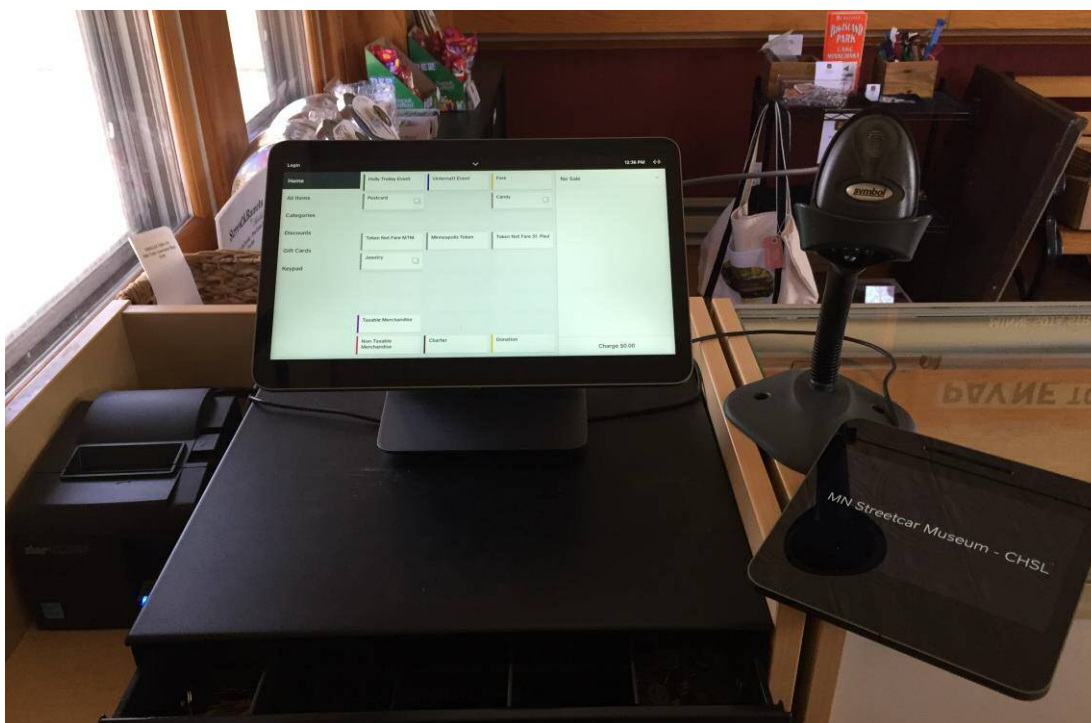


WELCOME TO SQUARE



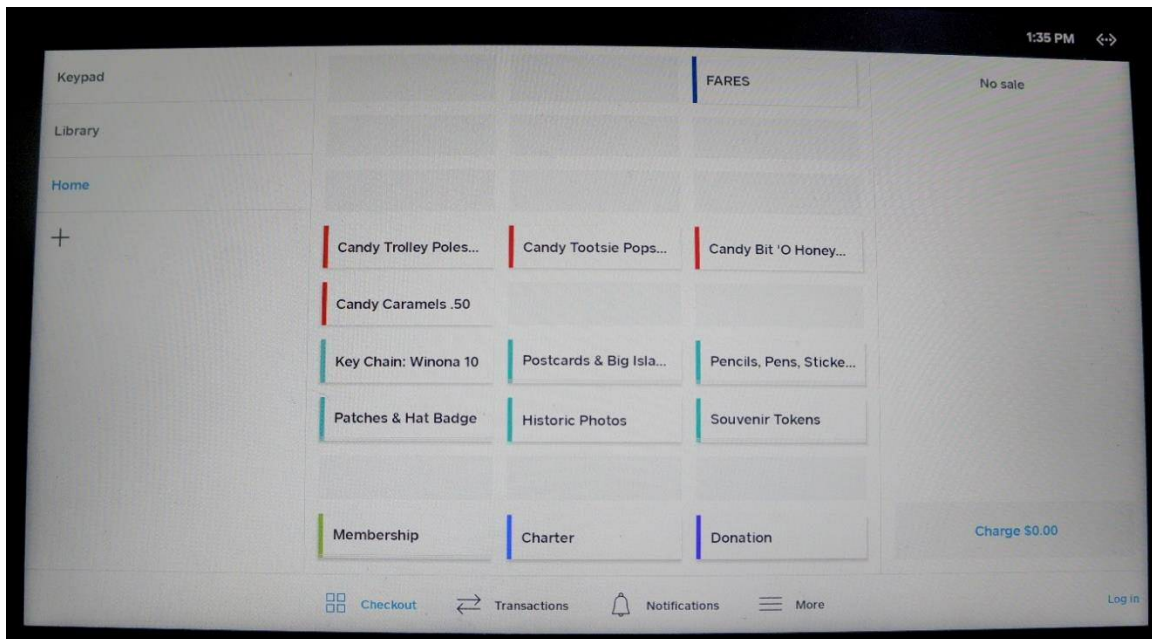
The Minnesota Streetcar Museum's POS ("Point of Sale") System is SQUARE. Like its predecessor, it's a touch screen device. There are no physical keys -- just touch the "buttons" displayed on the screen. There's no need to jab or press hard, a light touch is all it takes.

