

Burlington Coat Factory Employee Manual

This manual contains:

- ⤴ Responsibilities for cashiers and floor associates
- ⤴ Store policies every associate must know
- ⤴ Helpful tips and other information

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Store Policies

This section contains:

- ⤴ Return Policy
- ⤴ Layaway Policy

Return Policy

The customer has 30 days to make any returns or exchanges. In order for merchandise to be eligible for return, the item or items must be in brand new condition. New condition is defined as unworn, unwashed, and damage free. Any items to be returned must have the original Burlington Coat Factory (BCF) tags still attached and be accompanied by the receipt.

*Any returns or exchanges made after the 30 days will be put on a gift card.

*In special instances, customers may bring back used items if the item is found to be defective. If this happens, the return must be approved by the Manager on Duty (MOD).

Layaway Policy

To open a new layaway, the customer must pay a \$5 non refundable fee in addition to at least 20% of what the total price of the transaction comes out to.

For example, if the total price of the transaction comes out to \$100, the customer must put down at least \$25.

A \$10 non refundable fee will be charged to any canceled or expired layaways. The remaining balance will be placed on a gift card and be given to the customer.

Any returns from the layaway must be placed on a gift card.

Cashier Responsibilities

This section contains:

- ⤴ Price Checks
- ⤴ Regular Purchases
- ⤴ Returns & Exchanges
- ⤴ Layaway
- ⤴ Closing
- ⤴ Miscellaneous

Price Checks

A common occurrence cashiers encounter is customers bringing items to the front for purchase which are missing a price tag. It is your responsibility to look up the price for them. Your first method is using the NJO system.

1. To look up an item in NJO, you must first determine the department that the item belongs to.
2. Enter the department code that correlates to the item into NJO.
3. Next, you may enter whatever information you have available to try and find the price. This includes the SKU number, color code, style number, and vendor.
4. You should then be brought to a screen of possible matches. Use the “Item Description” found on the screen to confirm that is the item you are looking for.
5. Select the item and click Enter. You will then be brought to a screen containing all of them items information, including price, number on hand, and sizes available.

If you can not find the price using NJO, page an available associate to your register to assist you.

Regular Purchases

It is extremely important to always greet the customer with a smile and inquire about how their shopping experience was. Always inform them of the return policy. At the end of the transaction, be sure to ask them to complete the Customer Satisfaction Survey found on the bottom of the receipt. A customer phone number is also required at the end of each transaction for logistic purposes.

- **Cash**

If a customer is paying cash, select the 1 key and push Enter. Count the cash received once. Enter the amount you are given and hit Enter again. As you are placing the cash in the drawer, count the cash a second time.

The register will indicate the correct amount of change the customer should be given for you. Count the money once as you are pulling it from the drawer, and then count it out to the customer.

*Any bills greater than \$20 must be check for authenticity by holding the bill up to the light and identifying the water mark in the upper right corner. The bill must then be placed under the removable cash drawer for security purposes.

- **Credit/Debit Cards**

If the customer is paying with a debit or credit card, select 5 and push Enter. The customer may now swipe their card and enter their personal identification number (PIN) or sign the terminal, depending on the type of card used.

A customer is allowed to pay with multiple cards. After the customer swipes their card, they must select the “Credit” option on the terminal, regardless of what type of card they are paying with. A screen will come up displaying the total amount and the question “Is this amount correct?” Have the customer click “No.” You will then enter the desired amount on the register and hit Enter. The customer will then be brought to a new screen on the terminal with the new amount. Ask them to then select “Yes” and have them sign the To use the second card, select the 5 key again and push Enter. From that point, they will continue as they would on a normal purchase.

In the event of the customer's card getting declined, politely inform them what has happened, and ask them to try again. If the card continues to get declined, tell the customer that they can either choose a different form of payment, or you can hold their desired merchandise for 24 hours.

- **Gift Cards**

To apply a gift card to a purchase, Total out the transaction, and then select 19 and hit Enter. Use the scanner to scan the back of the gift card. Hit enter twice to use the gift card. If the entire card is used up, dispose of it in the trash. If the card still has a remaining balance after the purchase, be sure to hand it back of the customer and inform them of the balance which will be displayed on the receipt.

- **Check**

Checks paid to BCF are immediately withdrawn from the customer's bank accounts. Because of this, the customer is not required to fill out the check, and will be handed it back at the end of the purchase. All that is required is the customer's license.

