

The Jewelry Counter at Kohl's



By Kelly Doyle

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Introduction

Welcome to your first day working at the Kohl's jewelry counter! There is a lot for you to learn, but don't be overwhelmed. This manual contains all the information you need to succeed at your new job. There is even an index at the back of this manual that you can use to find key words. This manual doubles not only as a training guide, but also as a handy reference on the fly.

Here at Kohl's, we expect great things – in fact, it's our promise to our customers. We want to make sure every customer who shops with us finds everything they need. We even offer our customers hassle-free returns, incase anything is wrong with the product or they simply changes their mind on the purchase.

Making sure the customer is happy is our ultimate goal, here at Kohl's. Our Yes We Can policy guarantees we can take good care of guests. The Yes We Can policy gives you the freedom to fix issues for customers easily and quickly. If a customer informs you that an item is ringing up a dollar higher than it should, you can "yes we can" and fix the price for the customer without having to wait for an associate to check the price.

The first four chapters of this manual will walk you through the basics of being a cashier. The last three chapters of this manual consist of information specific to the Jewelry department. If you have already been trained on being a cashier, you can skip to the Jewelry specifics on page 25.



Chapter One: Your Workstation

Welcome to your workstation! Here, you'll find all the tools you need to assist customers in purchasing their merchandise. You can use the numbers on the below image to locate different items at your station.



Computer (1)

Your computer is the bread and butter of the register. There are two screens; one that faces the customer, and one that faces you. They are both touch screen, however the customer's screen has limited functionality. We'll go into the sales screens and the various functions on the computer later.

On the regular registers, there are two scanners. There is a handheld scan gun and a scanner built into the table. However, on the jewelry registers, there is only the handheld scan gun.

Bags (2)

Kohl's has four sizes of bags. Small bags (these are the ones you'll use most often for jewelry), medium bags, large bags, and hanger bags. The jewelry counter does not have the hanger bags, but you'll find the other three sizes in the bags within the drawers below your computer.

Drawer (3)

Under your computer, you'll find a drawer. Within this drawer are several items, including pens, paper clips, hold slips, the diamond checker, and two organizers that hold the pins and chunks of the security tags. Using this drawer is a good way to keep organized as you work.

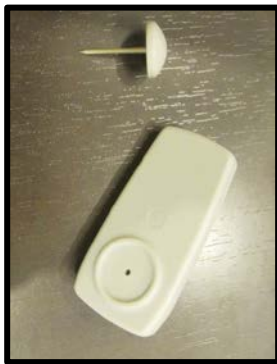
You'll also find your bill checker within your drawer. To use your bill checker, uncap the marker and mark the bill in question. The mark color should be a light yellow. It's best to check all fifty and hundred dollar bills, but not bills of lesser value.

Demagnetizer (4)

Some items that come up to your register will have a sticker on them that says they have a security tag. If there is not a solid security tag visible, that means that there is an embedded security tag in the packaging. To demagnetize these tags so that the item does not cause the door to beep as the customer leaves, you simply need to rub the item against the brown circle on the table.

Security Detagger and Portable Security Detagger (5)

If you are working at a regular cash register, you will find a security detagger built into the counter. On the Jewelry registers, the security detagger can be found within the drawer, attached to the drawer by an extendable cord. Both the regular and portable security detaggers work similarly.



There are security tags on various items in the store, from jeans to shoes. It's very important to check all merchandise that the customer is purchasing for these tags. To remove the tags, simply press the chunky side of the security tag into the security detagger. The two halves of the tag should pop apart. Once you have the two pieces of the security tag, place them into the two yellow bins in the drawer below the cash register.

The Printer (6)

At the right side of your register, you'll find your register's printer. The printer also doubles as a check reader and a Kohl's Cash printer. To change the roll of receipt paper within the printer, press the long blue button the top of the button. This will open the printer, allowing you to throw away the old roll. Once you've inserted a new roll, press the top of the printer back down.

