VIRTUAL REGISTER INSTRUCTIONS

LOGGING INTO YOUR REGISTER

1. **You will need WiFi or a cable Internet connection** to run your virtual register. Most schools can access internet through their school internet. Almost always you need to have a teacher/admin level access to the internet, although some schools can access through the Guest login. Most schools will provide a temporary login & password from the school office to log into the school's admin-level wireless router.
2. **Plug the barcode scanner in** (included in your white Chairperson box) to your laptop/computer USB port. You will need a separate computer & barcode scanner <u>for the number of registers you have planned with us.</u> (We suggest you assign each computer a specific number. You might do this by placing a sticky note on each computer identifying it as either Register 1 or Register 2 for example.)
3. On your web browser, **enter the web address: https://pos.dearsystems.com** and then enter your school's login and password (*these are <u>unique to each school</u> and are listed in your white chairperson folder*.)
4. Upon logging in on the first computer, **select "Register 1."** If you will have a second register, select "Register 2" from your second computer.

OPENING YOUR REGISTER(S) EACH DAY

1. Click the ☰ button in the upper-left corner of your screen, then "Sell", then "Open/Close."
2. Click on the words "Enter Opening Float" in the middle of your screen. Enter the amount of cash ("float") you are starting out with (in your cashbox) in the Opening Float field (see below if you have more than one register).
3. Then click the **Open Register** button.
4. You can choose to print or cancel if you do not want to print this page.

- ✓ **If you have more than one register/computer**, you will need to enter the exact open floats for each register. Example: On first computer, open "Register 1" and enter the opening float amount you have in the cashbox pertaining to that register/computer. Then, on your second computer, open "Register 2", and enter the opening float amount you have in the cashbox that pertains to that second register/computer.

RINGING UP SALES

You are now ready to begin ringing up customers! <u>You will use your barcode scanner to scan the barcodes directly on each product</u>.

Uncoded Items: Some of our items are too small to fit a barcode. If an item does not have a barcode on it, you can try: searching for the item in the Search field on your screen, by clicking on the *Uncoded Items* button on your screen, or using the **printed scan page** of these items in your white Chairperson folder.

BB Items: Some items will have a yellow price tag sticker on them (example shown). These are special sale items we call Bargain Box items with codes like BB02, BB03, etc. To add an item with a yellow price tag to the shopping cart, click on the *Bargain Box* button on your screen, and then click on the matching BB# button on your screen.

SALE PRICE
BB 01

QUICK KEYS

Your main "Sell" screen will have the following buttons on it: Bargain Box Keys, Uncoded Items, Reorder, and Shoppe Dollars(applicable to only some schools). You will use these to quickly access these items.
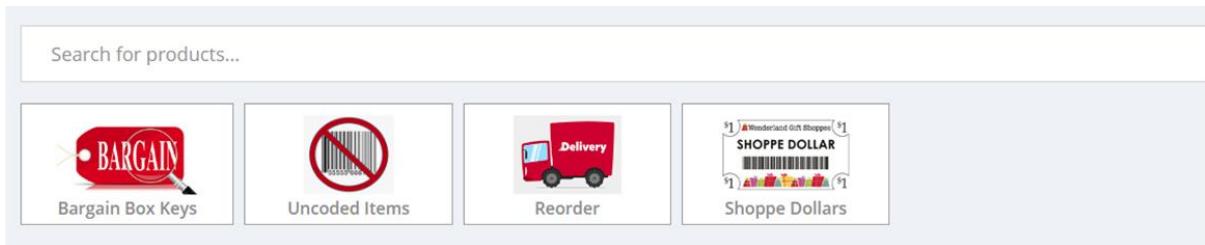
If you do not see these buttons on your screen, you can click on the [Quick Key] icon on the bottom corner of your screen to return to the main "Sell" screen.

You can also click the ☰ button in the upper-left corner of your screen, then "Sell", then "Register."

SHOPPE DOLLARS

 Shoppe Dollars act like $1 off coupons and are a bonus incentive **only some schools** receive. After you have added all the shopper's items to the register cart, ask the student if they have any **Shoppe Dollars** to use (if applicable to your school). If yes, scan the barcode on each Shoppe Dollar they have (you can also use the Shoppe Dollar Quick Key button instead of scanning).

