

LIGHTSPEED VIRTUAL REGISTER

INSTRUCTIONS

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GETTING STARTED

1. **Internet Browser:** The virtual register only works on Google Chrome, Firefox, Edge, or Safari.
2. **Internet Connection:** Using a teacher/admin level internet on a school computer is ideal. The guest/student login could block the register website. Often a temporary substitute teacher login can be provided by the school.
3. **Practice on Test Site:** This is a training site only; not your actual register. Test this site out on the device and internet you will use for your holiday shop. Shop items aren't in the test register therefore scanners can't scan shop items in the test register site. To test your barcode scanner(s) in the test register, scan the barcode below.

- <https://wgstraining.retail.lightspeed.app>
- Username: Wonderland
- Password: Training222

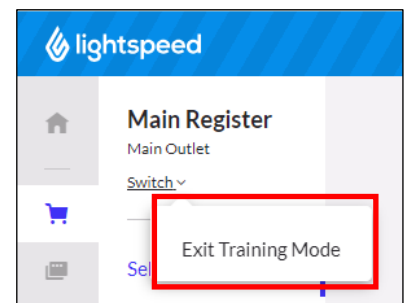


4. Devices Needed

- **Computer** - Each group must provide a laptop or desktop computer to run this system. Personal devices using school internet can sometimes block the register website. Using a school computer on the school internet is ideal.
- **iPads (not recommended)** – iPads are the only tablet that would work, not Android tablets. However, iPads are not as ideal as computers for the register. If you still decide to use iPads, you will need to download the **Lightspeed Retail POS (X)** app. Upon opening the app on the iPad, it will ask for "store address." This is found on your Register & App Login Page listed as "wonderland(#)."
- **Barcode Scanner** – Plug the provided barcode scanner into the USB port to scan item barcodes. A USB converter may be needed for the scanner if there isn't a USB port.
- **Cash Box** – You'll need a slotted cash box with starting cash for each register.

LOGGING INTO REGISTER

1. Enter the web address and your case sensitive login & password located on the **Register & App Login Page**.
2. If you have more than 1 computer/register, upon logging in you will be asked which register you would like to log in to. **You must choose a different register number for each computer.** i.e., computer 1 is logged into register 1, computer 2 is logged into register 2.
 - a. Transactions will not record correctly if two computers are logged into the same register. If you discover that 2 computers were logged into the same register, log out and log back in correctly right away. Please let us know if this error has occurred.
Tip: place a sticky note on each computer identifying it as either Register 1 or Register 2.
3. **Never go into Training Mode**
 - a. Practice transactions should be done in our training register (see point 3 in the Getting Started section).
 - b. To exit Training Mode: click "Switch" in the top left corner → click "Exit Training Mode"



OPENING THE REGISTER

Important Note: First thing you should do each day is to open the register and enter your starting cash for the cash box connected to that register. You must close the register each day and do the daily reconciliation procedure for it to prompt you to open it.

1. Enter the amount of cash you are starting out with in the **Opening Float** field for that register.
2. Then click on the blue **Open Register** button.
3. A window will pop up for you to print off verification of your opening float if you want. Hit **cancel** if you are not connected to a printer.

RINGING UP SALES

Important Note: If you look up an item in the **Search for Products** box, it will show the item price at 0% Profit. If your shop is running a higher profit %, the accurate price will show once you add the item in the cart.

The screenshot shows the POS system interface. On the left, there is a 'Search for products' field with 'donut Squish' entered. Below the search field, a product card for 'Donut Squish 600-R2' is displayed with a price of '\$2.00'. A red box highlights this price with the text 'Incorrect Price'. On the right, there is a cart area showing '1 Donut Squish' with a price of '3.00'. A red box highlights this price with the text 'Correct Price'. At the top right, there are buttons for 'Retrieve Sale', 'Park Sale', and 'More Actions...'. Below the search field, there is a button that says '+ Add "donut" as a new product'.

1. **Scanning a barcode** - Place your cursor in the "Search for Products" field and scan the item.
2. **Searching by keyword** - Place your cursor in the "Search for Products" field and type a descriptive keyword. For instance, ring' or 'pen' or 'ball'. Options will drop down for you to choose the correct item.
3. **Uncoded item Quick Keys** - Some of our items are too small to fit a barcode.
 - a. **Method 1:** Find the item on the "Uncoded Items Scan Sheet" in this binder and scan the corresponding barcode.
 - b. **Method 2:** Expand the Uncoded Items Quick Key Box and click on the correct item.
4. **Bargain Box items** - Bargain Box (BB) Items are clearance items with a yellow price tag sticker that correspond to the Price Groups (Ex: an item with a BB01 yellow sticker is the same price as a regular item in Price Group #1). Their barcode will not work. To add a BB Item to the cart:
 - a. **Method 1:** Scan the correct barcode on the "Bargain Box Codes" Scan Sheet.
 - b. **Method 2:** Expand the Bargain Box Items Quick Key Box and select the correct one.
 - c. **Method 3:** Type BB01/BB02/BB03, etc. in the Search for Products field to find the right one.



Troubleshooting Items that aren't scanning

1. Type item name or item code # in the **Search for Products** field and select the item.
 - a. You must either scan the item or find it in the search box.
 - b. Don't select the wrong item just because it has the same price code - this will mess up your reorders.
2. If the barcode is not scanning, we can fix it if you text your sales rep two pictures:
 - a. Item barcode picture
 - b. Front of item picture

CASH OR CHECK PAYMENT

1. Once you hit the blue **Pay** button, you will see a sales summary.

← Sale

1	101 Feliz Navidad Pencil	0.25
1	Bitty Buddy Pencil Toppers	0.50
1	Colored Assorted Rings	0.75
Subtotal		\$1.50
Tax No Tax		\$0.00
SALE TOTAL 3 items		\$1.50

Amount to Pay **1.50**
Edit to make a partial payment

Cash Check Credit/Debit Card

Gift Card Lightspeed Payments Other Payment Method

Add a customer to pay with the following options:

2. Verify that everything is correct. If it is not, click the back arrow ← above the cart items.
3. In the example above, this student owes \$1.50.
4. If the student gives you \$1.50 cash/check, you'd click on the blue **Cash** or **Check** button.
5. If you select Cash, the below screen will appear. Click on the **dark blue \$1.50** button.

Amount to pay \$1.50

Amount given by customer

\$ 0.00 \$1.50 \$2.00 \$5.00

6. It is imperative to click the blue **Complete Sale** button to process each transaction.

Complete Sale

CHANGE NEEDED

1. If the student does not have exact change but instead gives you \$5.00 to pay for his/her \$1.00 sale, then you will need to **type \$5.00 in the editable box**.