Select 17 (TeleCheck) and hit enter. Insert the check into the machine face up and click enter. You will then be prompted to enter the customer's information as printed on their license. Once you have finished entering the information, hit enter once more. You will then be prompted to take the check out of the machine and run it through once more. Hit enter one last time, and hand the check, license, and receipt back to the customer.

- **Coupons**

A wide variety of coupons are offered by BCF. Different coupons have different instructions which can be found on the bottom of the coupon itself.

After you have scanned a coupon, you must write your name and date on the coupon and keep it with the register.

- **Employee Discount**

To apply the BCF Employee Discount, select the “EMPL DISC” key found on the keyboard *before* totaling the transaction. You will be prompted to enter the discount amount, which is

always 10% unless notified otherwise. You may then scan either the Employee Card or Family Discount Card or hand key the employee ID number. Hit enter and the amount discounted will then appear on the screen.

Two receipts will come out of the printer; one employee customer copy and one store copy. The employee or discount eligible family member must sign it. This receipt must be kept with the register.

Returns & Exchanges

All items wishing to be returned or exchanged must be in new condition as described in the Return Policy. Only Level 1 or higher cashiers may perform returns. A return being performed by a Level 0 cashier must be approved by a Level 1 or higher cashier.

It is required that the customer must have their receipt when performing a return or exchange, however, sometimes exceptions may be made if and only if the merchandise is in new condition with the tags still attached.

If the customer paid with a credit or debit card, select 15 (Returns Menu) and then 10 (Account Look-up). Ask the customer to swipe their card. You may then begin the return process.

If the customer did not pay with a card, ask for the customer's license. Select 15 (Returns Menu) and then 1 (Regular Purchase). When prompted to scan the receipt bar code, hit tab and you will now be prompted to enter the customer's information found on their license. Once complete, you may hand back the license and begin the return process.

At the end of each return or exchange, you must staple the original receipt to the new receipt and have the customer sign the store copy receipt.

- **Returns**

1. Select 15 (Returns Menu) and then 1 (Regular Purchase).
2. Select the reason for the return and hit Enter.
3. Scan the top bar code of the receipt.
4. Scan an item. The price of the item will be displayed on the screen. Hit the Negative or Minus symbol on the keyboard, and then hit enter.
5. Repeat step 4 for the remaining items to be returned.
6. Hit the Total key, following the 1 key and Enter, and the Y key and Enter. The amount to be returned will be displayed on the screen as well as the allowable types of media for the amount to be returned on deepening on the original payment method and the time since the original transaction occurred.

- **Exchanges**

1. Repeat steps 1-5 from the Returns section above.
2. Begin scanning the new merchandise desired as you would on a regular purchase.
3. Repeat step 6 from the Returns section above. The customer will only get cash back if the new merchandise is worth less than the merchandise they returned. If the new merchandise is worth more, continue with the payment method as you would on a regular purchase.

Layaway

All Layaways are kept in boxes found at registers 7 and 8. You should grab a box before starting the layaway to help keep things more organized. No sensors or hangers should be removed at any point until the customer completely pays off the entire layaway. Customer's are not allowed to remove specific items from the layaway once the transaction has been completed.

Customers must sign a Store Copy receipt after a layaway is opened, a payment is made, or a layaway is picked up.

- **New Layaway**

Informing the customer of the Layaway Policy is mandatory, regardless if they are familiar with it or not. To begin the layaway, select 14 and hit enter. Select 1 for New Layaway and hit enter again. From there, you can treat the sale as a normal transaction up until you hit the Total key.

You will be brought to a screen showing the minimum payment the customer must make. Enter the desired payment amount and then continue as if it were a regular purchase.

Fill out a box label with the information found on the Garment Receipt and stick it on the side of the box. Be sure to indicate how many boxes there are in the layaway (For example: 1 of 1 or 2 of 3).

Once the box has been properly labeled and sealed, place it at registers 7 and 8 with the other layaways where they will remain until closing.

- **Payment**

1. Select 14 for Layaway Menu and then select Payment/Pick Up
2. Enter the desired amount that the customer wishes to pay.
3. Total, and resume as if it is a normal transaction.

- **Pick Up**

Call an available associate to the front for a layaway pick up. Do not begin the layaway pick up until the layaway is at your register and all items have been accounted for.

1. Select 14 for Layaway Menu and then select Payment/Pick Up
2. Hit enter twice
3. Total, and resume as if it is a normal transaction.
4. Remove labels from the box and return it (unfolded) to registers 7 and 8.

