## Table of Contents

## Introduction
Mobile POS (or mPOS) will help enhance our customer and associate experience when processing **in-store** sales. How, you ask? To begin, when using mPOS, you and your customer will no longer need to be at a fixed terminal in order to process a sale. So instead of bringing the gear to the counter, you can bring the mPOS device to the gear. Additionally, when using mPOS, product information (such as features, price and availability) will be accessible anywhere in the store! Finally, the simplified interface should help improve speed of sale.

**Note:** At this time, mPOS, cannot source inventory from other locations, and can only process a regular sale of your store's regular inventory. (For example, you can sell a guitar, case and Pro Coverage out of your store's inventory, but you would not be able to add the setup SKU.)

Other types of transactions (such as tax exemptions, layaways or returns) or sourcing from other locations should be done using POS or SPO 4.0. Returns on tickets built in mPOS will need to be done in SPO 4.0.

## About the unit
The mPOS app is hosted on an iPad, which connects to a sled. The sled allows you to scan items and take payment. The PIN Pad within the sled should NEVER be removed from the frame.
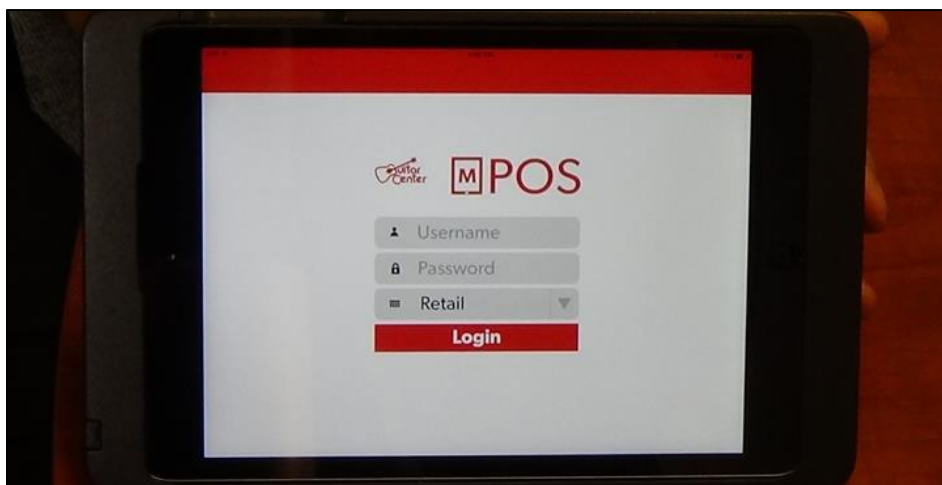


**The iPad will only connect to the store's secure network, and will not work if removed from the store.**

**Note:** mPOS is the only application on the iPad.

## Logistics
- The Store Manager or CSM will determine to whom the mPOS units will be assigned.
- The iPads and sleds should be left charging in the Operations office when not in use.
- IPads are signed out using the mPOS Sign-Out Sheet. When not in use, they are to be signed back in and initialed by the associate using the mPOS and the Manager on duty.
- These units should never be left unattended on the sales floor!
- The mPOS Sign-Out Sheet is hosted on Backstage in the GC.com document library and can be downloaded there.



## Printers
- The mPOS unit will wirelessly connect to an Epson TM-T88V printer.
- These printers require a different sized thermal roll than your wired receipt printers.
- Thermal rolls can be ordered through Verian.
  - **Paper Systems, Inc.** item **1980051,** (50 rolls per case)

**Note:** In a pinch, you can use a normal-sized thermal roll in these printers, but you will have to manually remove 60 feet of paper in order for it to fit.
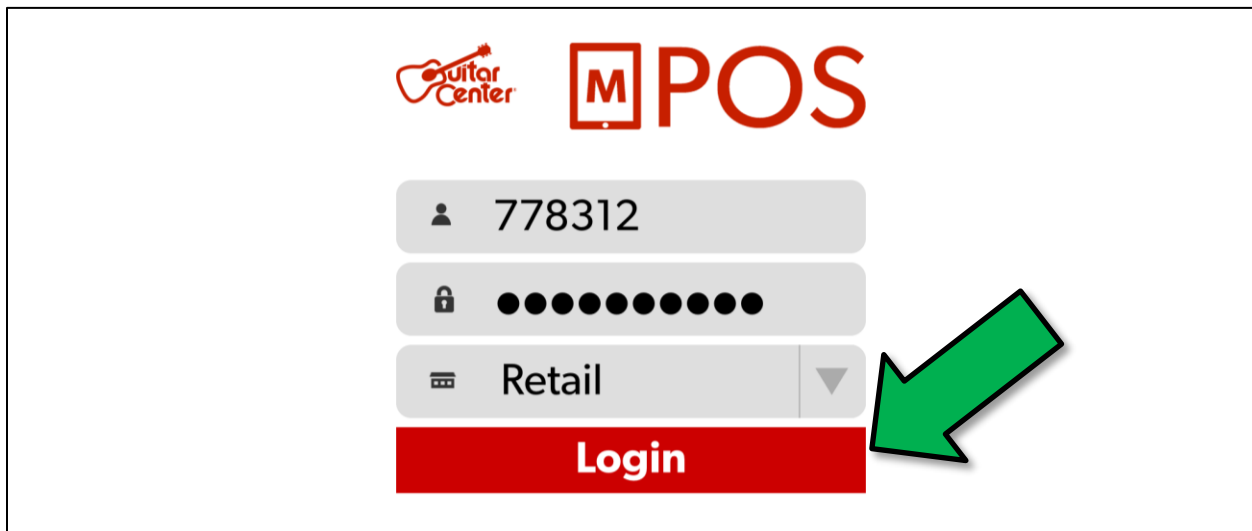
## Power up and Log in

To power up the unit, click the **Power** button which is found on the side of the sled.



- Each store will have a unique password (updated quarterly) which will be used to unlock the iPad.
  - The password will be your store number, plus the current quarter of the calendar year.
    - Example for Westlake (store 101)
      1. Q1 (Jan, Feb, Mar) password is 1011
      2. Q2 (Apr, May, Jun) password is 1012
      3. Q3 (Jul, Aug, Sep) password is 1013
      4. Q4 (Oct, Nov, Dec) password is 1014

- Once you have the iPad unlocked, to login to the mPOS app, enter the same username and password you use when logging into SPO 4.0.
- The domain will be preset to **Retail**.
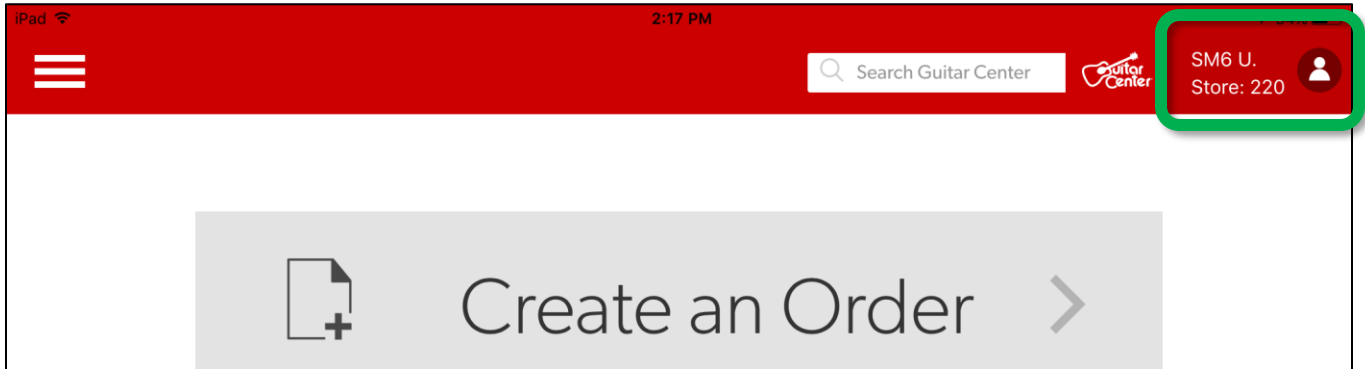- Press the **Login** button to continue.
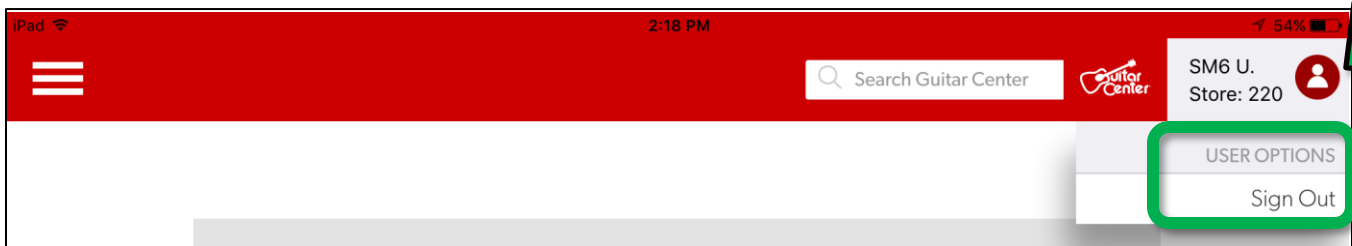
## Navigation – Home Screen

Once logged in, you will be taken to the **Home** screen.