Amount to Pay **5.00**

Cash Check Credit/Debit Card

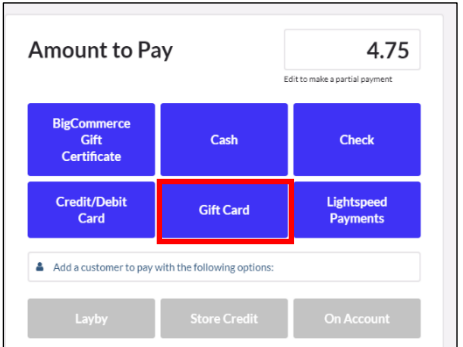
Gift Card Lightspeed Payments Other Payment Method

2. Click on the blue **Cash** button.
3. The register will prompt you to issue change to the student. Once change is issued, click the blue **Complete Sale** button to process the transaction.

GIFT CARD PAYMENT

1. **Do not give cash back on gift cards. Have students use the entire gift card.**

2. A student with a gift card should hand you a paper with a Gift Card Code on it.
3. In this scenario, the student owes \$4.75, and they have a gift card. Click on the blue payment button that says **Gift Card**.



Amount to Pay 4.75

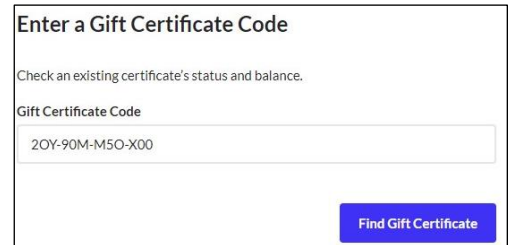
Edit to make a partial payment

BigCommerce Gift Certificate	Cash	Check
Credit/Debit Card	Gift Card	Lightspeed Payments

Add a customer to pay with the following options:

Layby Store Credit On Account

4. Scan or enter the gift card code into the **Gift Certificate Code** field.
5. After the ID is entered, hit the blue **Find Gift Certificate** button.



Enter a Gift Certificate Code

Check an existing certificate's status and balance.

Gift Certificate Code

20Y-90M-M5O-X00

Find Gift Certificate

6. Click the blue **Pay with gift certificate** button. Then click the blue **Complete Sale** button.
7. If the student has a remaining balance on the card, return the paperwork to them to be used later. **Please have the student use the entire balance of the gift card.**

Gift Card Management Site to Find Codes

1. Go to www.wgs101.com and log in
 - a. **Username:** WGS
 - b. **Password:** Wonderland#25
2. Search or filter for the school name, student's name, parent name, or teacher name.
3. Copy the correct Gift Card Code to use in the register.

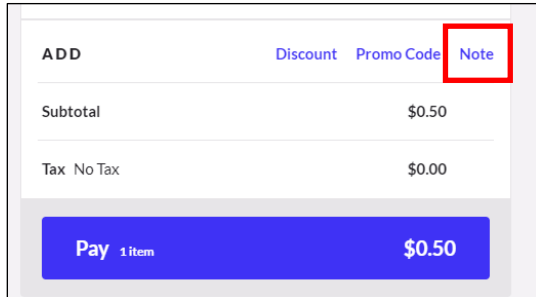
Gift Card Troubleshooting on Gift Card Management Site

1. **The gift card or the balance is not fully synced into the register.**
 - a. Check the box next to the gift card.
 - b. Click the button "Sync Selected Gift Cards".

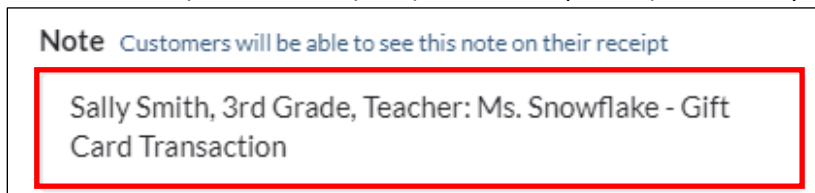
Parking a Sale (especially helpful for Gift Cards)

If you cannot troubleshoot a gift card issue quickly, you can park the sale, give the items to the student, and keep the gift card code to process the sale later after resolving the issue. Only give the items to the student if it appears they have a legit, not-used gift card and it's just not working in the moment

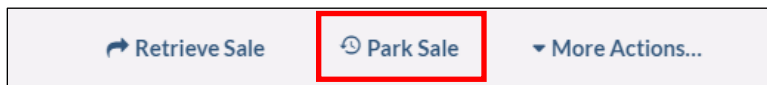
1. After adding all items to the cart, click the "Note" button near the bottom of the cart.



2. For the Note, follow this format: "Student name – gift card" so that you can find the sale easier when you're ready to process it. (Example below)

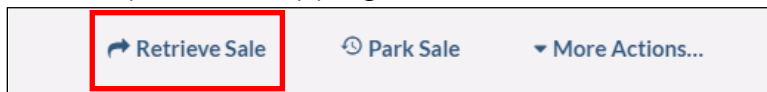


3. At the top of the cart, click "Park Sale"

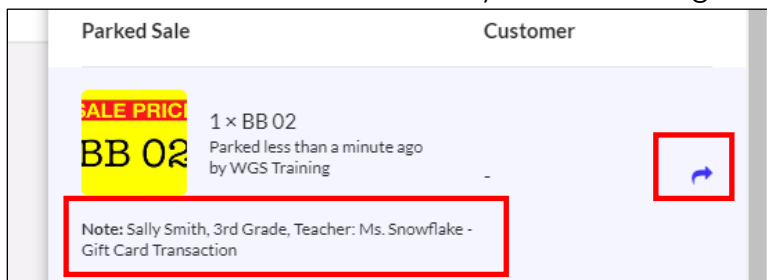


How to Retrieve a Parked Sale

1. At the top of the shopping cart, click "Retreive Sale"



2. Select the blue arrow on the sale you're retrieving. Look for the student name.



3. Continue with the transaction by processing the gift card.

CREDIT/DEBIT CARD PAYMENT

There are two methods for checking out with a credit card:

1. Using your group's credit card processor (such as Square, Stripe, etc.).
 - a. You should use your own account if you can swipe or tap.
2. Using Wonderland's Square Account:
 - a. Go to <https://squareup.com/terminal/checkout>
 - b. Use login info found on the Register & App Login Page.
 - c. **Manually entered cards only. No ability to swipe/tap. We don't provide a device, nor can any device be linked to our Square account.**

Directions for running a credit card transaction:

1. Ring up the items being purchased in the Lightspeed Virtual Register.
2. In a separate browser tab, open the credit card processor, whether yours or ours. Enter the credit card information and amount due on the sale into your account. Charge the card.
 - a. When payment has been successfully completed for the credit card, go back to your Lightspeed virtual register to complete the sale by clicking the blue **Pay** button.
 - b. Then click the **Credit/Debit Card** button.
 - c. Lastly, click the blue **Complete Sale** button to process the transaction.

