Trudy’s Hallmark Store Procedures Manual

Contents

Introduction

Welcome to the Trudy's Hallmark Store Procedures Manual. Policies and procedures will be updated here as needed by the corporate office.

Trudy's Links and Documents

The Trudy's Links and Documents can be thought of as your homepage for your backroom PC. In fact, it's a good idea to keep it set as the homepage in your Chrome web browser.

On this page you will find a variety of links to resources you might need on a daily basis as well as new hire documents.

Refunds and Exchanges

Use this: Refund_Exchange Policy

Deposits

Use this: How to do Deposits

Tender Accountability

Useful Reminders for tender accountability
Tender Accountability Reminders

Counterfeit Currency Procedure

Training on detecting bills as well as using puck lights and pens: Counterfeit Bill Training

- Do not put yourself in danger.
- DO NOT handle the counterfeit note. Place it inside a protective cover, a plastic bag, or envelope to protect it until you place it in the hands of an IDENTIFIED Secret Service Agent.
- Surrender the note or coin ONLY to a properly identified bank teller, police officer or a Secret Service Special Agent.
- If the counterfeit bill has been placed into your deposit the bank will alert you once they receive the deposit. The bank will give you a Counterfeit Note Report for your records; they will then surrender the note to the Secret Service.
- Once stores are alerted to the counterfeit bill they should immediately email their AM/DM/RD, Melody, Vish, Kunal, Elise and Daniel Chen to advise of counterfeit money. A follow up email including a scanned copy of the Counterfeit Note Report should be sent once you receive that from the Bank or appropriate agent.
- SM notes the Deposit Verification GS to indicate the date and amount of counterfeit money accepted, and the (net) amount that was deposited by the Bank.
- Elise updates the Counterfeit Currency Tracker

Theft in Store Procedure

Preventing external theft should be an effort by everyone in store to ensure that opportunities to lose products and money are eliminated. Being on the sales floor, aware of shoppers and any circumstances which seem abnormal are the first steps to keeping theft down.

In the event that a theft does occur the following procedures should be followed.

-Once stores are alerted to the theft they should immediately email their AM/DM/RD, Melody, Vish, Kunal, Elise and Rachael to advise of the theft and give all information they have at that time. A follow up email including a completed Trudy's Incident Report and Police Report (if the Police are called) should be submitted within 48 hours.

-The Office will set up a full inventory on the line which was involved as soon as possible. The inventory results will quantify the theft for the Police and our internal Theft Tracker. The Office will make quantity adjustments based on the inventory results.

-Stores should look through their security camera footage and take video/photos of the event*. These photos can be shared with the Police. They should also be shared with sister-stores so that they can be on the lookout for unusual activity.

* Stores that do not have cameras, have non functioning cameras or DVRs, or are having trouble using the camera system should file a maintenance request.

Gift Card Procedure

Please use the following procedures when dealing with Hallmark or 3rd Party Gift Cards.
Gift Card Procedure

Paid Out/In

Pulling cash from the register via the Paid Out/Paid In tenders is permitted under certain circumstances. These include but are not limited to:

- -Fill the Fridge (Meals, discretionary spending)
- -Store maintenance (window cleaning, approved repairs)
- -Store supplies (When Amazon is not available or cost prohibitive)
- -Incentive
- -Events

Submit both the Vendor/Store receipt and the Hallmark register receipt using the following form:
Hallmark Paid Out/In Form

Note: If you need to pull a lump sum of cash temporarily from the register with the intent of returning the difference, do a Paid Out for the Cash you take out and then a Paid In for the Cash you return (i.e. you need to make trip to the store to buy supplies so you pull $40, but you only end up spending $32.45, you would do a Paid Out for $40 and then a Paid In for $7.55).

Please submit the form and receipts within 3 days of withdrawing money from the register.