Cash Drawer (7) and Money Box (8)

There are two places for cash at your register. For all fifty dollar and one hundred dollar bills, slip them into the slot on the front of the money box. For all other bills, place them into the drawer of the register, which will open automatically when a customer pays with cash for a purchase.

Pin Pad (9)

The pin pad is where customers will sign for purchases, enter their pins, and answer the questions for the Kohl's card application. It has an attached stylus for the customer's to use, and a numerical pad below the screen.

**Hanger Bin and Out-of-Area Bins (10)**

Occasionally, a customer will change their mind on an item. When this occurs, that item is called an out-of-area. The two plastic bins on the bottom right of your workstation are for both your hangers and the out-of-area items. Periodically throughout the day, your manager will empty these bins.

Diamond Checker (not pictured)

When a customer is purchasing a diamond, you must make sure that the diamond is authentic. To do this, you will need to use the diamond checker, which can be found tucked into the drawer of the Jewelry cash registers.

To check the diamond, first turn on the diamond checker. It will take several seconds to warm up. When it is ready for use, the light on the checker will turn green. Next, you clear the checker by pressing the tip against the metal of the ring. Then, even and gently press the tip against one of the diamonds in the jewelry you are checking. The diamond checker should flash green and beep once if the diamond is authentic.

When the receipt for the purchase prints, you will need to sign on the customer's copy, certifying that you authenticated the diamond for them.