Closing

- **Hangers**
 - Rolling Rack
The rolling rack with the hangers labeled Small (S) through Extra Large (XL) must be rolled to the back. All of the hangers are to be put on the receiving hanger rack in their appropriate spots. Bring the empty rolling rack back to the front.
 - Hanger Racks
All hanger racks (both shirt, pant, and baby) are to be brought to the back and placed in their designated spots. Empty hanger racks should be brought back to the front to replace them.
- **Sensors**
All sensors should be collected from all registers at the end of the night. Each type of sensor needs to get its own bag to keep them separated. There will be one bag for clothing sensors, one bag for the needle of the clothing sensors, and one bag for shoe sensors.
- **Layaways**
All layaways must be brought to the back and placed appropriately on the layaway shelves in the back according to date.
- **Sodas**
The soda machine must be replenished each night. Make a note of the missing sodas and bring a cart to the storage room depending on the number of sodas needed. Bring the cart back to the front and refill the machine, placing the new sodas behind the original ones.

Miscellaneous

- **Transaction Suspension**
Suspending a transaction saves it in the register memory so that you can still use the register and help other customers. To suspend a transaction, scan all the items, and rather than hitting Total, you would hit SUSP TRANS. The register will print out a tracer receipt.

To resume a suspended transaction, enter 23 and the register home page and hit Enter. All of the information will pop up and you can continue with the transaction as necessary.
- **Baby Registry Purchase**
This is only used when customers are making purchases off of a baby registry. Enter the Baby Registry code found on the register home page. Scan the bar code on the registry, and then continue as if it were a normal purchase.
- **Gift Card Balance Inquiry**
To check a gift card's balance, enter the Gift Card Balance Inquiry code found on the register home page. Scan the gift card and hit enter. A receipt will print out with the balance.

Floor Associate Responsibilities

This section contains:

- ⤴ All Day Recovery
- ⤴ Layaway Pick Ups
- ⤴ Freight
- ⤴ Closing

All Day Recovery

As a Floor Associate, you are responsible for the overall neatness of the store. To ensure that the store always looks its best, your main task is All Day Recovery. This means that while you aren't assisting a customer, you are making sure there are no items out of place, and everything is displayed neatly.

You will always be assigned a section which you will be responsible for recovering throughout the day. You are also responsible for ensuring that the customer's in your section are finding their experience at BCF to be a pleasant one. Floor Associates are the home front when it comes to customer service. Always be sure to offer them assistance, whether it seems like they need it or not.

Layaway Pick Ups

Throughout the day, you will be called to the front for a layaway pick up. Use the date found on the layaway receipt to find the layaway in the back, and use the DOC # to confirm you have the correct box. Be sure to make sure you grabbed the correct number of boxes. Once you have all pieces of the layaway, bring it to the front.

Freight

Depending on the time of day your shift is, there may be floor-ready freight available. You should only put out the freight if the MOD has told you to do so.

When putting out the freight, it is crucial that you put out the merchandise in the correct spot. Always be sure to match the tag information with the signs on the racks. If you are ever unsure of where something goes, ask another Floor Associate or the MOD.

Closing

- **Recover**
Recovering after the store has closed is exactly the same as recovering during the day, just minus the customers. Once your section is complete, move throughout the store cleaning up the areas that need help.

- **Put-Backs and Returns**

At the front of the store, there are two baskets for Put-Backs and Returns. Each basket is labeled and only contains merchandise from certain departments. Be sure to put away all of the merchandise from your department back in its appropriate spot. Once you have completed this, you can start putting back any left over merchandise.

FAQ'S

This section contains:

- ⤴ FAQ's From Customers
- ⤴ FAQ's From Employees

FAQ's From Customers

- **When do you receive shipments?**
At BCF, we receive shipments Sunday through Thursday. However, be sure to inform the customer that although we do receive shipments frequently, our shipments are random and we never know what they contain.
- **Is there anything else in the back?**
This a question you will get asked multiple times a day. The answer is no. Everything we have is on the floor.

FAQ's From Employees

- **How do I page someone?**
To page somebody, push the top right button on the office phones. To dial a specific phone, enter the extension number found on the phone.
- **What do I do if I think somebody is stealing?**
Do not approach the customer yourself. Inform the nearest CSL or MOD.
- **How do I request a day off?**
To request a day off, log into the Best system using the BCF portal. Under the schedule management tab, click “Request Time Off” link.