You can view your paid out activity by navigating to your Google Drive store folder and then going to the Expenses folder. Inside of that you will find a Google Sheet with your store's expenses. Below are links for each stores Expense trackers

Store Expense Trackers

Expense Trackers								
Store 2	Store 30	Store 43	Store 56	Store 68	Store 80	Store 92	Store 104	Store 116
Store 3	Store 31	Store 44	Store 57	Store 69	Store 81	Store 93	Store 105	Store 117
Store 5	Store 32	Store 45	Store 58	Store 70	Store 82	Store 94	Store 106	Store 118
Store 7	Store 33	Store 46	Store 59	Store 71	Store 83	Store 95	Store 107	Store 119
Store 8	Store 34	Store 47	Store 60	Store 72	Store 84	Store 96	Store 108	Store 120
Store 13	Store 35	Store 49	Store 61	Store 73	Store 85	Store 97	Store 109	Store 121
Store 16	Store 36	Store 50	Store 62	Store 74	Store 86	Store 98	Store 110	
Store 17	Store 37	Store 51	Store 63	Store 75	Store 87	Store 99	Store 111	
Store 20	Store 39	Store 52	Store 64	Store 76	Store 88	Store 100	Store 112	
Store 21	Store 40	Store 53	Store 65	Store 77	Store 89	Store 101	Store 113	
Store 24	Store 41	Store 54	Store 66	Store 78	Store 90	Store 102	Store 114	
	Store 42	Store 55	Store 67	Store 79	Store 91	Store 103	Store 115	

Fill the Fridge

Every store has a monthly budget that can be used to purchase snacks, beverages and meals for your staff. Up to 25% of the monthly budget may also be used to purchase gift cards (Hallmark and 3rd party) to be used to reward/incentivize staff members. The budgets are part of a Google Sheet Expense tracker that also tracks all of your Paid Out expenses. It is found in your Google Drive by navigating to drive.google.com and then clicking on your store name folder. And finally, click on the "Expenses" folder to reveal the Gsheet. You can also look in the Paid Out section of this manual for a link to your expenses folder.

On the tab called "Paid Out" you will find three columns for "Fill the fridge". The first is the amount you have used for the month. The second is the amount you are budgeting for, and the last is the amount remaining.

All of the expenses should be paid from Paid Outs from the register. Submit the receipts using the standard Paid Out/In Form. It has been updated to include the "Fill the Fridge" category.

Common questions:

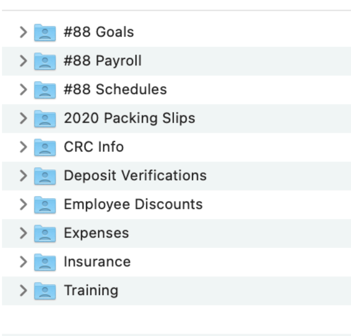
Q: Does the budget include meals that we normally provided during promotional and holiday times?
A: Yes, we have considered that when planning the budgets.

Q: Can you carry over any unused budget to the next month?
A: No, all budgets must be used in the month allocated.

Google Drive

Google Drive is a cloud based file sharing service that allows organizations such as ours to easily share information. You can access Google Drive two ways. One way is through any web browser by navigating to drive.google.com. The second way is to install Google Drive for Desktop onto your computer. This will allow you to use Google Drive in the file manager on your computer.

Each store should have at a minimum Google Drive folder structure similar to the image below.



Supply Requests

Amazon

Cleaning, bathroom and office supplies can be ordered through Amazon.com. Your store should be set up with an account based on your store's email address. If you do not know the password, you will need to reset it through Amazon.

Approved items can be viewed on the following spreadsheet. There are separate tabs for bathroom/cleaning and office supplies. There are also clickable links:

Approved Hallmark Amazon Supplies

Alternate Items: There is an alternate item column which should be used if the price of the main item exceeds the price posted in the supply list.

Please remember that all amazon orders must be submitted for approval through the website.

Packaging, Receipt Paper, Deposit Bags

Gold seals and boxes should be ordered from Taylor Communications on a store level. Do not submit the order but place requested items in the cart and then email Melody for approval.

Plastic bags, deposit bags and other items for all stores should be ordered using the Hallmark Supply Request Form. (***Note** register tape is now ordered through Amazon)

Maintenance Requests

Maintenance requests should be made using the following form:

Hallmark Maintenance Requests

Goal Tracking

Every store has a Google sheet that is used to share and report monthly/daily sales as well as Crown Rewards transaction percentage (month to day). These are kept in each store's Google Drive, under the "Goals" folder.