KOHL'S
expect great things

Store
Sites

Need
Assist

Sale

Return

Price Adjustment

Even Exchange

Payment

Customer Service

Post Sale Adjustment

Inquiry

No Sale

Administration

Sign Off

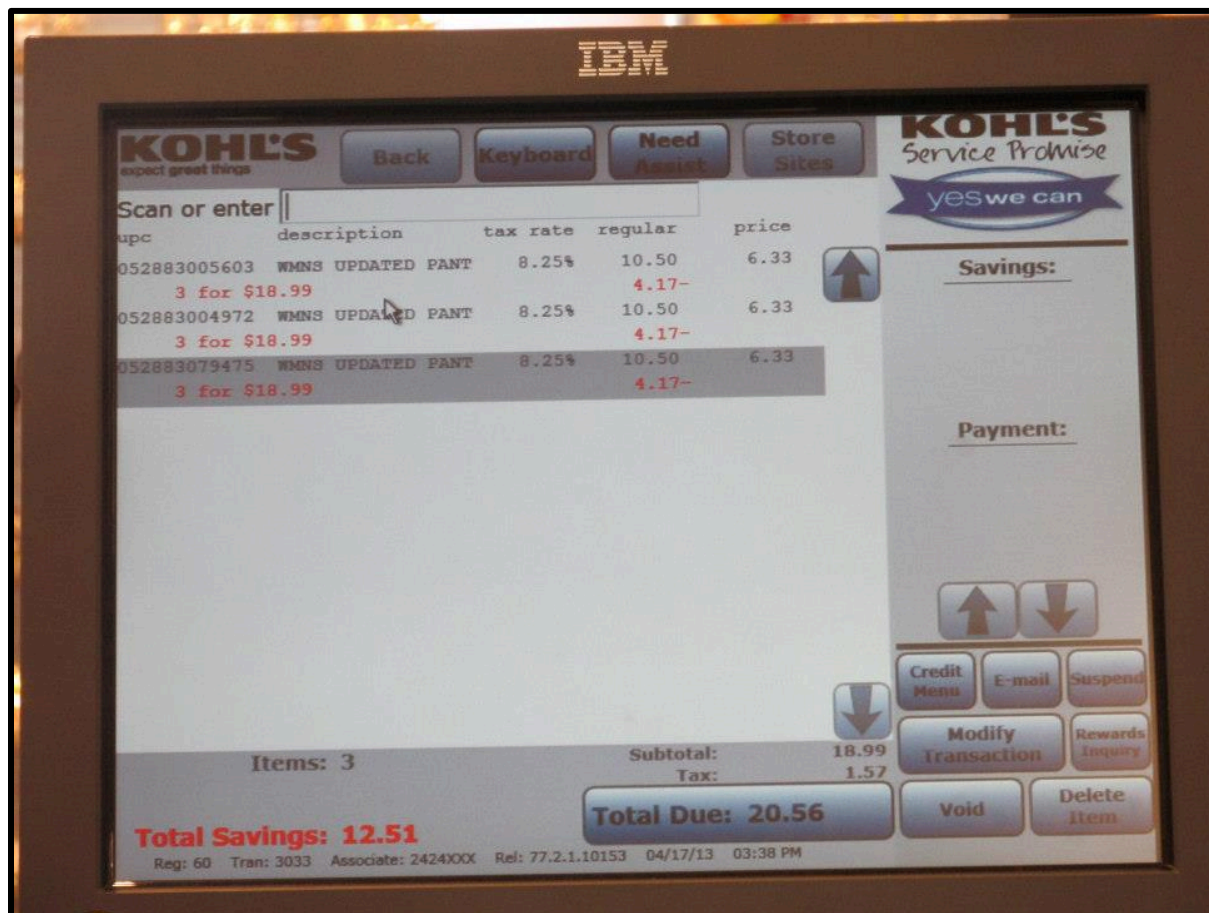
Chapter Two: Sales

The most important part of your job is making sure that the customer's items ring up correctly and all their coupons are applied. Luckily, Kohl's cashiering system is very user friendly. To start a sale, simply press the "Sales" button on the main screen of your cash register.

Scanning Items and Coupons

To scan an item, locate the barcode and scan it either using the desktop scanner, or the handheld scan gun. The computer will beep to let you know that it has scanned the merchandise. You should immediately see information about the scanned merchandise, including the original price and sale price, appear on both your screen and on the customer's screen. If there are any special promotions for the item, they will appear in red under the item's name. These specials, like our Two for One and Extra 10% off deals will automatically apply themselves to the transaction.

To use coupons, use either of the scanners and scan the barcode of the coupon. Your register should automatically update the transaction and add the percentage or the dollar off. To remove coupons, use the suspend button on the register, and then scan the suspension slip that prints. For more about coupons, see Chapter 3: Coupons, on page 15.



Editing Prices

Occasionally, you will have a customer bring up an item that rings up incorrectly. Thanks to our Yes We Can policy, you can adjust these incorrect prices easily and quickly.

To adjust a price, click on a specific item in the purchase. Several buttons will appear under the highlighted item. Click "Price Adjust" and the computer will then prompt you to enter a new price for the merchandise. After you have entered a new price, the computer will ask for a reason. Select the reason, and then the merchandise will appear with the adjusted price. You can also use the "Percent Off" button to adjust the price of merchandise by a percentage, rather than entering a new price.

Gift Receipts

One of the buttons that appears under a highlighted item is the gift receipt button. If a customer requests a gift receipt for a piece of merchandise, hit the "Gift Receipt" button. The computer will then prompt you for a registry number. If the customer has a registry number, you can use the handheld scan gun to scan their registry paper for the number or type in the number manually. If the customer does not have a gift registry, then hit "Bypass Registry."

Gift receipts will print out with the normal receipt at the end of the transaction.

Gift cards

In front of all the registers, you'll find a collect of Kohl's gift cards. Gift cards come in many different designs, but all the cards will act the same. When a customer wishes to purchase a gift card, scan the gift card they have selected. The computer will then ask for how much the customer would like on the gift card. The customer can pick any amount above \$0.25 to put onto their gift card. Type in the amount they would like purchased onto the gift card, and then press enter.



Gift cards are not refundable and never expire. They can be used at all Kohl's stores and at Kohls.com. Coupons cannot be used on purchasing gift cards, but customers can use coupons on merchandise that they are purchasing using a gift card.

Totaling the Transaction

Once you have rung up all the merchandise and coupons, tap on the "Total" button at the bottom right hand of the screen. This will lock the register from adding any more merchandise or coupons to the transaction, allowing you to accurately inform the customer of the total price of the purchase. The register will also now allow you to accept payment for the purchase.

