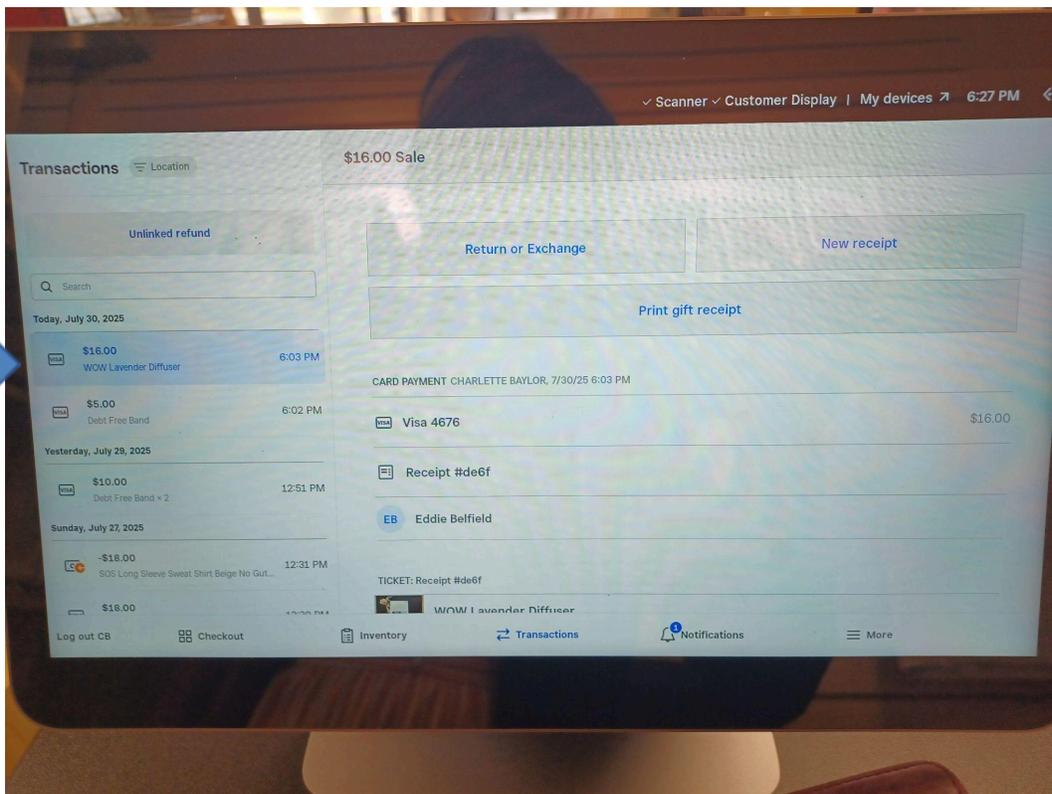
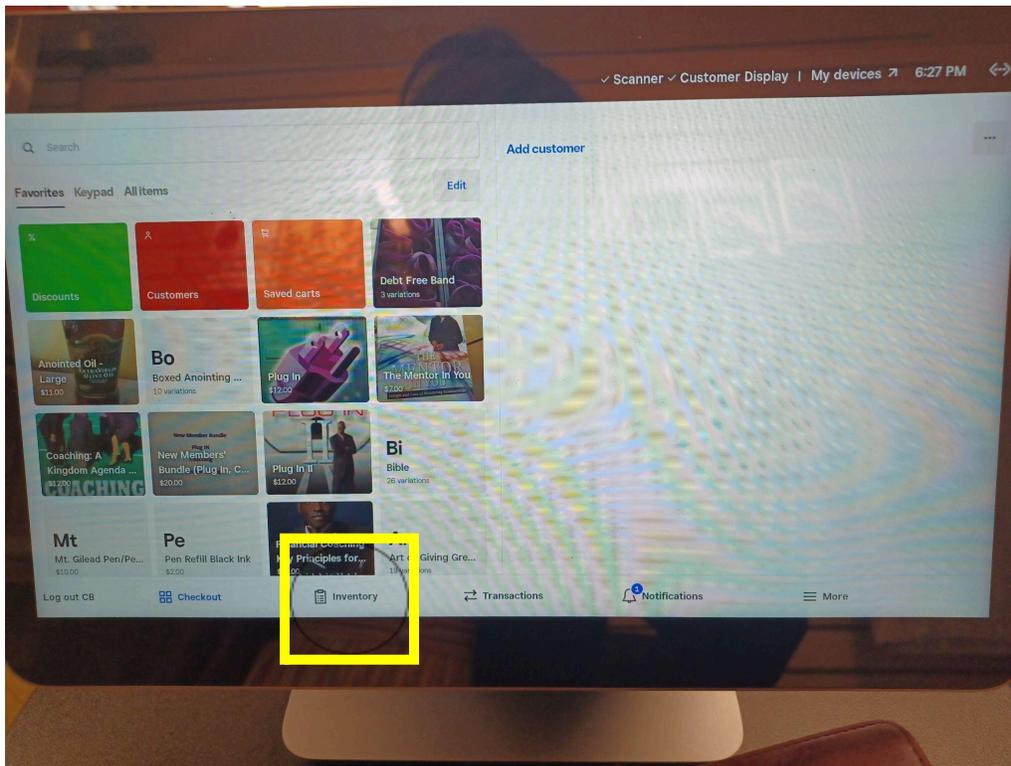


