

302 - JQR RETAIL ACTIVITY OPERATOR (EPOS)

NAME: _____ RATE/RANK _____

This page is used as a record of satisfactory completion of the Job Qualification Requirement (JQR). Only specified supervisors may signify completion of requirements either by written or oral examination, or by observation of performance. The examination or checkout need not cover every item; however, a sufficient number should be covered to demonstrate the examinee's knowledge. Should supervisors "give away" their signatures, unnecessary difficulties can be expected in future routine operations.

This qualification section is to be maintained by the trainee and updated to ensure awareness of remaining tasks.

QUALIFICATION RECORD

Trainee has been indoctrinated in this JQR and given a target completion date of _____.

Signature _____ Date _____
(Supervisor)

Trainee has completed all requirements for this Job Qualification Requirement (JQR). Recommend designation as a qualified RETAIL ACTIVITY OPERATOR (EPOS) (JQR-302).

Recommended: _____ Date: _____
(Supervisor)

Recommended: _____ Date: _____
(Division Officer)

Recommended: _____ Date: _____
(Department Head)

Service Record Entry: _____ Date: _____

A. Safety

1. Refer to Appendix A for applicable safety precautions.

B. Security

1. Define the following Group III security requirements:
 - a. Padlocks
 - b. Deadbolt locks
 - c. High security hasps
 - d. Hinges and hasps
 - e. Multiple operator operations
 - f. Emergency entry
 - g. Car seals
 - h. EPOS
 - i. Key control
 - j. Theft or fraud
 - k. Cash control
 - l. Movement of stock

C. Retail Activity Operator

1. Explain the procedures for the following:
 - a. Authorized customers
 - b. Hours of operation
 - c. Policy signs
 - d. Display and Visual Merchandising
 - e. Display of prices
 - f. Price changes
 - g. EPOS cash register operation
 - h. Tills
 - i. Change fund
 - j. Refunds
 - k. Price overrides
 - l. Intra-store transfer
 - m. Sanitation
 - n. Inventory
 - o. Customer service
 - p. Handle uncollectible checks
 - q. Handle health and comfort issues
 - r. End of till import
 - s. UPC maintenance
 - t. Handle personal checks
 - u. Handle Navy Cash transactions
2. Explain the expenditure procedures for the following:
 - a. Breakouts
 - b. Break backs
3. Name the required signs/instructions and forms used in the retail activity.

D. Electronic Point-of-Sale (EPOS) System

1. What is the function of the following function keys:
 - a. F4
 - b. F6
 - c. F8
 - d. F11
 - e. F12
 - f. END

2. Describe the location and purpose of the following items:
 - a. Receipt tape
 - b. Disk drive
 - c. Hard drive
 - d. Scanner

3. Identify the use and purpose of the following function buttons on the sales screen.
 - a. End of till
 - b. Manager form
 - c. Reprint last receipt
 - d. Price override
 - e. Price display screen
 - f. Cash register drawer

4. How does the EPOS and the ROM II computer interface with each other.

E. Portable Data Terminal (PDT)

1. What is the purpose and function of the following components?
 - a. Power button
 - b. CL button
 - c. Enter button
 - d. Cradle

2. How does the PDT interface with ROM?
 - a. Sending/Receiving data to the PDT
 - b. Sending Inv/Breakout data from the PDT
 - c. Verifying UPC's

3. How does the PDT interface with UPC's in the retail outlet?

TASKS					
Estimated completion - 8 Weeks					
1.	Receive breakout.				
(Signature)	(Date)	(Signature)	(Date)	(Signature)	(Date)
2.	Maintain visual merchandise display.				
(Signature)	(Date)	(Signature)	(Date)	(Signature)	(Date)
3.	Maintain security.				
(Signature)	(Date)	(Signature)	(Date)	(Signature)	(Date)
4.	Maintain sanitation.				
(Signature)	(Date)	(Signature)	(Date)	(Signature)	(Date)
5.	Operate Electronic Point-of-Sale cash register.				
(Signature)	(Date)	(Signature)	(Date)	(Signature)	(Date)
6.	Handle customer transactions.				
(Signature)	(Date)	(Signature)	(Date)	(Signature)	(Date)
7.	Cash control.				
(Signature)	(Date)	(Signature)	(Date)	(Signature)	(Date)
8.	Prepare the retail activity for inventory.				
(Signature)	(Date)	(Signature)	(Date)	(Signature)	(Date)
9.	Maintain required ship's store policy and merchandising signs.				
(Signature)	(Date)	(Signature)	(Date)	(Signature)	(Date)
10.	Determine restocking requirements.				
(Signature)	(Date)	(Signature)	(Date)	(Signature)	(Date)

11. Shelf label maintenance.

(Signature) (Date) (Signature) (Date) (Signature) (Date)

12. Conduct UPC maintenance.

(Signature) (Date) (Signature) (Date) (Signature) (Date)

13. Customer service.

(Signature) (Date) (Signature) (Date) (Signature) (Date)

14. Dispose of unsaleable stock.

(Signature) (Date) (Signature) (Date) (Signature) (Date)

15. Use car seals on retail store.

(Signature) (Date) (Signature) (Date) (Signature) (Date)

16. Process health and comfort issues.

(Signature) (Date)

17. Handle uncollectible checks.

(Signature) (Date)

18. Use the UPC cross-reference listing.

(Signature) (Date)

19. Prepare the store for underway periods.

(Signature) (Date) (Signature) (Date) (Signature) (Date)

20. EPOS cash register failure.

(Signature) (Date)

21. Break-ins.

(Signature) (Date)

22. Loss of power.

(Signature) (Date)

23. Emergency entry procedures.

(Signature) (Date)

EXAMINATIONS

1. Pass a written and/or oral examination.

(Signature) (Date)