Important Note:

1. **Always process the credit card first before clicking the "Pay" button on your register.**
2. If your school is in either Connecticut or Massachusetts, you cannot legally use our square account because of the surcharge.
3. For all other states, please inform the customer of the 3.5% credit card processing fee.

Troubleshooting Square:

1. **Log into Square on your phone or use another internet connection besides the school's.**
2. **Send payment links:** Someone outside of your shop area logs into your Square using a different internet source. They enter the transaction amount and click "Send Payment Link". They enter your phone number and send link. You then process the credit card using the link.

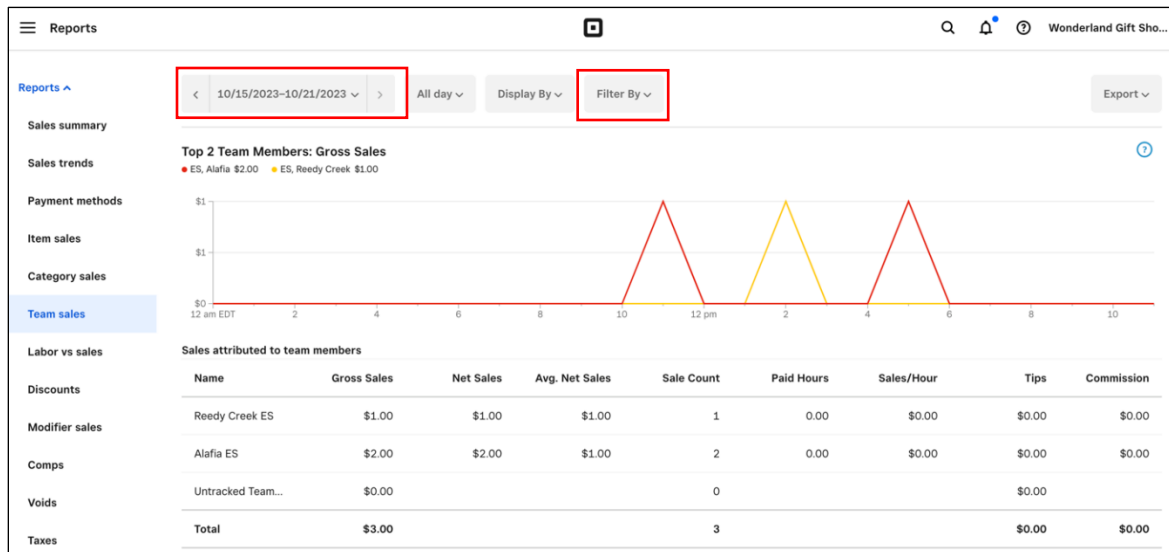
Sign to display at the register for Wonderland's Square Credit Card Processor



**We impose a 3.5% surcharge on
credit card purchases**

Square Credit Card Total Number (Wonderland's Square):

- Go to <https://squareup.com/dashboard/sales/reports/team-sales> to bring you to the screen below (Login info found on the Register & App Login Page if you need to log in again).



- Verify that the Date Range fields accurately represent the dates of your shop. If they do not, filter the Date Range fields accordingly.
- Click "Filter By" in the top menu bar → Select Team Member (attributed to)

Filter By ^

☐ Device

☐ Device Nickname

☐ Payment Method

☐ Source

☒ Team Member (attributed to)

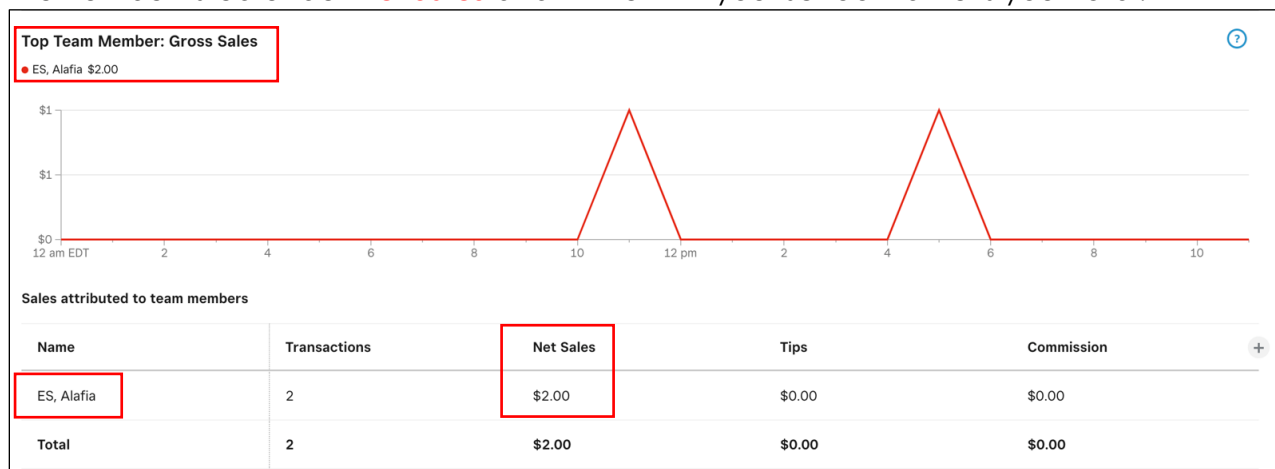
- A new filter box will appear named "All Team Members" → Select your school from the drop down menu.

All Team Members ^ x

☒ ES, Alafia

☐ ES, Reedy Creek

- The number listed under **Net Sales** and in line with your school name is your total.



Important Note: If you see a number listed as "Total Collected," **do not use this number**. It includes the surcharge fee which the credit card customer has already paid.

SPLIT PAYMENT

If a student has more than one form of payment:

1. Click on the editable payment box that shows the total amount owed.

Amount to Pay	<div>1.50</div> <div>Edit to make a partial payment</div>
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2. Edit the number to how much the student is paying with the first payment type.

Amount to Pay	<div>0.75</div> <div>\$0.75 left to pay</div>
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3. Click the appropriate payment method (ex: cash).
4. The Amount to Pay will automatically calculate the remaining balance.
5. Click the second form of payment (ex: check).