CONTENTS

	Page
1. Introducing SQUARE	1
2. Touch Screen	2
3. Selling Fares and Payment Options (Cards, Checks)	3
4. Selling Merchandise.....	4
5. Corrections Before Making a Sale.....	5
6. Refunds	6
7. Foremen's Instructions.....	7
8. Changing printer paper	8
9. Miscellany	
Opening Cash Drawer for Tokens.....	9.1
Printing Receipt after Transaction is Complete	9.2
Selling Motorman Gift Certificates.....	9.3
Selling Memberships	9.3
Member Discounts on Patches and Hat Badges.....	9.3
Location of Various Items.....	9.4
Housekeeping	9.4
Leaving Explanatory Notes	9.4

2. THE TOUCH SCREEN

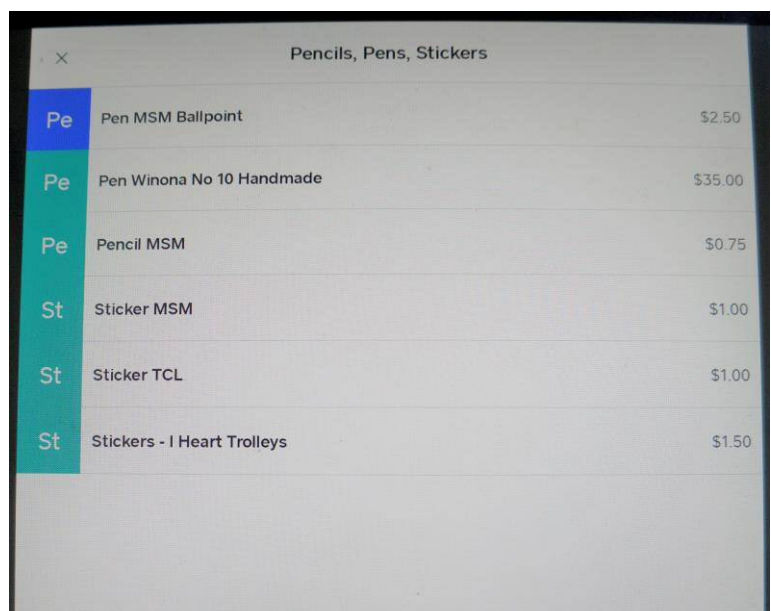
We leave SQUARE powered on all the time--you don't need to shut it off at the end of a shift or turn it on at the start of a shift. No passcode is necessary to log in. If SQUARE is not used/touched for a few minutes, it will go into an idle state and the screen is black. To reactivate the screen, just touch it anywhere. (When the touch screen goes black, the card reader's screen also goes black. Again, just touch the POS screen anywhere and both screens reactivate.)



You'll see there's a FARES button near the top of the screen. When Special Events (like Holly Trolley, Pumpkin Patch, etc.) are scheduled, buttons will be added for those fares. Touching the FARES button rings up one fare.

There are also buttons for each of the different kinds of candy we sell and some merchandise.

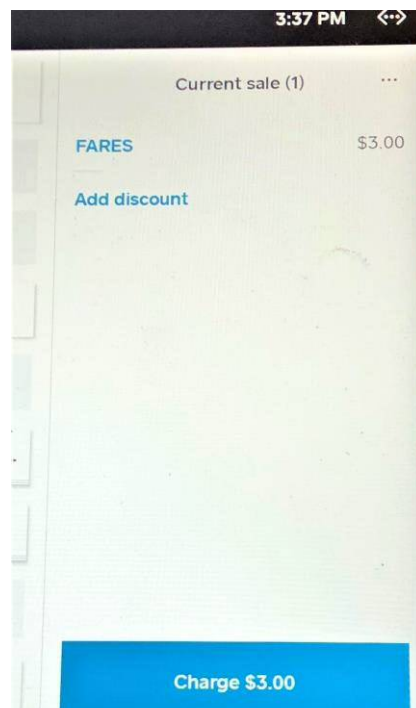
In some cases, a group of items are included in one button (i.e., Pencils/Pens/Stickers). Touching that button produces a drop-down menu; just touch the item you want to sell. If the customer wants more than one of a particular item, just repeat the process.