The main part of the screen which shows the merchandise and the coupons will remain the same, but the buttons on the right and bottom of the screen should change. To go back to the previous screen, you can hit the "Back" button.

Payments with Cash

If the customer is paying with cash, tap the "Cash" button and type the amount of cash the customer is paying with. If the customer is using hundred dollar bills to pay, make sure to use the dollar bill checker on the bills before accepting them. Once you've entered how much cash the customer has given you, press the enter button on the screen. The cash drawer will then pop open, allowing you to place the money in the drawer and to your customer's change. If you ever start to run low on cash, inform the manager on duty.

Payments with Check

If the customer is paying with a check, tap the "Check" button. Have the customer fill out their check completely for the exact amount of the purchase (or less, if the customer wishes only to partially pay with a check). The computer will ask how much the check is written out for; enter this number, then press enter. The next step is to take the check, place it face down with the signing area at the top, and push it into the bottom of the receipt printer. The computer will read the check and then print the date and purchase information on the check. Slip the check into the slots on the front of the cash drawer when the printer has finished printing on the check.

Payments with a Kohl's Card

If the customer is paying with a Kohl's card, take their Kohl's card and scan the back of the card using the handheld scan gun. The computer will then ask how much of the purchase the customer wants to purchase using their Kohl's card. It will automatically assume that the customer would like the full amount on the card, but you can change this if the customer just wants to put a portion on the Kohl's card by using the keypad on the screen to enter a different amount after you press enter, the pen pad will prompt the computer for a signature and for the customer to hit the "Accept" button.

Payments with Credit and Debit Cards

For major credit and debit cards, have the customer swipe the card in the pin pad. For debit cards, the pin pad will prompt them for a pin. However, the customer can tap the "Credit" button in the bottom

right hand corner of the pin pad's screen to run their debit card as a credit. For credit, the pin pad will prompt the customers to sign and hit the "Accept" button.

Suspending a Transaction

The Suspend button will temporarily clear the transaction from your computer, but will print a slip that you can scan to recall the transaction. However, this will clear all payments and coupons from the transaction.

Deleting an Item

In order to delete an item from the transaction, click the "Delete Item" button and scan the item that you wish to remove. If you wish to simply delete the entire transaction, click the Void button and hit Okay on the window that pops up.



The E-Mail and Rewards Inquiry Buttons

The E-Mail button will print out a slip of paper with a section where the customer can fill out their emails. In return for sharing their E-Mail with us and joining the e-mailing list, the customer will receive a five dollar coupon in their inbox in three to four days. To get your customer's email entered, make sure to collect and give all the E-Mail slips to your manager at the end of the day.

The Kohl's Rewards system is still in beta, so only some stores will currently be using the Rewards Inquiry button. If you are one of these stores and have a customer who wishes to find out their Rewards balance, hit the "Rewards Inquiry" button and enter the customer's phone number.

Share your
EMAIL
& **SAVE** even more!

Get
\$5 off
your next in-store purchase.

► **Plus get 10% off your next Kohls.com purchase***

And so much more!

- Notifications about our biggest and best sales
- Sneak peeks at new products and brands
- Clearance updates
- Periodic free shipping at Kohls.com and in-store offers

KOHL'S
expect **great** things

Just fill in your email address below and hand it to any Associate.

Provision of your email address is not required to make a purchase; it is voluntary and for marketing purposes only.

Associate #

Transaction Capture Code

*\$5 and 10% discounts will arrive by email after you've signed up for Sales Alerts. \$5 off Coupon will be good on next in-store purchase. 10% promo code will be good on next Kohls.com purchase. Terms and conditions apply. Offer valid for new email addresses only. One per customer. See Associate for details.

5 EMAIL 110918

Chapter Three: Coupons

There are always circulating coupons for our store. Our coupons are good on everything in the store, with the exception of the Kohl's Cares charity items. Many of our coupons have little or no restrictions on them, in order to make using them easier for the customer.