## REFUND TRANSACTIONS - [Video Tutorial](#)

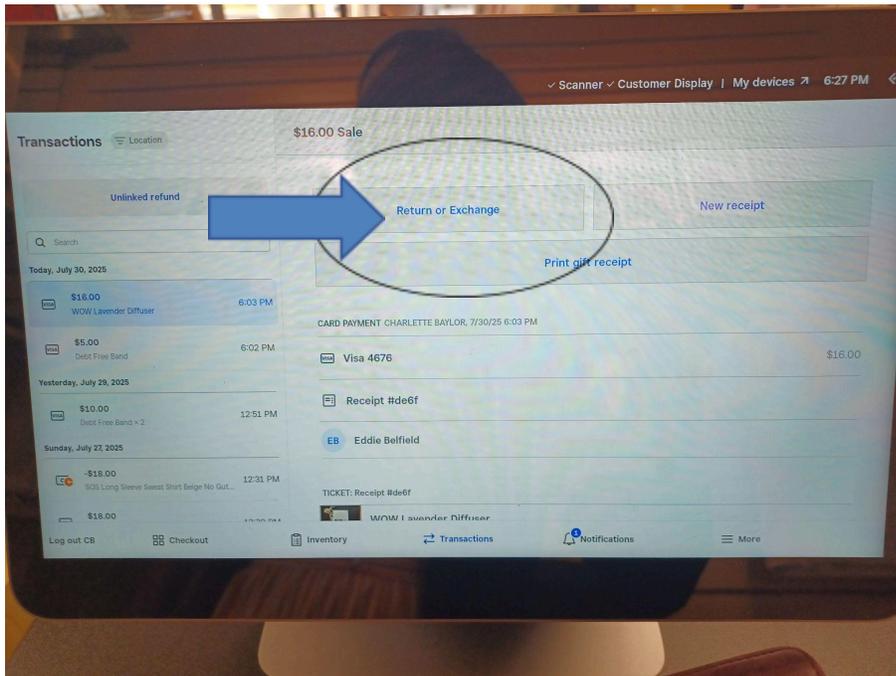
1. Select **Transactions** at the bottom of the screen
2. Search the transaction history to locate the original payment
3. Select the original transaction and click **Issue Refund**
  - a. To refund the entire sale, select **Select All Items**
  - b. To refund a specific item(s), select the item(s)
4. Select the **Amount** to refund a specific dollar amount
5. Select a **Reason for Refund** and select **Refund**
6. The refund amount will be returned in the original method of payment.

**Note:** You can use the number on the receipt or the credit card number to locate the transaction. If payment was made by credit card, the refund will be automatically credited back to the card. If payment was by cash or check, the cash can be refunded.

