

This document is a register/credit card machine user manual designed for the Plantation Agriculture Museum. I designed this manual in my Document Design class with Dr. Karen Kuralt. The intended users of this manual are all new employees hired at the museum, as well as all current employees. This document will be particularly useful during the mandatory training of new employees. Before the creation of this manual, the museum did not have a document detailing the rules of register/credit card machine use in the gift shop. This document will only be used during the museum's hours of operation and in situations involving the register/credit card machine.

Initially, the document was designed for training new employees to use the register/credit card machine, but I eventually decided to design it with current employees in mind as well. Employees do not perform returns or other similar types of transactions often; having this document nearby will help make that information easily accessible so employees can help customers quickly and efficiently. This information being available in a user-friendly manner will reduce the need of our museum supervisor, Linda Goza, to be present at all times in case of a register emergency.

Mrs. Goza was the person that asked me to design this document; therefore, I designed it according to what she wanted. She wanted the following aspects included in the final product:

- A clear understanding text of closing the register at the end of the day.
- The procedures of taking checks and credit cards (i.e. photo id, driver's license # on check with correct contact phone number, etc.)
- The rule of not taking more than a \$20.00 bill.
- The procedures of a refund for cash and credit card.

Because I know all of the museum staff personally, I designed the manual with their concerns in mind as well. Our curator, Randy Noah, has poor eyesight. Therefore, I made sure to use legible typefaces throughout the document. According to Kathryn Riley and Jo Mackiewicz in their book *Visual Composing: Document Design for Print and Digital Media*, "One way to avoid making your readers strain to read the body text of your documents is make appropriate use of serif and sans serif typefaces" (5). I used crisp, legible fonts that do not have any embellishment. The main body text of the manual is in

a serif font so the large chunks of text can be skimmed easily. The titles consist of a sans serif font, so that they stand apart from the body text.

I chose to do a standard manual layout because of the large amount of information that needed to be included. A shorter document would not have sufficed. Although, because manuals can seem long and boring, it was a challenge to make this document readable beyond its simple font choice. I made sure to utilize contrast to my advantage when organizing this document. According to Robin Williams in *The Non-Designer's Design Book*, "Contrast on a page draws our eyes to it; our eyes like contrast" (80). I wanted to make sure that things were clearly labeled. By using contrast, I believe I achieved a clean design that is easy for the eye to locate information quickly. Proximity was also a huge factor in this document's design.

When I received the instructions for the register/credit card machine, I was given a stack of papers with no organization whatsoever. I soon realized that I needed to utilize the concept of proximity to ensure the manual was developed in a structured and readable manner. According to Robin Williams in *The Non-Designer's Design Book*, "When several items are in close proximity to each other, they become one visual unit rather than several separate units. Items relating to each other should be grouped together" (32). That was my entire goal for this project; make the mass of papers I received a single, organized document with each individual section acting as a visual unit that is clearly contrasted from the other sections.

If I had more time to work on this project, I would edit the instructions to make them even more concise and simplified. I still think there is too much text, but I need to discuss what should be cut with my supervisor before I can make changes like that. This particular project has taught me how important having digital copies of text is, how important organization is, and how typefaces can make all the difference in a design. Document Design is one of the most educational classes I have taken thus far in the graduate program.



REGISTER MANUAL

Arkansas
Department of Parks
& Tourisms
Division of State Parks

Table of Contents

Section 1: Basic Register Use 2

- Entering Amounts with Appropriate DEPT Key 2

Section 2: Accepting Payment 3

- Taking Cash as Payment 3
- Taking Credit/Debit Cards as Payment 3
- Taking Credit/Debit Cards Over Phone 4
- Taking Checks as Payment 5

Section 3: Refunds 6

- Return Procedure for Cash Payment 6
- Return Procedure for Credit/Debit Card Payment 6

Section 4: Closing Register 7

- Register Close Out Procedure 7
- Card Machine Close Out Procedure 8

Section 5: Preparing Bank Deposit 9

- Daily Cash Count Sheet 9
- Twice-Weekly Facility Deposit Report 9

Section 1: Basic Cash Register Use

The section provides an overview of how to enter the price of merchandise, services, or rental fees, and apply the appropriate tax key (DEPT keys) to each price.