3. SELLING FARES

RING UP FARES FIRST.

Touch the fare button once to ring up the \$3.00 fare.
Touch the button repeatedly to add more fares. The purchase will appear in the column at the right side of the screen, with the total at the bottom. The words at the top of the column change from "No Sale" to "Current Sale" and the Charge button at the bottom turns blue and shows the total sale.



BEFORE YOU TOUCH THE BLUE CHARGE BUTTON TO COMPLETE THE SALE, ALWAYS LOOK AT THE ITEMS AND THE TOTAL.

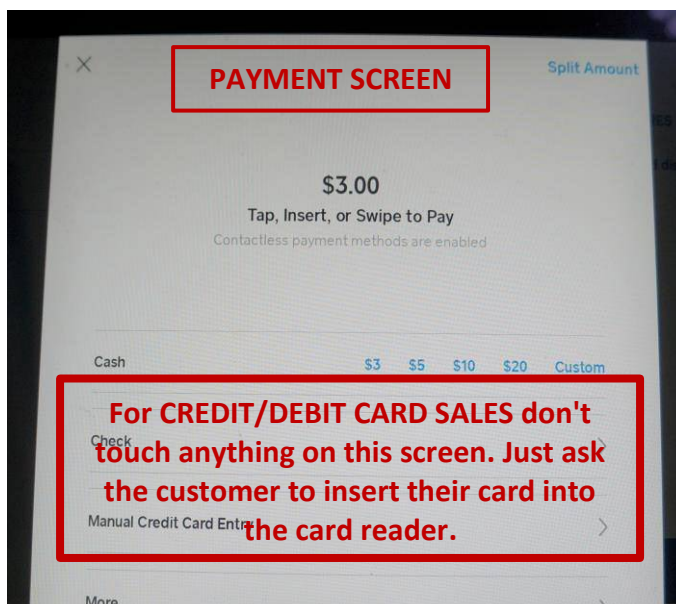
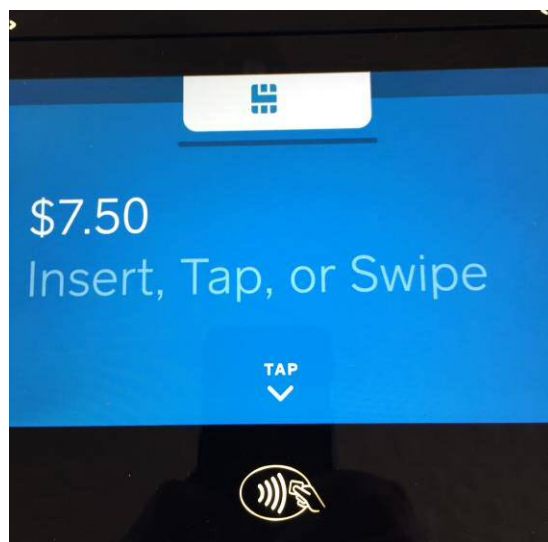
Have you rung up the correct number of fares?
Is the total charge a reasonable number?
If you find an error. STOP NOW AND FIX IT.
(See page 5.1 to 5.3 for instructions for deleting or changing a sale.)

Then, touch the blue CHARGE button, and the PAYMENT SCREEN appears.

If the sale is via CREDIT/DEBIT CARD, DO NOT SELECT ANY OF THE OPTIONS ON THE PAYMENT SCREEN. JUST DIRECT THE CUSTOMER TO THE CARD READER ON THE COUNTER.

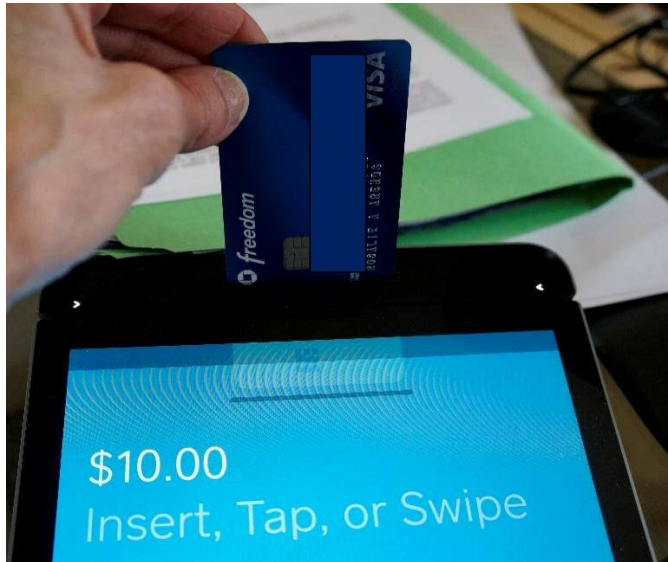
(IF THE CUSTOMER IS PAYING BY CHECK, SEE INSTRUCTIONS AT PAGE 3.3.)