- On the top right, you will see your **Username** and **Store Number.**



**Note:** If the store number in mPOS does not match the store number you are currently working in, please call the Help Desk at (818) 735-8800 x2660.
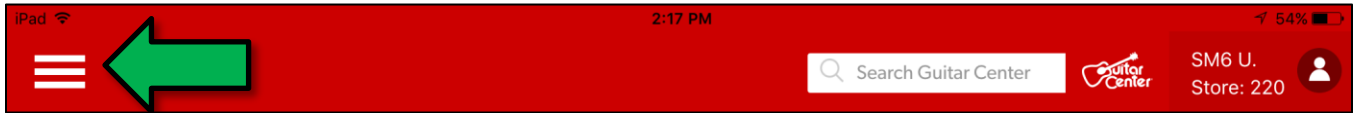
- If you press the **People** button, a drop-down menu will appear.
  o From here you can sign-out of mPOS.



- When you click the **Search Bar**, an on-screen keyboard will pop up. From here you can begin a product search.
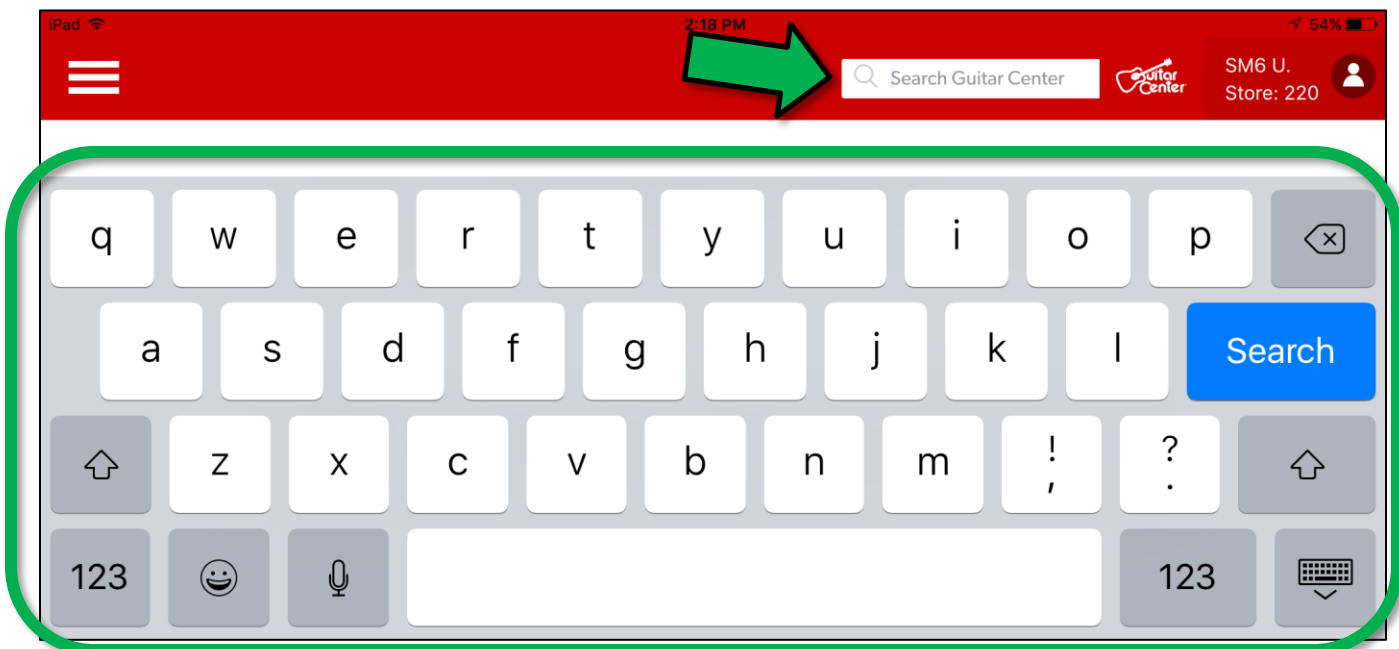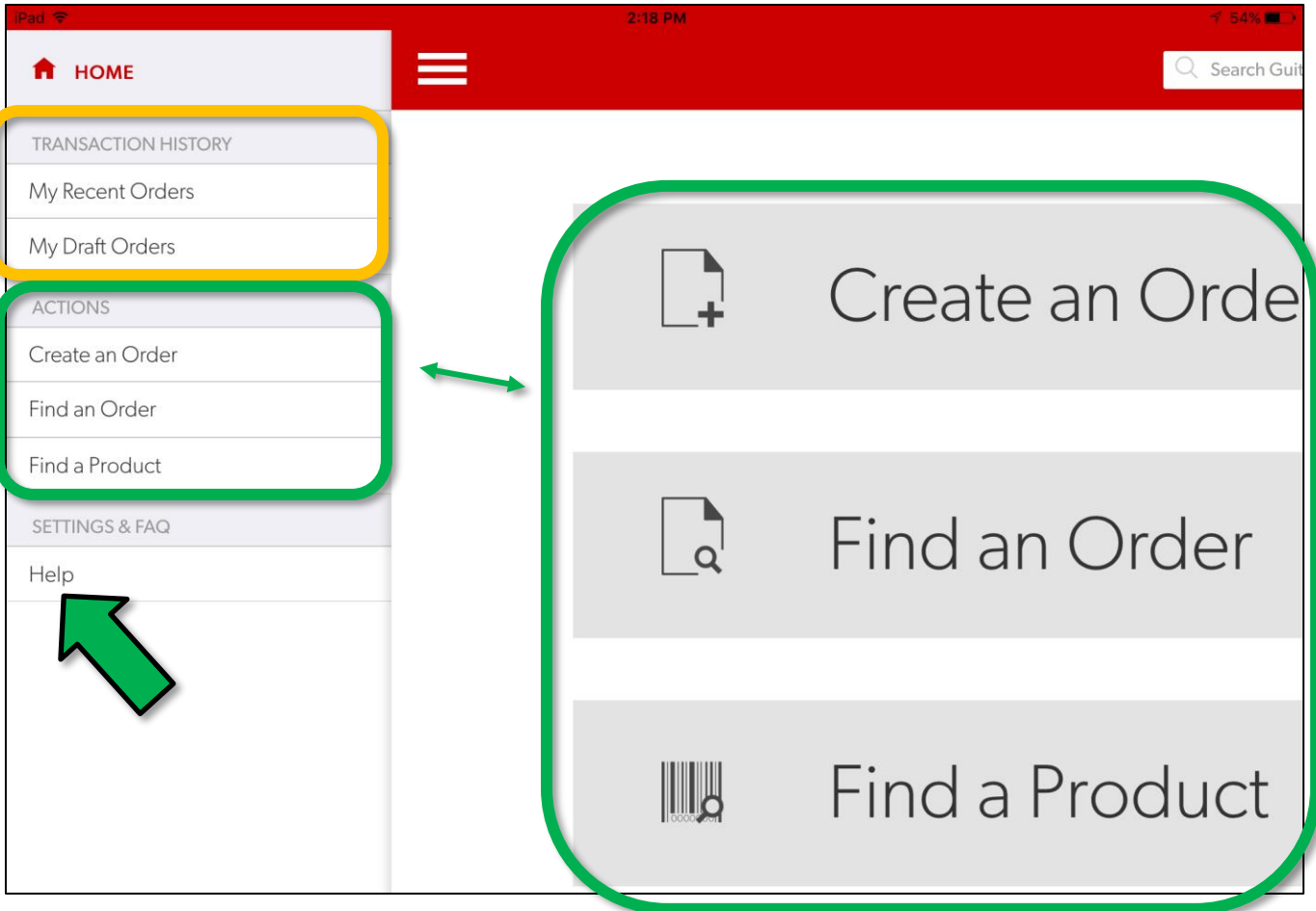
- Clicking the **Hamburger Button** opens a side bar menu.



- **Transaction History** allows you to view:
  o **My Recent Orders** (Orders you completed in the last 2 days)
  o **My Draft Orders** (Orders you saved but did not complete in the last 30 days)

- **Actions** allows you to:
  o **Create an Order**
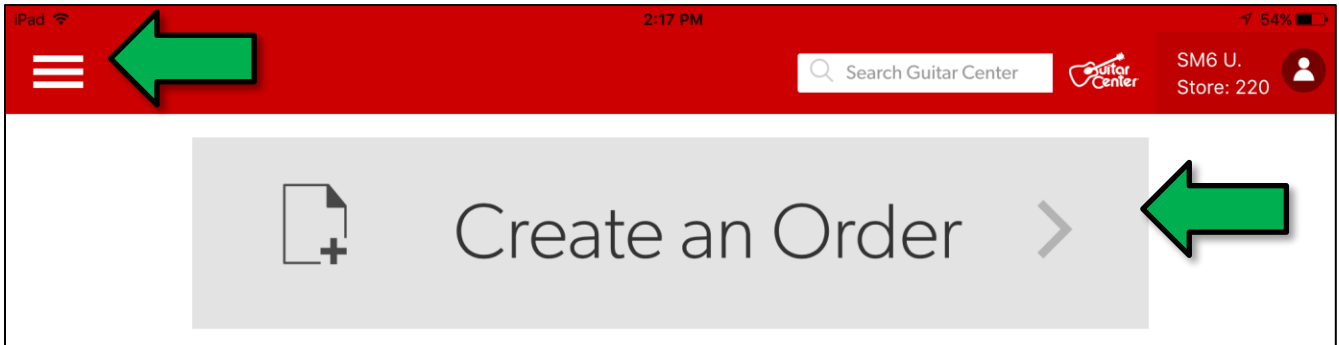  o **Find an Order**
  o **Find a Product**