Entering Amounts with Appropriate DEPT Key:

1. Entering price amount:
 - 1.1. When entering the price of merchandise, services, or rental fees, avoid using the decimal button.
 - Enter the sequence of numbers without the decimal button.
 - Example: 300 NOT 3.00
 - 1.2. After entering each individual price, press the appropriate tax key to ensure the tax is applied.
2. Overview of **DEPT** Keys:
 - 2.1. Admission:
 - ADULT (13 years of age or older)
 - CHILD (6 to 12 years of age)
 - FAMILY RATE (Family of 4)
 - ADULT GROUP (Groups 15+)
 - SCHOOL GROUP (No tax)
 - MUSEUM PASS (Gift certificate)
 - 2.2. Merchandise or Rental/Events:
 - CONCESSION (Vendors)
 - DONATIONS
 - FACILITY RENTAL (Renting HRC)
 - GROCERY (Food merchandise)
 - INTERPRETER (Staff made merchandise)
 - GIFTS (Non-staff made or food merchandise)

Section 2: Accepting Payment

This section provides an overview of the proper procedures for accepting different forms of payment. The Plantation Agriculture Museum accepts cash, credit/debit cards, and check as payment for merchandise, service, or rental fees.

Taking Cash as Payment:

1. Press your **code number**, and then **CLERK** to open register.
2. Enter price amount.
3. Be sure to press appropriate **DEPT** key for each individual item.
4. Press **SBTL** after entering all prices.
5. Type in amount of cash given by customer for payment, then press **CASH**.
6. The drawer will open; give customer change if needed.
 - 6.1. Change amount will display on screen.

NOTE:

- Take nothing larger than twenty dollars (\$20.00) in a transaction.
- **ALL** paper money taken **must be marked** with the special counterfeit marking pen **BEFORE** they go into the cash register. **THIS** means every one dollar to twenty-dollar bill.

Taking Credit/Debit Card as Payment:

1. Ring up prices on register as explained above in Steps 1-4.
2. Enter amount on card machine.
3. Swipe card or insert chip.
4. Customer will sign the first copy printed.
 - 4.1. Press **ENTER** for customer's copy to print.
5. Have customer sign the merchant copy receipt.

6. Press **CHARGE 1** to charge amount to the register.
7. Put signed receipt in the register drawer.
8. Give customer both the register receipt and the card customer receipt.

NOTE:

- All plastic cards (credit & debit) entered as **CREDIT**.
- ALL credit card transactions **must** have a photo ID request. Match name on credit card to name on photo ID, and the face on the photo ID must match the person standing in front of you.
- Never give cash back on a credit or debit card.
- If ever in doubt about credit card machine operations, call 1-800-859-1246 for help. Merchant #8015368718. Information also listed on the side of the credit card machine.

Taking Credit/Debit Cards over the Phone:

1. On paper, write down the following information:
 - Name listed on card
 - Type of card (Visa, MasterCard, etc.)
 - Card number
 - Expiration date
 - Card Security Code (CSC or CVV) on back of credit card (3 numbers)
 - Zip code
2. Enter previous information into card machine.
3. Press **SALE**.
4. After entering all the information, inform client of the amount charged to card.
5. Print receipts and write customer's name on customer's copy.
6. Enter amount onto register and press **CHARGE 1** to charge amount to register.
7. Shred ALL card information.

Taking Checks as Payment:

1. Ask for photo ID. Be sure the person signing the check matches the photo ID.
2. Only accept personalized checks pre-printed with the name and complete home address.
3. All checks must have customer's birth date, state/driver's license number, place of employment, and contact information written on the face by clerk.
4. Customer must write check out to "Plantation Agriculture Museum."
5. The amount written on check must match the amount displayed on register.

Example:

John Doe 123 Main St. Denver, CO 80123	2/23/93	CO, 123456789	Wal-Mart	555-555-5555	0123
			Date	2/23/17	01-23456789
Pay to the order of		<i>Plantation Agriculture Museum</i>		\$	25.26
		<i>Twenty-five dollars and 26/100</i>		Dollars	
John Doe's Bank 321 Main St. Denver, CO 80123					
Memo			<i>John Doe</i>		
⑆012345678⑆ 01234567890123⑆ 0123					
9-Digit Bank Routing Number		Account Number		Check Number	

Section 3: Refunds

Return Procedure for Cash Payment:

1. Verify receipt from purchase.
2. Move register key from **REG** to **VOID**.
3. Press **RETURN** key.
4. Enter amount needed for refund.
5. Hit appropriate tax (**DEPT**) key
6. Press **SUBTL**.
7. Give customer appropriate cash amount for refund.

