

Manual on the Use of Target Cash Registers

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Introduction to Target Cash Register Instruction Manual

This manual consists of a thorough explanation of the functions and uses of a Target cash register. It includes an overview of each screen the cashier may see, and functions on the register they may utilize, as well as pictures to help the reader comprehend the content. This will begin with an overview of how to log into the register, and go on the cover scanning as well as how to input a barcode manually, and how to change printer paper. It is hoped that this manual is helpful to new cashiers, and that it creates a more efficient line of employees.

Fly Page Chapter One

Chapter One- Overview of Target Cash Registers

This chapter will cover how to sign into the register with employee credentials.

Singing in to the Register

Once hired, each employee is given a login code and a password. This code consists of a login, or Team Member number, and a password that consists of the last four digits of the employee's social security number. To use the register, the cashier must log on in this manner each time they are at their station. Once an employee has logged into the register, they can check out customers, look up the cost of certain items, as well as open the cash drawer. Safety measures should always be taken when a cashier walks away from the register. An employee must always log out of the computer when they leave their station. Leaving it logged in allows anyone access to the cash drawer, and leaves the employee liable. Therefore, before the cashier leaves, they must click on the screen option to log out.

Log in Screen



Figure 1.1

Fly Page Chapter Two

Chapter Two- Overview of Screen Options

This chapter will cover all of the screen options that appear after the employee has signed into the module. For these screen options, refer to Figure 2.1 on page 8.

K Options

K1- Enter ID

This option is available for the cashier to enter the ID number of a customer who is purchasing a costly item or alcohol. This allows the store to keep track of the customer, and to confirm their identity.

K2- Get Change

If the register is running low on change, the cashier will choose this option on the screen which will take them to a separate screen containing all the change options. These options include quarters, dimes, ones, tens, and so on. The cashier will then choose all of the change options he or she needs. Once a station has entered in their need for change, the customer service desk receives a notification, and they will bring the cashier their change.

K3- No Barcode

This option is useful when an item has no barcode to scan. This selection will lead the employee to a screen which allows them to input the type of item so that they can search for the price. If this proves difficult, the cashier may then call the manager for help.

K5-Functions

This choice will lead to a screen that contains a variety of options. Overrides (for manager use only) allow the person working the register to override the computer's decision. There is also an option which allows the cashier to input a different price for an instance in which the computer misreads the barcode.

K6- Reprint Receipt

At times, the printer will run out of paper while printing a receipt, or it will simply misprint the receipt altogether. When this occurs, the cashier should choose this option. Scan the remaining barcode of the original receipt and then click "OK". The printer will then reprint the receipt.

K8- Extras

This option is for customers who are tax exempt and employee discounts. Tax exemption is a process in which the cashier inputs all of the customer's identification information and then inputs a code the customer will have from the tax unions. To manually input the employee discount, the cashier will need manager approval.