Sale		
1	101 Feliz Navidad Pencil	0.25
1	Bitty Buddy Pencil Toppers	0.50
1	Colored Assorted Rings	0.75
Subtotal		\$1.50
Tax No Tax		\$0.00
SALE TOTAL 3 items		\$1.50
Cash Wed, 11 Oct 23 1:16pm		\$0.75
Check Wed, 11 Oct 23 1:17pm		\$0.75
TO PAY		\$0.00

Payment Received

[Print](#) [Gift Receipt](#)

[Add a customer to email them a receipt](#)

Complete Sale

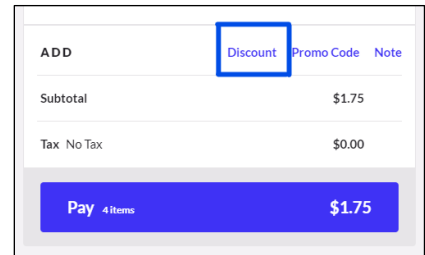
6. Then click Complete Sale to process the transaction.

CHECKING OUT WITH SHOPPE DOLLARS

1. Some schools select Shoppe Dollars as part of their incentive. Do not request them if you do not have them. We cannot send Shoppe Dollars last minute.
2. Do not give cash back on shoppe dollars.

Using Shoppe Dollars

1. After ringing up all the items, click the blue **Discount Option**. This will open the Add Discount Box.



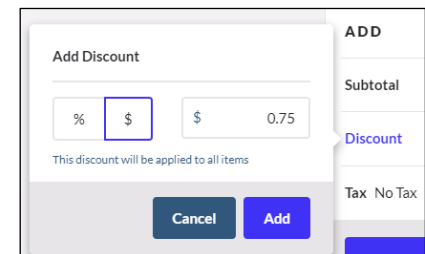
ADD Discount Promo Code Note

Subtotal \$1.75

Tax No Tax \$0.00

Pay 4 Items \$1.75

2. In the Add Discount Box, make sure the \$ is selected on the left-hand side. Input the amount of Shoppe Dollars, then click **Add**.



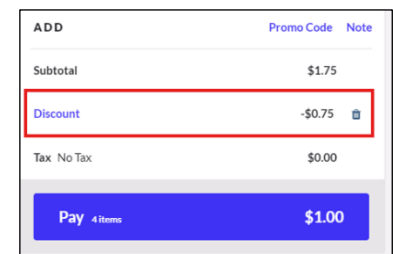
Add Discount

% \$ \$ 0.75

This discount will be applied to all items

Cancel Add

3. The screen will update the balance due. Continue the sale as described in the "Checking Out" sections above.



ADD Discount Promo Code Note

Subtotal \$1.75

Discount -\$0.75

Tax No Tax \$0.00

Pay 4 Items \$1.00

Tracking Shoppe Dollars Used

1. **Do not deduct more Shoppe Dollars than you received. There will be an invoice for overage.**
2. To check how many Shoppe Dollars you've used:
 - a. Click Reporting on the lefthand menu.
 - b. Click **Register Closures**.
 - c. Click on one of the Register Closure Reports based on date.
 - d. Look for "**Discounts**," and see the number to the right (i.e. \$10).
 - e. To find out the total number of Shoppe Dollars used, you'd need to click on all the register closures reports and manually add up the "Discount" amounts.



Register Closure Summary			
View full details			
Register:	Register 1	Opened:	Sep 23, 2024, 10:25 AM
Sequence #:	70	Closed:	Sep 23, 2024, 8:55 PM
Outlet:	Main Outlet		
Sales			
New sales			\$116.75
	New		\$116.75
	Tax (No Tax)		\$0.00
Discounts			\$10.00
Payments			\$116.75

REFUNDING AN ORDER

1. Scan the items being returned.
2. Click on the number 1 next to the item name to expand the item description.
3. In the Quantity field, enter a -1.
4. The number and the Pay button will turn **RED** to indicate a refund is due.
5. Click the red **Pay** button.
6. Click Cash
7. Refund the amount indicated.
8. Click **Complete Refund**. If a screen prompts you to print the refund you can either hit print or just cancel if you do not have a printer hooked up.
9. Click **Complete Sale** to process the transaction.

ADD	Discount	Promo code	Note
Subtotal			
			-\$0.25
Tax No Tax			
			\$0.00

Refund -1 item **-\$0.25**

CLOSING THE REGISTER EACH DAY

1. From the **Sell Screen** choose **Open/Close** located in the left side menu.
2. **Count your drawer and enter the counted totals for cash, check, and credit card.**
3. The counted values should match your expected values or be very close. If they aren't, the difference will automatically be calculated for you to help you find the discrepancies.
4. Click **Close Register**.

Important Notes

- You must close your register, balance your drawer, and sign out each day to avoid any discrepancies.
 - Wonderland is not responsible for any difference. Schools cover any difference.
- Make sure to reconcile your credit card numbers.
- Only allow cashiers that are trained to run a register.
- Avoid having lots of shift changes on a register.

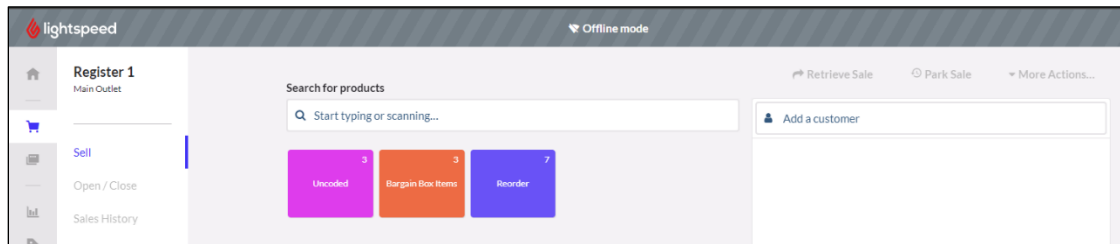
SIGNING OUT

Sign out and close the browser on each computer at the end of every day.

1. At the very top right of the screen click on your school's name. Click the blue **Sign Out**.

OFFLINE MODE

Offline mode will allow you to continue processing sales if you lose your internet connection while selling. You won't be able to use Offline Mode if you weren't logged into your store before the internet went down. If your internet connection drops offline for longer than two minutes, this banner will appear along the top of Lightspeed.