# TRANSFORMATION CENTER MANUAL



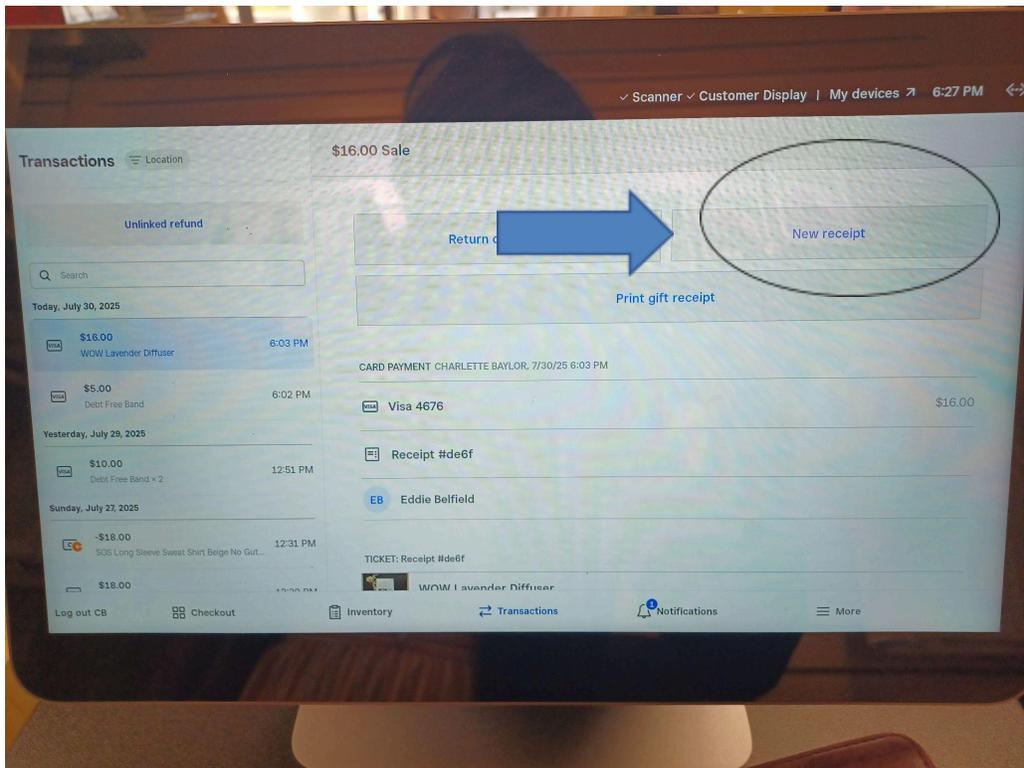
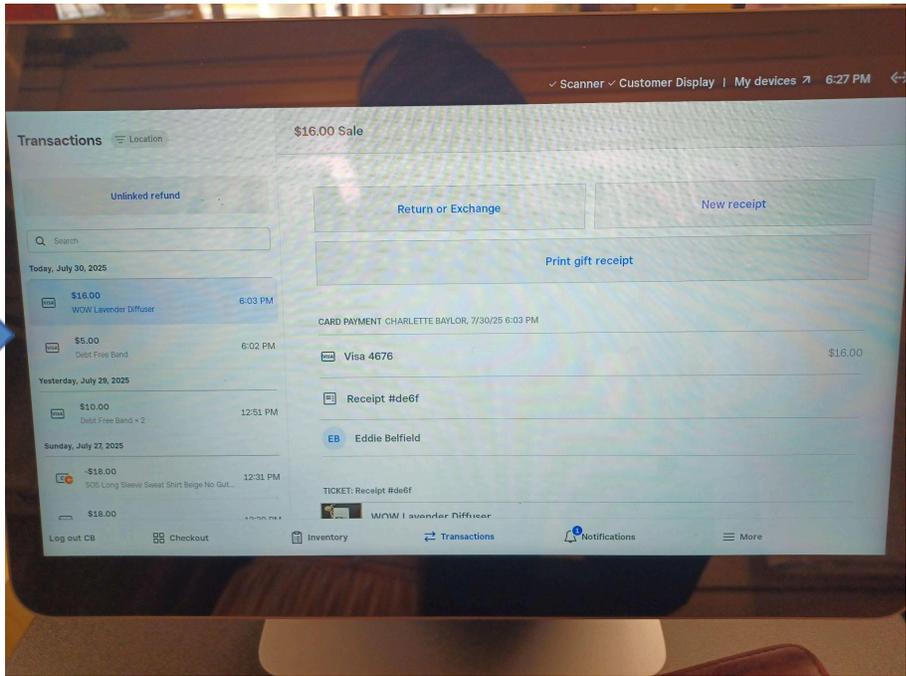
Example of how to identify the form of payment



