

B&R Sports- Policy and Procedures Update

Contact Information

- Ron Rugal – Should be contacted regarding Schedule Changes, Security issues or concerns, Building issues and Purchases/Discounts outside of given guidelines.
- Austin Rugal – Should be contacted regarding Schedule Changes, Security issues or concerns, Building issues and Purchases/Discounts outside of given guide lines.
- Charlene Trick – Should be contacted for Payroll/HR issues, Computer or Credit Card problems, Cash discrepancies
- Stevon Behnke & Jeff Bielecki – Should be contacted on any inventory issues or product transfers. UNDER NO CIRCUMSTANCES should an employee adjust stock counts.

Shift Arrivals/Meals

- Key Holders should arrive 10 minutes before their shift begins. If you are opening the store, this will ensure that our doors are open and we are ready to take care of customers during published store hours. If you are arriving mid-day, this will ensure a good transition between staff. General staff will arrive at least 5 minutes before their shift begins.
- Scheduling of meals and breaks should be discussed with the Supervisor. IF YOU LEAVE THE BUILDING FOR FOOD, YOU MUST PUNCH OUT. For those working shorter shifts (i.e. 5-9), please consume your main meal prior to arrival. Lastly, every effort should be made to have food and drink out-of-sight of customers.

Internet Usage

- At no time are store computers to be used for personal usage. Only approved Websites should be accessed. You should not be searching other retailers to compare prices for customers. The burden of proof is on them and their devices.

Safety and Security

- It is the responsibility of all employees to “lookout” for the best interest of B&R Sports. Please report any health, safety and security concerns to management immediately.

Register/Closing/Deposits

- Rubber band or staple credit card receipts at the end of the night. Do not staple closing report sheets.
- The safe should be counted each night. If it is out of balance, correct the difference by either making your cash drawer over or short depending on the circumstances. Email or text Char with details regarding the adjustment.
- If your drawer is off more than \$10 at the end of the night, it has been triple checked and you cannot figure it out, email Char at accounting@brsport.com and let her know. Also, leave a note for the person the following night because you could be creating a problem for them as well and with better communication, issues can be resolved easier.
- Check more than once that the cash amount entered into the computer is what is going into the deposit bag.
- Any questions regarding your credit card transactions, please contact Char immediately. Failure to process correctly could cost us hundreds of dollars.
- We do not accept Personal Checks under any circumstances. We will accept Team, School or Association checks only.

Discounts

- Skate sharpening should never be discounted! Tape and laces are NOT FREE!
- Customer Discounts: Managers are authorized to give a customer a 10% Discount on any item other than Sticks and Skates when they feel it is necessary to make the sale. Sticks and Skates can get a maximum of \$10 Off. Anything other than that must be approved by Ron or Austin.
- Employee Discounts: Managers are authorized to give an employee 25% off anything except Skates. Sticks NOT ON SALE can be discounted 25%, but those ON SALE can only get an additional 10% Off. Skate purchases must be approved and discounted by Ron or Austin. An Employee Purchase Form must be completed, attached to a copy of the ITEMIZED receipt, and enclosed in the Night Deposit Envelope. (Chicago forms and receipt copy must be faxed to Hayes)
- When giving a discount, it is important that the Manager be signed in as the Cashier.

Credit Cards

- NEVER retain a customer's credit card information. If circumstances arise where you need to write down this information, IT MUST BE DESTROYED UPON COMPLETION of the transaction.
- Never allow any computer equipment to be serviced without confirming with Char that it is an approved vendor.
- If a card with a chip does not work, do not enter the numbers in manually. It is more than likely a fraudulent card.
- Credit card payments for a player that needs to contact a parent or guardian over the phone can be entered manually, but be sure that you have a signature from the player/in store purchaser. It will also be valuable in a dispute situation to have the name and telephone number of the person that you spoke with regarding the transaction. This information can be written on the signed credit card slip.
- If there is a problem and you must reverse a credit card transaction on the same day as the purchase, VOID the transaction do not refund it. A void will release the funds back to the customer sooner and we will not be charged the fees twice for the transaction.
- If a customer ever calls the store regarding a problem or dispute with a Credit Card transaction, write down their name, phone number, e-mail, and summary of the problem. Let them know we will look into it on our end and they will be contacted shortly. The employee should then contact Char immediately on her cell phone 248-379-6558.

Troubleshooting

- If the receipt printer stops working. Unplug and re-plug connecting cables on both ends. They can shake out of place over time and before we call technicians simple steps can be taken.
- If the scanner, printer, or other devices stop working, sometimes it simply loses the connection. You can reboot the system; this includes completely shutting off all devices and computer and powering them back up again (not just closing out the program).
- If your screen freezes, do not click around more! It will only take longer to resolve the issue.
- If your PAX Pin Pad stops working. First, REBOOT your computer. If that does not work, call Char. You may have lost your IP Connection and she can walk you through this procedure. We are in the process of changing Credit Card Processors. New stickers will be sent to each store showing the new MID # and Processor Phone Number

- Make sure that there is a sticker on the computer showing the pcAmerica Tech Support at 800-827-4880
- If you need to contact pcAmerica Tech Support, first go to Chrome, bookmarked is: <https://remotesupport.heartland.us/>. You will need to access this site for Tech Support to access your computer.

Computer Problems

- It is critical that a Manager be able to work around any computer problem that may arise to keep the flow of business moving. The PAX Pin Pad, Cash Drawer and Receipt Printer all work together. If any part of this group has a problem, you need to be prepared.
- Call Char immediately.
- If you can't print a receipt from the Receipt Printer, we can change the printer option to the full-size printer.
- The Key to the Cash Drawer should be in the safe (never inside the Cash Drawer). Please make sure that the key is tagged and easily accessible to any Manager on duty.
- We are in the process of changing Credit Card Processors. Further information will be coming shortly on what to do in the event that the PAX Pin Pad is not working.
- If the Internet is down, you can call another store to run the credit card. You should still run the transaction through the CRE to take the item out of stock with CHECK as the tender and the other store should use the SKU TOT to process the transaction. Be sure that the store Receipt is signed by the customer.
- The CRE will hold all information until the Internet goes back up and syncs with the Portal.

*If you have any questions/concerns about the above information, please contact Mr. Rugal, Austin, or Char. Once you have read everything, please email office@brsport.com to confirm you have read and received the information. Thank you!