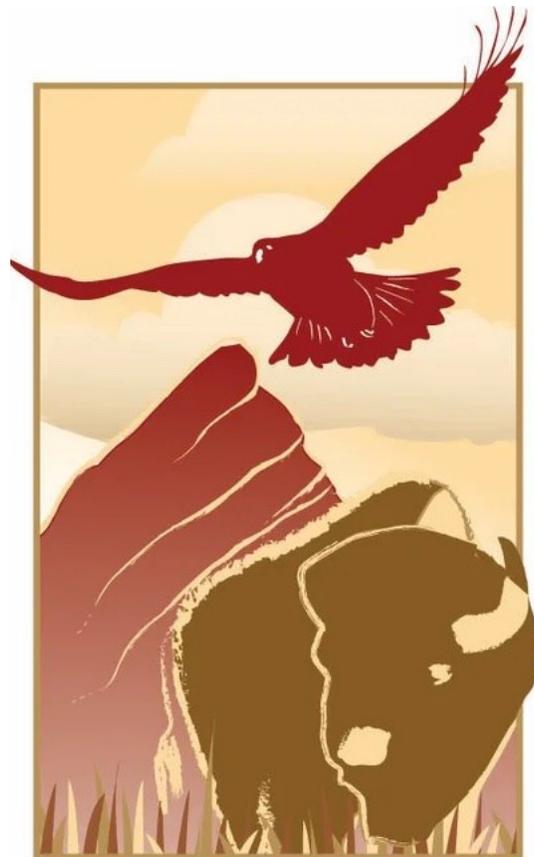


Nature's Nest

Books and Gifts

Handbook 2022



FRIENDS
OF THE
FRONT RANGE
WILDLIFE REFUGES

Example Only of a Nature Store Handbook

This example of a nature store handbook is intended for information purposes only and not intended as legal, accounting, or other professional service advice.

Please note that some of the content is specific to the Square POS.

Hours of Operation:

9AM to 4PM Wednesday-Sunday

Closed Monday & Tuesday

Address:

Friends of the Front Range Wildlife Refuge

6550 Gateway Road

US FWS Headquarters

Commerce City, CO 80022

Phone:

720-668-3887

Email:

xxxxxxxxxxxx@[ffrwr.org](mailto:xxxxxxxxxxxx@ffrwr.org)

Manager:

Kaitlyn Sullivan

xxxxxxxxxxxx@ffrwr.org

C: xxx-xxx-xxxx

Welcome!

Hello, and welcome to Nature's Nest, the nature store located within the Visitor's Center of the beautiful Rocky Mountain Arsenal National Wildlife Refuge. We cannot tell you how much we appreciate your joining our store and look forward to working with you! Nature's Nest is owned and operated by Friends of the Front Range Wildlife Refuge (FFRWR), a 501(c)3 nonprofit with the mission to support the Rocky Mountain Arsenal National Wildlife Refuge and Rocky Flats National Wildlife Refuge. FFRWR works to protect wildlife and restore habitat, while striving to elevate meaningful and equitable opportunities for human-nature connectivity near the Denver-metro area. We partner with US Fish & Wildlife Service (USFWS) but operate the gift shop because USFWS are not permitted to handle gift shop transactions. A portion of all Nature's Nest proceeds are donated to support our refuges.

Nature's Nest is a vital part of the Rocky Mountain Arsenal National Wildlife Refuge and would not function without our hardworking volunteers. As a volunteer for the store, you will have the unique opportunity to volunteer for FFRWR (Friends) and the USFWS. All Friends volunteers go through the same onboarding procedure as USFWS volunteers and will be eligible to volunteer for USFWS in other capabilities. Please note, when you are volunteering for Nature's Nest, you are a Friends volunteer. Volunteers' first point of contact is FFRWR's Volunteer Coordinator.

Excellent customer service skills and enthusiasm is what we do.

Nature's Nest staff and volunteers are considered ambassadors to the Rocky Mountain Arsenal National Wildlife Refuge (RMANWR). Please greet each person and answer questions as necessary. Working in Nature's Nest is a great way to engage with our visitors and help answer questions about the RMANWR.