Collect and save all USED Shoppe Dollars in your cashbox. A discount will be applied to the cart price based on how many Shoppe Dollars the shopper is using. Then, let the student know if they have a balance still owed on their purchase. Proceed with completing the sale with the form of payment they would like to use.

To edit the discount: if the student doesn't use the full $1 shop dollar, you can edit the discount by clicking on the Discount and editing the amount to be $.50 fixed or whatever amount the student is using in shop dollars.

*Please note, you must NOT deduct more shop dollars than what is given. Monitor how many shop dollars are run through the register by clicking on the ☰ button in the upper-left corner of your screen, and then select "Dashboard". Then view the discount $ amount and make sure it has not gone over how many shop dollars you have been given. If you ring up more shop dollars then what was given, we will be sending an invoice for those shop dollars that were wrongly deducted.

At the end of your shop, place USED and partially used Shoppe Dollars in the "USED Shoppe Dollars" yellow envelope provided. Place NOT Used Shoppe Dollars in the envelope labeled "NOT Used Shoppe Dollars." Put **both** envelopes in the payment envelope when the shop is done.

Completing the Sale $

❖ **If you need to make a change in the cart**, click on the product in the cart and adjust quantities. Or, to remove a specific item, click the red trash can image next to the product you want removed from the cart. Then, if everything looks correct in the shopping cart, you can proceed with tendering (accepting) payment.

PAYING WITH CASH

1. Tell the shopper how much they owe.
2. Click the [🛒 Pay] button on the bottom of the cart.
3. Next, if the shopper is paying with cash, click the **CASH** button (as shown below).
4. Enter the amount of cash they are paying with by clicking on **the $0 box** for the "Cash" field (as shown below), then hit "Done."
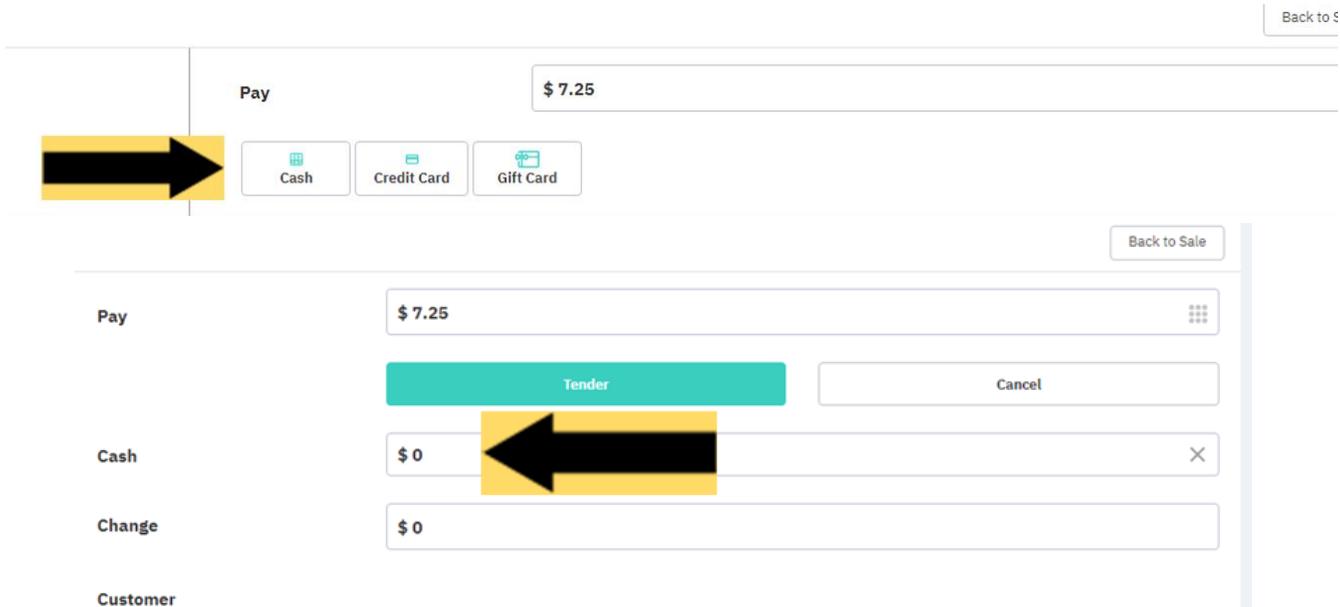
5. Give the shopper the $ amount shown in the "Change" field.
6. Click the green **"Tender" button.**
7. After you hit the green "Tender" button, your screen will look like the image below. You can also see the "Issue change" amount on this screen if you forgot to view it on the last screen.
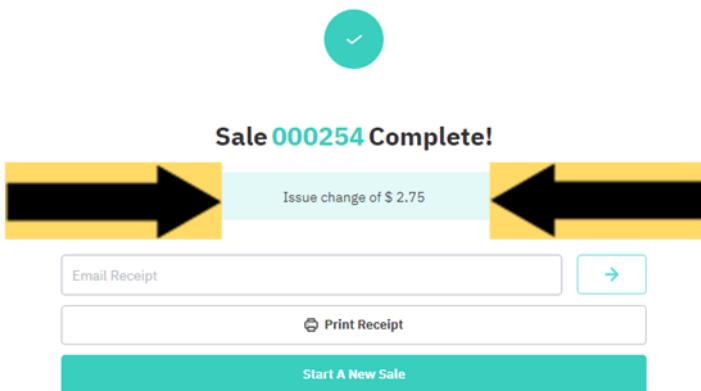
PAYING WITH A CHECK