**Note:** These actions are also found on the **Home Screen**.



- Finally, pressing the **Help** button will open a list of frequently asked questions.
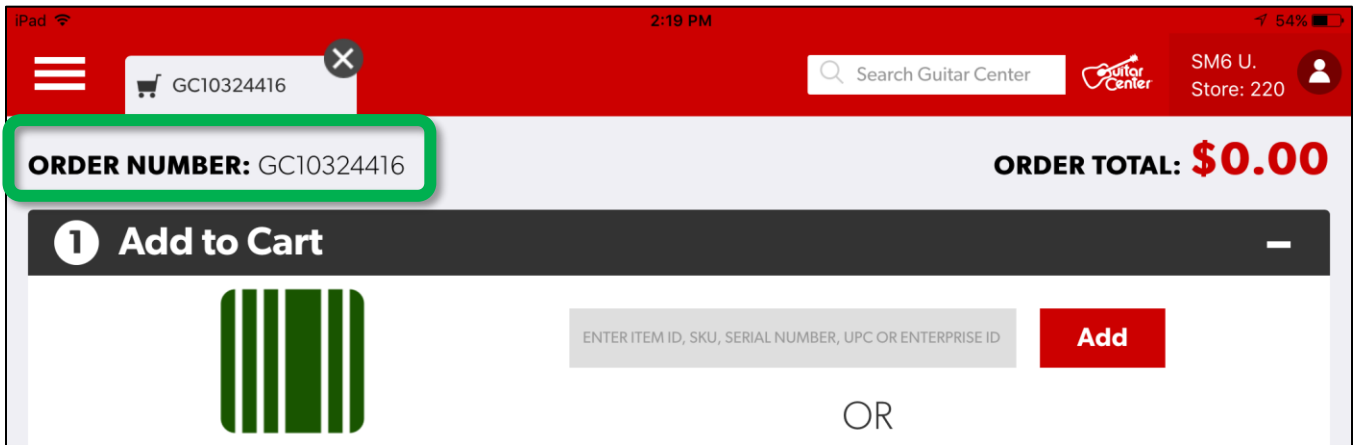
## Create an Order

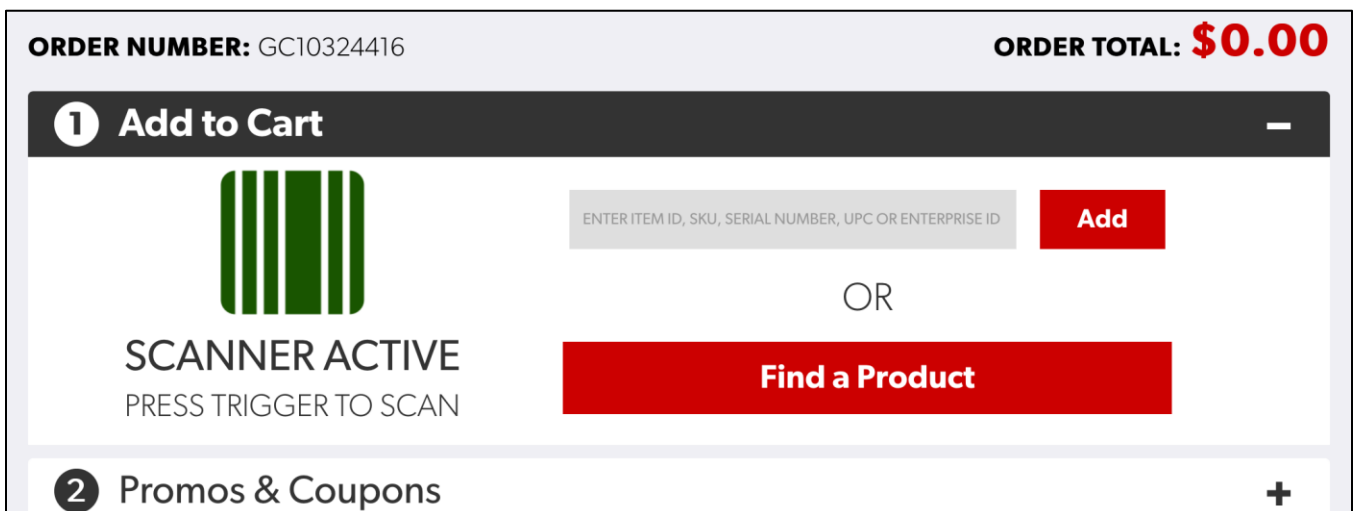To begin, press the **Create an Order** button from either the **Hamburger Menu** or the **Home Page**.



- This will open the **Add to Cart** screen.

**Note:** An **Order Number** will be created and displayed above the cart.



**Scan an Item**

- To add an item, you can scan its SKU or UPC.

- To scan, press either of the scan buttons (or both) on the back of the unit and point the red laser dot to the center of the SKU or UPC.





**Adding an item to the cart in mPOS will not remove it from available inventory.**

**Adding/Removing Pro Coverage**

- The **Associated Pro Coverage Option(s)** screen will appear if the item you scanned is eligible for Pro Coverage.

- Show your customer the options, make the appropriate selection, then press the Apply button.

### Associated Pro Coverage Option(s) ✕

| | Description | Price | Pro Coverage Type |
|---|---|---|---|
| ✓ | GC Warranty PCDR 200-299.99 ADH REPAIR PLAN 60 MONTH (POS ID - 109723643) | $99.99 | Repair |
| ○ | GC Warranty PCDR 200-299.99 ADH REPAIR PLAN 36-MONTH (POS ID - 105946701) | $69.99 | Repair |

**Cancel**  **Apply**

**Note:** If your customer does not want to purchase Pro Coverage, press the **White X** or **Cancel** button.

- Once added, your item(s) will display in the cart and the **Order Total** will be updated.
  - If you added the Pro Coverage in error, or you selected the wrong plan, press **Remove**.

**ORDER NUMBER:** GC10324416    **ORDER TOTAL: $299.98**

### ① Add to Cart —

| # | Product | Quantity | Fulfillment | SKU Number | Pro Coverage | Unit Price |
|---|---|---|---|---|---|---|
| 1 | Orange County Drum & Percussion Maple Snare guitars_0725 ... View Details ▾ | ⊖ 1 ⊕ Remove | My Store | 7733981000 | Added | $199.99 |
| 2 | GC Warranty PCDR 200-299.99 ADH REPAIR PLAN 60... | 1 Remove | My Store | 5742048000 | – | $99.99 |

o   A prompt will appear. Click **OK** to remove the plan.

| # | Product | Quantity | Fulfillment | SKU Number | Pro Coverage | Unit Price |
|---|---------|----------|-------------|------------|--------------|------------|
| 1 | Orange County Drum & Percussion Maple Snare guitars_0725 ... **View Details** | *Item Information — Do you want to remove item from the cart?* **OK**     **Cancel** | | 7733981000 | Added | $199.99 |
| 2 | GC Warranty PCDR 200-299.99 ADH REPAIR PLAN 60... **Remove** | | My Store | 5742048000 | - | $99.99 |

•   To select a different Pro Coverage plan, press **Eligible,** and follow the process outlined previously.

| 1 | Orange County Drum & Percussion Maple Snare guitars_0725 ... **View Details** | − 1 + **Remove** | My Store | 7733981000 | **Eligible** | $199.99 |
|---|---|---|---|---|---|---|

**Note:** Once an item has been added to the cart, you can click the **Order Total** link at any point during the order creation to open the **Order Pricing Summary.**

**ORDER NUMBER:** GC10324416                                      **ORDER TOTAL: $299.98**

## Order Pricing Summary ✕

| # | Product | Qty | Unit Price | Line Subtotal | Shipping | Coupons/Promos | Line Tax | Line Total |
|---|---------|-----|------------|---------------|----------|----------------|----------|------------|
| 1 | Percussion Maple Snare guitars_0725 14 x 6 in., | 1 | $199.99 | $199.99 | $0.00 | -$0.00 | $0.00 | $199.99 |
| 2 | 299.99 ADH REPAIR PLAN 60 MONTH (POS ID - | 1 | $99.99 | $99.99 | - | -$0.00 | $0.00 | $99.99 |

### PRICING SUMMARY

Subtotal:              $299.98
Promos/Coupons:        -$0.00
Shipping Charge:       $0.00
Taxes:                 $0.00