## HOW TO PRINT A RECEIPT AFTER A COMPLETED TRANSACTION

1. Click on the arrow icon
2. Locate the **Transaction**
3. Click **New Receipt**
4. Click **Print Receipt**

# TRANSFORMATION CENTER MANUAL



## TO APPLY DISCOUNTS TO INDIVIDUAL ITEMS

1. Under the current sale in the Checkout screen, click on the item you'd like to discount
2. Click on "Apply Discount"
3. Scroll down and Select the discount you'd like to apply
4. Click **Save**

*Note: If the discount is for the entire order, after all items have been added to the cart, click on the GREEN "Discounts" option under the search window to apply.*

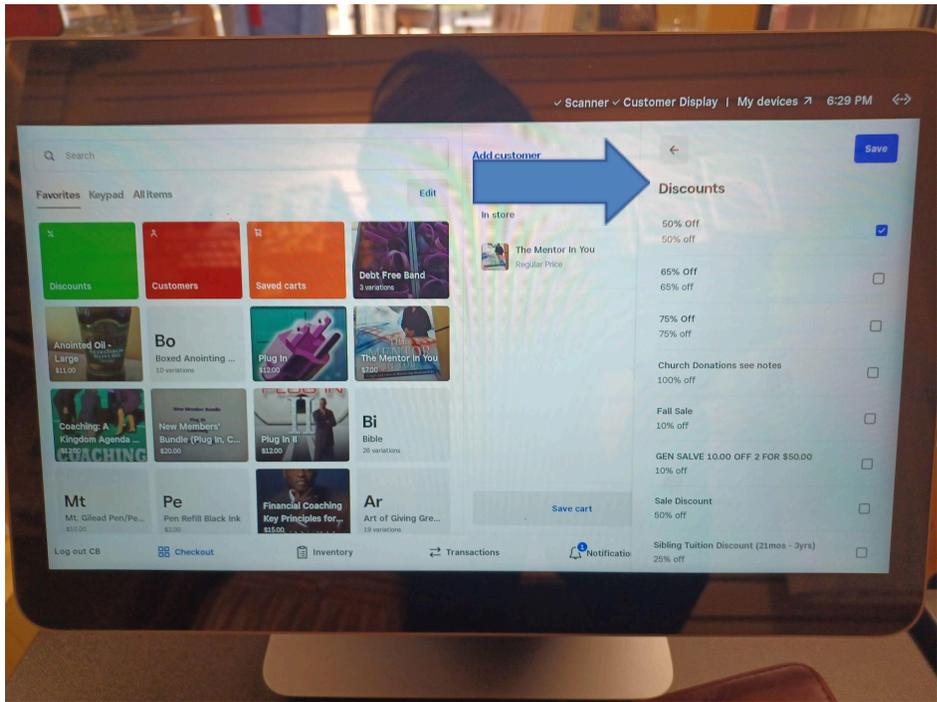
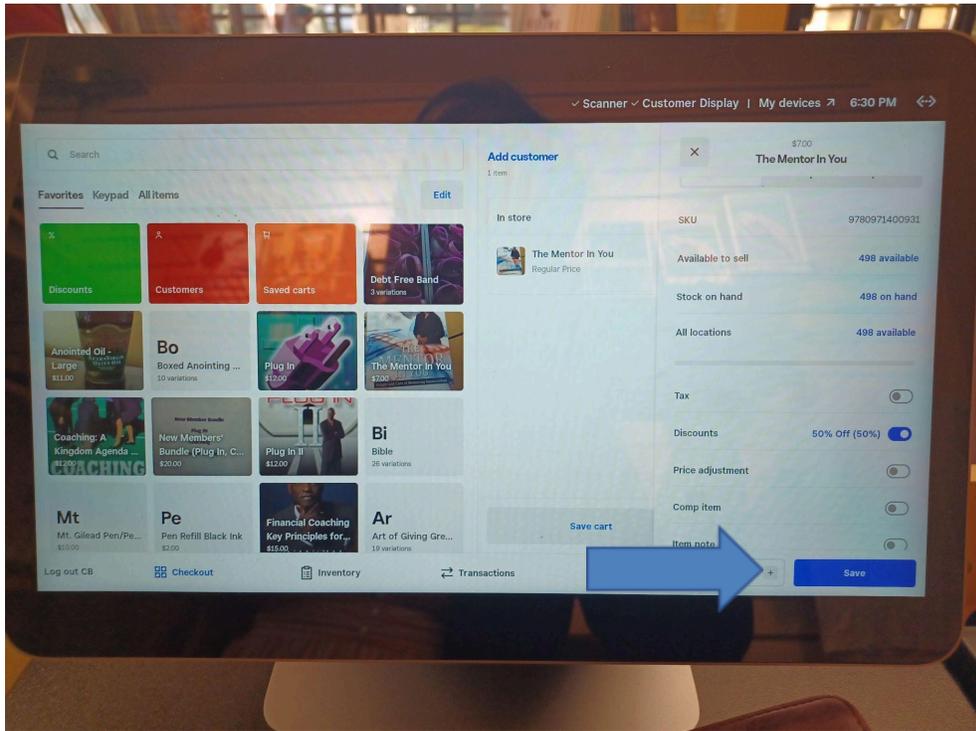
The following items **DO NOT** qualify for the