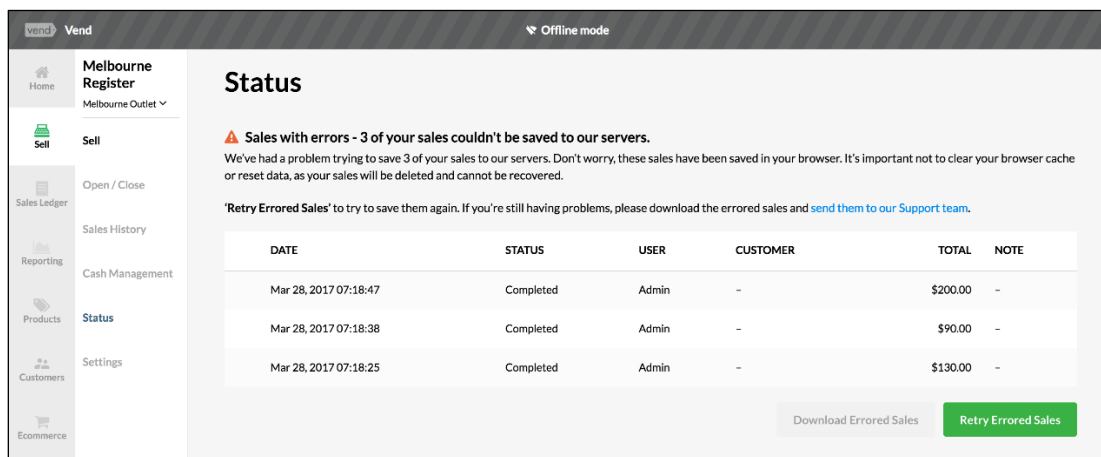


Mobile Hotspot: The next best thing to do if your school's internet drops is to tether your phone's internet to the computer or use a hotspot device.

What can I access while I am in offline mode?

You will have access to the **'Sell'** and **'Status'** tabs. All other sections will be inaccessible until your internet comes back online.

- **Sell:** Under 'Sell' you will be able to **process new Cash-Only and Check-Only sales. Park any Gift Card sales to process when you have internet.**
- **Status:** Clicking on 'Status' will let you view all your un-synced sales. These are sales made during offline mode that have been saved in your browser but not yet synced to our servers. Once your internet is back up, these sales should sync automatically. If there are still sales on the 'Status' page after a few minutes, you can try clicking the 'Retry errored sales' button to resync them manually.



Important: Do not restart your computer or clear your cache if you have unsynced transactions.

What do I need to do once my internet connection has been restored?

Lightspeed will automatically check your internet connection every two minutes. Once your computer is back online, the 'Offline' banner will disappear, and you will be able to access all sections of Lightspeed again.

What happens to my sales when I come back online?

If you have processed sales while offline, these will automatically sync to our servers once your internet connection is restored. This should occur within a few minutes of your internet connection being re-established. If you still have un-synced sales, you will see an 'Error sales' icon next to 'Status' in the sidebar. If you see this, go to the 'Status' screen and hit the 'Retry errored sales' button.

Getting Reorders While in Offline Mode:

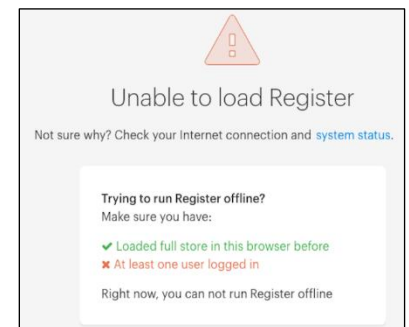
If you submit a reorder while in Offline Mode, we will not see your reorder request. You must email reorders@wonderlandgiftshoppes.com by 1pm with a list of item code numbers and/or price group numbers and the desired quantities you need as a reorder if you cannot get back online.

Troubleshooting Offline Mode on Desktop:

If you try to access Retail POS on your computer and you receive the "Unable to load register" screen, it may be because you have not fully loaded your store in this browser before or you were not previously logged into Retail POS when your computer went offline.

You won't be able to use Retail POS offline while you have this message. To troubleshoot:

1. Check your internet connection by accessing another website outside of Retail POS. If other websites are also offline, your computer may have lost connection to the internet. Check that your router is powered on or contact your internet service provider.
2. If your internet is still running normally, click on the link to Retail POS's system status page and check that Retail POS's servers are operational.
3. If everything looks good, try and refresh the page to clear this message.



REORDERS AND SUPPLY REQUESTS

All reorder types must be submitted by 1:00 pm on that business day to receive one the following business day. It will not be processed if it is placed after 1pm.

Common Mistakes Made with Computer Reorders

1. **Do reorders rollover day to day if I place after 1pm?**
 - a. **No**, if you place it after 1pm it will not roll over. Submissions must be made between 12am-1pm that business day to arrive the following business day.
2. **Can I place a reorder over the weekend?**
 - a. **No**. All staff work Mon-Fri only. A reorder can be placed on Friday by 1pm and it will arrive on Monday.
3. **Do I need to wait until 12:59 to place the reorder to capture all the sales?**
 - a. **No**, we will pull the reorder data at 1pm regardless of the time the reorder was placed.
 - i. If you already know you need a reorder, please submit it. Give yourself plenty of time and submit on the early side (Ex: 10:00am) to avoid it being after 1:00pm

Important General Reorder Notes

- Schools must sell at least 15% of their total estimated sales to receive a reorder.
- Staffing drivers for reorders is challenging. Only request a reorder when strongly needed.
- At 12pm EST, there will be a reorder reminder alert in the register. This will be your only reminder to submit a reorder in time.
- If the reorder is submitted incorrectly or late, we will not send a reorder.
- Our goal is to end the shop with 1-2 of each item and not a ton of overstock.
- Reorders can come early morning, late morning, or UPS. **Please be flexible with delivery times.**
- If sales were small on the first day, we suggest waiting to request a reorder until sales are larger.
- We don't send small reorders.
- We cannot send more than 1 reorder each day.

How to Request a Bump on Computer Reorders

- Email reorders@wonderlandgiftshoppes.com with your **full school's name and city in the subject line.**
- Must email by 1pm, there are no exceptions.
- Include in the email message your request to increase your Computer Reorder quantities for the next business day.
- Don't forget to submit your Computer Reorder or Computer Reorder w/ Special Requests in the register by 1pm.

Reorder Concerns

- Email reorders@wonderlandgiftshoppes.com and cc your sales rep about reorder concerns.
- Send your email by 1pm that business day so we can address it for the next business day.