Percentage Off Coupons

There is a limit of one percentage off coupon per purchase. However, these percentage off coupons will apply to all items in the transaction, and can be coupled with dollar off coupons and Kohl's Cash. Customers can get coupons from our sales ads, our sales emails, and from the Kohl's card mailers. The following image is an example of a coupon from the sales email that has been printed.



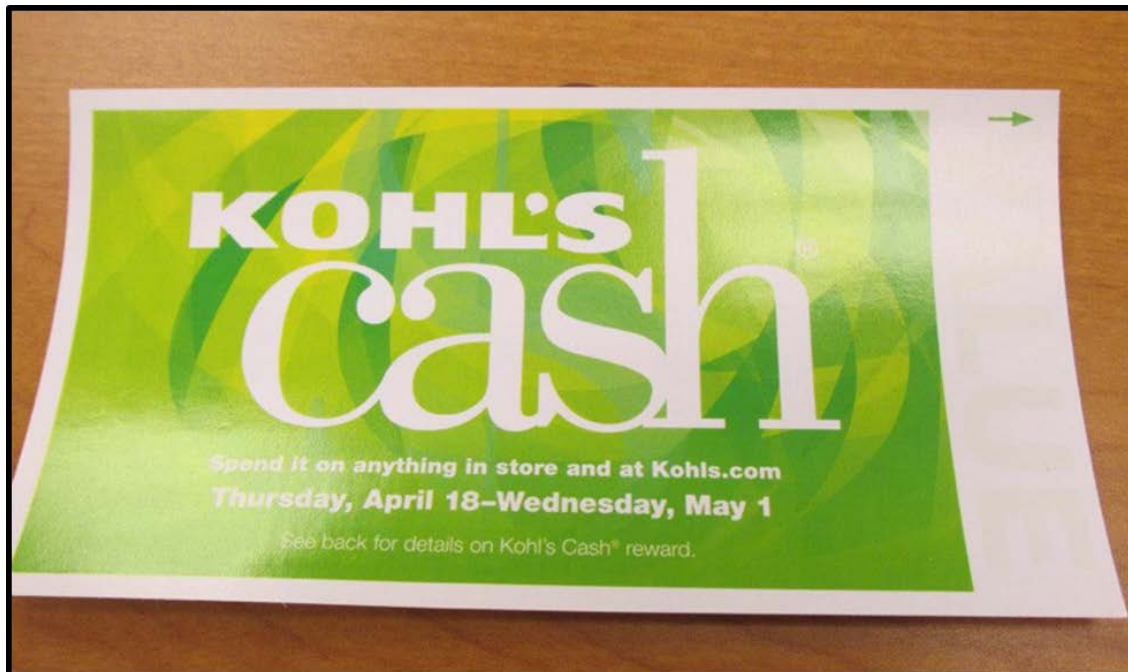
Kohl's card members receive coupon mailers once a month, as part of the many perks of having the Kohl's card. These mailers contain percentage off coupons that they can bring in and use to get extra discounts. Some of these coupons do require that they use their Kohl's card when using the coupon.

Dollar Off Coupons

Customers can stack dollar off coupons, as long as the coupons are not identical. For example, a customer can use a \$10 off \$30 and promotional \$10 off card, but not two promotional \$10 off cards. Customers can get these coupons from our sales ads, signing up for our sales emails, from the Kohl's card mailers, from promotional mailers, or from signing into the store's wifi.

Kohl's Cash

Several times a month, we run the Kohl's cash promotion. For every fifty dollars, before taxes, the customer purchases, they receive ten dollars in Kohl's Cash. Kohl's Cash is a coupon that they can bring in between the dates on the coupon and redeem for that amount off anything in the store or at Kohls.com. The customer can also stack multiple Kohl's cash coupons together.



Once the payment of the purchase has been completed, the computer will prompt you to scan one of the unused Kohl's cash coupons. Then, similar to running a check through the printer, you'll place the Kohl's cash into the bottom of the printer and press "Okay" on the screen. The computer will then print the exact amount of the coupon onto the Kohl's cash.