Wisdom Warriors discount:

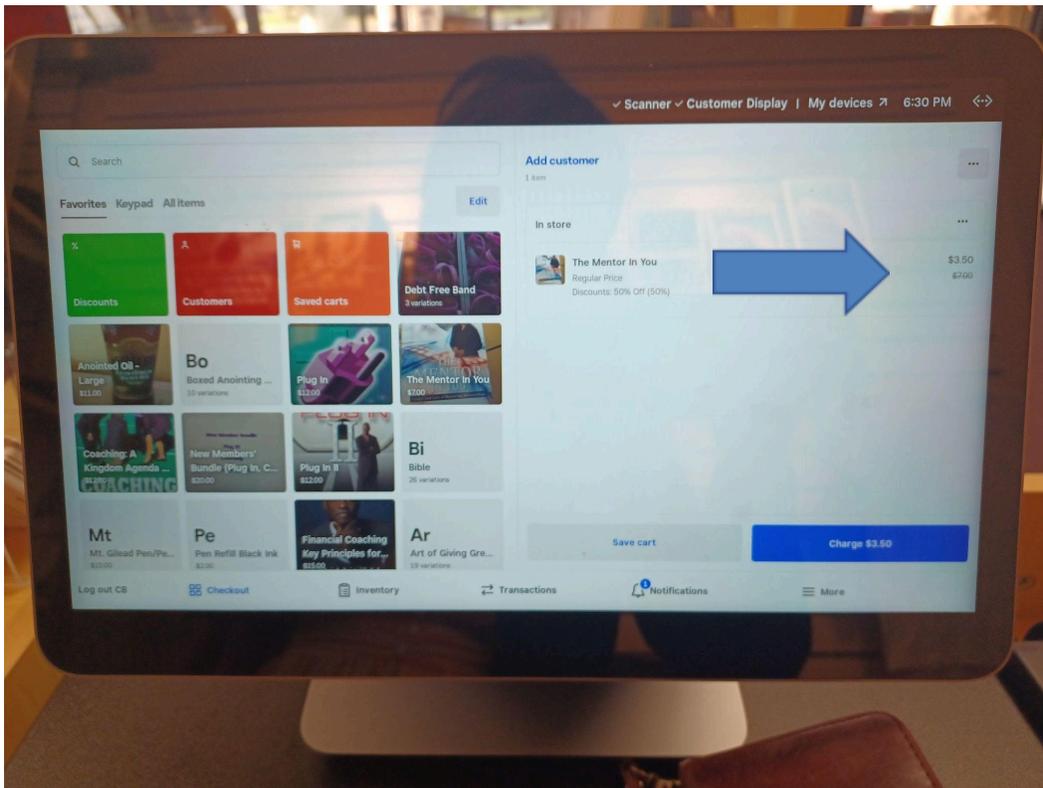
- Large and small bottles of anointing oils
- Bands
- All of Bishop & Co-Pastor's books
- All CONSIGNMENT items (including Apostle's books)
- Mt. Gilead Apparel

