



Point of Sale (POS) Agent User Manual State of Michigan DTMB/DNR RSS-II Release 2

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1 Using Michigan DNR Point of Sale (POS)

1.1 Logging On and Off

Before using the POS system, all users are required to identify themselves.

Instructions

Log On

1. Enter your Username.
2. Enter your Password.
3. Click the **Login** button.
4. If your password is current, you are taken to the Swipe Customer ID page.
5. If your password has expired, you are taken to the Password Management page to update your password.
6. If there is any problem with your login information, follow the instructions in the message displayed.

Log Off

- Click the Logoff link on the left navigation bar.

1.2 Password Management

This page allows you to change the password associated with the logged-on account. You access this page by clicking the Change Password link on the left navigation bar. POS takes you to this page from the login page if your password has expired.

Rules for Passwords

- Must be at least eight characters long.
- Must not be longer than twelve characters long.
- Must contain one non-numeric character.
- Must not be the same as any of the previous three passwords.
- May contain upper or lower alphabetic characters. Passwords are case-sensitive.
- May contain numbers.
- May contain any of the following characters: ^- _ + = ~ : ; . ? { } [] , ! # \$ % @

Instructions

1. Enter your Username.
2. Enter your Current Password.

3. Enter your New Password.
4. Reenter your new password in the Confirm New Password field.
5. Click the **Change Password** button.
6. If there is any problem with your login, follow the instructions in the message displayed.

Additional Options

- If accessing this page from the left navigation menu, clicking the **Cancel** button takes the you to the Swipe Customer ID page.
- If accessing this page while logging on, clicking the **Cancel** button returns you to the login page.

1.3 Left Navigation Bar Links

In the blue border on the left side of each page is a list of links to help navigate the site or take you to additional information:

- **Bulletins** takes you to the [Bulletin List](#) page where you can review DNR bulletins. Opens in a new browser window.
- **Sales Detail Report** takes you to the [Sales Report Request](#) page where you can generate a Sales Report. Opens in a new browser window.
- **List of Licenses** opens the [List of Licenses](#) page that displays a list of all licenses and permits currently available for sale from this terminal. Opens in a new browser window.
- **Most Accessed Digests** opens the Most Accessed Digests page on the DNR web site where you can review current hunting digests in addition to other DNR forms, publications, and maps. Opens in a new browser window.
- **Special Rules for Discounts** opens [Special Rules for Discounts](#) page listing rules for discounts on hunting and fishing licenses. Opens in a new browser window.
- **Contact the DNR** opens the page on the DNR web site listing methods to contact the DNR. Opens in a new browser window.
- **Help** opens online help for the current POS page. Opens in a new browser window.
- **Change Password** takes you to the [Password Management](#) page where you can update your password.
- **Logoff** exits you from POS and takes you to the [Login](#) page.

1.4 Messages

POS may provide informational messages on the page related to the data entered or related to system maintenance.



Sample Message

These messages could indicate that information you have entered was incorrect or that the POS system is temporarily unavailable. If you receive one of these messages you should:

1. Follow the instructions in the message and try to continue the transaction.
2. If the problem persists and you are unable to process the transaction:
 - a. Record the error message and the page where the error was encountered.
 - b. Record information about the transaction you were trying to perform and how you progressed through the transaction.
 - c. Call the number provided on the page. If the error message does not provide a number, use the Contact the DNR link.

If the POS system encounters a serious problem while processing a transaction, you will be returned to the Swipe Customer ID page. If this occurs:

1. The problem has been logged and the site administrators will investigate the problem as soon as possible.
2. Retry your transaction.
3. If the problem persists and you are unable to process the transaction:
 - a. Record the Error Detail and Referring Page information.
 - b. Record information about the transaction you were trying to perform and how you progressed through the transaction.
 - c. Call the number provided on the page. If the error message does not provide a number, use the Contact the DNR link.