As a volunteer, you will receive a 10% discount in the store, invitations to volunteer appreciation events, and the opportunity to join a community that values wildlife and the natural world as well as connecting people with nature. Often, we are the first or last people that visitors interact with. Our goal is to ensure each

guest feels welcome and aware of the unique beauty and opportunities at the RMANWR. Thank you for joining us and welcome aboard!

New volunteers should fill out a volunteer service agreement, emergency contact sheet, and receive a copy of the NN Volunteer Handbook. Even as protocols and knowledge about the POS are ever changing, the Handbook should be of good reference for most needs.

Scheduling

Volunteers get to choose their own hours and when they would like to come in to volunteer. Our biggest needs are weekend shifts and shifts covered during summer months. To schedule yourself for a shift, please use the online calendar, available from the store manager via Sign Up Genius. If you're unable to come in for your shift, please let FFNWR Volunteer Coordinator or Nature Store Manager or Kaitlyn Sullivan know via call or text.

Volunteers are expected to track their own hours and should report these to the volunteer coordinator.

Opening Duties:

1. When you arrive, we ask that you please park in the public/visitor's parking lot located at the south side of the Visitor Center, due to USFWS staff growth.
2. If you arrive to the Visitor Center before 9am, please enter the building through the staff entrance located at the northwest corner of the building. After you ring the doorbell, a USFWS employee will let you in.
3. You may leave personal items in a cabinet or locker in the Volunteer Hub located behind the Information Desk. Door Code: XXXXXXXXXXXXX
4. Obtain Nature's Nest keys from the drawer in the Volunteer Hub.
5. To open the gate to the giftshop, insert the long, thin wrench-shaped gate key into the black keyhole located on the wall on the left side of the gate. Be sure the word "Leviton" on the key is facing down. Gently pull the key up to open the gate, and down to close the gate. Please store these keys in the coin drawer during the day.
6. Turn on the light in the cooler, located on the top right of the cooler ceiling.
7. Turn on the giftshop lights by pressing the black button with the built-in digital clock, which is on the wall just to the left of the light switches and south window. NEVER TURN ON/OFF THE STORE LIGHTS BY USING THE LIGHT SWITCHES.
8. Open the window shades.
9. Roll out the clothing rack so that it is in front of the store entrance.
10. Optional: Turn on the CD player. You may select any CD from our collection; found in a plastic bin on the first shelf under the computer. Or, you may find a local radio station.

11. Ensure the items in the cooler are arranged properly and that items have been moved and faced to the front of the cooler. Restock from the storage room as needed.
12. Count and record coins, cash, and coin rolls in the cash register and coin drawer – Fill out the “Opening Drawer Count” form found in the red Nature’s Nest Binder. Be sure to fill out your name, the date, and hours of your shift.
13. Refer to the opening sheet to ensure your opening total is correct.
14. Turn on the iPad/Square Point of Sale System by pressing the round home button to the right of the iPad. Press this once more to unlock it and enter the Passcode: XXXXXXXXXXXXXXXXXXXXXXXX
15. Wake up the computer; pin: XXXXXXXXXXXXXXXXXXXXXXXX
16. Check in with the store manager, volunteer coordinator, or information desk for any USFWS updates or events happening that day on the refuge.

iPad & Square Point of Sale System

Processing Transactions

The iPad POS is the main method for sales at Nature's Nest. It includes the main consul, chip reader, scanner and cash drawer. Please note that the only way to accept cash payments is through the iPad POS system.

LOGGING ON:

- 1). Press the round button to the right of the iPad to wake up the device. Press it once more to bring you to the **touchscreen** login screen, and enter the passcode: xxxxxxxx
- 2). On the homescreen, you will see a green and white square shaped icon named "Retail," at the center of the homescreen, (and also at the bottom menu). Touch this icon to open the Square application.

MAKING A SALE:

Make sure "CHECKOUT" is selected in the bottom right corner of the screen, (within the black bottom menu). (When you open Square, you should be automatically brought to this page).

All sales are easily entered through the Square system by scanning the bar code on the item, or in the case that the item does not have a barcode, by searching under ITEM, by NAME or browsing by CATEGORY.

