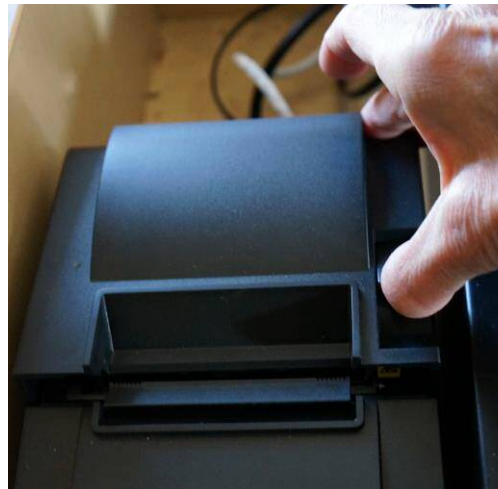


8. CHANGING THE PRINTER PAPER

Rolls of printer paper are stored in the area below the cash drawer, although sometimes they get moved to the area below that (on the floor).

Open the printer by pressing on the button with the arrow and SIMULTANEOUSLY pushing the lid up and back. (Unlike the previous printer, pressing the button does not make the lid pop open; you have to actually lift it.)



Remove the old roll of paper (or the empty spool) and drop in the new one as shown below, pulling the end up beyond the front of the lid. Close the lid.

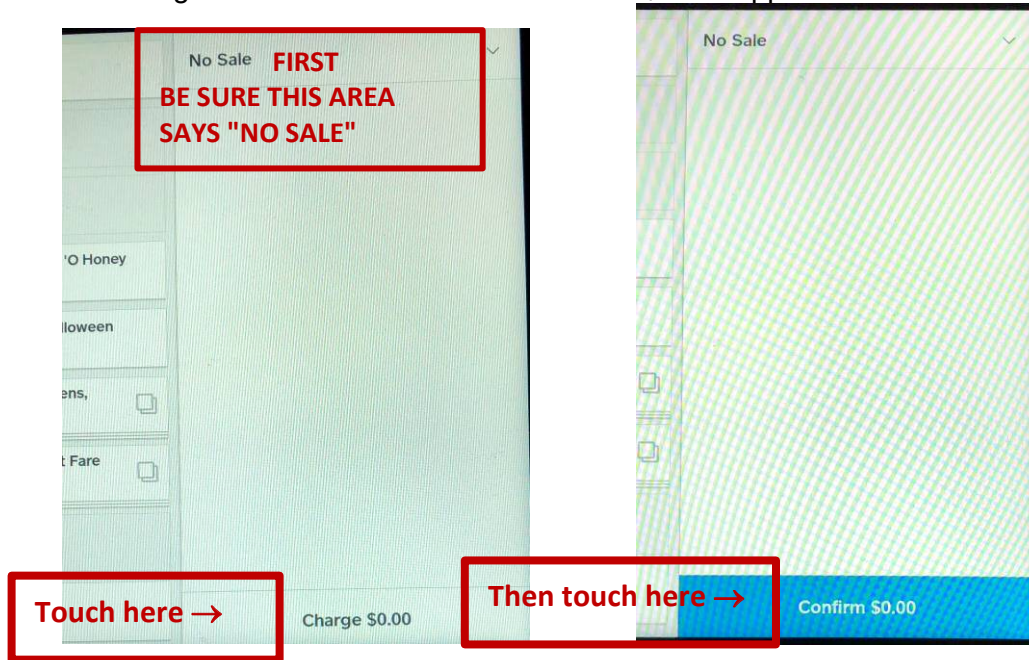
Be sure the lid is tightly closed and the paper feeds. There are two lights on the base of the printer--the red light will go out when the paper is properly loaded; the blue light is on all the time. There's also a "feed" button near blue and red lights if you want to test it.