1. If a shopper has a check for payment, click [🛒 Pay] then click the **CHECK** button to complete the sale. **IMPORTANT: <u>Checks should ONLY be accepted if they are made payable to the school group hosting the holiday shop. Checks <u>should not</u> be accepted if they are made payable to Wonderland Gift Shoppes.</u> Please <u>do not</u> send any checks to Wonderland Gift Shoppes other than your final payment at the end of the shop. Also, split payments with checks are not possible in the register.**

PAYING WITH A GIFT CARD

2. When it is time to complete a sale using a gift card, the student will hand you a printed copy with their Gift Card code on it.
3. Click the **[🛒 Pay]** **then click the GIFT CARD** button.
4. Enter the *case sensitive* card ID into the **GIFT CARD NUMBER** field. Click "Save."
5. Payment was received. Click the **DONE** button to return to the main sell screen.
6. Your sale is complete.
7. If the student has a remaining balance on the card, return the paperwork to them to be used later. Please encourage the student to use the entire balance of the card. **DO NOT GIVE CASH BACK ON GIFT CARDS.** They are re-usable from year to year.

PAYING WITH A CREDIT CARD

1. Credit cards can ONLY be accepted if your school/PTA/PTO has a credit card payment account (such as **Square** or **Stripe**) setup that is linked to your organization's bank account, or you have chosen to use our Wonderland Square account (see instructions below).
2. **ALWAYS process the credit card FIRST before clicking the "Pay" button on your register.**
3. Enter the credit card information and amount due on the sale into your Square, Stripe or similar account, usually done in a separate browser window on the computer/laptop or phone.
4. When payment has successfully completed for the credit card, then complete the sale on your register screen by clicking the **[🛒 Pay]** button, and then click the **CREDIT CARD** button.
5. Your sale will process immediately and is complete.

Please note: If you hit "Credit Card" in DEAR POS before you enter the sale amount into Square/Stripe/etc., you will lose the sale amount and will have to retrieve it by clicking **[≡]** then go to Sell > Sales history. Click on the top order. This will show the amount of your credit card order and you enter that amount into Square/Stripe/etc.