**Consignment items should be easily identified by the colored dot near the price tag.**

# TRANSFORMATION CENTER MANUAL

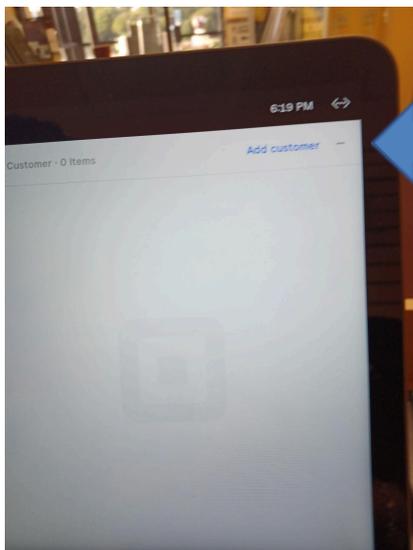


(Original price will be marked through and new price will be displayed)

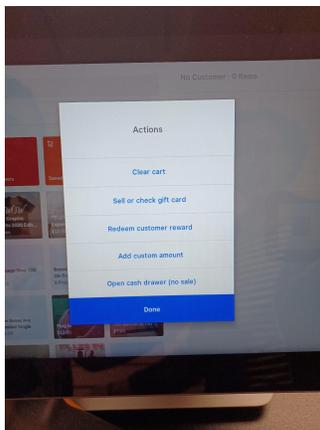


## TO LOAD OR ISSUE A GIFT CARD

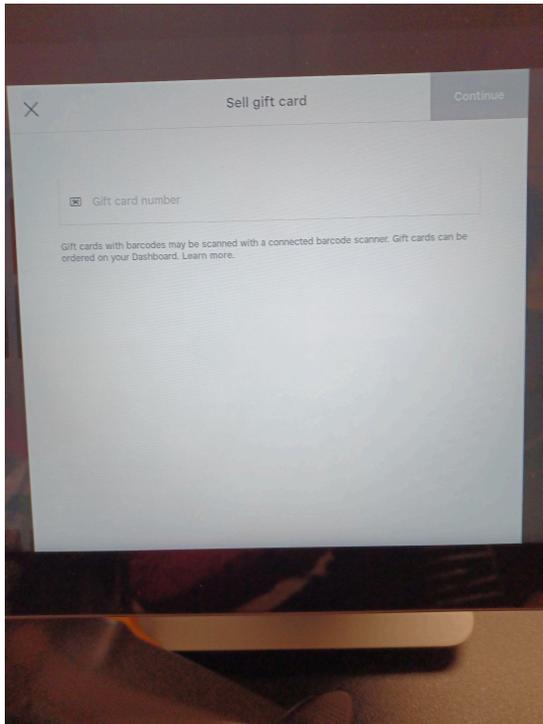
1. From the Checkout screen, click on the three dots (...) located at the top right corner of the screen next to “add customer”
2. Enter the gift card number found on the back of the card
3. Enter the amount to add to the card
4. If the amount is not listed in the options, enter the desired amount, then Click **Load**
5. Select **Charge** to complete the sale.



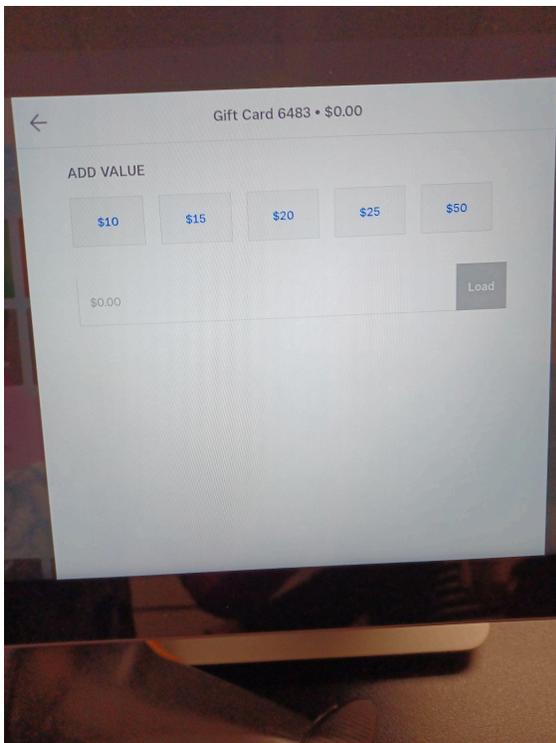
Select “Sell or check gift card”