1.4.1 Maintenance Mode

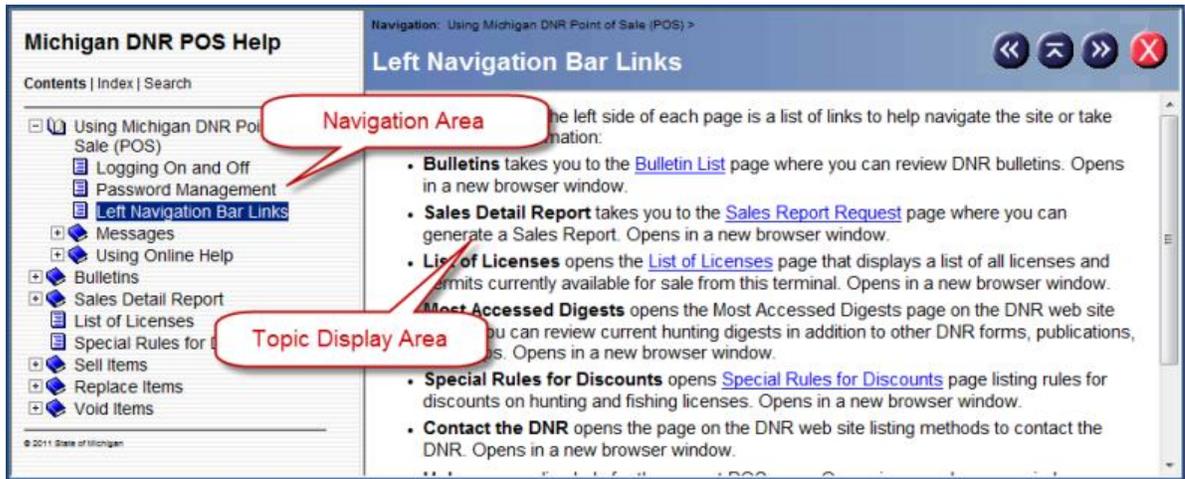
This page appears if the POS system is in maintenance mode and is unavailable to process transactions.

Instructions

- The POS system will warn you before entering maintenance mode. You should complete the transaction in progress and exit the system.
- Any information entered and not saved prior to the system going into maintenance mode will be lost.
- When the POS system is no longer in maintenance mode, you will be taken to the Login page.

1.5 Using Online Help

Clicking the Help link in the POS left side navigation bar opens the online help available for that page.



Michigan DNR POS Help

The online help contains the following sections:

- **Help Navigation area** - the left side of the page provides the table of contents for the online help.
 - This section can be changed to the Index or Search using the links at the top of the section.

Contents | **Index** | Search

Help Navigation Links

- **Topic Display area** - the right side of the page displays instructions for using the POS functions as well as information about each field on the page.
 - The buttons in the upper right corner of this area help you move between topics:
 -  Takes you to the previous topic in the table of contents.
 -  Takes you to the chapter overview in the table of contents.
 -  Takes you to the next topic in the table of contents.
 -  Closes the help browser window or tab.
 - Blue underlined text indicates a link that when clicked will take you to another topic.

1.5.1 Using the Table of Contents

The table of contents is shown when help is opened. It allows you to navigate to any topic in the online help.



Help Table of Contents

- Click on a topic to open it in the main topic area.
- Click the + icon next to each book to expand that section.

1.5.2 Using the Index

The online help index is opened by clicking the Index link at the top of the help navigation area. It allows you to search the index of the online help topics.



Help Index

- Click on an entry to open the related topic in the main topic area.
- Click the letters at the top of the index to navigate to that section.
- If more than one topic is related to an entry, a pop-up displays. Click to display the appropriate topic.

1.5.3 Searching Online Help

The full text search function displays by clicking the Search link at the top of the help navigation area. It allows you to search the online help for individual or partial keywords.

- Search online help.
 1. Enter the keyword(s) or partial keyword(s) (at least 3 characters) in the field provided.

- Number of Results displayed per page can be selected from the drop-down list.
- Use the option buttons to indicate how to match the word(s) entered.
 - Match "any search words" returns topics that contain any of the words entered.
 - Match "all search words" returns topics that have all the words entered. Words do not have to appear together.
- 2. Click the **Submit** button. The search results will be displayed.

- Click the result returned to view the topic in the main topic area.

*Note: The search will match any keyword(s) that contain the characters entered. For example, searching on hunt will also return **hunts** and **hunting**.*

2 Bulletins

A list of all of your available bulletins is displayed by clicking the Bulletins link on the left navigation bar. Bulletins listed in bold have not been read.

Instructions

Click on the bulletin subject to open the bulletin for reading.

Sorting the list

Clicking a column header will sort the list by that column.

- To sort by multiple columns, click the column headers with the SHIFT key pressed.
- Clicking the column header again will reverse the sort.

Paging through the list

The number of pages and items is displayed at the bottom of the list.



- Clicking the arrow buttons takes you to the previous and next page of the list.
- Clicking a number will take you to that page.

2.1 Bulletin Details

This page displays when the subject of a bulletin is clicked on the Bulletin List page. It displays the text of the bulletin.

Instructions

1. The bulletin Number and Subject are displayed at the top of the page.
2. The bulletin text is displayed in the box.
 - If there is more text to view, a scroll bar appears on the right side of the box.
3. Click the **Bulletin List** button to return to the Bulletin List page.