*If you are using the Wonderland Square account, please follow these steps:

1. Open new tab in web browser. Go to **squareup.com/dashboard/take-payment**
2. Use Login info: **Email: squarewgs@gmail.com   PW: Wonderland#1**
3. Enter the purchase amount due as stated on your register. Please inform customer that a 3.7% credit card processing fee will be added to their charge amount.
4. Enter the shopper's credit card information.
5. ***MAKE SURE YOU ENTER YOUR SCHOOL'S NAME IN THE NOTES SECTION! IF YOU DON'T, YOUR SCHOOL MAY NOT RECEIVE CREDIT ON THE INVOICE FOR THSESE CREDIT CARD TRANSACTIONS!***
6. Then click "Charge" in the top right corner.
7. Go back to DEAR POS tab in web browser. Click Pay. Then click Credit Card and the transaction will complete automatically.

SPLIT PAYMENTS

If a shopper has more than one form of payment, follow these steps:

1. Always apply the student's Gift Card first.
2. If payment is still owed on the items in the cart, then enter the cash or other payment as instructed above.
3. The screen will switch back to to show you the remaining balance.
4. Hit the **CASH** button.
5. Proceed with same steps as explained above for "Paying with Cash."
6. If using cash and credit card, enter cash amount first, then proceed with credit card for remaining balance.

REFUNDING AN ITEM

If a shopper paid with cash and would like a monetary refund, follow the steps below.

1. **Click** the ≡ button in the upper-left corner of your screen, then "Sell", then "Sales History."
2. In the top, right corner click the three black dots, then select "**Quick Refund**."
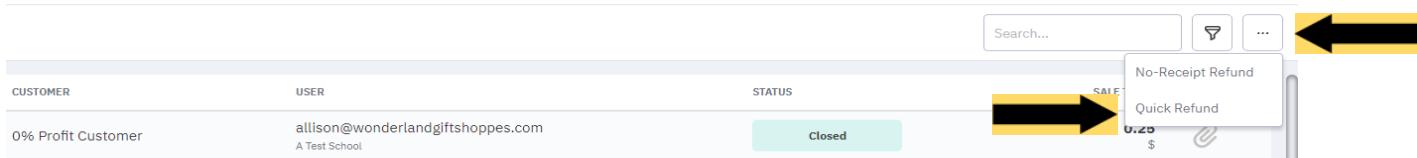
3. The main register screen will appear. Scan the item(s) you want to return so they appear in the cart.
4. Select the green Refund button at the bottom of the cart.
5. Select the green Save button on the next pop-up screen.
6. Issue refund amount to shopper.

CLOSING THE REGISTER EACH DAY

EACH DAY, YOU MUST:
✓ **Close your Register**
✓ **Balance your Drawer**
✓ **Sign Out**

1. **Click** the three black lines in the upper-left corner of your screen, then "Sell", then "Open/Close."
2. **Count your drawer and enter the counted totals for all cash, checks and shoppe dollars.**
3. The counted values should match your expected values. If they don't, the difference will automatically be calculated for you to help you find the discrepancies. **If the discrepancies are large, you will need to contact your salesperson.**
4. Click the red **Close Register** button in the upper-right corner.

The register should be closed every night as part of your daily reconciliation procedure. If you are not prompted to open the register each morning that is because the person before you did not close the register and reconcile their drawer the night before.

If you checked out the items in your custom reorder instead of just emailing them in the register, then your numbers will be off. You will need to find the order and refund all those items that you checked out instead of just emailing.

OFFLINE MODE

If you lose your Internet connection during the shop, you will see a **red dot** in the upper-left corner of your screen next to your school name. Don't worry, you can still complete a sale as normal in offline mode. However, after you click the **"Tender "**(accept payment) button, there will be a slight delay (5-15 seconds) before you see "Sale Complete!" on the screen. Once your internet is back up, these offline sales should sync automatically.

REORDERS

- <u>**You must use the Reorder Quick Keys any time before 2:00 PM**</u> to let us know you would like a reorder otherwise it is assumed your school does not want a reorder the next day.
- Schools do not receive a reorder until they have reached 15% of their total estimated sales.
- **Staffing all the drivers for reorders is challenging, only request a reorder if is strongly needed.**
- Reorders could come very early in the AM or in the late morning, please allow flexibility with this reorder process. We try to have all reorders delivered by 10:30 a.m.

1. **<u>Computer-Generated Reorder</u>** - WGS generates this reorder for your shop based on what you are selling.