## Total:        $299.98

**View Details**
To see more information about the item you added, click **View Details.**

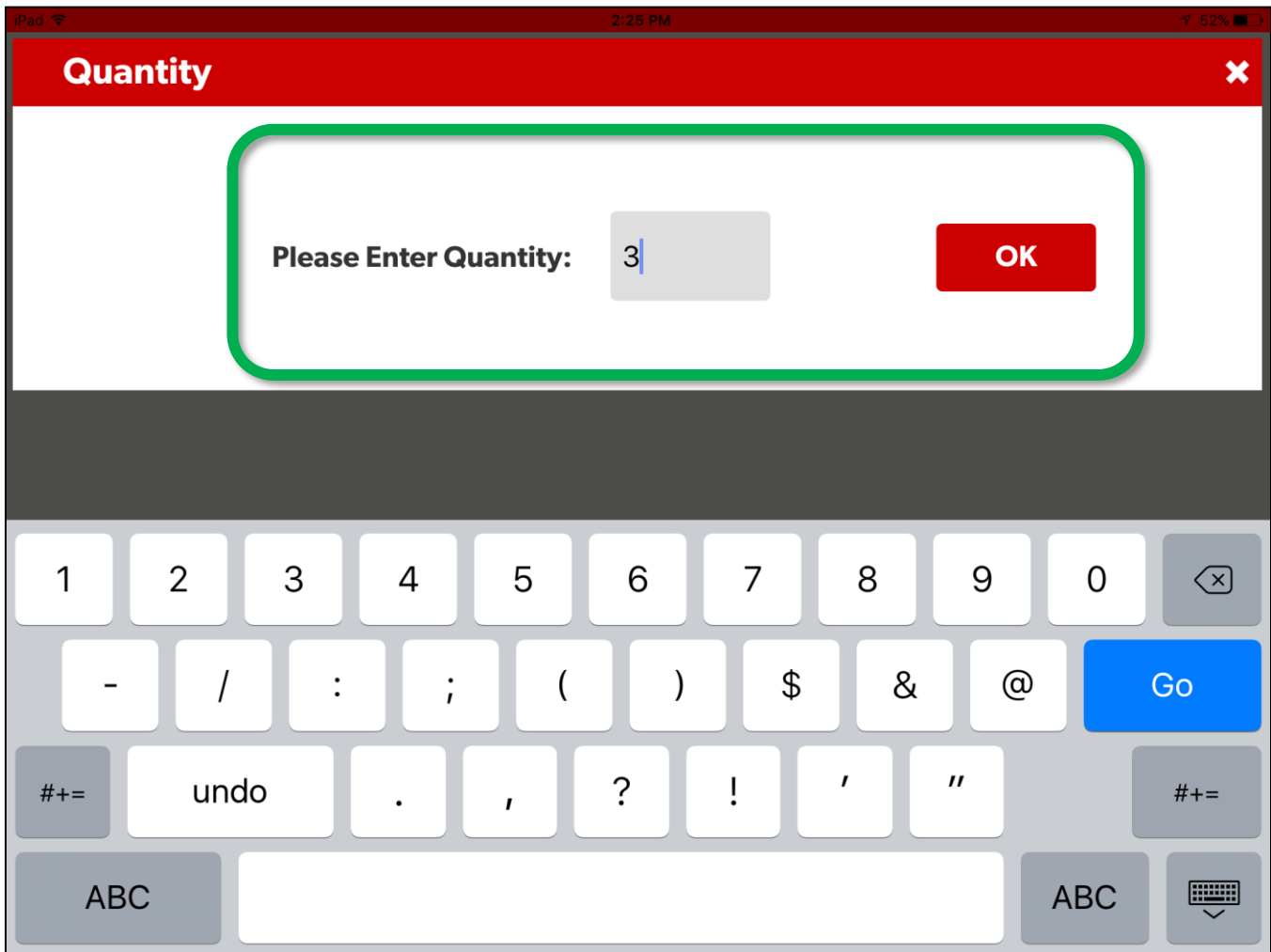| # | Product | Quantity | Fulfillment | SKU Number | Pro Coverage | Unit Price |
|---|---------|----------|-------------|------------|--------------|------------|
| 1 | Orange County Drum & Percussion Maple Snare guitars_0725 ... **View Details ▼** | ➖ 1 ➕ **Remove** | My Store | 7733981000 | Added | $199.99 |

- This screen will display:
  - Complete Item Description
  - Item's price (Price Link will open Price Override screen – Level 6 and up required for access)
  - Whether or not Pro Coverage was added
  - Quantity (adjustable)
  - Availability

- Click on **Less Details** to close.

| | | | | | | |
|---|---|---|---|---|---|---|
| 1 | Orange County Drum & Percussion Maple Snare guitars_0725 ... **Less Details ▲** | ➖ 1 ➕ **Remove** | My Store | 7733981000 | Added | $199.99 |

**Orange County Drum & Percussion Maple Snare guitars_0725 14 x 6 in., Natural Black Burst (POS ID - 105334114)**

This link will take you to the Price Override screen

(Level 6 or above required.)

Price: $199.99

Pro Coverage: **Pro Coverage Added**

Quantity: ➖ 1 ➕

**Availability in My Store:** Today (9999 on hand)

**Backorderable:** Yes

**Billable Weight:** 11.57 LBS

**Adjusting Quantity**

To adjust quantity on an item, you can use the plus and minus icons, or press the quantity box and type in your entry.

| # | Product | Quantity | Fulfillment | SKU Number | Pro Coverage | Unit Price |
|---|---------|----------|-------------|------------|--------------|------------|
| 1 | Orange County Drum & Percussion Maple Snare guitars_0725 … **View Details** ▾ | ⊖ 1 ⊕ **Remove** | My Store | 7733981000 | Added | $199.99 |



**Note:** When quantity is adjusted, the **View Details** screen will automatically re-open so you can quickly view availability. If there is not sufficient availability in your store, mPOS will show an error message.

**Adding Additional Items**

In addition to being able to scan items, you can manually add items by typing in an Item ID, SKU, serial number or UPC, then pressing the **Add** button.



- The item will be added to your cart, and can be adjusted as covered previously.
- Once you have all items added, and you are ready to move on to the **Promos & Coupons** section, press the **Next** button.



**Note:** In mPOS, you cannot move to the next section by touching its header, you have to touch the **Next** button to move forward.

**Promos & Coupons**

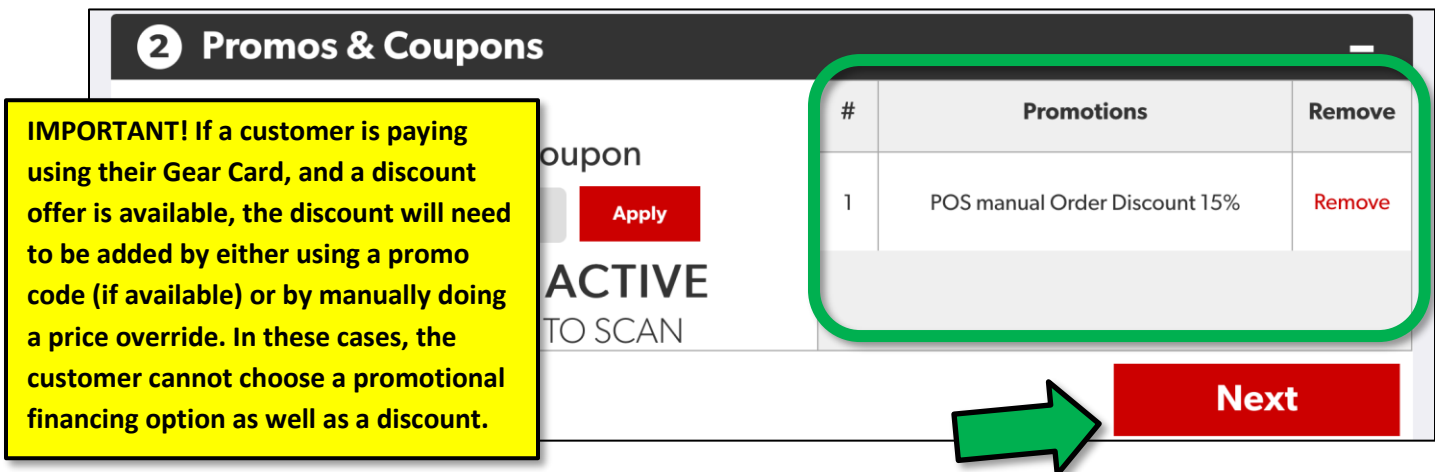Once you press **Next**, you will be taken to the **Promos & Coupons** section.

- Auto promos will be added automatically, cannot be removed and will be displayed under the **Promotions** field.
- If you are not manually adding a promo or coupon, touch **Next** to move onto the **Payment** section.
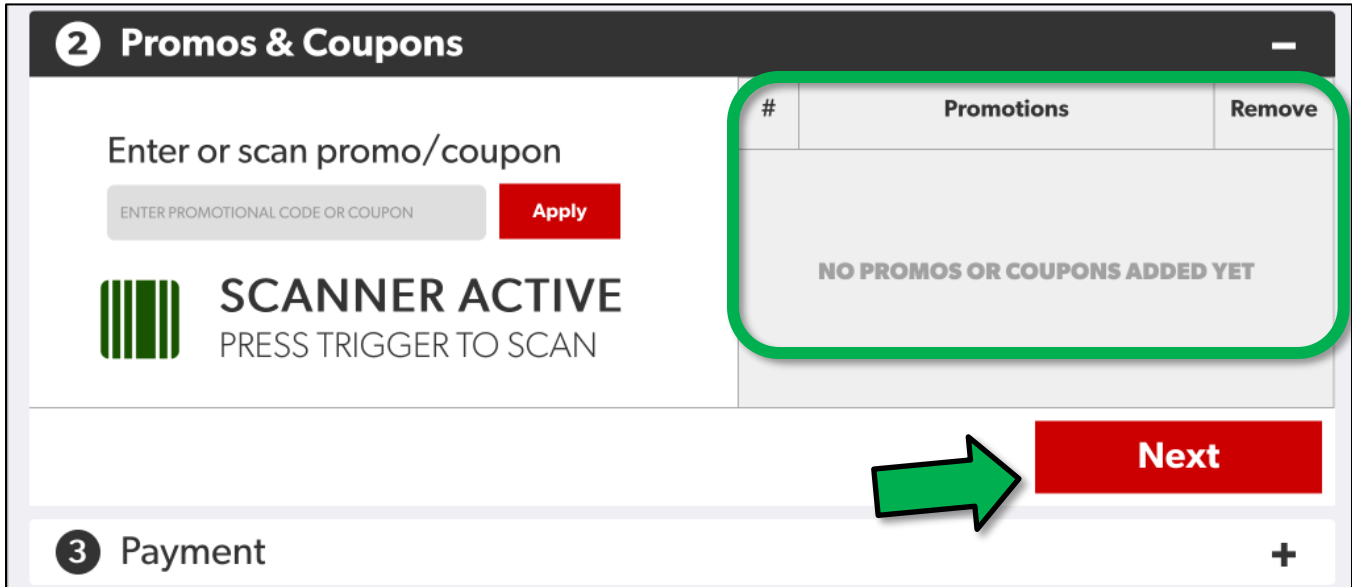


- To manually enter a promotion or coupon code, scan or type it in, then press **Apply**.