Additional Information

Explanation of EFT Bulletin line items:

- **SALES** = total sales for time period shown in parentheses
- **VOIDS** = voids for dates indicated in parentheses
- **NET COMMISSION** = sales commission, less void commission
- **TERMINAL FEES** = weekly fee charge
- **MISCELLANEOUS** = your replacement sales total, minus your commission and any other necessary adjustments made to the agent's account
- **PRIOR UNCOLLECTED INVOICES** = any prior uncollected invoices.

3 Sales Detail Report

Sales reports can be run to detail each item sold on the terminal from which it is run. Clicking the Sales Detail Report link on the left navigation bar opens the Sales Report Request page that allows the user to generate a sales report for a given date range. Sales reports are online for the past 13 months. Data older than 13 months will need to be requested from the DNR.

Instructions

1. Click the  to open a calendar and select the Beginning Date and Ending Date for the report.
2. Click the **Run Report** button. You will be taken to the Sales Report page.

3.1 Sales Report

This page displays the sales report generated for the terminal based on the date range entered.

This report details:

- Line items for each item sold.
- Items sold at full price versus discount.
- Replacement items.
- Items sold at the terminal that were voided.
- Commissions earned.
- Commissions lost due to voids.

There is a toolbar across the top of the report. The following controls are available for viewing the report:



Opens a dialog box to let you search for a word or phrase within the report.

 Takes you to the first page of the report.

 Takes you to the previous page of the report.

Page of Shows you the current and total pages of the report. You can go to a page in the report by selecting it from the drop-down.

 Takes you to the next page of the report.

 Takes you to the last page of the report.

4 List of Licenses

Clicking the List of Licenses link on the left navigation bar opens the page that lists all items currently available for sale from the DNR agent's terminal with details about each item.

Instructions

Sorting the list

Clicking a column header will sort the list by that column.

- To sort by multiple columns, click the column headers with the SHIFT key pressed.
- Clicking the column header again will reverse the sort.

Changing column order

The order in which columns display may be changed.

- Place the cursor in the header of the column to be moved.
- Click and hold the mouse button.
- Drag the column to the desired location. Arrows will appear to show where the column will relocate.
- Release the mouse button to drop the column into the new location.

Paging through the list

The number of pages and items is displayed at the bottom of the list.



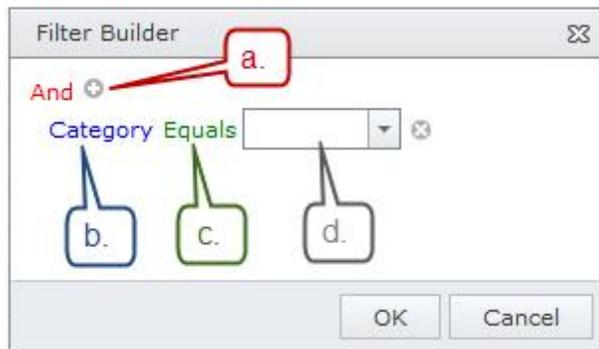
- Clicking the arrow buttons takes you to the previous and next page of the list.
- Clicking a number will take you to that page.

Filtering the list

1. Enter text in the spaces below the row header or select a value from the drop-down.
2. Click the  next to a space to open the drop-down list and choose how to apply the filter.
Choices are:
 - Begins with
 - Contains
 - Doesn't contain
 - Ends with
 - Equals
 - Doesn't equal
3. Removing an entry in the filter row removes that filter from the list grid

Complex filters

Click the **Create Filter** link at the bottom of the list to open the **Filter Builder** dialog that allows you to build a complex filter with an unlimited number of filter conditions, combined by logical operators.



- a. To create and customize filter criteria, use the Add **+** and Remove **x** buttons.
- b. To change a condition's column, click the column list and choose the desired column.
- c. To change a condition's operator, click the operator list and choose the desired operator.
- d. To edit a condition's value, click the operand value and type text or select from the drop-down.
- e. Click the **OK** button to apply the filter. Clicking the **Cancel** button closes the dialog without applying the filter.

Once a filter is applied, it displays along the bottom of the list. Clearing the checkbox next to the filter removes the filter until you check it again. Clicking the **Clear** link at the bottom of the list removes the filter.

5 Special Rules for Discounts

Clicking the Special Rules for Discounts link opens a page that provides information on all possible discounts offered by the DNR.