For sales reporting, run the Daily Sales report (R0070) in App Launcher for the previous day (or whichever day you need to record). You can also run this report for a range of days if you need to catch up on inputting sales numbers into your goal sheet.

For Crown Rewards and IAT reporting, use the Crown Rewards (R0003) report in App Launcher. Be sure to run this report from the beginning of the month to the previous day.

Example

The examples below cover a store reporting sales, IAT and Crown Rewards reporting for a store for the day June 15 2023.

Sales for the day are taken from the Daily Sales report under the column 'Sales $ TY'. See graphic below.

Daily Sales (R0070) Report Seq: 92768357

TIME: RNG 06/15/2023 - 06/15/2023
LOCATION: SITE 176 - TRUDYS HALLMARK SHP #83

NOTE: Excludes Non-Revenue Sales

			Sales							Transactions						Average Price Sold		
SITE	Date TY	Date LY	Sales $ TY	Sales $ LY	$ Var	% Var	Units TY	U Var	% Var	# of Txns	% Var	$ IAT	% Var	UPT	% Var	APS TY	APS LY	% Var
	REPORT	TOTAL	$ 2,594.56	$ 1,638.58	$ 955.98	58.3 %	384	110	40.1 %	111	13.3 %	$ 23.37	39.8 %	3.46	23.7 %	$ 6.76	$ 5.98	13.0 %
176	06/15/2023	06/16/2022	$ 2,594.56	$ 1,638.58	$ 955.98	58.3 %	384	110	40.1 %	111	13.3 %	$ 23.37	39.8 %	3.46	23.7 %	$ 6.76	$ 5.98	13.0 %
176	SITE	TOTAL	$ 2,594.56	$ 1,638.58	$ 955.98	58.3 %	384	110	40.1 %	111	13.3 %	$ 23.37	39.8 %	3.46	23.7 %	$ 6.76	$ 5.98	13.0 %

Crown Rewards and IAT are taken from the Crown Rewards report. See the graphic below. Notice that the report is run for the complete month to day. The Crown Rewards is a percentage taken from the row labeled 'Crown Rewards'. IAT is a dollar value taken from the bottom row label 'Grand Total'

Crown Rewards (R0003) Report Seq: 92768839

TIME: RNG 06/01/2023 - 06/15/2023

LOCATION: SITE 176 - TRUDYS HALLMARK SHP #83

			This Year					Last Year				
SITE	Location Name	Crown Rewards Ind	# of Txns TY	% to Total Txns TY	Sales $ TY	% to Total Sales TY	$ IAT TY	# of Txns LY	% to Total Txns LY	Sales $ LY	% to Total Sales LY	$ IAT LY
176	TRUDYS HALLMARK SHP #83	CROWN REWARDS	956	68.3 %	$ 20,617.04	69.9 %	$ 21.57	936	68.5 %	$ 19,795.68	69.6 %	$ 21.15
176	TRUDYS HALLMARK SHP #83	NON-CROWN REWARDS	443	31.7 %	$ 8,892.30	30.1 %	$ 20.07	431	31.5 %	$ 8,661.58	30.4 %	$ 20.10
176	TRUDYS HALLMARK SHP #83	TOTAL	1,399	100.0 %	$ 29,509.34	100.0 %	$ 21.09	1,367	100.0 %	$ 28,457.26	100.0 %	$ 20.82
176	TRUDYS HALLMARK SHP #83	SEAMLESS RETAIL	28		$ 764.93		$ 27.32	40		$ 692.40		$ 17.31
176	TRUDYS HALLMARK SHP	GRAND TOTAL	1,427		$ 30,274.27		$ 21.22	1,407		$ 29,149.66		$ 20.72

The graphic below shows what the actual goal sheet looks like. This is where you will key in the values obtained in the reports pulled in the steps above. Notice that all values are rounded to the nearest whole number. The corresponding date for Crown Rewards and IAT should also be entered.