Goldstar Clearance

Kohl's Goldstar Clearances offer customers fantastic savings, while also helping sell older merchandise. At the beginning of every month, Kohl's has a team mark down hundreds of items at every store. By selling the leftover older merchandise quickly, room on the sales floor is freed up for new merchandise.

During the clearance events, ads similar to the following will run in the email ads and in the local sales ad.





All marked down items will have a bright yellow sticker on the tag, informing customers of the new price. The clearance percentage will come off the merchandise automatically at the register; once you scan the item, the register will display both the original price and the new Goldstar clearance price.

Customers can use all coupons on top of the already marked down prices. The coupons will only effect the clearance price of the item, and not the original price of an item.

OPEN A KOHL'S CHARGE AND RECEIVE
EXTRA DISCOUNTS
ON EVERYTHING 12 TIMES A YEAR!



Subject to credit approval. See an Associate for details.

**ABRE UNA CUENTA KOHL'S CHARGE Y
RECIBE DESCUENTOS ADICIONALES EN TODOS
LOS ARTÍCULOS, ¡12 VECES POR AÑO!**

Sujeta a aprobación del crédito. Consulta a un empleado para obtener detalles.

Chapter Four: Credit Card

The Kohl's credit card is an integral part of our store. Soliciting and signing customer's up for the credit card is an important part of your job.

The Perks

There are many perks that go along with having the Kohl's credit card. The main perk is the discounts that the customer will receive from having the card. Twelve times a year, the customer will receive coupon mailers that they can use in store or at Kohls.com.

Another perk of having the Kohl's card is the ability to look up all purchases using the card. Customers with a Kohl's card never need to keep their receipts, as our systems are able to quickly find their purchases if they wish to return any item.

Finally, customers with Kohl's cards can pay off their balances in the store with cash or a check at any time. They do not have to wait for their bill to come in to pay off the balance on their card. They can also pay at any time online at Kohls.com with a debit or a credit card.

Account Lookup

Customers can make purchases using their Kohl's card, even if they do not have their Kohl's card on them. If the customer has a valid driver's license, you can do an account lookup for them.

To do an account lookup, tap "Credit Menu" and then "Account Lookup" on the window that pops up. The pin pad will then prompt the customer to enter their whole social security number. Once they've entered that, the computer will call up their account. You'll need to request to see the customer's ID so you can double check all the information and make sure that you've pulled up the right customer's account.

Once you've verified the customer's account, you can proceed normally with the sale.

The Application Process

Applying for the Kohl's card is a quick two minute process. Any customer with a state issued photo ID and a social security number can try to apply for the Kohl's card.

If you have a customer who would like to sign up for the card, start by pressing the "Credit Menu" button on the computer screen. Press "Quick Credit" on the window that pops up. The pin pad will proceed to ask the customer six questions.

1. The first question the pin pad will ask is for the customer's social security number. The customer will need to know their full, legal social security number.
2. The second question will ask for the customer's birthday.
3. The third question will ask for the customer's phone number.
4. The fourth question will ask for the street number of the customer's house. The customer does not need to (and cannot) input their full street address.

5. The fifth question will ask for the customer's ZIP code.
6. The sixth question will ask for the customer's gross annual income. This information is used to establish a credit limit for the customer. A ballpark estimate will suffice for this question.

Once the customer has completed these questions, your screen should update itself with the customer's information. At this time, request valid photo ID from the customer. Use the ID to double check the information before pressing the "Submit Application" button in the bottom right hand corner of the screen.

The pin pad will then ask for a signature from the customer. Once they've signed, the computer electronically sends their application for quick processing, which should take about twenty seconds.

In some situations, the customer will receive the results of their application in the mail in seven to ten days. It's important to tell the customer that they could still be approved for the card, after Kohl's takes a closer look at their application.

Some customers will be approved on the spot. In situations where this happens, the pin pad will ask the customer to double check their address one last time. Then, your computer will return back to the normal sale screen.