Three Reorder Types

1. Computer Reorder
2. Computer Reorder with Special Requests
3. Custom Reorder

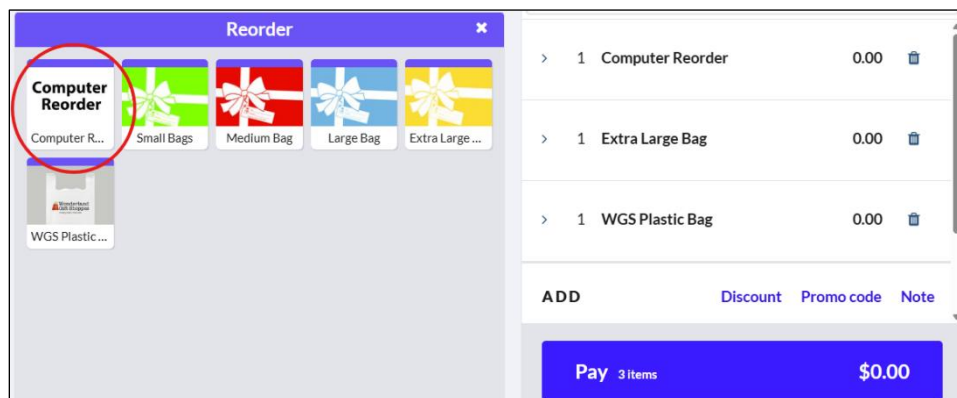
COMPUTER REORDER

A Computer Reorder is generated by WGS for your shop based on your sale data.

- If someone isn't scanning the items correctly at the checkout, your reorder will be inaccurate. **Be sure to find each item in the register to have an accurate reorder.**
- **Our computer reorder formula sends smaller reorder toward the end of the shop.**
- If your shop gets significantly larger on the last day of your shop compared to the other days, we recommend switching to a custom reorder for the last reorder or requesting a bump on the computer reorder.

Submitting a Computer Reorder

1. Click the **Reorder Quick Key** to expand it.



2. Click **"Computer Reorder"** and any additional supply requests (if needed).
3. Click the blue **Pay** button. The total should be \$0.00.
4. Click on the blue **Cash** button.
5. You must click the blue **Complete Sale** button to fully submit the reorder.

Complete Sale

SPECIAL REQUESTS WITH A COMPUTER REORDER

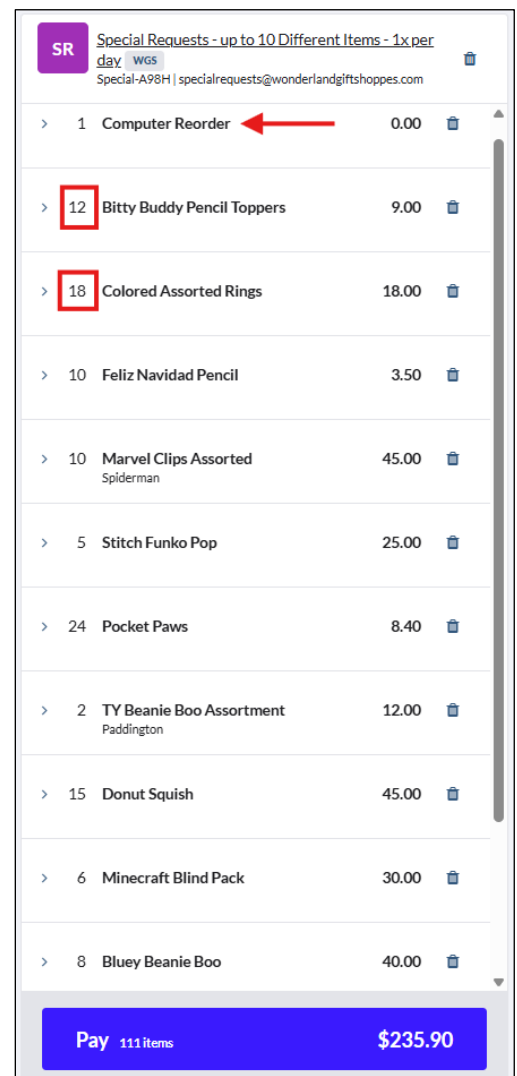
You must submit your Special Requests by 1:00 PM to receive them with your Computer Reorder the following business day.

Important Notes:

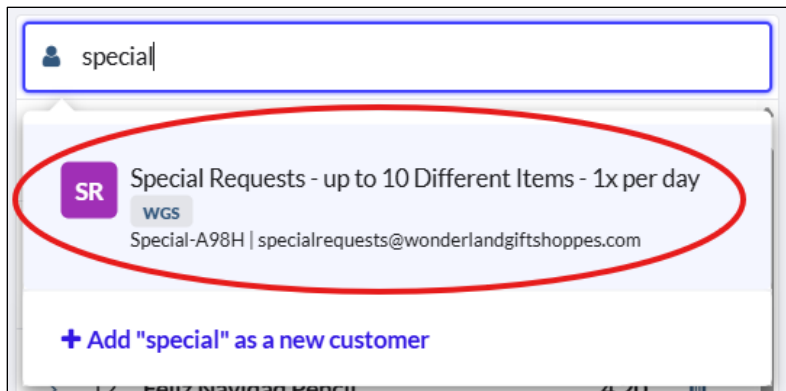
- **Up to 10 different special request items are accepted.**
 - a. If you submit more than 10 different special request items, we will choose the first 10 items on your list and disregard the remaining ones.
 - b. If you need more than 10 different special request items, we suggest switching to a custom reorder process. See our directions on a "custom reorder" (page 18).
- **Only 1 special request is accepted per day.**
 - a. If you submit multiple requests on the same day, we will choose the first submission to fulfill.
- If you are selling out of an item, our computer reorder system will catch it. Please wait after receiving your first reorder to submit special requests.
- Only request items you have already received in your holiday shop. Do NOT add items that are randomly in the register, most of them are unavailable due to low quantity.
- If you don't see a special request item in your reorder, it is because that item is low stock in our warehouse.

Submitting Special Requests

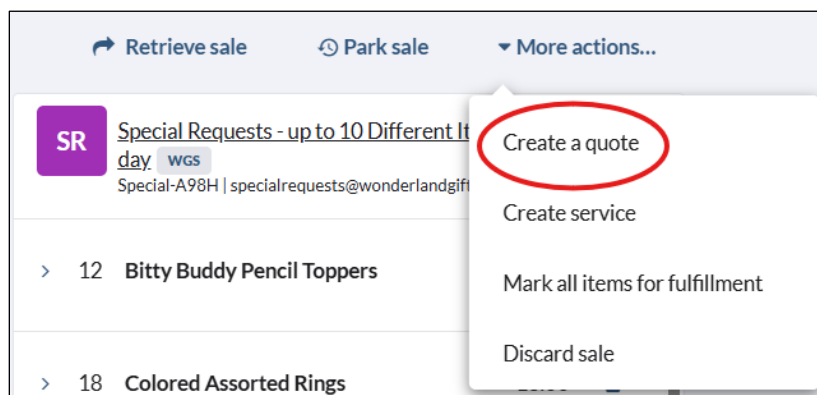
1. Click the **Reorder Quick Key** to expand it.
2. **Add "Computer Reorder" to the cart** and any additional supply requests (if needed).
3. On the "Sell" screen, **add up to 10 different Special Request Items** to the cart. See picture to the right.
4. Adjust quantities to the **exact** desired quantity of each item (i.e., 1 quantity = 1 single item requested)



5. Then above the first item in the cart, click **"Add a customer"** and type **"Special Requests."**
6. **Select** the Special Requests Customer.