Trudy's Hallmark # 83	June			
Instructions for Goal Tracker	Crown Rewards		IAT	
Yesterday	CR trans LY %	66	IAT LY $	20
day 30	CR tran TY goal %	68	IAT TY goal $	21
	CR trans TY actual %	68	IAT TY actual $	21
	Date	6/15/2023	Date	6/15/2023
	% to Goal	100%	% to Goal	100%
	Sales		Announcements	
	Last year	$52,011	Happy Father's Day!	
	% change vs LY	1%		
	This year goal	$52,531		
	Actual month to date	$30,274		
	% to goal	58%		
	Dollars Up/Down	$833		

14	2,083	2,104	3,033	
15	1,639	1,655	2,595	
16	3,629	3,666		
17	3,891	3,929		
18	1,640	1,656		
19	868	877		

There is some color coding to the cells. The green colored cells are typically for entering numbers and dates. The yellow colored cells are typically for notes (on some store's sheets these are green as well). The white colored cells are typically driven by formulas and should not be typed over. If you should overwrite one of these, no big deal. Just email vish. vish.office.mail@gmail.com or vish@trudysmason.com.

Payroll Budgets

Every store has a Google sheet that is used to share and report bi-weekly payroll budgets. These are kept in each store's Google Drive, under the "Payroll" folder.

Payroll budgets are published by the home office for review and feedback from the store managers/AMs/DMs/RDs before the start of each quarter. Once feedback has been received, the home office will review and make adjustments where justified.

An example of a Payroll Budget sheet is given below.

> **Column A: Period Ending**. The last day of the pay period. Our pay periods are 14 days long and start on a Sunday and end on a Saturday. The column is color coded by quarter.
>
> **Column B: Baseline Hrs.** The baseline hours are determined using a curve fit by plotting each store's LY hours vs. LY sales and then fitting a curve to the data.
>
> **Column C: adj +/-.** These are the adjustments made by the home office during the quarterly review process.
>
> **Column D: Budget Hrs.** These are the final budgeted hours for the pay period. It is the sum of the Baseline Hrs and the adj +/- columns.
>
> **Column E: Hours Used.** These are the actual hours used each pay period by the store. This will be populated by the home office the week after paychecks have been issued
>
> **Column F: Difference.** The difference between Budget Hrs and Hours Used. A negative amount indicates less than the budgeted amount was used and a positive amount indicates more than the budgeted amount was used.
>
> **Column G: Notes.** This is the only column that is editable. Use this area to write any comments that might help explain budget overages or really any information you wish to communicate.

You are allowed to "bank" your unused payroll hours for use later in the same year. The total banked hours should not exceed 5% of your budgeted hours. The last column of the table at the bottom of the budget sheet indicates any banked hours available. In the example below, 60 banked hours are available.

Period Ending	Baseline Hrs	adj +/-	Budget Hrs	Hours Used	Difference	Notes
1/6/2024	500		500	473	-27	
1/20/2024	450		450	393	-57	
2/3/2024	440		440	436	-4	
2/17/2024	460		460	465	5	
3/2/2024	410		410	388	-22	33.5 hours training Rachel Amaya
3/16/2024	350		350	433	83	27hrs Training Iyona Jacobs
3/30/2024	390		390	411	21	-1
4/13/2024	330	30	360	339	-21	
4/27/2024	380	10	390	369	-21	
5/11/2024	380	40	420	443	23	
5/25/2024	390		390	346	-44	
6/8/2024	410		410	414	4	-63
6/22/2024	410		410			
7/6/2024	390	10	400			
7/20/2024	480		480			
8/3/2024	400		400			
8/17/2024	370	20	390			
8/31/2024	410		410			
9/14/2024	400		400			
9/28/2024	410		410			
10/12/2024						
10/26/2024						
11/9/2024						
11/23/2024						
12/7/2024						
12/21/2024						
Total	8160		8270	4910	-60	

Hours Bank		
Difference (Used-Budget) Hr	5% of Budget Hrs	Bankable Hrs
-60	249	60

When making weekly schedules, store managers should take the bi-weekly hours and allocate for each week so that the total for two weeks comes to the budgeted hours for that period.