The customer will see the "Insert, Tap, or Swipe" screen on the card reader.↓



Continued on page 3.2....

ASK THE CUSTOMER TO INSERT THEIR CARD IN THE SLOT AT THE TOP OF THE CARD READER.



Cards are inserted with the **CHIP DOWN, FRONT OF THE CARD FACING THE CUSTOMER**. If the customer seems to be having trouble getting the card to fit into the slot, they've inserted it upside down or backwards. This happens with some frequency. If a customer looks at the card reader and doesn't immediately know what to do, say to them, "**CHIP DOWN, CARD FACING YOU.**"

IF THE CARD DOES NOT HAVE A CHIP, the customer can swipe the card through the long slot just below the chip-insert slot. The card reader also accepts cards with a "TAP" feature, as well smart watch devices and payments with smart phone technology. These tech-savvy customers will no doubt be familiar with the use of those devices.

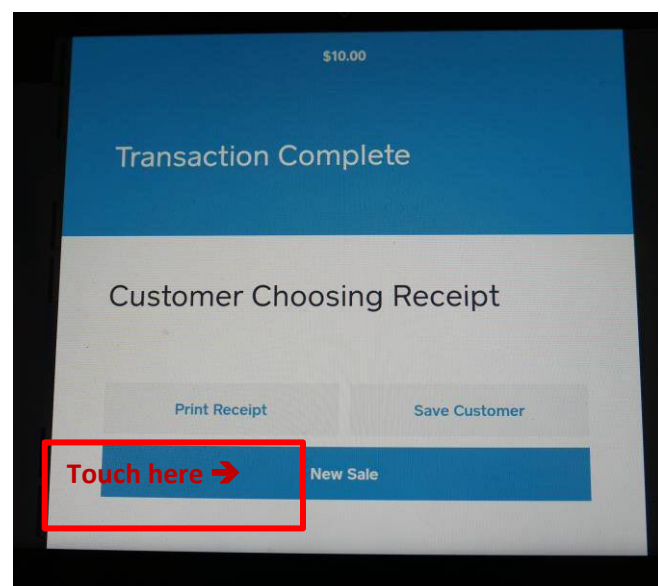
No signatures are required for purchases under \$50. If a signature is required, the card reader will show that. Customers sign on the card reader with their finger.

THEN, the card reader asks the customer if they want a receipt. If the customer selects PRINT RECEIPT on the card reader's screen, the receipt is automatically printed by the printer. Customers will also have the option of typing their email address on the card reader screen to have the receipt emailed to them.

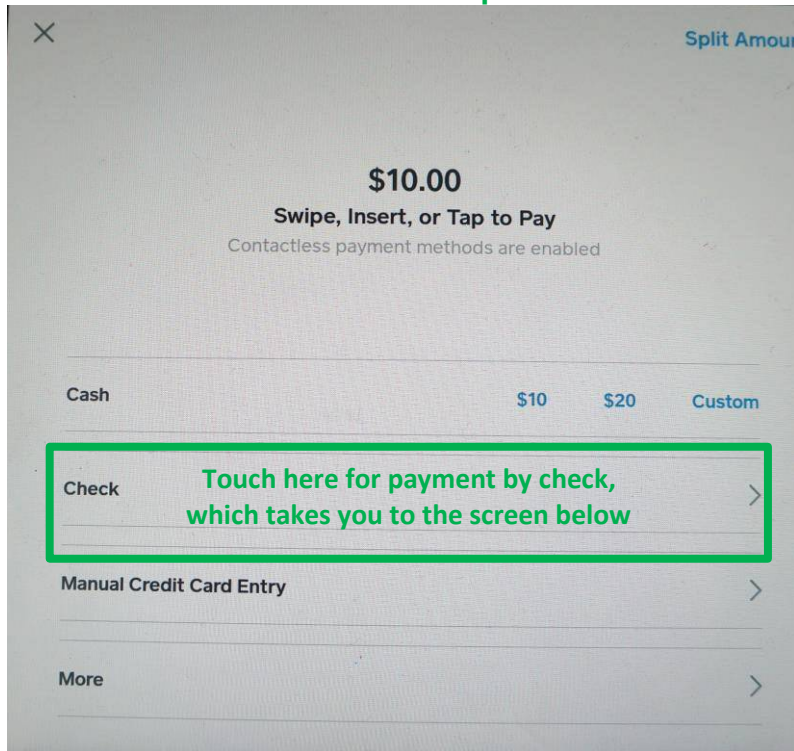
When the credit sale is complete, the TRANSACTION COMPLETE screen appears on the POS. →→→

After the customer chooses their receipt option (or just removes their card from the reader), touch NEW SALE and the POS returns to the Home Screen.