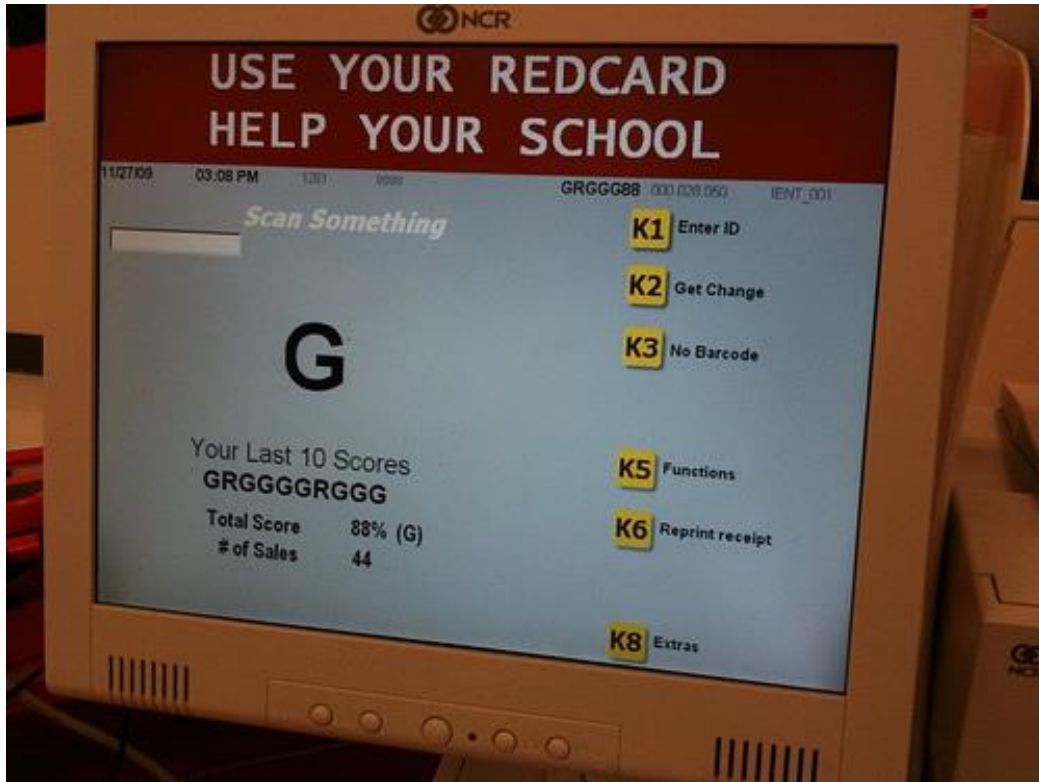


Figure 2.1

Chapter Three- Checking Out the Customer

This chapter is an outline of the processes involved in checking out a customer. It includes scanning, bagging, and working the keyboard.

Scanning Items

The scanner includes two pieces of equipment. The large scanner is a hollow metal box to the left of the monitor. Inside it is a red light that scans the barcode. The cashier must simply swipe the barcode across the clear part of the box until the barcode scans (the computer will make a beeping noise) and the item shows up on the computer screen. The small handheld scanner is usually used for items further away from the register or oddly shaped items that do not readily and easily scan across the larger scanner

Large Scanner

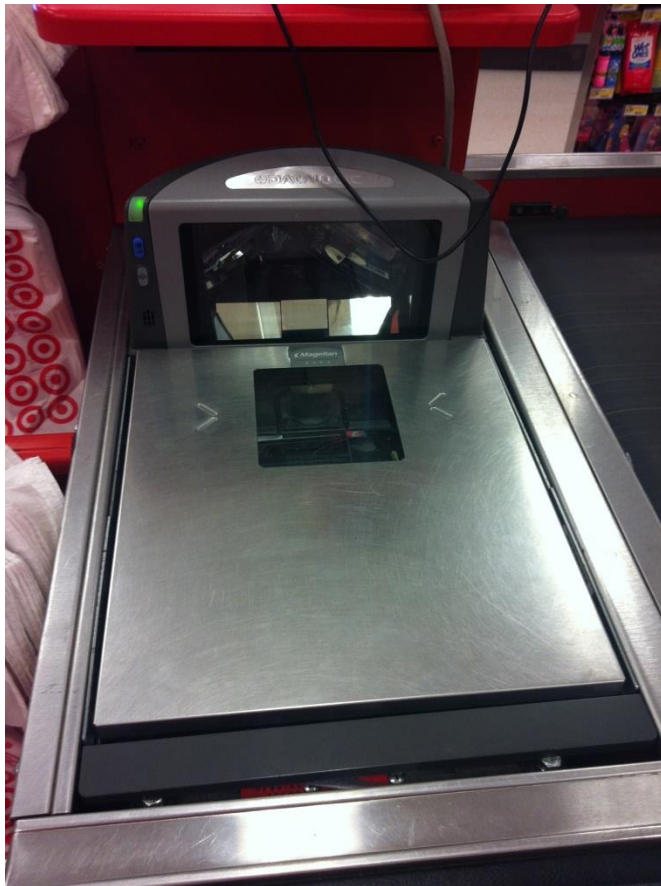


Figure 2.2

Small Scanner



Figure 2.3

At times the scanner will not register the barcode. At this point in time, the cashier must input the barcode manually. Each barcode has a small number at the bottom. The cashier will click K3 which will take them to a screen in which they can type in the barcode number. After entering this number, the cashier should check to make sure the correct item and price show up on the screen.