- The applied promotion or coupon will be displayed under **Promotions**.
- Press **Next** to continue to the **Payment** section.

**IMPORTANT! If a customer is paying using their Gear Card, and a discount offer is available, the discount will need to be added by either using a promo code (if available) or by manually doing a price override. In these cases, the customer cannot choose a promotional financing option as well as a discount.**

### Order Review

The system will take you back to the cart to make a final review prior to processing payment.

- All functions will be grayed out.
- If you need to make any adjustments, press **Edit.**



- Once you have finished your review, scroll down to the **Payment** section.

IMPORTANT! Once you take payment in mPOS, you cannot save as a Draft Order, push to POS, add items, change prices, add promos or add discounts

**Payment**
Using mPOS, you can take the following forms of payment:
- Credit Card
- Debit Card
- Gear Card or
- Gift Card

**Note:** If the customer wants to use another form of payment (such as cash or credit on account) you should process the order using POS. If you have already started the order using mPOS, you can **Push to POS**, which will be covered later in this document.

- The **Pricing Summary** will give you a price breakdown of the order.



- In this example, we will make a partial payment using a credit card.
  - Press **Credit/Debit Card**, enter the amount to apply to the balance, then press **Pay**.

- Flip the unit over. Chip cards are inserted at the bottom of the Pin Pad. Non-chip cards are swiped across the top.
  - Press the **Green Circle** key on the Pin Pad to continue.



IMPORTANT! You cannot process a manual entry within mPOS.

**Note:** If the card is swiped, you will need to flip the unit over and enter the last four digits of the card within the app. (Not on the Pin Pad.) Chip cards that are inserted will not require this step.

**Enter Last 4 Digits of Card:** 0010

- Once the transaction is approved or declined, it will display on the Pin Pad screen.

- Next, have the customer sign within the app, then press **Submit.**



**Please Sign**

**VISA:**...........0010

Amount:                                                    **$100.00**

**Clear**                                              **Submit**

- The **Pricing Summary** will be updated to reflect the payment.

- Next we will select **Gear Card** and apply the balance.



Please select a payment method

| Credit/Debit Card | Gear Card | Gift Card |

$ 117.37          Pay

You may enter an alternate amount.

**Pricing Summary**

| | |
|---|---|
| Subtotal: | $237.97 |
| Promos/Coupons: | -$35.70 |
| Shipping Charge: | $0.00 |
| Taxes: | $15.10 |
| **Total:** | **$217.37** |
| Visa....0010: | -$100.00 |
| **Balance:** | **$117.37** |

- When paying by Gear Card, the customer may have financing options available. Make the appropriate selection and press **Continue**.

## Financing Options

Your purchase qualifies for the following financing plans or offers; Please select the option you prefer:

| | | |
|---|---|---|
| ✓ | **No Interest and Equal Payments for 36 Months** | See Terms and Conditions |
| ○ | **6 Months Promotional Financing** | See Terms and Conditions |
| ○ | **Pay with my Guitar Center Gear Card without any Promotional Financing** | See Terms and Conditions |

**Cancel**          **Continue**

> Make the customer aware that they can view the terms and conditions by pressing this link.

- The selected plan will be displayed.
- Click **Pay** to continue.

### Please select a payment method

| Credit/Debit Card | Gear Card | Gift Card |
|---|---|---|

No Interest and Equal Pa...     Change Plan

$ 117.37          **Pay**

You may enter an alternate amount.

**Pricing Summary**

> IMPORTANT! If a customer is paying using their Gear Card, and a discount offer is available, the discount will need to be added by either using a promo code (if available) or by manually doing a price override. In these cases, the customer cannot choose a promotional financing option as well as a discount.

- Flip the unit over, swipe the card in the Pin Pad, then enter the last 4 digits in the app and press **Return.**
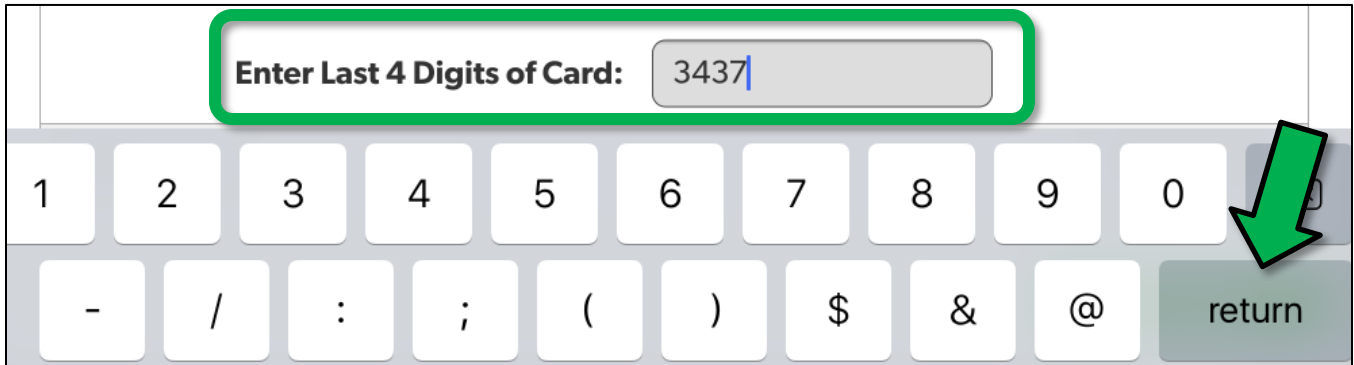


- Flip the unit again, then press the **Green Circle** key on the Pin Pad to continue.



- If a financing plan has been selected, a **Consent** page will appear.
  - Have the customer read, check the **E-Consent** box and press **Agree**.
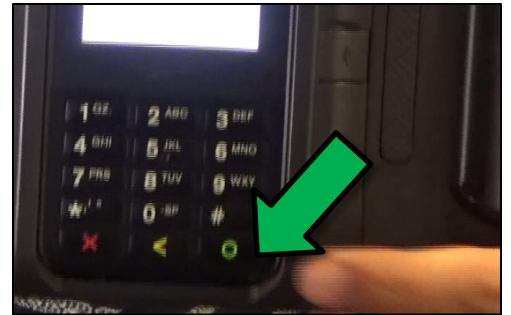
## Consent

I understand that if I decline or withdraw consent, then I will not receive the offer described in the Important Promotional Information disclosure. I also understand that I can Print or Save the Important Promotional Information disclosure for future refrence.

Your purchase qualifies for the following promotion:
PROMOTION TYPE: EQUAL PAYMENT NO INTEREST
PROMOTIONAL PERIOD: 36 MONTHS
PROMOTIONAL APR: 0.00%
PURCHASE APR: 29.99%

Under this promotion, no interest will be assessed on your promotional purchase balance until paid in full. During the Promotional Period, equal monthly payments are required and will be equal to the initial promo purchase amount divided by the number of months in the Promotional Period. The equal monthly payment will be rounded up to the next highest whole dollar and may be higher than the minimum payment that would be required if this was a non-promotional purchase.

☑ I accept e-consent and disclosure terms

Cancel                    Agree

o   Then have the customer sign and press **Submit**.

**Please Sign**

**GEAR CARD:**...........3437

Amount:                              **$117.37**

**Clear**                            **Submit**

- The **Pricing Summary** will be updated.
- Press **Next** to continue to the **Customer** section.