NOTE: All beverages and many food items are not available to scan and must be SEARCHED or BROWSED.

o SCANNING:

- To scan an item, locate the barcode located on each item. Place barcode under the scanner horizontally. The scanner should read the barcode automatically. If it does not, press the button on top of the scanner to scan the barcode. (If an item does not have a barcode or does not scan properly, please refer to the SEARCH or BROWSE options.)
- Item should appear in the cart.

o SEARCHING

- To search for an item, select “SEARCH” in the top left corner of the screen and type in a simple item description. When correct item appears in search select “ADD TO CART”
- Item should appear in cart.
- Keep search terms simple for best result
 - For example, you may be able to find an owl pin without a price by description, by selecting ITEM, typing in owl, and browsing the products that will populate in the menu.

o BROWSING

- All items in Nature’s Nest are organized by categories. To browse items by CATEGORY select “ITEMS” in top left corner.
- Select the CATEGORY that best matches the item you are searching for. For example, if you are looking for a soda, select BEVERAGES.
- Select the item and add it to the cart
- The item should appear in the cart.

o ADJUSTING CART

- To change the quantity of an item or to remove an item from the cart, tap the item once. In the top right of the screen select the quantity of item, then select “SAVE CHANGES”
 - To remove an item select “REMOVE FROM CART”, and select “CONFIRM REMOVE FROM CART”
- Alternatively to remove items from cart, press the item in the cart with your finger and in one motion swipe left. Swiping will reveal the button “DELETE.” Select DELETE to remove the item from the cart.

o DISCOUNTS

- o Discounts can be added to the cart if the guest is a Member of the Friends of the Front Range Wildlife Refuges, or if they are a Lifetime Member.
 - To apply a discount to the cart select “DISCOUNTS” from the top left corner of the screen and select the membership level. Discount will then be applied to the cart.
 - To REMOVE a DISCOUNT press “discount” in cart with finger and in one motion swipe left. Swiping will reveal the button “DELETE.” Select DELETE to remove from cart.

o CHARGE (TOTAL)

- o Once all items and discounts are added to the cart, proceed with sale by selecting “Charge.”
- After selecting “CHARGE” you will be shown the payment options.
 - CREDIT CARDS WITH CHIPS can be inserted into the white “CARD READER” by the customer.

- CREDIT CARDS WITH “CONTACTLESS PAYMENTS” or “TAP TO PAY” can be tapped against the white “CARD READER” by customer.
- CREDIT CARDS WITH STRIPES and no chip should be swiped through the iPad POS Main Console.
- CASH option will allow the drawer to open to make change. Please be aware of cash levels before agreeing to take large bills or to break non-sale bills for customers.
 - CAUTION --The cash drawer opens rapidly. Please note where you or another person behind the counter may be standing during Cash transactions.
- CHECKS
 - For checks, make checks out to “Nature’s Nest”, ask for their ID and write their State and Driver’s License number on the top of the check before proceeding.
- GIFT CARDS, OTHER
 - MORE option allows you to select “MANUAL GIFT CARD ENTRY” if a gift card is available.
 - GIFT CARDS FROM Nature’s Nest
 - If the gift card is used all in one purchase, staple a copy of the receipt to the gift card and deposit with the rest of your drawer that day.
 - If a gift card from Nature’s Nest is not used in full, you may write the date, balance of the card, and your initials, on the back of the gift card. Staple a copy of the receipt to the card as proof of the balance, until it is fully used.
- *NOTE: We do not give cash back for unused amounts on any gift certificates.*

- o **MIXED/SPLIT TENDER**

- After you have selected CHARGE, tap “SPLIT AMOUNT” in the UPPER RIGHT corner of the screen. You will be able to select a payment amount for the first card, or to split the amount in equal parts.
- It is easiest to pay with a Credit or Debit card first, and Cash second if it is a MIXED tender sale.

- **RECEIPTS**

- Customers will have a choice of how to receive receipts, through “EMAIL” “TEXT MESSAGE” or “PRINT.” Always ask if they would also like a GIFT RECEIPT and PRINT or SEND if the answer is yes.