Return Procedure for Credit/Debit Card Payment:

1. Verify receipt from purchase.
2. Swipe card.
3. Enter amount.
4. Press **REFUND** option.
5. Have customer sign the merchant copy.
6. Ring up return on cash register, same as above, but make sure the key is turned to void then
7. Press **SUBTL**.
8. Give the customer the register receipt and the card receipt.

NOTE:

- Customer must have receipt in order to receive a refund.
- Write explanation of refund to Superintendent
 - i.e. “Can’t attend workshop” or “wrong size shirt.”
 - Put with twice-weekly facility department sheet.

Section 4: Closing Register

This section provides an overview of preparing the bank deposit and corresponding paper work with the total revenue for the day. The register and card machine are to be closed around 4:00 p.m. each day. If there are still visitors in the museum, please try to wait until after they have made their purchases.

Register Close Out Procedure:

1. Turn register key to **Z** on the register.
2. Press the **DAILY** key.
3. Tear off the receipt paper first.
4. Take the left side of the register top off (where paper rolls are), press **DETAIL FEED** key for more paper to advance.
 - 4.1. Cut under the last details.
 - 4.2. Put paper into the take up reel.
 - 4.3. Re-insert the reel.
5. Press **DAILY** again, feed receipt paper through slot of top and replace register top onto register.
 - 5.1. Leave receipt paper as is, this assist next person to know register is ready for new business.
6. Take cash drawer out.
7. Count drawer and remove amount made for the day.
 - 7.1. To determined amount made, find **Beginning Grand** and **Ending Grand** listed on the detail tape.
 - 7.2. Subtract **Beginning Grand** from **Ending Grand**.
8. Ensure there is \$200 left in the drawer after removing total daily revenue.

Card Machine Close Out Procedure:

1. After the register close out is completed, it will show the total of credit card transactions for the day.
 - 1.1. These must match or there is a mistake.
2. Press the **ENTER** key to open menu.
3. Press arrow button down to **Transaction Settlement**.
4. Press **ENTER**.
5. The machine shows the total sales – Press **YES**.
6. The machine shows you the total refunds – press **ENTER**.
7. The machine will print the transaction summary.
8. Verify the total matches the cash register detail tape.

Section 5: Preparing the Bank Deposit

The following section provides an overview of the paperwork that is involved in preparing the bank deposit at the end of each workday. The following forms are located in the **Superintendent Share Folder & Office Manager Folder** on the computer. The Daily Cash Count Sheet is a count sheet used to verify that \$200.00 always remains in the register's drawer. The Twice-Weekly Facility Deposit Report is a formulated tabbed spreadsheet with daily tabs and a summary tab. It calculates all daily transactions done in a five-day period. The museum uses Monday - Thursday report and Friday - Sunday report. The Twice-Weekly Facility Deposit Report sheet will go to the bank with the deposit.

Daily Cash Count Sheet:

1. The clerk opening cash register in the morning will count and enter the quantity of coins, rolled coins and currency.
2. The change fund is \$200.00. The total should be \$200.00 with the Grand Total being \$0.00.
3. Use the same daily cash count sheet filled out in the morning to count the cash down in the evening.
4. Fill in the quantity not the amount,
 - 4.1. Example: "16 quarters not \$4.00."
 - 4.2. The form will auto-fill the amount and total summary.
5. A difference cell that should display \$0.00 if done correctly.

Twice-Weekly Facility Deposit Report:

1. Fill in **Prepared by** _____ with your first and last name and the date.

2. Using the detail tape, Enter the total at the top right (**GRAND**) of the detail tape into the **Register Beginning** slot.
3. Enter the total at the bottom right (**GRAND**) of the detail tape into the **Register Ending** slot.
4. The total daily activity must match detail tape's **DRWR TTL** under **Z 1 Report**.
5. In the **Receipt by Type** section, enter cash, checks, and card transaction summaries.
 - 5.1. Gift Certificate sale amounts entered in the **Non-Cash Payment** section.
6. If any amount are incorrect, an error will appear in the **Total Deposit** slot.
7. Double check amounts, save, and print.
8. Sign and date on the **Preparer** line.

NOTE:

- The form has formulas that autofill.
- This form must be printed and signed.
- Include this form in the bank bag at the end of each day.
- Please save all work and close the file folder for the next person.