Please select a payment method

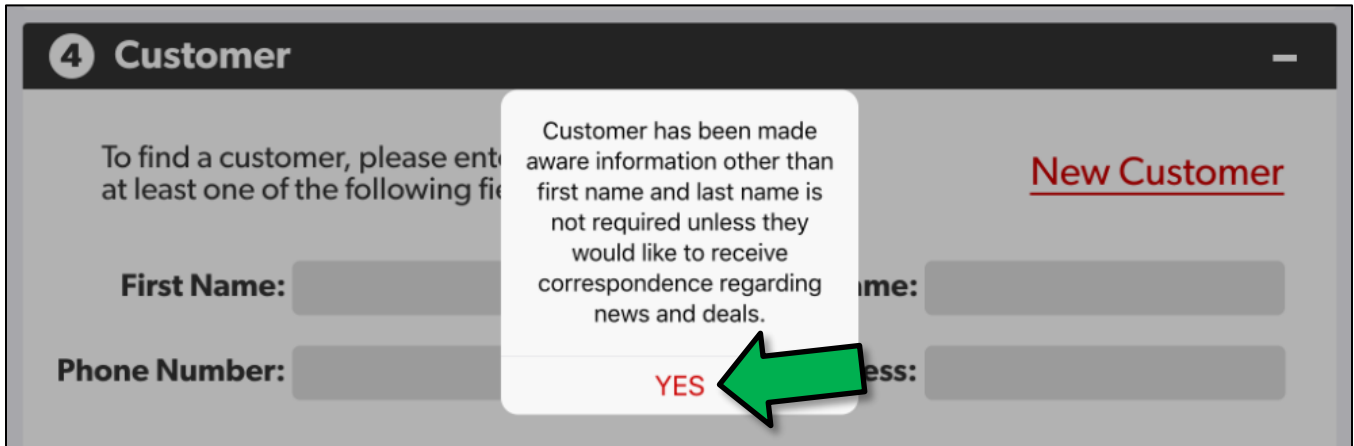| Credit/Debit Card | Gear Card | Gift Card |

**NO MORE PAYMENT IS REQUIRED**

**Pricing Summary**

| | |
|---|---|
| Subtotal: | $237.97 |
| Promos/Coupons: | -$35.70 |
| Shipping Charge: | $0.00 |
| Taxes: | $15.10 |
| **Total:** | **$217.37** |
| Visa....0010: | -$100.00 |
| Gear Card....3437: | -$117.37 |
| **Balance:** | **$0.00** |

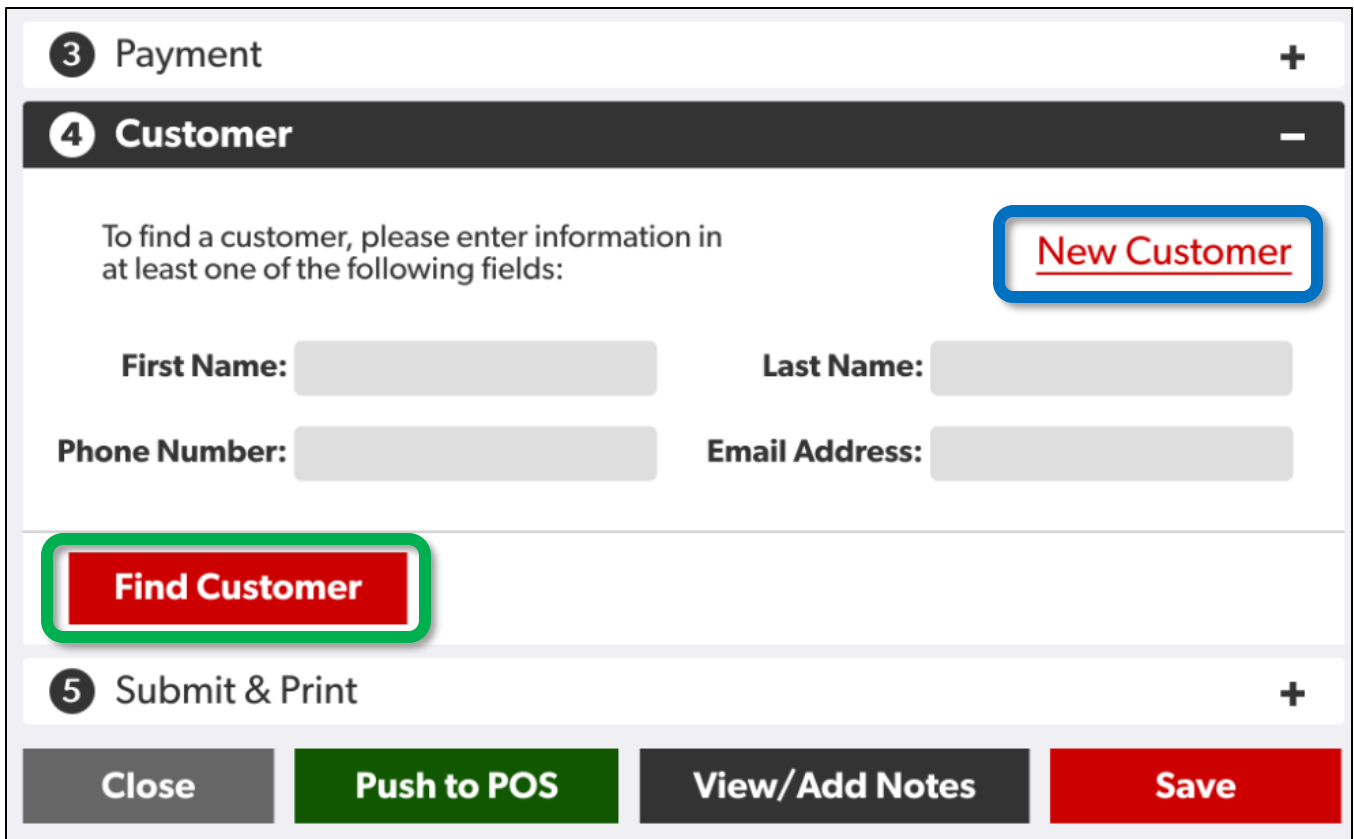**Next**

## Customer Information

When moving to the **Customer** section, a prompt will appear. Please make sure the customer is aware that they are only required to provide a first and last name for you to continue. If the customer would like to receive correspondence, they can also provide their phone number, address and email address

- Once you have made the customer aware, press **Yes**.



- Next, you have two options for adding the customer information to the sale.
  - Find an existing customer (It's recommended to do this first.)
  - Create a new customer

- To search, enter at least one of the following criteria and press **Find Customer.**
  - **First Name**
  - **Last Name**
  - **Phone Number**
  - **Email Address**



**Note:** mPOS will not return partial matches, so make sure type the complete word. For example, if you were searching for Lennon, and you typed Len, you would not receive a match.

- If a match is returned, select it from the list by pressing the button, then press **Select**.

- The customers information will be displayed, and can be edited as needed.
- Press **Next** to continue.

*Field will require information in order to proceed to Submit & Print

**Back to Find Customer**

| | | | |
|---|---|---|---|
| *First Name: | John | *Last Name: | Lennon |
| Phone Number: | 123-456-7890 | Email Address: | avash.chitrakar@guitarcenter.cor |
| Address Line 1: | 5244 Via Rincon | | |
| Address Line 2: | | | |
| Company: | | | |
| City: | Newbury park | State: | CA |
| ZIP Code: | 91360 | | |

IMPORTANT! A minimum of first and last name is required to continue.

**Next**

- If you can't find a match, just click **New Customer,** fill out the customer's information, then press **Next**.

**④ Customer** —

To find a customer, please enter information in at least one of the following fields:

**New Customer**

| | | | |
|---|---|---|---|
| First Name: | John | Last Name: | Lennon |
| Phone Number: | | Email Address: | |

**Find Customer**

IMPORTANT! A minimum of first and last name is required to continue.

**Submit and Print**

Within the **Submit and Print** section, you can enter commission splits between up to five associates.

- Press the **Associate(s)** link to open the splits screen.



- From here, enter the associates' employee numbers and split percentages (up to five), then press **Apply**.



IMPORTANT! Split percentages must equal 100%

For sales on used items, do not manually add the used salesperson to the commission split. The splits will be adjusted after the sale. (Same as SPO 4.0)

- Next, from the **Print** drop-down, select your wireless printer.



- If the customer would like a copy of the receipt emailed to them, check the **Email** box and enter their email address.



**Note:** If the customer's email address was already included in the customer information, this address will be preloaded in the **Email** field.

- Next, enter your approval password, then click the **Submit** button.



IMPORTANT! Items in the cart will be pulled out of store inventory once the order is submitted and approved.

- This will print the mPOS receipt, and bring up the **Order Summary**.





- Unless you are going to immediately process another transaction in mPOS, it's a best practice to log out of the app once the transaction is finished.
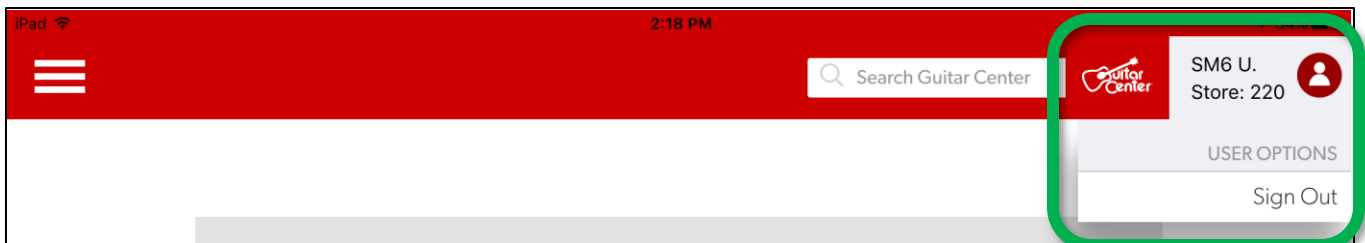
## Other Options

While processing an order there are four other options that will be displayed at the bottom of the screen. These are:

- **Close**

- **Push to POS**

- **View/Add Notes**

- **Save**

**Close**

When pressing the **Close** button, if no payment has been taken, you will be presented with three options:
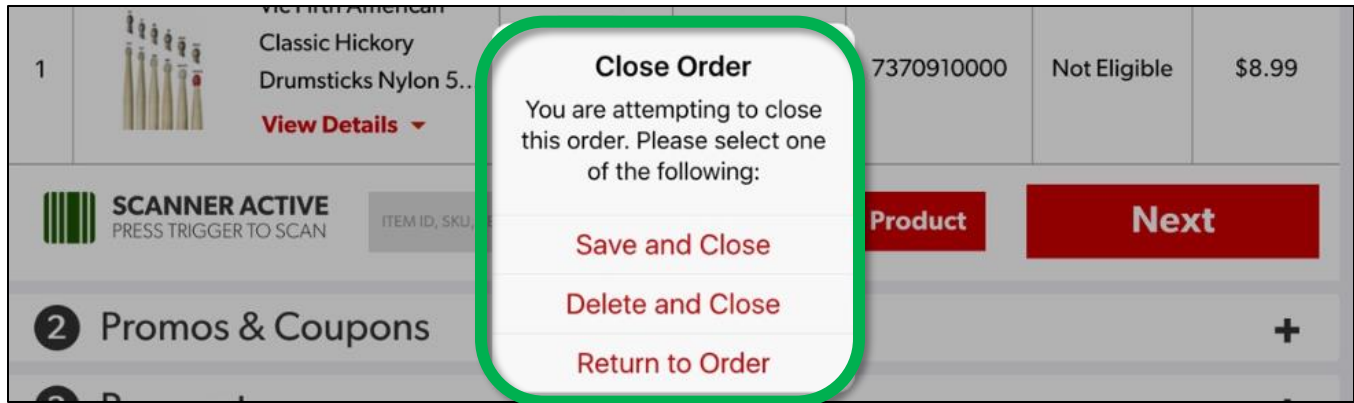


If payment has already been taken, you will be presented with two options:
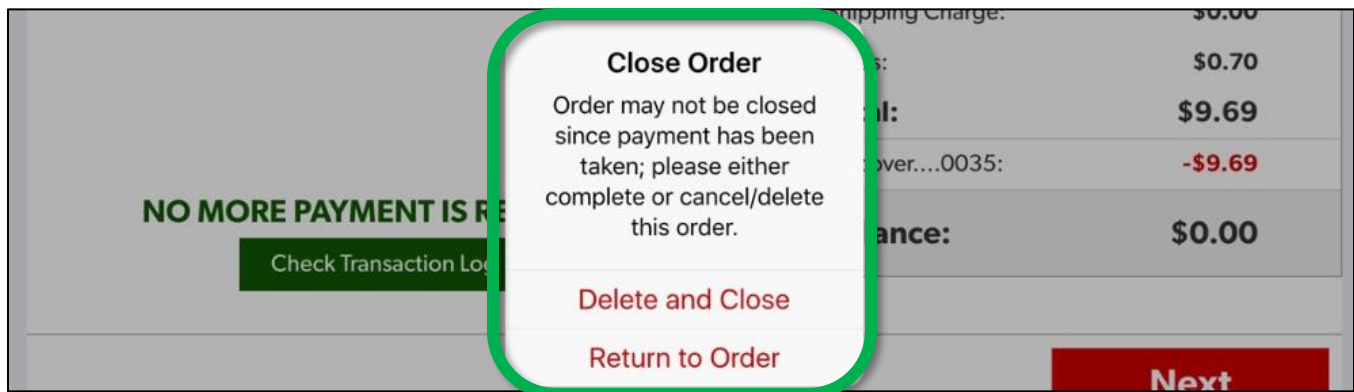


**Push to POS**

Pressing the **Push To POS** button will push the order out of mPOS to POS and suspend the ticket under its order number. These tickets can be recalled at a POS terminal just like any other suspended ticket by typing "**SHOW**" at field one of Sales Ticket Entry.

**Note**: Once an order has been pushed to POS, it will no longer be available within mPOS. Additionally, once you have taken payment in mPOS, you will no longer be able to push the order to POS.

**View/Add Notes**

Pressing the View/Add Notes button allows you to add notes to your order. Previously added notes will also be displayed. This can be used much in the same way as the **Remarks** field on a sales ticket in POS. Keep in mind, these notes will only be viewable on the mPOS device and will not be printed on the receipt.

**Save**

Pressing the **Save** button will save the current order as a draft order within mPOS. These orders can be recalled using **Find an Order** (which will be covered later in this document.) Additionally, **My Draft Orders** (found in the hamburger menu) will display all of your draft orders for the past 30 days.

**Note:** Once you have taken payment in mPOS, you will no longer be able to save as a draft order.

## Price Override

Within mPOS, Managers (Level 6 and up) will be able to manually discount items using the **Price Override** feature.

- From the **View Details** screen, press the **Price** link.



- Next, enter your Manager Approval (Level 6 and up.)

- This will bring up the **Override Line Price** screen.



- To see the **Unit Cost**, click **Show**.



- Next, from the drop-down, select the **Reason for Override**.

- You can then adjust the price by typing in a new price or discount percentage in the appropriate fields.
  - When you enter into one of the two fields, the other will be auto-populated.

| | |
|---|---|
| **Unit Cost:** | Show |
| * **Reason for Override:** | PRICE MATCH - Amazon (101) ▼ |
| **MSP:** | $ 170.89 |
| **Current Price:** | $ 199.99 |
| * **New Price:** | 180.00 |
| * **Discount Percentage:** | 10.00 |

**Note:** If the item has a Minimum Sale Price (**MSP**) listed, mPOS will not allow you to discount below it.

| | |
|---|---|
| **Unit Cost:** | Show |
| * **Reason for Override:** | PRICE MATCH - Amazon (101) ▼ |
| **MSP:** | $ 170.89 |
| **Current Price:** | $ 199.99 |
| * **New Price:** | 160.00 |
| | *Item price cannot be adjusted below MSP.* |
| * **Discount Percentage:** | 20.00 |

- Once you have made your price adjustment, press **Apply**.

| | | |
|---|---|---|
| **Unit Cost:** | | Show |
| * **Reason for Override:** | | PRICE MATCH - Amazon (101) ▼ |
| **MSP:** | | $ 170.89 |
| **Current Price:** | | $ 199.99 |
| * **New Price:** | | 180.00 |
| * **Discount Percentage:** | | 10.00 |

**Cancel**   **Apply**

- The price will be updated in the cart and **View Details** screen.

| 1 | Orange County Drum & Percussion Maple Snare guitars_0725 ...<br>Less Details ▲ | ⊖ 1 ⊕<br>Remove | My Store | 7733981000 | **Eligible** | $180.00 |
|---|---|---|---|---|---|---|

**Orange County Drum & Percussion Maple Snare guitars_0725 14 x 6 in., Natural Black Burst (POS ID - 105334114)**

Price: $199.99 $180.00

**IMPORTANT! If a customer is paying using their Gear Card, and a discount offer is available, the discount will need to be added by either using a promo code (if available) or by manually doing a price override. In these cases, the customer cannot choose a promotional financing option as well as a discount.**

Pro Coverage: Eligible   **Add Pro Coverage**

## Find an Order

Within mPOS, you can easily search for the following:

- Orders completed by you.
- Draft Orders saved by you.
- Orders completed by all in both mPOS and SPO 4.0.
- Draft Orders saved by all in both mPOS and SPO 4.0.

Additionally, you will be able to reprint receipts from mPOS for any order placed within mPOS.

### My Recent Orders

- To access, press the **Hamburger** menu, then select **My Recent Orders** under the **Transaction History.**
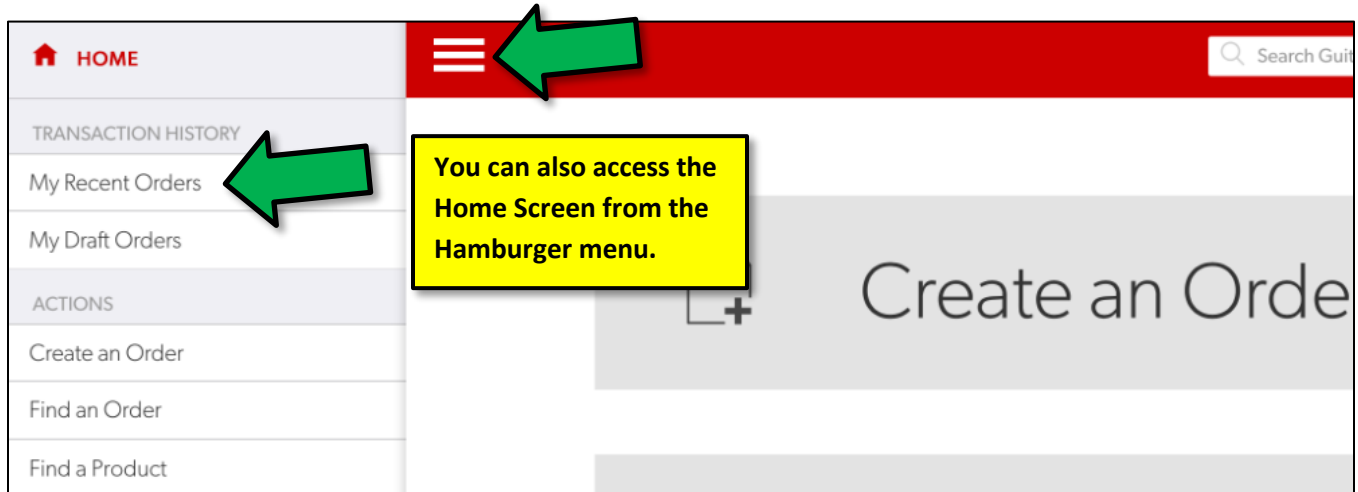


- A list of your completed orders for the past **two days** will be displayed.
- Orders can be accessed by pressing the **Order Number** link.