6 Sell Items

Selling an item takes you through the following pages of the POS system:

- [Swipe Customer ID](#) - Answer the customer disability question then swipe the customer's Michigan driver's license or Michigan identification card to identify the customer to the POS system.
 - [Manual Customer ID Entry](#) - If the customer's Michigan driver's license or Michigan identification card will not swipe, answer the disability question then manually enter the customer's date of birth and identification information. Valid identification information can be one of the following: Michigan driver's license, Michigan identification card, Sportcard ID, or DNR ID. If the customer does not have a valid form of identification, they may purchase a Sportcard ID or obtain a DNR ID after answering the residency and disability questions.
- [Transaction Selection](#) - Click the **Item Sale** button. The Transaction Selection page will not be displayed if the customer is purchasing a Sportcard ID or a DNR ID. You will be taken directly to the Available Point of Sales Items page.
- [Available Point of Sales Items](#) - Displays all items that are currently available for sale on this POS terminal based on the license and customer characteristics.
 - [Additional Questions](#) - Appears if the POS system needs additional information based on the items the customer wants to buy.
 - [Customer Information](#) - Appears if the customer is buying a Sportcard ID or DNR ID card.
- [Shopping Cart](#) - View and manage the contents of the customer's shopping cart.
- [Checkout](#) - Provides a summary of the customer's order prior to submission.
- [Print Sale](#) - Displays while the customer's items are being printed on either the label or receipt printer. You must verify that the customer has signed all items requiring a signature. Then the agent receipt is printed.

6.1 Swipe Customer ID

This page allows the agent to swipe the customer's Michigan driver's license or Michigan identification card to identify the customer to the POS system.

Instructions

1. Click the radio button to select a response to the customer disability question.
2. Swipe the customer's Michigan driver's license or Michigan identification card through the card reader. If the card was successfully read, you will go to the Transaction Selection page.
3. If the card swipe is not successful, click the **Manual Entry** button to go to the Manual Customer ID Entry page.

6.2 Manual Customer ID Entry

This page allows the agent to manually enter the customer's identification information. For Sale Processing, if the customer does not have an ID, they may purchase a Sportcard ID or obtain a DNR ID after answering the disability, date of birth, and residency questions.

Instructions

1. Click the radio button to select a response to the customer disability question.
2. Enter the Customer's Date of Birth (mmm dd, yyyy).
 - Select the month from the drop-down list.
 - Select the day from the drop-down list.
 - Enter the four digit year.

If the customer presents a Michigan Driver's License, Michigan ID, Sportcard ID, or DNR ID:

3. Enter the complete identification number in the space that corresponds to the identification type presented.
4. Click the **Validate ID** button. If the ID is validated, you will be taken to the Transaction Selection page.
5. If POS cannot validate your information, a message appears with further instructions.

If the customer does not have a Michigan Driver's License, Michigan ID, Sportcard ID, or DNR ID or their identification cannot be validated:

- **For Sale Processing:**
 - a. Click the radio button to select a response to the residency question.
 - b. Click the **Buy Sportcard** button or the **Obtain DNR ID** button to add that product to the customer's shopping cart.
- **For Replacement or Void Processing:**
 - The agent should contact the DNR.

Additional Option

- Click the **Cancel Order** button if you want to leave without completing the transaction. You will be taken to the Swipe Customer ID page.

6.3 Transaction Selection

Use this page to select the type of transaction to be processed.

Options

- Click the **Item Sale** button to sell a new item. You will be taken to the Available Point of Sales Items page.
- Click the **Item Replace** button to replace a previously purchased item. You will be taken to the Replaceable Items page.
- Click the **Item Void** button to void a customer's previously purchased item. You will be taken to the Voidable Items page.
- Click the **Cancel Order** button if you want to leave without completing a transaction. You will be taken to the Swipe Customer ID page.

6.4 Available Point of Sales Items

This page displays all items that are currently available for sale on this POS terminal based upon the license and customer characteristics.

Instructions

1. Click the  to expand a category and see the available items. Once open, clicking the  closes the category.
2. Review the items available for sale. If an item will expire in 90 days or less and is not in the Miscellaneous category, the item expiration date text is displayed in red and italics.
3. Clicking the More Info link opens the Most Accessed Digests page where you can review current hunting digests in addition to other DNR forms, publications, and maps.
4. Click the **Buy Now!** button to purchase an item. If the purchase limit for an item is met, the button will not be available.
5. If the item being selected is classified as a Annual, is not in the Miscellaneous category, has a Season Ending Date of less than April 1st of the current year, and is being purchased in January or February of the current year, upon clicking the **Buy Now!** button, an informational message is displayed. The message explains that the customer is to be informed that the selected item is expiring in X days. The message will also provide the next license year's starting sales date.
6. If the item selected does not require additional information or system approval, you will be taken to the Shopping Cart page.
7. If the item selected requires only system approval, a host authorization will be performed.
 - a. If the authorization is successful, you will be taken to the Shopping Cart page.