Most Valued Customer (MVC)

When a Kohl's card customer spends over 600 dollars with us in a calendar year, they get upgraded to a Most Valued Customer card holder status. They will receive a golden Kohl's card in the mail, which replaces their normal, maroon card. Along with this new card, the customer will also receive extra discounts, on top of their twelve annual mailers.



Chapter Five: Security

Kohl's collection of jewelry comes in all designs, colors, and metals. While some of the jewelry is inexpensive, like the merchandise in the costume jewelry department, some of the merchandise has a high price tag. As the Jewelry associate, it will be your job to responsibly handle these pieces. Security is extremely important when letting customers handle the expensive jewelry. To ensure the safety of the merchandise, you must be diligent in protecting the jewelry.

Much of the jewelry in the Kohl's department is securely locked up either behind the counter or in the table top turners.

One Item, One Customer

One rule of thumb at the Jewelry counter is "One Item, One Customer." Often, customers will want to see several different pieces before making a decision on which to purchase. You will need to place items back into the cases when the customer is done viewing them, before handing the customer more merchandise. A customer should only have one piece of unpurchased jewelry in their hands at a time, for ease of security.

When a customer has merchandise in their hands, it's important to not get distracted. It's easy for a customer to switch a gold chain for a fake gold chain if you are not watching them.

The Jewelry Keys

When you begin your shift at the Jewelry counter, you'll first need to attain a set of keys for the department. These keys can be signed out at customer service. At the end of your shift, you'll need to sign the keys back in, and have a customer service associate signed that they received the keys from you.

These keys will allow you access to the counters and to the turning displays on top of the counters. It's extremely important to make sure to relock the counters and turning displays once you have finished using them. You'll need to place the key back into the lock and turn it to be able to relock the counters and turning displays – they will not lock automatically if you try to shut them without first placing the key back into the lock.



Suspicious Behavior

Never accuse a customer of stealing merchandise, or attempt to stop a suspicious customer from leaving the store. You could get injured, and you are more important than the merchandise. Should you see any suspicious behavior while working at the Jewelry counter, call your manager immediately.

The best way to stop theft is to be helpful. You should ask customers who enter the Jewelry area if they need any assistance. By simply alerting the customer to your presence, you decrease the likelihood that a customer will attempt theft.



Chapter Six: The Jewelry

At Kohl's, we sell a wide variety of jewelry, from silver and gold to economically friendly costume jewelry. As the jewelry associate, it's important for you to have a running knowledge on the basics of your merchandise.

Diamonds

The word "diamond" comes from the greek word for unbreakable. Over the last century, diamonds have come to symbolize the unbreakable love between a couple. At Kohl's, we carry a wide selection of diamond jewelry, including engagement rings.

All diamond jewelry needs to be authenticated before purchase. If you are processing a sale with diamond jewelry, you will need to use the diamond checker to make sure that the diamond is authentic. See page 4 for instructions on how to use the diamond checker.

Kohl's does not do business with vendors that use conflict diamonds. Conflict diamonds, also known as "blood diamonds," are diamonds used to fund civil wars in some third world countries.

Gold

Here at Kohl's, we sell both yellow gold and white gold. Both types of gold will need the same amount of care by the customer.

Pure gold is too soft for jewelry, so gold is often mixed with copper or silver before being melded into jewelry. The karat is the concentration of gold in the metal; 24K is pure gold. If the metal of a ring is 18 parts gold mixed with 6 parts copper, it would be 18K gold.



Silver

Silver, like gold, is too soft to be used by itself for jewelry. For jewelry, sterling silver, a mixture that is 92.5% pure silver and 7.5% copper, is used. Kohl's has a variety of sterling silver jewelry, both behind the counter of the jewelry boat, and mixed in with the costume jewelry. Like most metals, sterling silver will tarnish over time, but that tarnish can be cleaned off with polish (which can usually be found for sale on a turning display on the counter).

Birthstones

One of our perpetual displays is the birthstone jewelry display. All Kohl's have a turning display devoted to a collection of birthstone jewelry, so customer's can find customized gifts for friends and family. Some customers will be unsure of which stones go with what months. You can use the following table for reference.