- **SAVING CARTS**

- If Customer needs to return to pay later in the day, select “SAVE CART” to Save cart for later payment
 - Rather than charging a sale, you may tap “SAVE CART,” at the bottom of the screen. Name the cart with a first and last NAME. Add any notes about how long a cart may sit pending if a customer cannot return the same day.

- **RETURNS**

- Returns will be honored up to 30 days after purchase.
- After 30 days, only an exchange for another item will be honored.
- Examine the receipt to determine if the original purchase was with cash, credit, or something else. Refunds must be made using the same tender as the original purchase.
 - Note-Checks may be refunded as cash.

- o RETURNS can be easily completed with the iPad Square System.
 - o Select “TRANSACTIONS” from the bottom menu of the screen
 - o All transactions will appear by date and time on the left side of the screen
 - o You may quickly search for a transaction utilizing the code
 - o Select the transaction you wish to modify and then select “ISSUE REFUND”
 - o Items available to refund will be displayed on list. Select items you wish to refund and select “NEXT”.
 - o If Item is being returned in retail condition, select them in the “RESTOCK ITEMS” section. Items opened or consumed should not be selected for restocking.
 - o REFUND will be automatically issued to the payment method customer used for purchase. If customer purchased item with CASH, the CASH refund option will be available.
 - o Select a “REASON FOR REFUND”. If selecting other be as specific as possible.
 - o Select NEXT to complete the REFUND.
- *NOTE- If you are in a hurry/pressed for time/the store is very busy when making an exchange where there is **no difference in price**, you may skip making the exchange in the POS as long as you leave a note for the Retail Manager so that the adjustment can be made later in the inventory.*

CLOSING the Drawer/End of Day Reports:

Please print one report from Square at the end of the day and ensure your deposit matches its totals.

To **PRINT A REPORT** tap Transactions from the bottom menu. On the next screen:

- Ensure the correct date is displayed beneath “SALES REPORT.” If the wrong date is displayed, tap the date to open a calendar, and tap the correct date.
- Print the report by tapping the Export icon that looks like an upward arrow in a box, found in the UPPER RIGHT CORNER of the screen.
- Click Print. Staple the end of day report to your deposit sheet.

Note—If you must close early, double check the dates included on the end of day report before printing one. Occasionally, a report may take up to 15 minutes to sync with all sales from the day. If you cannot print an end of day report, please do not be worried and leave a note for the retail manager.

ADDING NEW INVENTORY:

- Introduction
 - The Square iPad POS system will allow you to easily add new items to the system’s inventory.
 - Items require a PHOTOGRAPH, NAME, CATEGORY, UNIT TYPE, PRICE, SKU and STOCK AMOUNT to be integrated into the system.
 - Items in Inventory can be easily adjusted as well.
- **Adding a new item to inventory**
 - Select the “Hamburger Menu” at the bottom right of the screen.
 - Select “ITEMS” from the menu appearing on left.
 - Select “CREATE ITEM”
 - Adding a PHOTOGRAPH
 - Tap the box in the top middle of the screen.
 - Select “TAKE PHOTO”.
 - Use the iPad to take photo of item. If iPad is in the stand be sure to flip the camera around.

- Once you are happy with the photograph select “USE PHOTO” in the bottom right of the screen.
 - The next screen will allow cropping of the image, when happy with cropping select “DONE CROPPING”
- Adding an Item NAME
 - Select “NAME”
 - Add a name that best matches the product and matches name on the LEGACY system.
- Selecting a CATEGORY
 - Select “SELECT CATEGORY”
 - Choose the option that best represents what category the item falls under
- Selecting UNIT TYPE
 - All items should be selected as “Per Item” unless otherwise noted. This option is selected automatically by the system.
- Entering GTIN
 - Select the GTIN and enter the UPC, EAN, or ISBN found on the product. (NOTE: The System does not require this information to operate)
- Selecting PRICE
 - Select “PRICE” and add the item price. Be sure the price matches the item price in the Legacy System.
- Entering the SKU
 - SKU should be entered in the correct format to allow scanning from the iPad POS Scanner.
 - Find the SKU entered in the Legacy system and enter the number into the iPad POS System.
 - IMPORTANT INFORMATION ON SKUs. All SKUs in the Legacy system have four to two numbers, such as “5643 or 23”. The SKUs use the same number in the SQUARE iPad POS systems, but have two to four zeros before the digits for a

total of six digits. The Square system requires 6 digits to scan.