If you are unable to find your payroll budget, use can use this table of links: Payroll Budget links

Payroll

Each week during the pay period, employees' timesheets must be reviewed, edited if necessary, and approved by their direct supervisor. There are few important things to consider here. This document will help familiarize you with making changes in Retail.net

a. **Overtime**: For hourly employees, any time over 40 hours in a pay week is considered overtime. You will need to manually transfer those hours into the 'Overtime' field. Use this document as a guide.

b. **Holiday Pay**: Paid holidays will need to be entered by the manager into 'Holiday' field (New Year, Easter, Labor Day, Thanksgiving, Christmas for employees who have been in full time status for at least 6 months).

c. **Vacation Pay**: Vacation, sick time and personal time (PTO) will be entered by the manager in the 'Vacation' field.

d. **Incentives**: (Crown Rewards, Email captures, Butterflies, Million Dollar Bills etc.) will now be paid out biweekly and will be entered in the 'Birthday' field. Please enter the total number for each employee onto the last day of the period as **whole hours**. For example, if someone has 12 total incentives, enter 12:00. Note: The system permits a maximum entry of 23.99 total hours per day. If needed, input any remaining incentives on the previous day(s). If 14 days are still insufficient, carry over the remaining incentives to the next pay period.

Schedules

In each store's Google Drive, there should be a "Scheduling" folder. Within that should be a series of Google Sheets for a store's weekly schedules.

Generally, these were started as a blank template and the store manager creates copies of the previous week to make the following week's schedule. This is done to save time and is mostly recommended. However, with so many versions of the schedule out there, it's likely that one or more of the formulas has been inadvertently deleted or altered. If this happens, just call/email Vish.

Please make sure that you are familiar with company expectations when it comes to schedules. Scheduling Tips, Tricks & Expectations can be found on the L&D on the calendar page. Also on L&D is the yearly Scheduling Notes & Info page will will have information on critical dates for the year.

Retail.net

Retail.net is used for a variety of everyday functions including Receiving, Store Transfers, Inventories and printing price labels.

App Launcher (RSR)

https://applauncher.retailwinremote.com

Reports which focus on store operations, retail performance, KPI, marketing and reference performance are all included in the App Launcher.

Hallmark Retail Central

https://hrc.hallmark.com/

Includes product and merchandising, marketing, store operations, training and technology information Hallmark Gold Crown retailers need to run their stores. The site is the primary source of information and communication for Hallmark Gold Crown stores. Many integrated applications, such as Marketplace, Medallia, Seamless Retail and Technology are accessed through Hallmark Retail Central.

OTIS

OTIS is a rich resource inside Hallmark Retail Central that you might find helpful whenever you have a technology related issue or question. Inside of OTIS you can:

- Search a variety of "how to guides" on register operations and really any technology question that you might encounter within your store.
- Open and view status of support tickets (as opposed to calling 1-800-852-6060)
- Request new item numbers and vendors to be added to the WIN system (Purchasing department)
- Request enhancements to retail.net, App Launcher, POS system or other technology applications

Register Outages

In the case of a register outage, your first step should be to contact the Hallmark Help Desk at **1-800-852-6060.**

Once you have secured your place in the queue you should also check OTIS, which is available through Hallmark Retail Central or on the registers from the springboard screen. OTIS will have any known issues/updates listed in the Technical News area. OTIS is also a great tool to search when you have questions on how to do tasks on the registers or in the Hallmark reporting systems.

Please also alert your AM/DM/RD and Melody that you have downed registers if it looks like they will be out for a lengthy amount of time. If the outage will impact your ability to close please include Elise on the email.

When ringing customer sales transactions in off-line mode, please ask customers in advance what type of payment they would like to use. Explain that while the store registers are off-line, payment options are limited as follows:

- Cash payments are allowed
- Credit Card payments less than $100 are allowed
- No Debit Card payments
- No Prepaid Card payments

If this presents a problem for the customers, offer them the option of leaving their merchandise, name and phone number so they can be notified when the store registers are back on-line.