Birthstone Reference Table	
January	Garnet
February	Amethyst
March	Aquamarine
April	Diamond
May	Emerald
June	Pearl
July	Ruby
August	Peridot
September	Sapphire
October	Opal
November	Citrine
December	Topaz

Costume Jewelry

Outside of the jewelry boat, Kohl's has a collection of everyday jewelry. The materials of the jewelry in this part of the department range from sterling silver to allergy-free nickel. Most customers will not need assistance as they browse the jewelry here, as none of the jewelry is locked up in this department. It is important to know where certain brands are, and where the allergy-friendly nickel-free jewelry is located, in case a customer is looking for a particular piece of merchandise.





When it is quiet around the boat, one of your responsibilities is to keep the costume jewelry department neat. This is done easily by patrolling through the aisles of the costume jewelry and straightening the displays.

However, you'll need to keep an eye on the boat while you work, in case a customer approaches the boat while you've stepped away. Assisting customers with the expensive jewelry is your first priority, while maintaining the costume jewelry is a second priority.



Chapter Seven: Resizing Rings and Watches

Jewelry is not one size fits all. Wrists and fingers come in many sizes, which is why Kohl's has options for customers who select merchandise that does not fit them.

Resizing Rings

The majority of the rings in the Kohl's Jewelry department are size 7, which is the most common ring size. Because of this, many customers do not need to bother getting rings resized, as the rings are already perfect for them. However, some customers will need rings taken in or out.

Kohl's will resize any gold ring with a final purchase price of \$100 or more for free. If a customer wishes to resize a ring with a lower final purchase price, then there will be a twenty dollar fee on the resizing (collected after the resizing is completed). Kohl's cannot resize sterling silver rings or tungsten due to difficulties because of the metals' properties.

To begin, locate the ring sizer in the drawer under the Jewelry cash register. It should look like the following image.



Have the customer place their finger in the rings, one at a time, until they find the ring that is the most comfortable for their finger. It is best to start at the larger sizes; however, it's unnecessary to start at the largest size while testing most customers.

Once you have determined the customer's ring finger, find the "Ring Resizing Request" slips in the drawer underneath the cash register. You will need to fill out the form in full, and then have the customer sign the bottom of the request. In the same drawer, you should find yellow envelopes. Place

both the customer's ring and the completed form into the envelope. This envelope should then be given to your manager.




You will need to inform the customer that they will receive a call from Kohl's in two to four weeks when your store has received the rings back from the jeweler. Resized rings that are awaiting pick up are kept in the safe room; to get one of these rings for a customer, call a manager for assistance.

Removing Watch Links

Kohl's carries a full selection of watches, from inexpensive fashion watches to high-end Seikos. Our watches come larger than the average customer's wrists, so resizing watches will typically consist of only removing watch links.

First, you will need to determine how many watch links to take out. Gently pinch the extra links at the bottom of the customer's wrist and count how many of the links do not fit around the customer's wrist.

Next, you will need to determine what kind of links the watch has. Once you've identified what kind of pin the watch has, you will need to gently remove the pin from the watch. Refer to the table on page 37 for how to identify and remove different kinds of watch links.

	How to Remove	Image
Push Pin	Push pins will have arrows on the inside of the links. The direction the arrow is pointing is the direction that the pin will come out of the link. Find the pin remover, a device that is similar to a hole puncher with a thin rod instead of a thick hole puncher, in the drawer under the Jewelry cash register. Place the small end of the pin remover into the hole on the side opposite to where the arrow is pointing. Gently push the pin out using the remover.	
Screw Pin	Screw pins will have a line through the top of the pin. These pins have to be removed by a screwdriver matching the size of the pin. A collection of screwdrivers can be found in the drawer under the register.	
Clasp Link	Some rings will have multiple, small links that double as clasps. These are the easiest to remove and do not require any tools. You simply need to unclasp and remove the required amount of clasps.	

After removing the links for the customer, return all the removed links to the customer along with the finished watch.

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