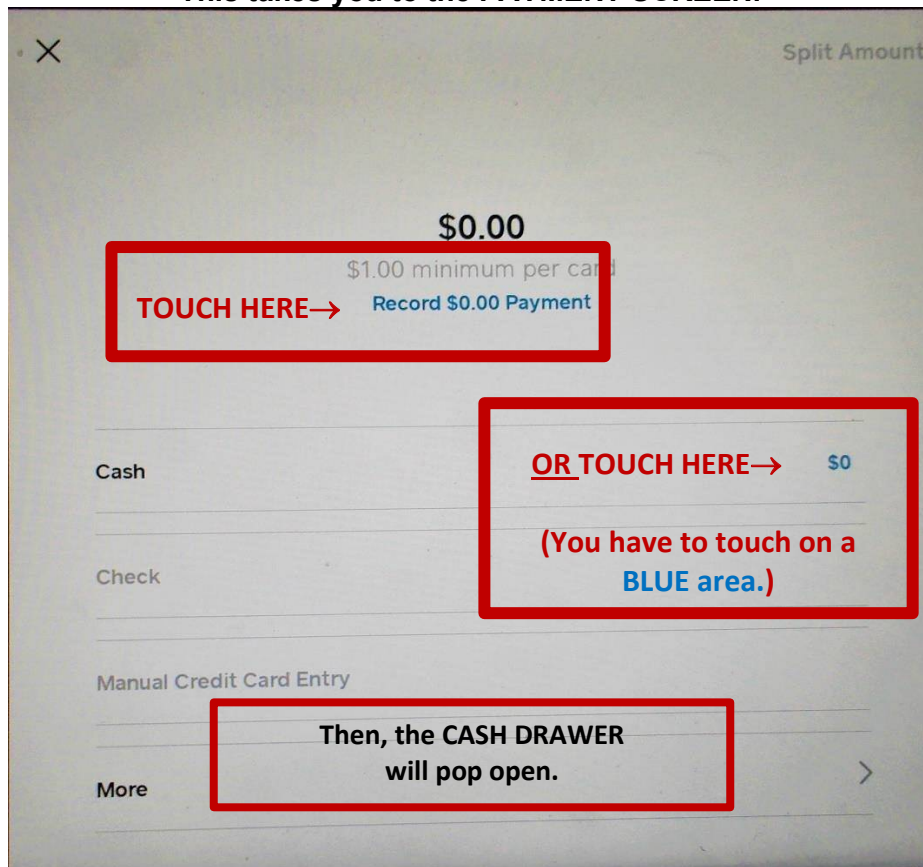
9. MISCELLANY

OPENING THE DRAWER WITH NO SALE TO REPLENISH TOKEN SUPPLY

First: Make sure there's no sale pending on the home screen; the words "No Sale" are at the top of the column on the right of the screen. Touch **"Charge \$0.00"** at the bottom of that column. The Charge area turns to blue and **"Confirm \$0.00"** appears. Touch CONFIRM.



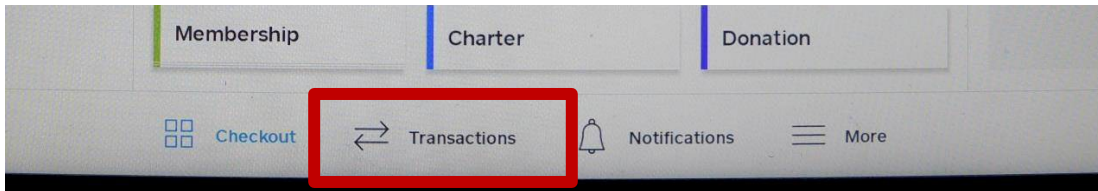
This takes you to the PAYMENT SCREEN.



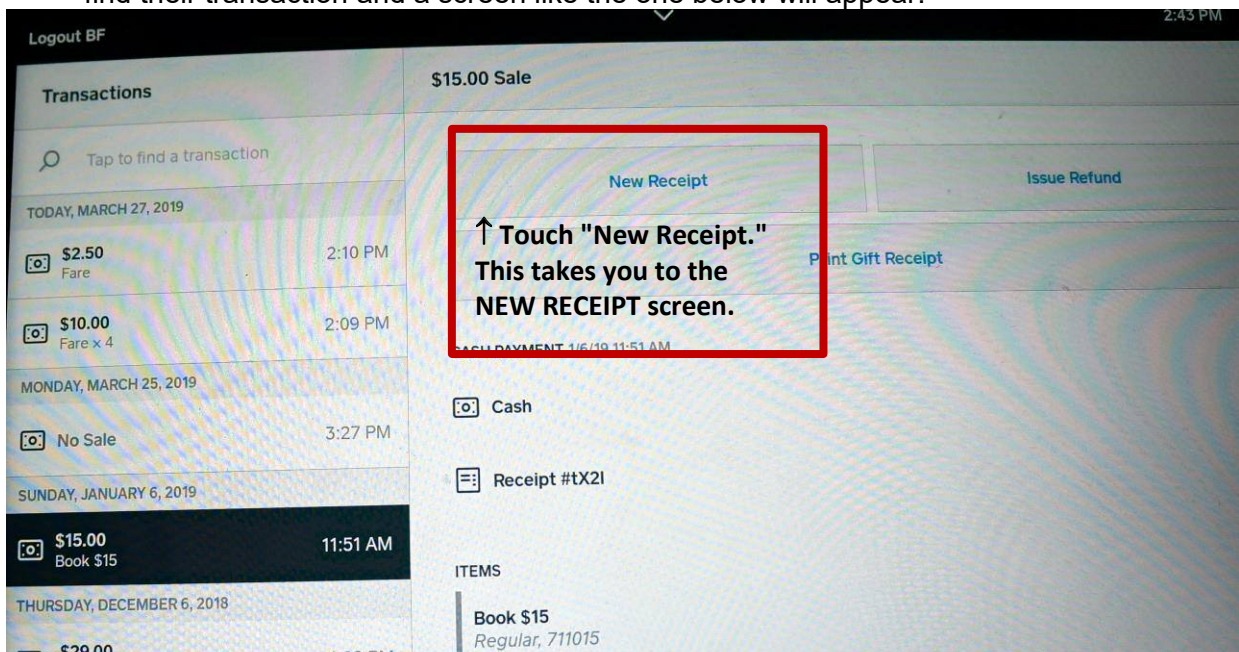
PRINTING A RECEIPT AFTER TRANSACTION IS COMPLETE.