Merchant Services

While registers are being used in Off-Line mode you may be prompted to call for an authorization number for credit card transactions if they are over the floor limit. During holiday times we may also ask that sales over a specific dollar amount be called on as well.
Merchant ID numbers and phone numbers should be kept at the register area at all times.
Merchant ID numbers can be found here:
TX/KS Merchant ID List
WA Merchant ID List

Internet Outages

In case of internet outages your first step should be to contact the Hallmark Help Desk at 1-800-852-6060.
If the Hallmark Tech sees that it is something that they are unable to fix then they will contact Pomeroy who will help escalate the call.
You can also check with your neighbors to see if they are also having similar issues, which would be a provider issue.

Power Outages

In the case of a power outage your first step should be to safely get all customers escorted out of the store and lock the doors.
Mall Locations should check with mall maintenance/security to see if there is a known reason and suggested time frame for power to be restored.

Strip Center Locations should check with neighbors to see if they are also without power. You should then call your power company to report the outage or see if there are any updates as to when it will be restored.
During this time employees should continue getting product out, cleaning the store, unpacking freight, etc.
Please contact your AM/DM/RD and Melody to let us know that power is out and what the updates are.If the outage will impact closing procedures please include Elise on this email.
In most cases the outages will be short in nature but if they continue then a decision will be made at the office level if you should close.

Processing a Shipment

Hallmark Shipments: Use this

Allied Shipments (Non-Hallmark Product): Use this

Processing a Transfer

Use this: Product Transfer How-To

Hiring Process

Click here:
Hiring Procedure

New Hire Paperwork

Click Here:
New Hire Enrollment Paperwork

Employee Exit Information

To help keep our employee records up to date as well as the insurance and 401K programs updated, the office needs to be alerted of any employee who has exited our employment. It's important that we know this in a timely manner so that we can take them off the programs. The store manager would need to fill out the form on the day the employee exits. If it's a manager who is leaving then their AM/DM would submit the form.
The form can be found here: [Employee Exit Information]

Charitable Donations

Trudy's Hallmark knows the importance of supporting our communities and customers. With that being said, we do our best to donate to local organizations/charities/schools as often as we can. There are times which we have met our allotted donation budget though.

Guidelines for handling donation requests can be found here:[Charitable Donation Guidelines]
The form for reporting donations can be found here: [Charitable Donation Form]

Tax Exempt Sales

Tax exempt individuals or organizations may shop in stores from time to time. For bookkeeping purposes we keep a listing of transactions throughout the year which are tax free.
Employees should ring tax exempt transactions through the register using the tax id for that organization. Upon completing the transaction a reprinted receipt should be done, as well as a copy of the Tax ID form made.
The form can be found here: [Tax Exempt Sales]

Layaway Policy

We offer a Layaway/Wishlist program to customers on a daily basis. Standard layaways are 90 days and Ornament layaways must be picked up before Thanksgiving. Layaway details can be found on the Layaway Policy form. We ask that the form is printed out and signed by the customer. You can give one copy to the customer and staple the other copy to the bag. Layaway bags should be stapled shut once they are entered into the system.
The form can be found here: [Layaway Policy]

Employee Layaway Policy

Employees are eligible to participate in the Wish List Payment and Layaway programs, following the same guidelines as customers.
Employees can purchase no more than 2 of each SKU, unless authorized by a manager or the office.
Employees can have no more than 1 Layaway or Wish list at a time.
Store Managers should be the one to handle employee layaways.
The store manager is expected to confirm that payments are made in accordance with the Layaway policy.

Inventory Adjustments Policy

For accountability purposes the inventory adjustments policy should be followed any time an adjustment needs to be made. There are specific steps for both adjustments and when the product is returned to a vendor.
Find those steps here: Inventory Adjustments Policy

Trudy's Restroom Policy

Effective 3/1/2023, the following Restroom Policy is in effect.
Due to liability and insurance reasons, Trudy's Hallmark does not have restrooms available for public use.
The team should be aware of the nearest public restrooms and be prepared to direct the guest to that location.
Team members should be prepared to share the location of the nearest restroom in a professional and positive way. For Example:
"I'm sorry we don't have a restroom available for public use. The nearest one is located ______."
In the case of an emergency, team members are empowered to make an exception. (i.e. pregnant guest, young child, older guest..etc.) If an exception is being made the following must take place:
The guest must be accompanied to the back by a sales associate. The sales associate must remain in the back room with the stockroom door open the entire time and then escort the customer back to the sales floor.
Any product which the customer is carrying should either be left at the counter or with the accompanying sales associate.
Bathrooms should be kept uncluttered, free of personal items and clean. Stores need to have a daily cleaning schedule set up to guarantee that the restroom remains clean.
See the full policy here: Trudy's Restroom Policy