7. Click **"More Actions"**, then click **"Create Quote."**



8. On the next screen, click **"Complete Quote"** for it to process.

Complete quote

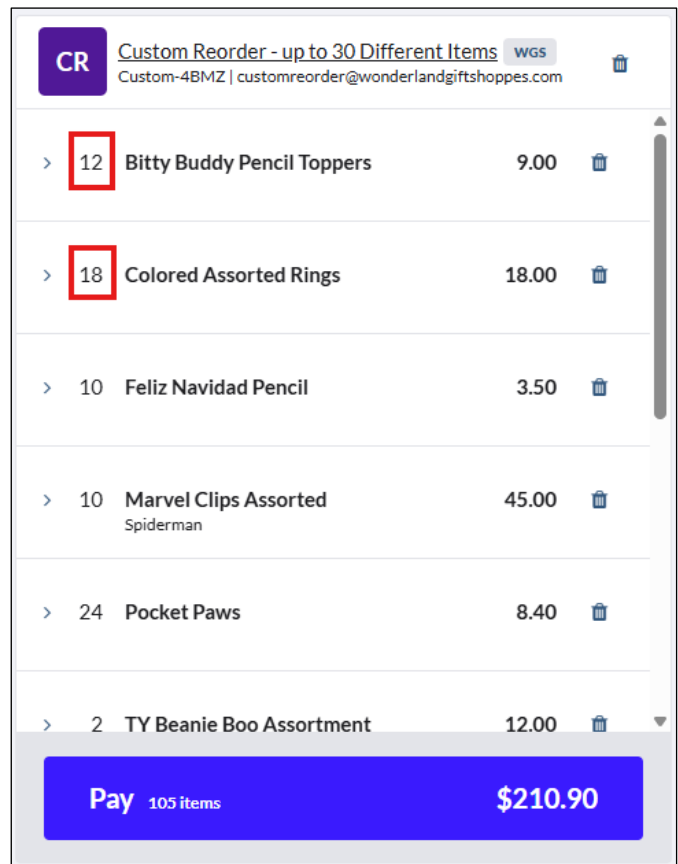
CUSTOM REORDER

Important Notes:

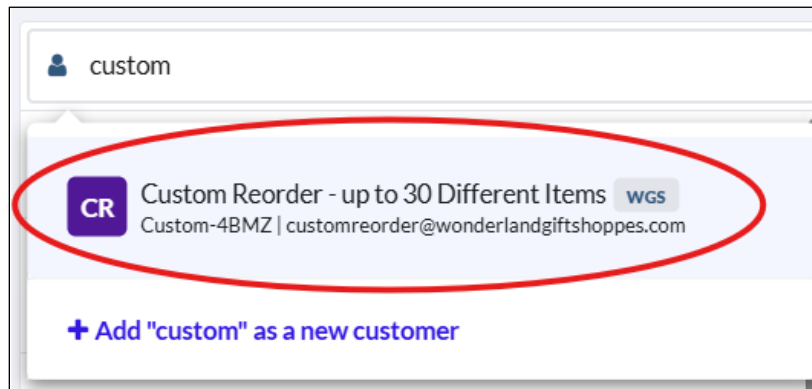
- **You must submit a Custom Reorder by 1:00 PM to receive one the following business day.**
- A Custom Reorder is one where **you select your desired items and quantities.**
- Upon doing a Custom Reorder, **you cannot switch back to doing a Computer Reorder.**
- Only request items you have already received in your holiday shop. Do NOT add items that are randomly in the register, most of them are unavailable due to low quantity.
- **ONE Custom Reorder is accepted per day.** And it must include any supplies desired.
 - If you submit multiple custom reorders on the same day, we will choose the first submission to fulfill.
- **Max of 30 different items is accepted.**
 - If you add more than 30 different items, we will only reorder the first 30 items.
 - We do not limit how much you can request of these 30 different items. However, we may not be able to send the requested quantity due to low stock.

Submitting a Custom Reorder

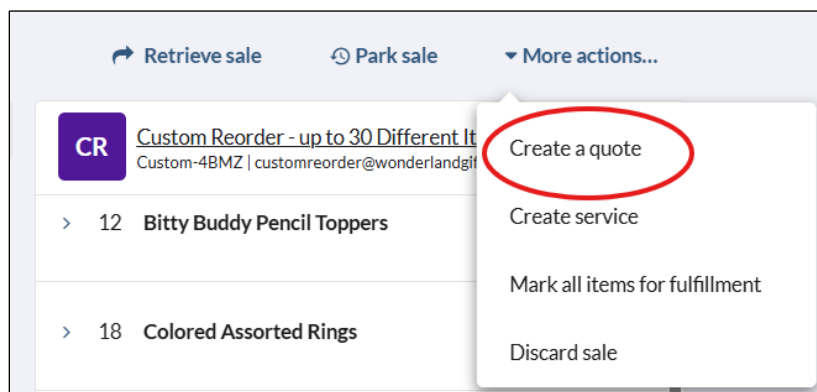
1. On the "Sell" Screen **add up to 30 different items** to the cart. (See picture to the right) Add any additional supply requests (if needed).
2. **Adjust quantities to the exact desired quantity of each item (i.e., 1 quantity means 1 single item reordered)**



3. Then above the first item in the cart, click "Add a customer" and type "Custom Reorder"



4. **Select** the Custom Reorder customer
5. Click "**More Actions**", then click "**Create Quote.**"



6. On the next screen, click "**Complete Quote.**"

Complete quote

WONDERLAND CALCULATOR APP

This app speeds up your checkout process by making sure each student has enough money for their desired items prior to going to the register to check out. It is independent of your virtual register and not in replace of.

1. How to Download on phone/tablet:

- Type in Wonderland Gift Shoppes on your phone App Store.
- Login info is on the Register & App Login Page.

2. How to Use:

- Push the number button on the app that corresponds to the number found on the item. (I.e., push "2" for an item that has a #2 on it).
- The app will calculate the total cost and display it at the top.
- If the student doesn't have enough money for the desired items, work with them to figure out which ones to keep.