Occasionally customers who need a receipt for their transaction (like nannies or escorts of folks with disabilities) forget to ask for the receipt at the time of the transaction. They'll generally remember shortly after the sale was completed. Printing a receipt in this situation isn't difficult.

STEP 1. Go to the Transactions screen (touch the Transactions button at the bottom of the Home Screen:

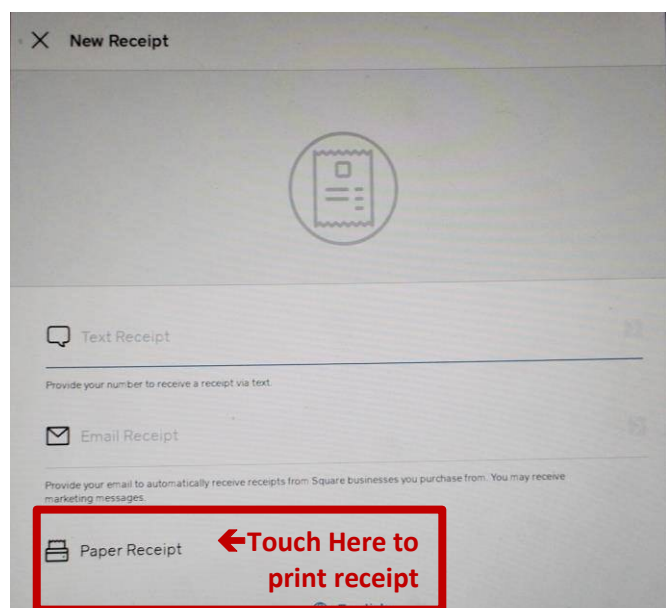


STEP 2. Have the customer insert their credit/debit card in the card reader. Square will find their transaction and a screen like the one below will appear.



You'll then find yourself at this NEW RECEIPT screen. Touch **Paper Receipt** at the bottom of the screen; the receipt will print and you'll be returned to the Transactions screen.

Go back to the Home screen by touching the CHECKOUT BUTTON at the bottom of the Transactions screen,



SELLING MOTORMAN GIFT CERTIFICATES

These are in a folder in the wall pocket, along with instructions for selling one. Notice the Certificates are barcoded.

SELLING MEMBERSHIPS

We can sell memberships in the station, but **we cannot renew memberships**. Membership application forms and instructions for selling them are in a folder in the wall pocket. The membership forms do not have barcodes; there's a **MEMBERSHIP BUTTON on the home screen (near the bottom)**. Touching it will give you the option of selling Household or Individual Memberships for 1 year or 2 years or even a Lifetime Membership.

Be sure to have the new member complete the bottom portion of the application, then cut that part off the page and PUT IT IN THE CASH DRAWER (the Station Master will pick it up within a few days). That piece of paper is the ONLY way we know to whom we've sold memberships.

Also, BE SURE TO COMPLETE AND GIVE TO THE NEW MEMBER A "TEMPORARY MEMBERSHIP CARD" (also in the folder) so they can ride free until they get their official Membership Card in the mail.

MEMBER DISCOUNTS ON PATCHES AND HAT BADGE.

You will recall that Members receive discounts on three items--all of them part of the uniform. They are: the **MSM Patch**, the **TCL Patch**, and the **Motorman Hat Badge**.

The patches are in small plastic boxes in the area under the display case; the hat badges are in the fishing tackle box in the same area.

The patches and hat badges have barcodes. Because members get a discount, there are two price options on the screen--

Patches:

Member price: \$4;

Non-Member price: \$5.