Stamp Tracking Policy

To assist with keeping accurate counts and selling items correctly we use a system of reconciling stamps on hand on a daily basis.
See the full policy here: Trudy's Stamp Tracking Policy
See the tracking log here: Trudy's Stamp Log

Emergency Procedure Guidelines

The safety of the associates and customers is our first priority in the event of an emergency. Within the Emergency Procedure Guidelines store personnel can find instructions to help them navigate emergency types such as active shooters, medical, customer incidents, power/utility/IT, natural disasters and inclement weather.
See full guide here: Emergency Procedure Guidelines

Loss Prevention Policy

Preventing loss should be an effort by everyone in store and the corporate office to ensure that opportunities to lose products and money are eliminated.

Losses can occur in these areas:

-Internal: employees stealing cash or product, Crown Rewards fraud
-Paperwork/Receiving Errors: Failing to complete paperwork accurately. Receiving product into the POS system causing discrepancies.
-External: Theft by customers, quick-change artists, robbery, etc

The goals of prevention are to:

-Reduce or eliminate losses.
-Keep each store profitable.
-Improve employee morale.
-Provide a safe environment for employees and customers.

See the full policy here: Loss Prevention Policy

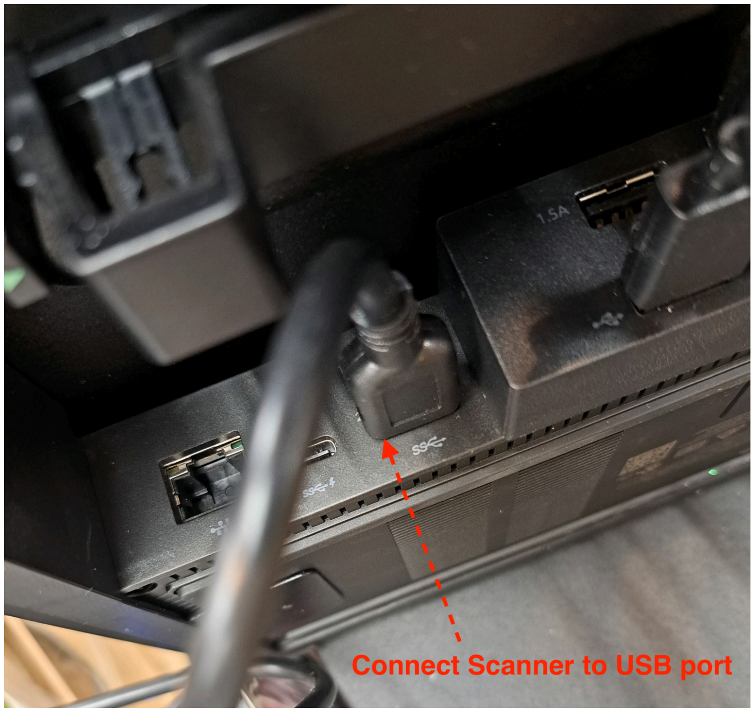
Auxiliary Bar Code Scanners

These secondary barcode scanners are connected to the cash registers and are to be used in Retail.net to check in shipments, manage inventory, perform item inquiries, zero out card trays, and more, directly from the registers instead of having to go to the backroom. Additionally, they can also be used in App Launcher or Microsoft Edge as needed.

This scanner does not replace the wireless hand-held scanner that is currently in use for ringing up sales transactions. The wireless hand-held scanner is part of the WIN register system and should not be disconnected or removed from the register area.

To order the scanner, use the link provided in the [Amazon Supply Sheet].

Connect the scanner to the available USB port located on the base of the register unit (refer to the image below)


1.5A
Connect Scanner to USB port