- b. If the authorization is unsuccessful, you will be taken to the Available Point of Sales Items page. The reason for the failure will be displayed at the top of the page.
8. If the item selected requires only additional information, you will be taken to the Additional Questions page. After providing the additional information, you will be taken to the Shopping Cart page.
9. If the item selected requires additional information and system approval, you will be taken to the Additional Questions page. After you have provided the additional information, a host authorization will be performed.
 - a. If the authorization is successful, you will be taken to the Shopping Cart page.
 - b. If the authorization is unsuccessful, you will be taken to the Available Point of Sales Items page. The reason for the failure will be displayed at the top of the page.

Additional Options

- Clicking the View Shopping Cart symbol at the top right of the list or the **Shopping Cart** button at the bottom of the list also takes you to the Shopping Cart page to continue with the purchase.
- Clicking the **Cancel Order** button will empty the shopping cart and return you to the Swipe Customer ID page.

6.5 Additional Questions

This page appears if the POS system needs additional information based on the items the customer wants to buy.

Instructions

1. Answer all of the questions that appear on the page. Expand the following sections for specific instructions for each group of questions.
 - ☐ **Combination License**

This section appears to inform you that you are purchasing a combination license. Clicking the More Info link opens the Most Accessed Digests page in a new window where you can review current hunting digests in addition to other DNR forms, publications, and maps. If there are no additional questions for this item, the **Clear Form** button is disabled.
 - ☐ **License Effective Date**
 - a. Enter the date in mm/dd/yyyy format. You can also click the  to open the calendar and pick the date.



b. Enter the time in hh:mm AM/PM format. You can also use the  control at the end of the field to adjust the time.

☐ **Elk Hunting**

Click the radio button to select a response.

☐ **Hunt Areas**

This section lists the number of hunt area choices available for the item selected. You will need to select at least one area for your hunt.

- For each hunt area choice, click the  at the end of the field to open the list of available choices. Click to select the customer's choice from the list.
- Clicking the Clear Choice link deletes the selection.

☐ **Existing Hunt Party**

Enter the customer's 12-digit party ID number in the space provided.

☐ **Hunter Safety**

Click the radio button to select a response.

☐ **Land Ownership**

- Click the radio button next to the best response that describes the customer's basis for obtaining a Private Land Antlerless License.
- Enter the LAND OWNER'S Phone Number in the space provided. Enter numbers only, for example: 5175551212.

☐ **Migratory Bird**

- Ask the customer the first question, "Is there a chance the customer will hunt any of the following migratory birds listed in question 2 through 6 this year?" Click the radio button to select a response.
- If the customer answers YES to the first question, the customer is REQUIRED to answer the subsequent questions. If the customer answers NO, then the customer may bypass the remaining questions.
- Answer the questions about the customer's duck and coot, goose, dove, and woodcock harvest from last year by clicking the  at the end of the field to open

the list of available choices. Click to select your choice from the list.

- d. Answer the question about hunting snipe, rails, or gallinules last year by clicking the appropriate radio button.

☐ **Purchase Multiple Items**

- a. Enter the number, between 1 and 20, of the indicated item in the space provided.
 - b. If the customer wants to purchase more than 20:
 - i. Enter 20.
 - ii. Continue to step 2.
 - iii. Click the **Keep Shopping** button on the Shopping Cart page to return to the Available Point of Sales Items page.
 - iv. Add this item to the shopping cart again.
 - v. When you return to this page, enter the number, between 1 and 20, of the additional items the customer wants to purchase.
2. Click the **Continue** button once you have answered all the questions. If all the requirements have been met and a system approval is not required, you will be taken to the Shopping Cart page. You will see the customer's item in the cart.
 3. If a system approval is required, a host authorization will be performed after clicking the **Continue** button.
 - a. If the authorization is successful, you will be taken to the Shopping Cart page. You will see the customer's item in the cart.
 - b. If the authorization is not successful, you will be taken to the Available Point of Sales Items page with the reason for the failure displayed at the top of the page.

Additional Options

- Clicking the **Clear Form** button will clear all of your entries to start over.
- Clicking the **Cancel Item** button returns you to the Available Point of Sales Items page.

6.6 Customer Information

If the customer is buying a Sportcard or DNR ID, the POS system requires additional customer information.

Instructions

1. Enter the Customer Information.
 - a. Enter the First Name in the space provided. Required.
 - b. Enter the Middle Name in the space provided. Optional.
 - c. Enter the Last Name in the space provided. Required.
 - d. Enter the name Suffix (such as, Jr, Sr, III) in the space provided. Optional.
 - e. Enter the Height by selecting ft (feet) and in (inches) from the drop-down lists. Required.