(You'll notice there is also a "Print Receipt" button on this screen in case the customer wants one but didn't select that on the card reader screen.)



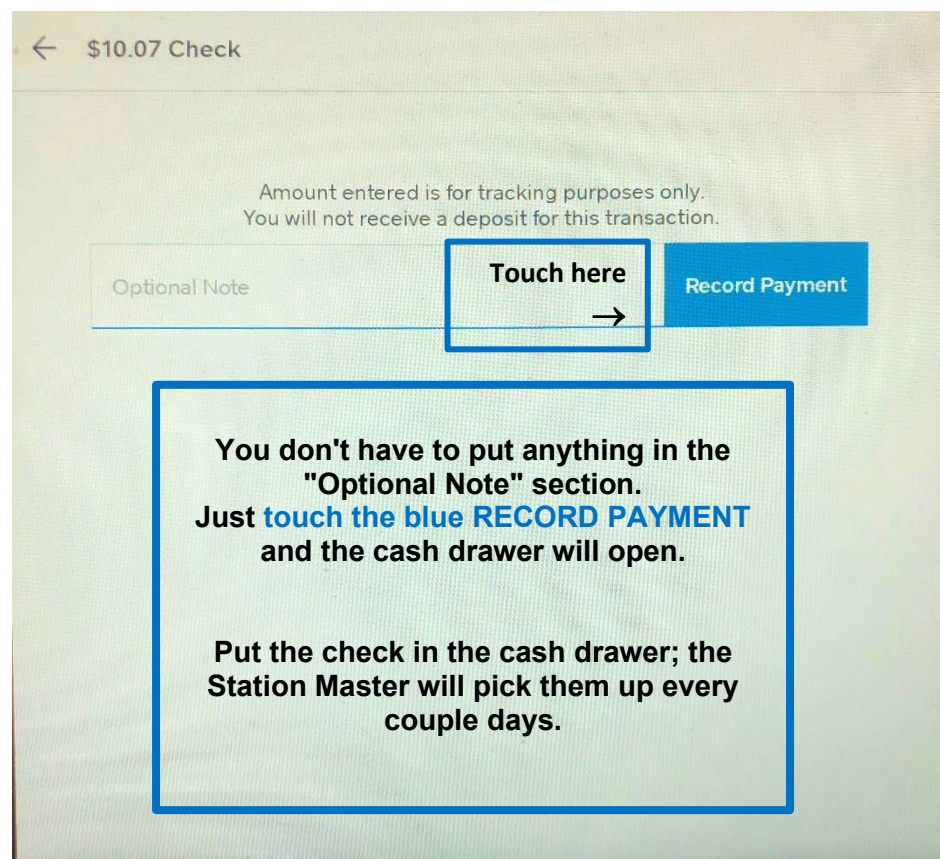
PAYMENT BY CHECK. Select option "Check" on the PAYMENT SCREEN.