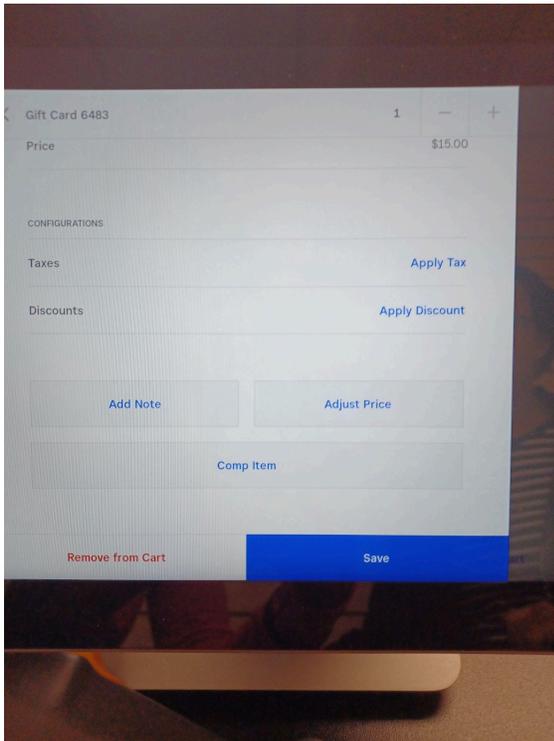
Enter card number



*Select a value or enter an amount, then hit "Load"*



*Select "Adjust price" to make any amount corrections*



*The maximum value for a single gift card is \$2,000*

## TO CHECK A GIFT CARD BALANCE

1. From the Checkout screen, click on the three dots (...) located at the top right corner of the screen next to “add customer”
2. Enter the gift card number
3. The balance will appear
4. You can leave the screen or load more money on this gift card.

### **\*\*\* Refund Gift Card - [Video Tutorial](#) \*\*\***

*If you enter the incorrect amount to load on the gift card, tap the gift card in the cart and select “Adjust price”. The gift card is activated once the sale is complete*

## TO ACCEPT A GIFT CARD AS A FORM OF PAYMENT

1. When the customer is ready to pay for their items, **swipe the Gift Card** or **enter the Gift Card number**
2. If there are insufficient funds on the gift card, use Split Tender to complete the transaction
  - a. Select **Charge**
  - b. Select **Split Amount** at the top right of the screen
  - c. Enter the payment amount for the first tender (Enter the remaining balance of the gift card)
  - d. Select **Continue** to return to the Payment Method screen. Select a tender type and complete the transaction. **Swipe the Gift Card** or **enter the Gift Card number**
  - e. Continue processing the additional tender types until the entire sale has been completed.

## HOW TO COMPLETE A CHANGE ORDER REQUEST

Change Order Request Forms are only submitted at the close on **Sundays**.

Change Order Request Forms should be completed and submitted when:

- *Less than \$40 in 20's*
- *Less than \$50 in 10's*
- *Less than \$30 in 5's*
- *Less than \$25 in 1's*
- *Less than \$2 in quarters and dimes*
- *Less than \$1 in nickels*
- *Less \$0.10 in pennies*

When submitting the Change Order Request Form, the money to be exchanged should always be pulled from the Till, not the profit. In addition, exchanged bills should be 20s and higher.

**MT Gilead FGIM**  
Change Order Request Form

*\*\* Please Note: Change Request will only be processed on Mondays. Please plan ahead Appropriately*

Ministry Name Transformation Center  
Date submitted 9/1/19  
Amount Submitted for Change \$ \_\_\_\_\_

Bills	Quantity	Coins	Quantity
20		.25	
10		.10	
5		.05	
1	<u>40</u>	.01	
<b>Total</b>	<b>\$</b> <u>40.00</u>		<b>\$</b>

Date Needed \_\_\_\_\_  
Requested by Jegvia B.  
Processed by \_\_\_\_\_

## RECEIVING NEW INVENTORY

1. Do a test scan by scanning the barcode to check to see if it is in the system  
(**Note:** If the scan does not work, do a regular search for the item)
2. Add a price tag to the back of the book, without covering the barcode, using the tag gun located in the dresser to the left of the register  
**(Unless instructions indicate not to place any tags on the item. Please add one of the colored dots to the price tag of consignment items)**
3. Put the item on the shelves

## RETURN POLICY

Returns have to be done within 30 days EXCLUDING items that are final sale, such as the Mt Gilead Apparel, Oils, Debt Free Bands, Consignment, etc.