CLOSING DOWN YOUR SHOP

1. Prepare your Closeout Sheet (see sample on page 22):

a. **Log into your Virtual Register**

b. **Line 1 - Total Revenue:**

i. Click **Reporting** on the lefthand menu (graph icon →)



ii. Click **Sales Reports**

Keep **Report Type** field as **Sales Summary**.

iii. Keep **Measure** field as **Revenue**.

iv. Verify that the **Date Range fields** accurately represent the dates of your shop. If they do not, filter the Date Range fields accordingly.

v. In the Sales Report chart, locate the revenue number in the "Totals Revenue" Box (pictured to the right →) and record that amount on Line 1, the Total Revenue line, on your Closeout Sheet.

TOTAL
Revenue 1 ⁹
\$49.75

c. **Line 2 - Less % School Profit:** Line 1 x profit %.

d. **Line 3 - Total School Cost:** Line 1 minus Line 2.

e. **Line 4 - Plus % Sales Tax:** Line 3 x tax percent rate (unless you have provided us with a tax-exempt form).

f. **Line 5 - Plus, Cost of Supplies Not Returned:**

i. Add up costs for all items you are not sending back.

ii. Shopping Bags @ \$2.50 each, Aprons @ \$15 each, Outside Banner @ \$25 each, Scanners @ \$45 each. If you are returning everything enter \$0 on line 5.

g. **Line 6 - Subtotal:** Line 3 plus Line 4 & 5.

h. **Line 7 - Less Gift Cards:**

i. Find this total by going to Reporting → Payment reports. Verify that the Date Range fields accurately represent the dates of your shop. If they do not, filter the Date Range fields accordingly.

ii. Find the total listed in the rightmost column for "Gift Cards." List this number on Line 7 Less Gift Cards.

i. **Line 8 - Less WGS's Square Amount found on Square's Website Only:**

i. Only applicable if your school has used Wonderland Gift Shoppes' Square account (and not your own organization's account) to process credit cards.

ii. Go to Square Credit Card Total Number (Wonderland's Square) on page 8 and follow the steps listed there.

iii. List this number on Line 8 Less Credit Cards.

j. **Line 9 - Balance Due:** Line 6 minus Lines 7 and 8

2. Make a copy for your records.

3. Making Payment:

a. **MAKE THE FINAL CHECK PAYABLE TO: WONDERLAND GIFT SHOPPES.**

b. Place the check, completed Closeout Sheet (or copy of), and tax-exempt form (if needed) in the white payment envelope and put inside the white register box.

c. Place everything that belongs in the white register box back in it (see top label of box).

d. Typically pick up is 1-5 business days after your shop is over. For a smoother pick up process, please keep your sales rep updated on your pick up status.

e. If you need to mail the check and Closeout Sheet: Mail to 1205 Sarah Ave Suite 111, Longwood FL 32750. Add tracking and include sales rep email on tracking.


f. **We do not accept any other form of payment besides a check.**

g. **WGS must receive payment by January 31st, 2026, to avoid a \$35 late fee. There will be a \$35 fee incurred each month the payment is delayed after January 31st, 2026.**

4. Pack Up All Items:

- Leftover Shop Items:** Bag all the same type of smaller items using the **"Pack-Up Shop Bags"** (in your white register box) and placed all bagged items in the boxes and fold shut (no tape needed). If you run out of bags use leftover WGS Plastic Bags.
- Keep items together by price group and the price groups in separate boxes.**
- Try to use the original price group labeled box that corresponds to the items inside, or write on the box what price groups are inside.**
- If a price group has very few items in the box, then consolidate with nearby price groups (i.e., PG 1, PG 2, PG 3 together – **NOT** PG 1, PG5, PG 17 together).
- Damaged Items:** Box all damaged items in a separate box. Put the "Damaged Items" sticker on the box.
- Empty boxes:** Collapse and stack empty boxes for our driver to pick up so we can reuse.
 - In the rare circumstances that the driver has run out of room in vehicle, they will leave the empty boxes at the school instead.

Sample Closeout Sheet:

 Wonderland Gift Shoppes Holiday Shop Closeout Sheet	
School: <u>Wonderland Elementary</u>	Date: <u>12/5/25</u>
1. Total Revenue <small>Register Website > Reporting Tab > Sales Reports > Adjust to Shop Dates > Revenue (See "Closing Down Your Shop" instructions)</small>	<u>11,325.50</u>
2. Less School Profit <small>(Total Revenue x .20)</small>	<u>- 2,265.10</u>
3. Total School Cost <small>(Line 1 minus Line 2)</small>	<u>= 9,060.40</u>
4. Plus 7% Sales Tax* <small>(Line 3 x .07, if applicable)</small>	<u>+ 634.23</u>
5. Plus Supplies Not Returned in White Box <small>(Shopping bags @ \$2.50 each, Aprons @ \$15 each, Outside Banners @ \$25 each, Scanners @ \$45 each). Enter \$0 if you are returning all items.</small>	<u>+ 40.00</u> (lost banner & 1 apron)
6. Subtotal <small>(Line 3 plus Line 4 & 5)</small>	<u>= 9,734.63</u>
7. Less Gift Cards <small>Register Website > Reporting Tab > Payment Reports > Adjust to Shop Dates > Gift Card Amount (See "Closing Down Your Shop" instructions)</small>	<u>- 115.00</u>
8. Less WGS's Square Amount found on Square's Website Only DO NOT USE THE LIGHTSPEED REGISTER FOR THIS NUMBER OR THERE WILL BE AN INVOICE SENT FOR ANY DIFFERENCE. The number must be directly from WGS's Square Account. Go to squareup.com/dashboard/sales/reports/team-sales Adjust to Shop Dates > Click "Filter By" > Select "Team Member" > Select your School > Net Sales Amount. <small>(See "Closing Down Your Shop" instructions)</small>	<u>- 92.25</u>
9. Balance Due <small>(line 6 minus 7 and 8)</small>	<u>= 9,527.38</u>

Please Make Final Check Payable To: Wonderland Gift Shoppes

- WGS must receive payment by January 31st, 2026, to avoid a \$35 late fee. There will be a strictly enforced \$35 fee incurred each month the payment is delayed after January 31st, 2026.
- Make a copy of this Closeout Sheet for your records.
- Place Check and Closeout Sheet in white payment envelope and place in white box for pickup.
- Or mail Check and Closeout Sheet directly to 1205 Sarah Ave, Ste 111, Longwood, FL 32570
 - Must add tracking to mailed checks. Include Sales Rep email on tracking.
- If you are using your tax-exempt form and have not sent it to WGS, please attach it to this closeout.
- If errors are made on this form and WGS is paid less than owed, there will be an invoice for the difference.

info@wonderlandgiftshoppes.com | (407) 951-5522