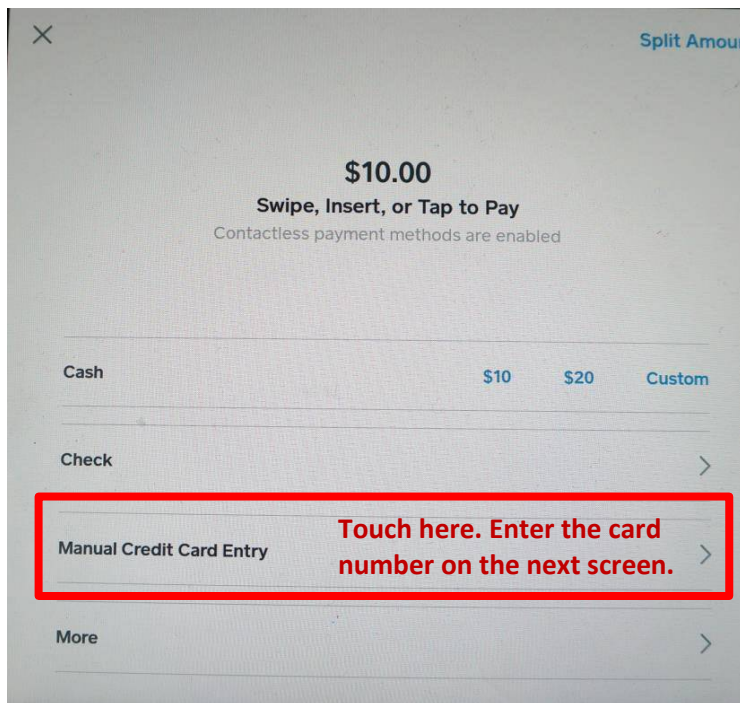
**MAKE CHECKS
PAYABLE TO:**

**MINNESOTA
STREETCAR MUSEUM**

Of course, checks must be for the amount of the sale, only.



MANUAL DEBIT/CREDIT CARD ENTRY. *Occasionally* a card is damaged and the card reader can't read it. The **MANUAL CREDIT CARD ENTRY** option on the Payment Screen allows the station agent to enter the card number manually.



Just follow the prompts on the screen.

The customer will have to confirm a couple things, such as their billing zip code and the 3-digit security number on the back of their card.

4. SELLING MERCHANDISE

Almost all merchandise is barcoded. Just use the barcode reader to scan the barcode on the item, and the item is added to the list of items sold. Complete the sale the same as with fares.

CANDY

Our second most frequent sale after fares! Some of the candy (PEZ, Mints in Tins, Trolley Treat Bags) have barcodes. For candy without barcodes, there's a separate button on the screen for each non-barcoded candy we sell. Touch the appropriate button to add the candy item to the Current Sale. For two pieces, touch the button twice, etc.

WHAT IF THE BARCODE READER WON'T READ THE BARCODE?

Try taking the reader out of its cradle, aiming it at the barcode and squeezing the yellow trigger. Sometimes cussing at it helps.

WHAT IF THERE'S NO BARCODE ON THE MERCHANDISE?

Occasionally a barcode will fall off or just be unreadable. You can grab another of the same item off the shelf and scan that one. If that doesn't work, you'll need to look up the barcode in the **LIBRARY**. See the next page (4.2) for instructions.

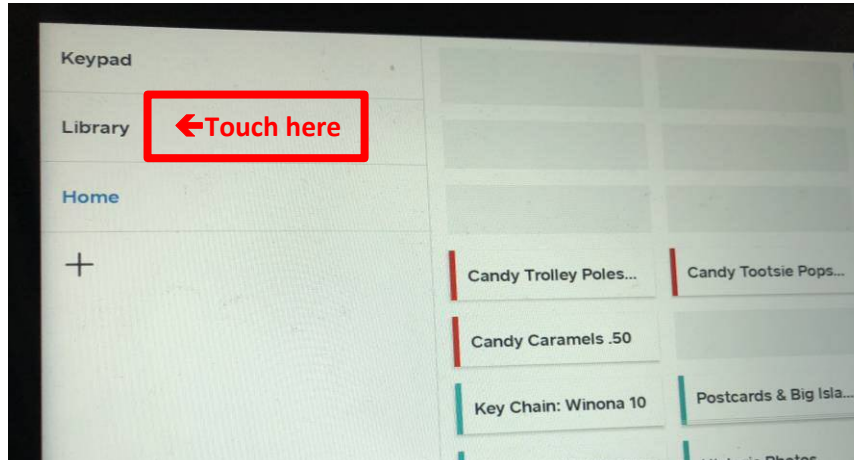
SOME ITEMS HAVE NO BARCODE

This is generally because the item is too small; i.e. pencils.