---

## Box and Trash Removal

The trash can will be emptied by the maintenance team.

Break down empty boxes and take them to the exit doors located near the media and intercessory prayer room (see photo below)



### **Team Lead and Floor Assistant Responsibilities**

- The Team lead will take the lead on the register, while the other team member will lead the floor coverage
- Team lead will text the Overseer the amount for the Till that was counted upon opening the bookstore.  
***(If Till amount is different at closing, please notify Overseer within 24 hours)***
- Team Lead will make a list, with the assistance of floor coverage, of items that need to be replenished. This includes Bishop & Co-Pastor's products. Please email this list to the Transformation email address after **each** service, by email only
- New items received in the bookstore should already be in the database and will need to be priced and put on shelves. Please confirm the item can be found in the register database, and the SKU is working properly
- Verify oils, both travel size and large bottles, are fully stocked
- Large oils should be replenished when near ten in number  
***(Notify Overseer & AOS)***

- Both team members must be accompanied by security when taking the money bag to Administration at the end of the day/night

## Team Lead

- Pick up Till from the Cafe
- Count money (Open and Closing), then text Overseer the amount
- Takes the lead on the register
- Email the list of items in the bookstore that need to be replenished to the transformation center email address:  
[transformationctr@mtgileadfgim.net](mailto:transformationctr@mtgileadfgim.net)

## Floor Support

- Confirm money count (Open and Closing), this includes proceeds
- Ensure the store is in order
- Assist customers with questions and finding items
- Utilize the free-standing iPad to ring up customers during overflow, and ask customers if they need assistance
- Straighten up the store and check for items that need to be replenished
- Refrain from standing at the register with the Team Lead (Exception: if there is minimal traffic and you are assisting with bagging items)

**NOTE:** Please provide at least 1 week notice by phone if you are unable to serve!

## **When to Open and Close TC before and after Wednesday / Sunday services, and WOW, Conferences, Special Events**

### **Sunday Service**

Arrive by 8:45 am and pick up Till from the Culinary located next to the Café. Open the bookstore at 9 am and lock/close the doors at 9:45 am. Return to reopen the bookstore immediately after tithe and offering and remain open 15 minutes after the benediction.

### **Wednesday Service**

Arrive by 5:45 pm and pick up Till from the Culinary located next to the Cafe. Open the bookstore at 6 pm and lock/close the doors at 6:45 pm. Return to reopen the bookstore immediately after tithe and offering and remain open 15 mins after the benediction.

### **WOW, Conferences, and Special Events**

Arrive 1.5 hours before the start of the event and pick up Till from the Admin office. Open the bookstore 1 hour before the event and lock/close the doors 15 minutes before the start of the event. Return to reopen the bookstore immediately after tithing and offering and remain open 15 minutes after the benediction.

### **Additional Q&A...**

**Q: Can customers open the scented oils to smell before deciding to purchase?**

A: **No.** All oils have been prayed over by our Bishop and should not carry an offensive odor.

**Q: Can Mt. Gilead Gift Cards be used in the Cafe?**

A: Yes!

**Q: What do we tell customers if they cannot find their size when shopping Mt. Gilead apparel?**

A: Please advise them to check back as inventory is replenished periodically.

**Q: Can new members purchase the New Members Bundle in the bookstore for the bundle price?**

A: **No.** The \$20 bundle price is only offered at New Members Orientation.

## **TC Checklist - Opening and Closing**

### **Open**

- Turn on all of the lights
- Turn on the TV (remains on from open to close of store)
- Open the entrance door (ensure the sign shows open)

### **Between Service**

- Only turn off 1 set of lights (keep a few lights on)
- Log off
- Take the key and lock the bookstore  
**(Do Not Lock the register)**

**Close**

- Turn off all of the lights
- Turn off the TV
- Log off and **Restart** the register (**Do Not Turn off**)
- Close the entrance door (Security will lock and escort you to the drop-off location in Admin)