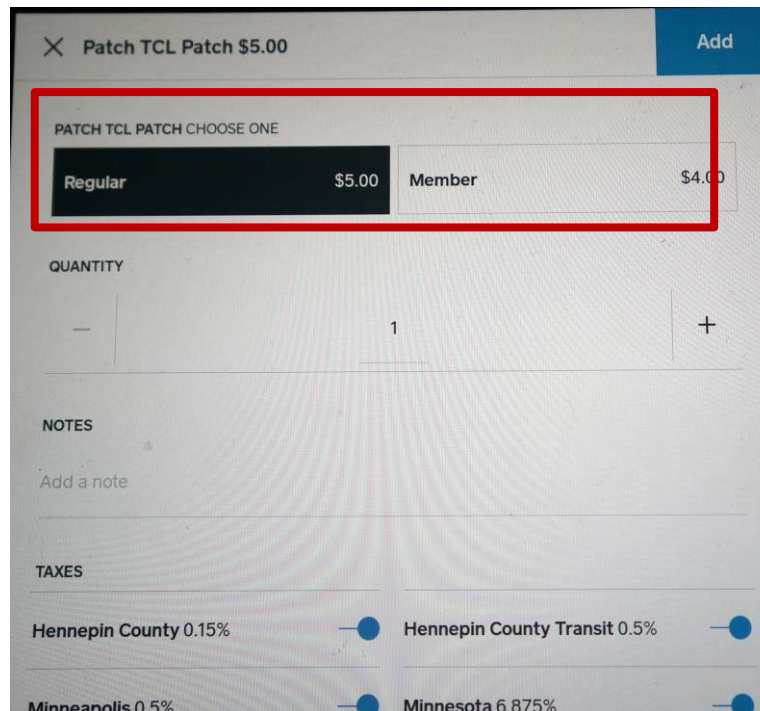
Hat badges:

Member price: \$15

Non-Member price: \$20

TOUCH REGULAR or MEMBER and then the **BLUE** "Add" button.

There's no member discount for the Junior Motorman patch.



LOCATION OF VARIOUS ITEMS

- ☛ PASSES--season, day, etc.
In the drawer under the cash drawer. BARCODE is on the back of the Pass. Be sure to sign and date the Pass as you sell it.
- ☛ TICKETS TO SPECIAL EVENTS: Murder Mystery, Late Show, Etc.
No longer available in the station; **purchase online at trolleyride.org**
- ☛ PINS, HAT BADGES displayed in the display case
All located in the "fishing tackle" case under the display case.
- ☛ POSTERS (framed samples hanging above shelving)
In the shelves on the south wall near the southwest corner
- ☛ MERCHANDISE ON THE DISPLAY SHELVES in southeast corner
(Including metal pencil sharpeners, wood trolleys, whistles, etc.)
The items on the upper shelves are DISPLAY ITEMS. **Don't sell the display items off the shelf unless they're the last one.** You'll find the merchandise for sale on the shelves below.
For example, Pencil sharpeners are in little boxes on one of the lower shelves.
Pencil sharpener bar codes are on the boxes.
- ☛ TROLLEY VILLAGE cut outs (displayed in the display shelves and on top of tall shelves)
On the shelves below the display shelves.
- ☛ CLEANING PRODUCTS, PAPER TOWELS, BROOM
In the corner behind the shelving in the southwest corner of the depot. Don't be shy about using these items throughout the shift.
- ☛ EMERGENCY CONTACT INFO
In the wall pocket

G. HOUSEKEEPING

- ☛ Make use of the broom throughout the shift, especially on fall days when leaves tend to blow in.
- ☛ Use the glass cleaner and paper towels to clean fingerprints off the top and front of the display case throughout the shift as necessary.
- ☛ Use the wood floor cleaner and paper towels to wipe up any spills throughout the shift.
- ☛ Empty the wastebasket at the end of the shift. BUT, please don't toss the entire plastic bag in the trash, just dump the contents into the barrel. Unless, of course, there's something sticky or gross in there. **Don't let people put liquid-filled cups in the waste basket! Direct them to the bins by the sidewalk.**
- ☛ See that any merchandise that's been misplaced during your shift (generally toys) gets back to its proper location.
- ☛ Give Bill Arends a call or text message or email if you see something in the depot during your shift that looks like it needs attention.

Bill Arends: cell 612.419.4930
motormanbill@gmail.com

H. LEAVING EXPLANATORY NOTES. Over the years, operators/station agents used to leave notes in the "cash bag" or in the cash drawer in an attempt to explain errors/confusion during their shift or to report missing supplies, etc. Those notes often did not make their way to the proper person. If you do have any questions/concerns/suggestions after working your shift, please send Bill Arends an email or give him a call. If the problem isn't something he can correct, he'll get the message to the proper person. Thanks!