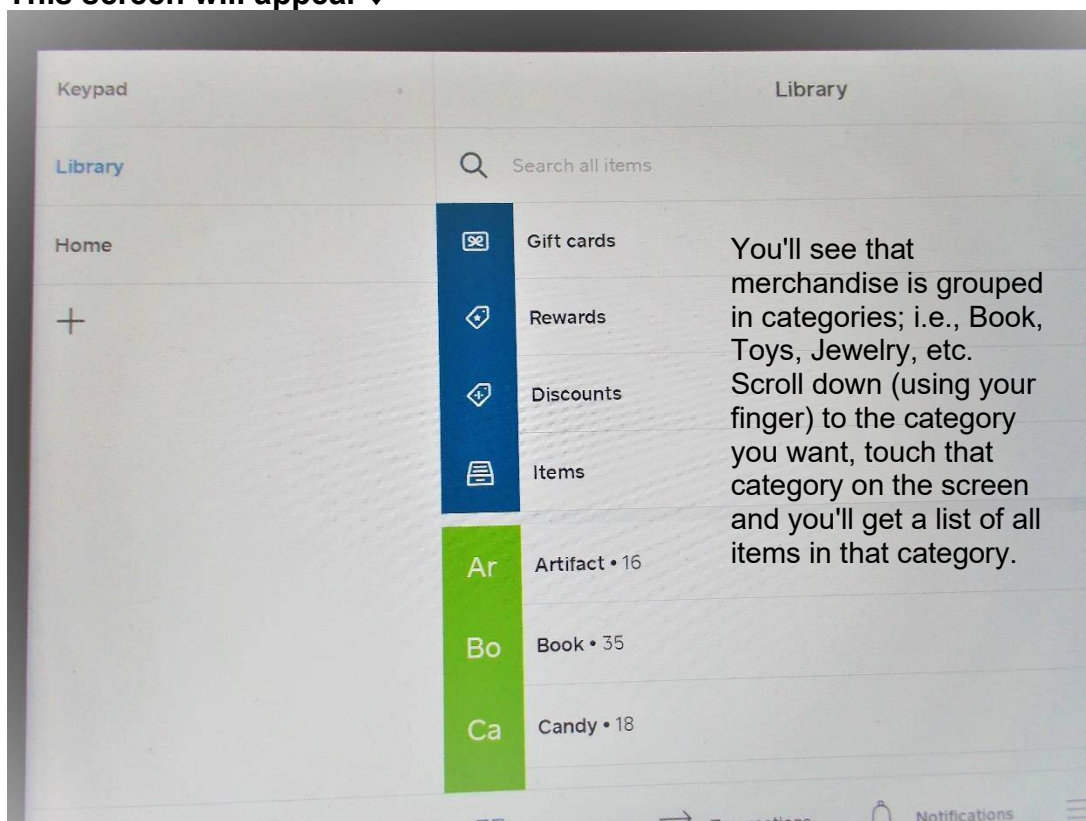
You'll find a button on the Home Screen for these items. If there is no button, you can easily look up the price using the **LIBRARY** (see page 4.2).

HOW TO LOOK UP AN ITEM THAT HAS NO BARCODE:

Touch the **LIBRARY** button on the left side of the Home screen → →

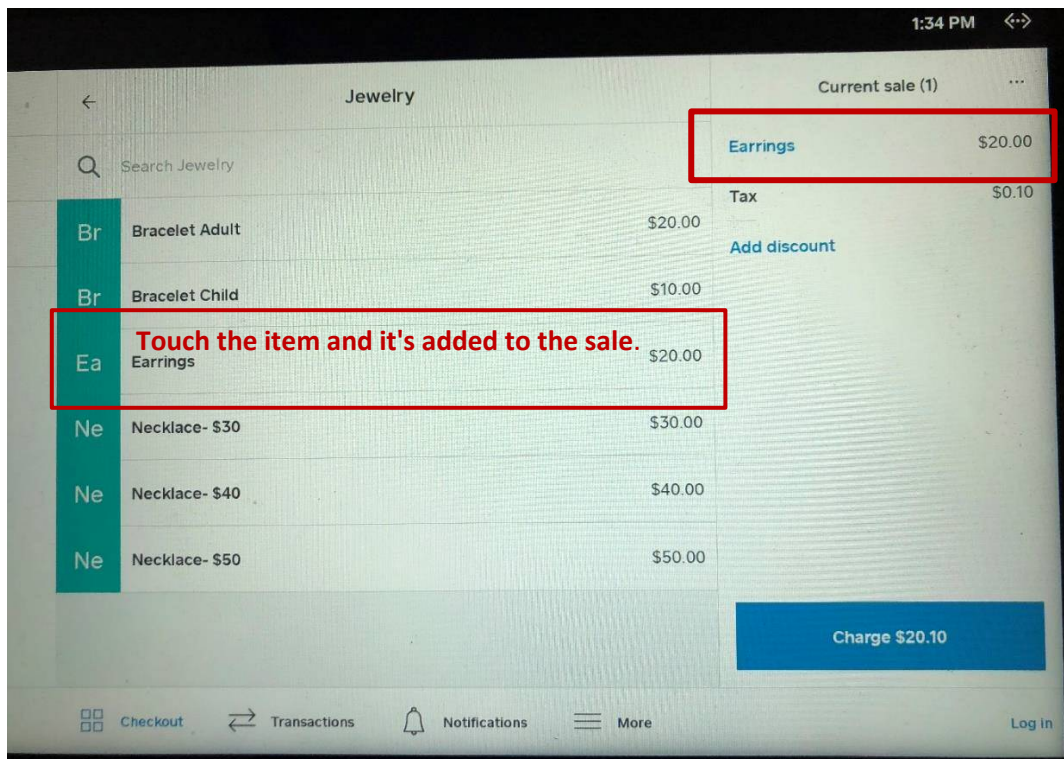


This screen will appear ↓

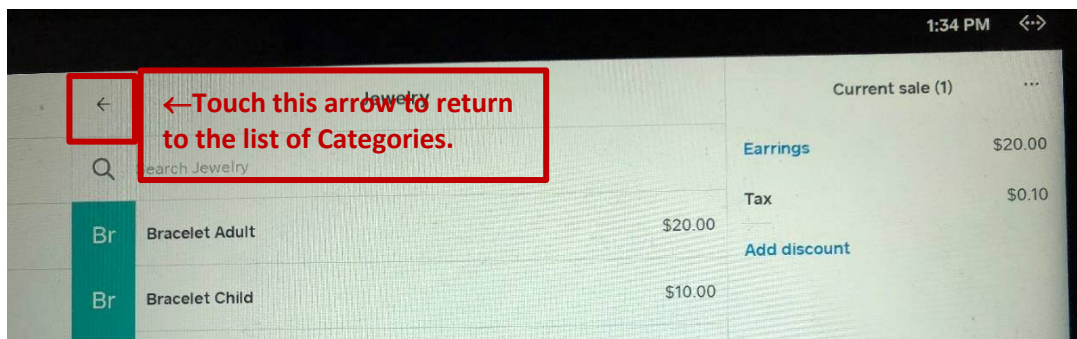


Continued on next page →

Here, I've selected the Jewelry category. Touch the name of the item, (i.e. "Earrings") and the item is added to the Current Sale. Notice the "Current Sale" appears on the right of the screen so you can see what you've added to the sale.



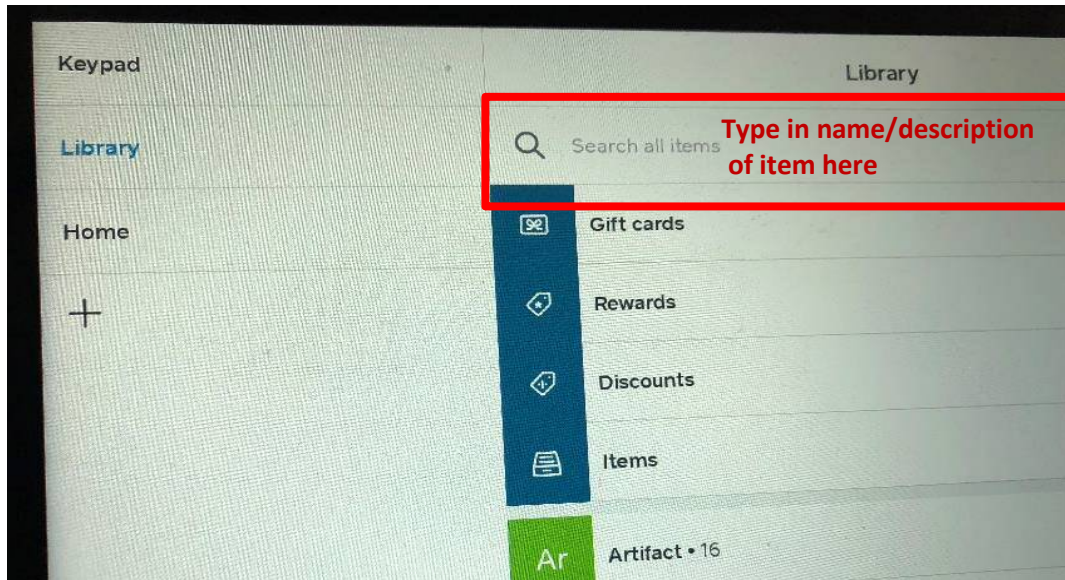
Then, touch the left-pointing arrow at the top of the screen to return the list of Categories.



If you don't know the name of the category of your item, you can use the SEARCH ALL ITEMS tab at the top of the Library page.

See next page.....

Start typing in some description of the item, such as "Ornament" or "Bandana" or "Hat." The system will offer a list of suggested items from which to choose. Scroll down the list to find your item, touch the name of the item and it will be added to the Current Sale.



HOW TO GET BACK TO THE HOME SCREEN AFTER YOU'RE DONE SEARCHING ITEMS