   To request a computer-generated reorder:
   1. On your main Sell screen, click the Reorder button.
   2. Then, click the **Computer Reorder Button**
   3. Then click ⬜ Pay
   4. The balance will say $0.00.
   5. Click the **green** ⬜ **button**.
      Cash
   6. Your reorder request has now been submitted to us. ☺

2. **<u>Custom Reorder</u>** – you decide what you would like for your reorder instead of us.
   - Once you choose to do a custom reorder you cannot go back to computer-generated reorders.
   - **ONLY <u>ONE</u> CUSTOM REORDER PER DAY WILL BE ACCEPTED.**
   - Here are the steps to send a custom reorder:

     - Add to the cart the items you would like to reorder, by scanning barcodes or typing in the search box.
     - <u>Adjust quantities to the amount you want of each item.</u>
     - Click the "plus sign" on the bottom of the transaction and click on "Customer" (see image below)
     - Next, type Reorder into the Customer name and click on Reorders@wonderlandgiftshoppes.com

     - Click the small drop-down arrow to the left of the word "Total" & then click the gray "Email" button. (see image below)
     - Click on the green "**EMAIL QUOTE**" button.
     - ==Lastly, go back and click the gray "Discard Sale button.== Your custom reorder is complete**. (If you don't discard and instead process the reorder as a sale, your register will be off when you go to close out.**)

3. **<u>Reordering Supplies</u>** – gift bags and bargain boxes (bargain boxes are extremely limited)
   - Click on any supply items you are requesting from us and add to either your computer-generated reorder or to your custom reorder. You do not need to enter a quantity for any of these supplies.

WONDERLAND CALCULATOR APP

We have developed a helpful app that will speed up your check-out line! Our app is designed to work *with* (not in replace of) your virtual register. The app offers a quick way to ensure each student has enough money to pay for the items they want *before* entering the check-out line…helping your holiday shop run smoother and faster!

WHAT TO DO:

- ✓ Visit the App Store on your phone and search for our app by typing in Wonderland Gift Shoppes
- ✓ **LOGIN INFO IS LOCATED IN THE FRONT OF THIS CHAIRPERSON FOLDER.**
- ✓ Download the app on as many volunteer phones as possible.
- ✓ BEFORE the students go through the checkout line, use our app to determine if each child has enough money to pay for what they have chosen. To do this, simply hit the number button that corresponds to the Price Group that item is found in. (Example: hit "2" for an item in Price Group 2).
- ✓ The app will calculate the total cost and display it at the top.
- ✓ If the student does not have enough money for their selected items, work with them to decide what goes back and what will be kept.

🎁 Wonderland Gift Shoppes

--SAMPLE--

CLOSEOUT SHEET

SCHOOL: _Palm Tree Elementary_   DATE: _12/12/21_

1. Total Revenue   _2998.41_

2. Less School Profit   -   _299.84_
   (Total Revenue x .10)

3. Total School Cost   =   _2698.57_
   (line 1 minus line 2)

4. Plus 6% Sales Tax*   +   _161.91_
   (line 3 x .06, if applicable)

5. **Plus Supplies Not Returned in
   White Register Box**   +   _20.00_ (lost banner)
   (Shopping bags @ $2.50 each, Aprons @ $10 each,
   Outside Banners @ $20 each, Scanners @ $40.00 each)

Enter $0 if you are returning all items.

6. Subtotal   =   _2,880.48_
   (line 3 plus line 4 & 5)

7. Less Gift Cards   -   _73.00_
   (add up register closure totals in virtual register)
   (see Closing Down Shoppe Instructions)

8. Less Wonderland Square
   Account Sales (if used)   -   _125.00_
   (amount shown in Register "payment type" report)
   (see Closing Down Shoppe Instructions)

9. **Balance Due**   =   _2682.48_
   (line 6 minus lines 7 and 8)

Please Make Final Check Payable To: Wonderland Gift Shoppes
Place check in white payment envelope and return to white box for pickup.

*IF YOU ARE CLAIMING TAX EXEMPT, PLEASE ATTACH A COPY OF YOUR EXEMPTION