- For example, Legacy system: 5643, Square system: 005643

- Legacy system: 23, Square system: 000023

- Entering STOCK

- Select “RECEIVE STOCK”

- Enter the total stock amount for the item.

- TAXES

- Ensure the sales tax button is selected for the item.

- DESCRIPTION

- Enter a description of the item if desired.

- SAVE

- Save the item by selecting “SAVE” in the top right corner.

- Adjusting Inventory Information

- Select the “Hamburger Menu” at the bottom right of the screen.

- Select “ITEMS” from the menu appearing on left.

- Select the Item you wish to modify from the list

- Make any adjustment needed. Information on common adjustments can be found in the previous “Adding New Item to Inventory” section.

- Select SAVE to complete your edits.

Miscellaneous and Troubleshooting:

WIFI and Store Device Usage:

The wireless connection device needed to connect the computer to the internet is the small, black Verizon jetpack found on top of the computer tower. The jet pack needs to be charged so if you lose internet access, please check that it is turned on and fully charged.

1. Inappropriate use of the Nature's Nest devices, computer, and the internet is strictly prohibited and will result in dismissal.
2. For your own safety, be sure to log out of any email or other accounts you visit while using the store computer and devices.
3. For your own security, do NOT save any passwords on the computer and devices utilized for Nature's Nest.

4. If you become disconnected, reconnect to the VerizonMIFI wireless connection.
5. The password can be found on the xxxxxxxxx screen under Wi-Fi name/password.

Troubleshooting:

We are continuously learning about the store, products, Point of Sale programs, advances in technology, and best practices to work together. Whatever happens, a solution can always be found. Please call the retail manager if you have any questions, concerns, or problems. Below are some tips for common issues:

- The ports on the computer are loose. If the computer is moved around or tipped, any plugs can be displaced. The cords are all labeled. If you are inclined and something (like the pole display) does not work, please check to make sure it is tightly plugged in.
- If you have any problems with ANYTHING, please call the retail manager.

Ordering and tracking Inventory:

- Check stock on hand and voice to the retail manager when you feel an order needs to be placed.

Closing Duties:

1. If the Visitor Center is still open, lower the gate halfway down to indicate that the store is closed.
2. Retrieve the “Daily Deposit” form and the Deposit envelope from the Nature’s Nest binder; fill in your name and additional information.
3. Print and compare the end of day report for the day’s sales from Square and staple it to your deposit form.

Here you can see the number of transactions (in parentheses next to close) and the total dollar amount of all your transactions for the day. Use these numbers for

filling out your deposit form, they should match up with the computer's end-of-day print out.

4. Complete the Daily Deposit form by notating the dollar and coin amounts of the cash deposits, the check amounts for the check deposit, and the number of credit card receipts and the total dollar amount of credit card transactions. Place the cash, checks, end of day receipt, daily deposit form, and any other business you might have (I.e. new friend memberships, return receipts...) in the deposit envelope(s). Tape the envelope shut and write the date on the front of the envelope.

5. Count the money in the coin and cash drawer. The goal is to have x amount in the drawer after daily sales have been taken out.

6. Fill out "Closing Drawer count" form in the Nature's Nest binder. If there is any discrepancy, do not worry. Recount your drawer and the petty cash. If it still does not come out correctly, leave a note for the store manager and they will figure it out.

7. Leave the Square asleep and plugged in.

8. Leave the computer asleep and plugged in.

9. Turn off the lights and the cooler light. Turn off the CD player/radio.

10. Close the window shade and wheel in the clothing rack.

11. As you leave, collect your belongings, lower the store gate, return keys to drawer in Volunteer Hub

12. Deposit the envelope in the safe in the Friends office.