Working the Keyboard

The keyboard on the register is much similar to that of a standard computer. For this section, refer to Figure 2.4 on page 11. Notice that this keyboard also has keys for each of the K options. Refer to page 7. The two red keys directly under the K options are another addition. The red key to the left is marked VOID. This button is useful if a mistake is made during a transaction. For instance, the scanner may ring up an item twice as opposed to just once. When this occurs, press the VOID key. The computer will give the employee two options: to void a single line, or to void the entire transaction. The key to the right is marked SIGN OFF. Select this key when a shift has ended, when taking a break, or when walking away from the register at any time. There is a colorful section of keys at the bottom right of the keyboard. The first is labelled CLEAR. This works in the same manner as the VOID key. If the employee makes a mistake while entering something manually, this is a quick way to reverse the error. The key directly under CLEAR is ENTER. This key works in the opposite manner of the 'clear' key. When entering something manually, the employee chooses this key to complete the action. The key at the top of this section is labelled BACK. This key takes the employee back to the previous screen they

Chapter Three

viewed. The blue key directly under the 'back' button is marked MERCH LOCATE. This key locates merchandise based on certain criteria the employee inputs. The red key adjacent to the 'merch locate' key is labelled SUSPEND RETRIEVE. This key suspends a transaction or retrieves the transaction after a suspension. A transaction is suspended in the instance that a customer needs to locate their wallet, the customer is in need of a price check, the customer wishes to speak to a manager, or any situation similar. This button also retrieves a transaction after the customer locates what they needed. The green key at the bottom right of this section of keys is labelled TOTAL. After scanning all the customer's items, this button will total the transaction. Clicking this key will lead to another screen on which the employee chooses the method of payment the customer will use. The key to the left of the 'total' key is marked PRICE INQUIRY. If a cashier needs to determine the price of a certain item they press this key and enter the item's barcode number. This occurs often when a customer believes a certain item to be on sale. This key option shows the cashier if the item is in fact on sale. The colored keys in the upper middle section of the keyboard are for manager use only.



Figure 2.4

Bagging Items

Bagging the items will always rely on what the customer is buying, but there are a few guidelines to stick to if possible. All meat should be packaged separately, and with similar types of meat. For example, chicken should be bagged with other chicken products, and beef with beef

products. Fruits and vegetables should also be bagged together. Milk should always be placed in a bag by itself. All canned items should be bagged together, and they should be double bagged, or put into one bag which then goes into another bag. This creates more support for the cans and ensures that they won't break the plastic and fall out of the bag. All other boxed or assorted items can be bagged with each other. There are large bags for any oversized items. Refer to Figure 2.5 on page 12.

Bagging Station



Figure 2.5

Chapter Four- Printer Paper

Changing the Printer Paper on the Register

The register often runs out of receipt and coupon paper. Each of these has a small printer which is placed to the right of and above the monitor.

Receipt Printer



Figure 2.6



Figure 2.7

To open the receipt printer, pull up on the left side of the upper half of the printer. Once the printer is open, remove the empty roll. Place a new roll of paper in so that as the paper prints, the side with words exits the printer on top. Close the printer door and press the button imprinted with an arrow. This causes the printer to push out blank paper so the employee can insure it is printing correctly. Refer to Figures 2.6 and 2.7.

Coupon Printer



Figure 2.8



Figure 2.9



Figure 2.10

To open the coupon printer, simply press down on the small gray button to the left of the paper and the top of the printer will pop open. Remove the old roll of paper (which should be empty) and place it into the trash. Take a new roll of paper from one of the drawers located under the register and tear the front of the paper to separate it from the tape. Pull out an inch of paper and set the roll into the printer so that the paper emerges from the bottom of the roll. The inch that

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was pulled originally should be sticking out from the printer. Close the printer door until it clicks and the coupons should then continue printing. Refer to Figures 2.8-2.10 on page 14.

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