Office DEPOT

POS Touch Screen Register FAQ's

FAQ:	Old POS	New POS	Where to put this
Passwords change	Passwords change every 90 days.	We expect that it will stay the same.	
Passwords reset	Register changes the password to just "password".	Changes to the password with the ID backwards.	Documentation/Workbook
Check the availability of an item in the store	Cannot check the availability of the item in the store.	We hope that this will be a new feature some time in the future.	When available, put in documentation/workbook as a read or activity
Changing the quantity of an item	Press quantity first.	Can change the quantity on any rung item at any time.	
Reprint a Receipt	Not available.	Can reprint for that day only.	
Gift Cards	To look up a Gift Card's balance: Do a price check and swipe the card.	It would be a regular Sale touch a button "Product Modifier" Then "Balance Inquiry" It is also found in the "Transactions" button and then "MC Inquiry".	
Purchase of a Gift Card	Same Operating Procedure.	Follow the same process for activating the Gift Card. Type the SKU type and Swipe do not hand it over until the customer pays.	Documentation/Workbook
Check as tender	When printing a check the register told you if it was approved and when you needed to flip the check.	Put it face down…pull it through the reader and then no need to flip it over. will tell you to keep it or throw it away.	Documentation/Workbook
Returns and exchanges	A return and an exchange are separate transactions.	A return and an exchange in one transaction.	
Travelers Check as tender	You would treat it as cash.	A button for a Travelers check as tender.	
Change the customer's Debit/Credit card to Credit	If customer wants to use their Debit / Credit card as credit…you would have to re-ring the sale.	Credit override button on the screen allows you to change the Debit Card to Credit.	
In the middle of ringing a transaction, the customer needs to step away.	Suspend transaction…could only recall the last transaction you did.	Everything you suspended for that day can be recalled.	
WorkLife Rewards Button vs. the SPC Button vs. the Star Teacher or Tax Exempt Button?	They are all separate buttons.	WLR button will take the WLR, or SPC or Tax ID or Star Teacher numbers in the same location.	

Search for customer's Tax Exempt number by their phone number	No. Legally we must have the customer present their Tax Exempt Certificate Number, or already have their Tax Exempt Certificate Number in our system correlated to their name. There is no way to search by phone number for this.	No. Legally we must have the customer present their Tax Exempt Certificate Number, or already have their Tax Exempt Certificate Number in our system correlated to their name. There is no way to search by phone number for this.	
Attach a customer to their WorkLife Rewards Card	Press a special button for the phone number to attach the work life rewards.	Enter the phone number and if the button appears in red.it is available for searching by phone number.	
During a transaction a SPC Customer would like to know what their savings is.	SPC can only be done at the end.when you total the transaction and then.swipe.	SPC card is treated as the customer identifier…recognize a BSD customer. Can tell them during the transaction what their savings is. Some SPC cards accept payment, others allow the customer to choose their own type of tender, and others request that the customer must pay with their own money. When the card is entered…hit total and it will tell you what type of tender type the customer can use.	
Coupons	Hit Total and when entering the coupon either it worked or it didn't. 999 coupon used for ringing an invalid coupon or internet coupons. Competitor coupons use of a 4 digit numbers. Use the transaction discount button for the transaction.	The system will recognize a valid coupon by scanning it. turn the text in red letters the coupon name will appear in red. It will stay red until the customer qualifies for the coupon. When the hit total it will turn green or red if they have qualified or not. Message will pop up to tell you if any coupons did not qualify. No longer need to use 4 digit coupons. There will be a future change where you will be able to choose the competitor.	
Price Override	Price Override key on keyboard.	Price Override is now in the Product Modifyers button.	
Line Void	Line void could be conducted for only last item you entered or you need to rescan it.	Now you can void any line any time before the end of the sale is rung. You can even void multiple non adjacent line items.	
Management Functions			

Manager use of their key	No more key.	Now there is an Admin function button. Most Admin Functions are available for the Manager. Some will be available for the Associate. For a Manager Override, the manager will be asked to login.	
Another manager to override	Second manager would be needed to override manager(1)One.	No second manager override needed.	
GMIL import	Old GMIL import.	Now you use 5 payments. Now hit GMIL button only.	
Third Party Invoice (TPI)	A:	TPI..furniture assembly..not available right now.	
Control Panel on the Work Station	Processes for the manger existed in the Control Panel on the workstation.	Control Panel will be replaced with Back Office on a new computer workstation. In the Back Office will be all the functionality for a Manager.	
View what cash is in the register during the day.	There was no way of doing this in the Control Panel. Cash pull done with a no sale and then pull cash from the drawer counting the money in the till.	Within the Back Office, the Session Viewer gives a quick glimpse of what cash is in the drawer. Use if for checking how much money is in the till to do a cash pull $400 in cash do a cash pull.	
Put money into the drawer	Press 10 no sale with choices for withdraw or to put money in.	Now “Admin functions” button “Cash Management”. (No sale is if you need to open the register need change or gave the wrong change).	
Open and close the registers at the beginning and end of the day	Close and shut the registers. In the morning the system takes time to open the register.	At the end of the day the system will take time to complete the end of day preparing your registers for the next day. No time will be needed to open the registers in the morning.	

An audit or a cashier's report.	Not available.	Admin functions Reports is new. Gives the ability to print out an audit and do a cashier report. See what the (Average Order Value) which is the Average Sale Report. Register report tells you what is in the register that you're on. The Flash Sales report is the only report available the others will be made available soon.	
Electronic Journal	Electronic Journal available.	Now there are two Electronic Journals. 1) shows you what was on the screen when the transaction hit and 2) shows you what you have currently as your Electronic Journal report.	