- f. Enter the Weight in the space provided. Required.
 - g. Enter the Gender by clicking the radio button next to the appropriate choice. Required.
 - h. Enter the Phone number in the spaces provided. Optional.
 - i. Enter the Email address in the space provided. Optional.
2. Enter the Customer Mailing Address Information.
 - a. Enter the Address in the space provided. Required.
 - b. Enter the Apt, PO Box, or other address information in the space provided. Optional.
 - c. Enter the City in the space provided. Required.
 - d. Select the State (if other than Michigan) from the drop-down list. Required.
 - e. Enter the ZIP/Postal Code in the space provided. Required.
 - f. Select the Country (if other than UNITED STATES) from the drop-down list. Required.
 3. Click the **Checkout** button to continue to the Checkout page.

Additional Option

- Click the **Cancel Order** button if you want to leave without completing the sale. You will be taken to the Swipe Customer ID page.

6.7 Shopping Cart

This page allows the agent to view and manage the contents of the customer's shopping cart.

Instructions

1. Review all the items in the customer's cart to verify they are correct.
2. Clicking the **Remove Item** button deletes that item from your cart. Some items cannot be deleted from your cart and will not display the **Remove Item** button. Items that cannot be deleted from the shopping cart are:
 - A Sportcard ID
 - A DNR ID.
 - The associated item of a combination license. To delete the associated item, you must delete the primary item in the combination.
 - Items that are free and are included because a paid item is being purchased. For example, a HIP survey is free and is automatically included because the customer is purchasing a small game license. The HIP survey can only be removed by removing the paid item being purchased.
3. Clicking the More Info link opens the Most Accessed Digests page in a new browser window or tab.

4. Click the **Checkout** button if the customer is satisfied with the selections. If the customer does not already have a Sportsman Against Hunger (SAH) item in the cart, you will be asked if the customer is interested in purchasing one.
 - If the customer is interested in purchasing an SAH item, click the **OK** button to close the message, then click on the **Keep Shopping** button to return you to the Available Point of Sales Items page. There you can select a SAH item.

Additional Options

- Click the **Keep Shopping** button if the customer wants to add additional items to the order. You will be taken back to the Available Point of Sales Items page.
- Click the **Cancel Order** button if you want to leave without completing the sale. You will be taken to the Swipe Customer ID page.

6.8 Checkout

This page provides a summary of the customer's order prior to submission.

Options

- Click the **More Items** button to return to the Available Point of Sales Items page.
- Click the **Submit Order** button. A message will display that the order is processing. When processing is complete you will be taken to the Print Sale page.
- Click the **Cancel Order** button if you want to leave without completing the order. A confirmation message displays.
 - Click the **OK** button to clear the shopping cart and return to the Swipe Customer ID page.
 - Click the **Cancel** button to close the confirmation message without exiting the page.

6.9 Print Sale

The Print Sale page displays while the customer's sale items are being printed.

Instructions

1. Make sure that all the customer's items have printed.
2. Have the customer sign all of their items requiring a signature.
3. Click the **I attest the sale item(s) have been signed by the customer** button to complete the sale transaction and print the agent's receipt. You will be taken to the Swipe Customer ID page.

7 Replace Items

Replacing an item takes you through the following pages of the POS system:

- [Swipe Customer ID](#) - Answer the customer disability question then swipe the customer's Michigan driver's license or Michigan identification card to identify the customer to the POS system.
 - [Manual Customer ID Entry](#) - If the customer's Michigan driver's license or Michigan identification card will not swipe, answer the disability question then manually enter the customer's date of birth and identification information. Valid identification information can be one of the following: Michigan driver's license, Michigan identification card, Sportcard ID, or DNR ID.
- [Transaction Selection](#) - Click the **Item Replace** button.
- [Replaceable Items](#) - Displays all items that are eligible to be replaced based on the customer's identification information.
- [Replaceable Items Shopping Cart](#) - View and manage the contents of the customer's replacement items shopping cart.
- [Replaceable Items Checkout](#) - Provides a summary of the customer's replacement order prior to submission.
- [Print Replacement](#) - Displays while the customer's items are being printed on either the label or receipt printer. You must verify that the customer has signed all items requiring a signature. Then the agent receipt is printed.

7.1 Swipe Customer ID

This page allows the agent to swipe the customer's Michigan driver's license or Michigan identification card to identify the customer to the POS system.

Instructions

1. Click the radio button to select a response to the customer disability question.
2. Swipe the customer's Michigan driver's license or Michigan identification card through the card reader. If the card was successfully read, you will go to the Transaction Selection page.
3. If the card swipe is not successful, click the **Manual Entry** button to go to the Manual Customer ID Entry page.

7.2 Manual Customer ID Entry

This page allows the agent to manually enter the customer's identification information. For Sale Processing, if the customer does not have an ID, they may purchase a Sportcard ID or obtain a DNR ID after answering the disability, date of birth, and residency questions.

Instructions

1. Click the radio button to select a response to the customer disability question.
2. Enter the Customer's Date of Birth (mmm dd, yyyy).
 - Select the month from the drop-down list.
 - Select the day from the drop-down list.
 - Enter the four digit year.

If the customer presents a Michigan Driver's License, Michigan ID, Sportcard ID, or DNR ID:

3. Enter the complete identification number in the space that corresponds to the identification type presented.
4. Click the **Validate ID** button. If the ID is validated, you will be taken to the Transaction Selection page.
5. If POS cannot validate your information, a message appears with further instructions.

If the customer does not have a Michigan Driver's License, Michigan ID, Sportcard ID, or DNR ID or their identification cannot be validated:

- **For Sale Processing:**
 - a. Click the radio button to select a response to the residency question.
 - b. Click the **Buy Sportcard** button or the **Obtain DNR ID** button to add that product to the customer's shopping cart.
- **For Replacement or Void Processing:**
 - The agent should contact the DNR.

Additional Option

- Click the **Cancel Order** button if you want to leave without completing the transaction. You will be taken to the Swipe Customer ID page.

7.3 Transaction Selection

Use this page to select the type of transaction to be processed.

Options

- Click the **Item Sale** button to sell a new item. You will be taken to the Available Point of Sales Items page.
- Click the **Item Replace** button to replace a previously purchased item. You will be taken to the Replaceable Items page.
- Click the **Item Void** button to void a customer's previously purchased item. You will be taken to the Voidable Items page.
- Click the **Cancel Order** button if you want to leave without completing a transaction.

You will be taken to the Swipe Customer ID page.

7.4 Replaceable Items

This page displays all items your customer has purchased that are eligible for replacement and the cost to replace each.

Instructions

- Click the **Replace** button next to the item to add it to the Replaceable Items Shopping Cart. You will see the customer's item in the cart.

Additional Options

- Clicking the **Shopping Cart** button will take you to the Replaceable Items Shopping Cart page.
- Clicking the **Cancel Order** button will empty the shopping cart and return you to the Swipe Customer ID page.

7.5 Replaceable Items Shopping Cart

This page allows the agent to view and manage the contents of the customer's replaceable or voidable items shopping cart.

Instructions

1. Review all the items in the customer's cart to verify they are correct.
 - Clicking the **Remove Item** button deletes that item from the cart.
2. Click the **Checkout** button if the customer is satisfied with the selections. You will be taken to the Replaceable Items Checkout page (for replacements) or the Voidable Items Checkout page (for voids).

Additional Options

- Click the **Replace Additional Items** button (shown if replacing items) if the customer wants to replace additional items. You will be taken back to the Replaceable Items page.
- Click the **Cancel Order** button if you want to leave without completing the sale. You will be taken to the Swipe Customer ID page.

7.6 Replaceable Items Checkout

This page provides a summary of the customer's replacement or void order prior to submission.

Options

- Click the **More Items** button to return to the Replaceable Items page.
- Click the **Submit Order** button. A message will display that the order is processing. When the processing is complete you will be taken to the Print Replacement page.
- Click the **Cancel Order** button if you want to leave without completing the order. A confirmation message displays.
 - Click the **OK** button to clear the shopping cart and return to the Swipe Customer ID page.
 - Click the **Cancel** button to close the confirmation message without exiting the page.

7.7 Print Replacement

The Print Replacement page displays while the customer's replacement items are being printed.

Instructions

1. Make sure that all the customer's items have printed.
2. Have the customer sign all of their items requiring a signature.
3. Click the **I attest the replacement item(s) have been signed by the customer** button to complete the replacement transaction and print the agent's receipt. You will be taken to the Swipe Customer ID page.

8 Void Items

Voiding an item takes you through the following pages of the POS system:

- [Swipe Customer ID](#) - Answer the customer disability question then swipe the customer's Michigan driver's license or Michigan identification card to identify the customer to the POS system.
 - [Manual Customer ID Entry](#) - If the customer's Michigan driver's license or Michigan identification card will not swipe, answer the disability question then manually enter the customer's date of birth and identification information. Valid identification information can be one of the following: Michigan driver's license, Michigan identification card, Sportcard ID, or DNR ID.

- [Transaction Selection](#) - Click the **Item Void** button.
- [Voidable Items](#) - Displays all items that are eligible to be voided based on the customer's identification information and item information.
- [Voidable Items Shopping Cart](#) - View and manage the contents of the customer's void items shopping cart.
- [Voidable Items Checkout](#) - Provides a summary of the customer's void order prior to submission.
- [Print Void Receipts](#) - Displays while the void receipts are being printed. You must verify that the customer has returned all voided items.

8.1 Swipe Customer ID

This page allows the agent to swipe the customer's Michigan driver's license or Michigan identification card to identify the customer to the POS system.

Instructions

1. Click the radio button to select a response to the customer disability question.
2. Swipe the customer's Michigan driver's license or Michigan identification card through the card reader. If the card was successfully read, you will go to the Transaction Selection page.
3. If the card swipe is not successful, click the **Manual Entry** button to go to the Manual Customer ID Entry page.

8.2 Manual Customer ID Entry

This page allows the agent to manually enter the customer's identification information. For Sale Processing, if the customer does not have an ID, they may purchase a Sportcard ID or obtain a DNR ID after answering the disability, date of birth, and residency questions.

Instructions

1. Click the radio button to select a response to the customer disability question.
2. Enter the Customer's Date of Birth (mmm dd, yyyy).
 - Select the month from the drop-down list.
 - Select the day from the drop-down list.
 - Enter the four digit year.

If the customer presents a Michigan Driver's License, Michigan ID, Sportcard ID, or DNR ID:

3. Enter the complete identification number in the space that corresponds to the identification type presented.
4. Click the **Validate ID** button. If the ID is validated, you will be taken to the Transaction

Selection page.

5. If POS cannot validate your information, a message appears with further instructions.

If the customer does not have a Michigan Driver's License, Michigan ID, Sportcard ID, or DNR ID or their identification cannot be validated:

• **For Sale Processing:**

- a. Click the radio button to select a response to the residency question.
- b. Click the **Buy Sportcard** button or the **Obtain DNR ID** button to add that product to the customer's shopping cart.

• **For Replacement or Void Processing:**

- The agent should contact the DNR.

Additional Option

- Click the **Cancel Order** button if you want to leave without completing the transaction. You will be taken to the Swipe Customer ID page.

8.3 Transaction Selection

Use this page to select the type of transaction to be processed.

Options

- Click the **Item Sale** button to sell a new item. You will be taken to the Available Point of Sales Items page.
- Click the **Item Replace** button to replace a previously purchased item. You will be taken to the Replaceable Items page.
- Click the **Item Void** button to void a customer's previously purchased item. You will be taken to the Voidable Items page.
- Click the **Cancel Order** button if you want to leave without completing a transaction. You will be taken to the Swipe Customer ID page.

8.4 Voidable Items

This page displays all of the customer's purchases that can be voided. Items are grouped by the terminal, date, and time they were purchased.

Instructions

1. Click the checkbox in the Select Item column to select each item to be voided.
 - Items are grouped by transaction date and transaction time. Clicking the checkbox

in the group header selects all items in that group.

2. Click the **Submit Void** button. The selected items will be moved to the Voidable Items Shopping Cart page.

Additional Options

- Clicking the **Void Cart** button takes you to the Voidable Items Shopping Cart page to view items already in the cart.
- Clicking the **Cancel Order** button will empty the shopping cart and return you to the Swipe Customer ID page.

8.5 Voidable Items Shopping Cart

This page allows the user to view and manage the contents of the customer's voidable items shopping cart.

Instructions

1. Review all the items in the customer's cart to verify they are correct.
 - Clicking the **Remove Item** button deletes that item from the cart.
2. Click the **Checkout** button if the customer is satisfied with the selection(s). You will be taken to the Voidable Items Checkout page.

Additional Options

- Click the **Void Additional Items** button if the customer wants to void additional items. You will be taken back to the Voidable Items page.
- Click the **Cancel Order** button if you want to leave without completing the sale. You will be taken to the Swipe Customer ID page.

8.6 Voidable Items Checkout

This page provides a summary of the customer's voids prior to submission.

Options

- Click the **More Items** button to return to the Voidable Items page.
- Click the **Submit Order** button. A message will display that the order is being processed. When the processing is complete you will be taken to the Print Void Receipts page.
- Click the **Cancel Order** button if you want to leave without completing the order. A confirmation message displays.
 - Click the **OK** button to clear the shopping cart and return to the Swipe Customer ID

page.

- Click the **Cancel** button to close the confirmation message without exiting the page.

8.7 Print Void Receipts

This page displays while the void receipts are printed.

Instructions

1. Make sure the customer receipt has printed.
2. Collect all the voided items from the customer.
3. Click the **I attest the voided item(s) have been collected from the customer** button to complete the transaction and print the agent's receipt. You will be taken to the Swipe Customer ID page.

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