## My Recent Orders                                    Find an Order

| Order Number | Customer Name | ZIP | Address | Status | Date | Total | Channel |
|---|---|---|---|---|---|---|---|
| GC10324419 | george harrison | | | Tendered | 01/04/17 2:40 PM | $217.37 | mPOS |
| GC10324393 | x y | | | Tendered | 01/04/17 12:30 AM | $8.50 | mPOS |
| GC10324366 | laxminarayanan Krishnasamy | 94109 | East wilbur road | Tendered | 01/04/17 11:32 AM | $219.81 | mPOS |

**My Draft Orders**

- To access, press the **Hamburger** menu, then select **My Draft Orders** under the **Transaction History.**



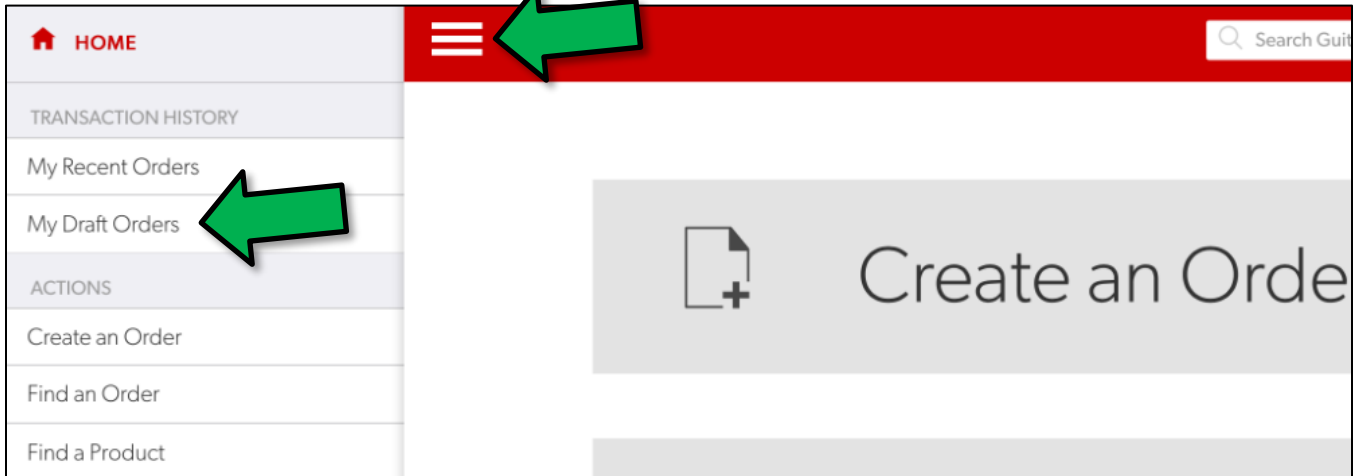- A list of your Draft Orders for the past **thirty days** will be displayed.
- Orders can be accessed by pressing the **Order Number** link.

**My Draft Orders**                                                    **Find an Order**

| Order Number | Customer Name | ZIP | Address | Status | Date | Total | Channel |
|---|---|---|---|---|---|---|---|
| GC10324416 | | | | Draft Order Created | 01/04/17 2:19 PM | $650.97 | mPOS |
| GC10324372 | | | | Draft Order Created | 01/04/17 11:40 AM | $162.73 | mPOS |
| GC10324361 | | | | Draft Order Created | 01/04/17 11:15 AM | $162.73 | mPOS |
| GC10324353 | | | | Draft Order Created | 01/04/17 10:24 AM | $4.22 | mPOS |

### Find an Order
- To access, press the **Hamburger** menu, then select **Find an Order** under **Actions.**
- You can also press **Find an Order** directly from the **Home Page**.
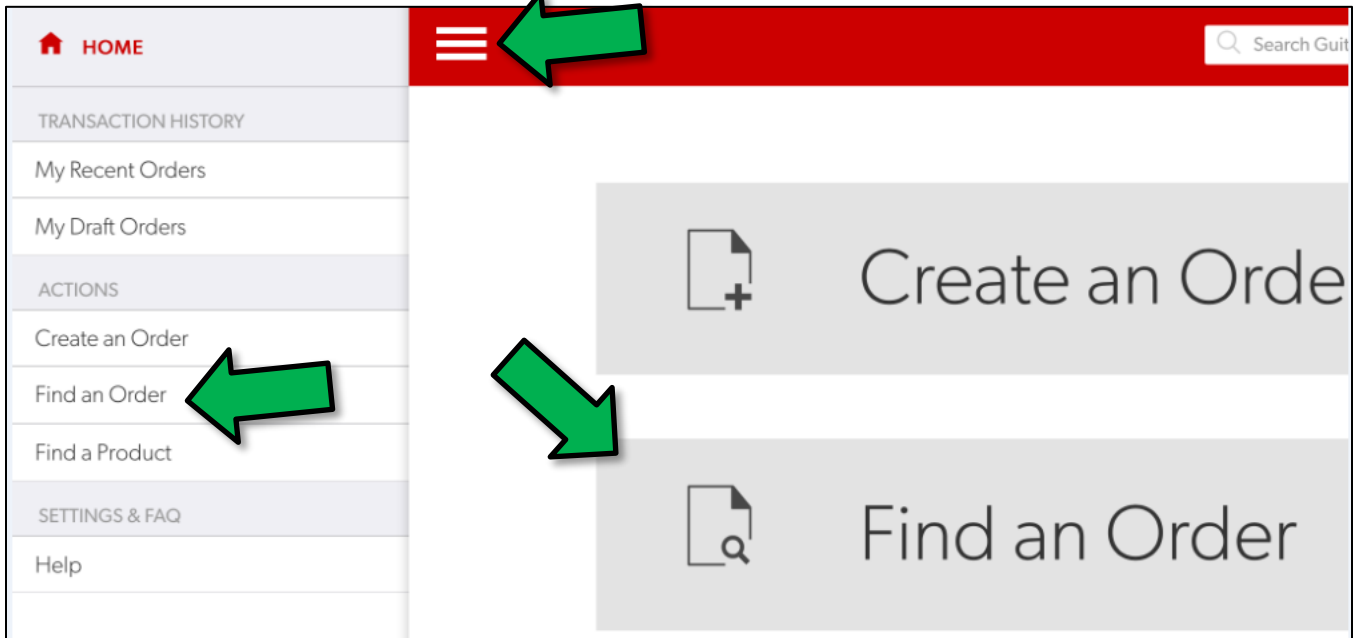


From here there are quite a few search options. You can:
- **Search by Customer** or **Search by Order**
  - **Order status:**
    - **Confirmed** (Completed)
    - **Draft**
  - **Order Age**
    - **Recent** (Less than 6 months old)
    - **Archived** (All Orders)
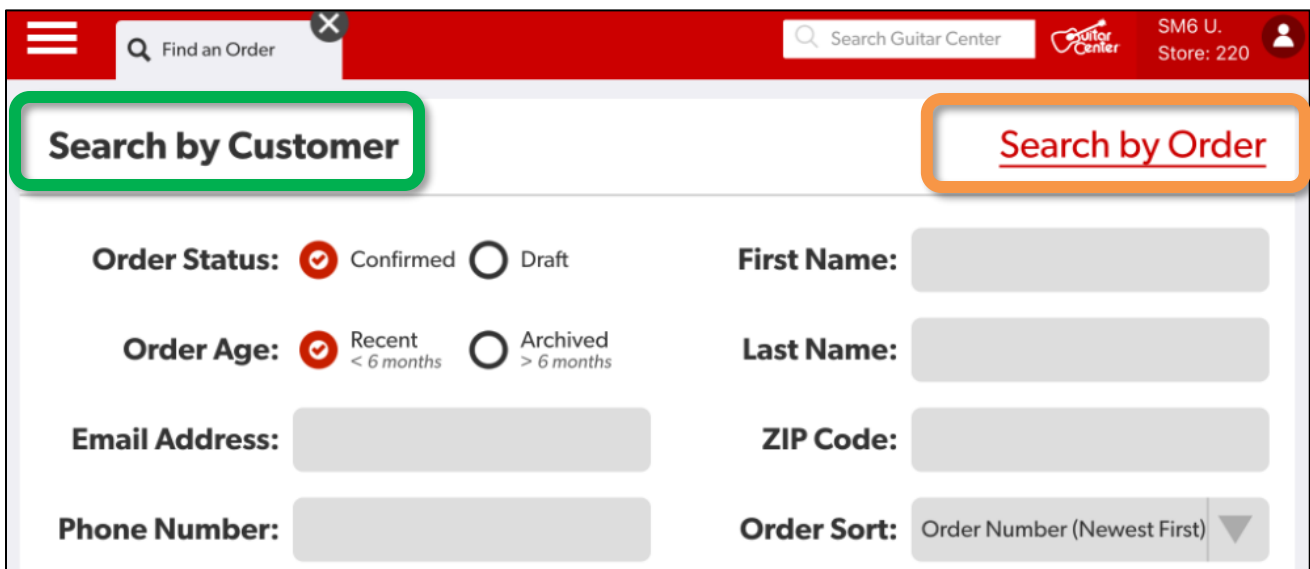


**Note:** When searching, partial matches will not be returned, so make sure to enter a complete search criteria.

- Enter your criteria, then press **Search**.
- Matches will be displayed under the **Search Results** header.
  - Information returned will include:
    - Order Number (links to order)
    - Customer Name
    - Zip Code
    - Address
    - Order Status
    - Date Completed
    - Order Total
    - Order Channel (Orders completed in both mPOS and SPO 4.0 will be displayed. Orders completed in POS will not be displayed.)
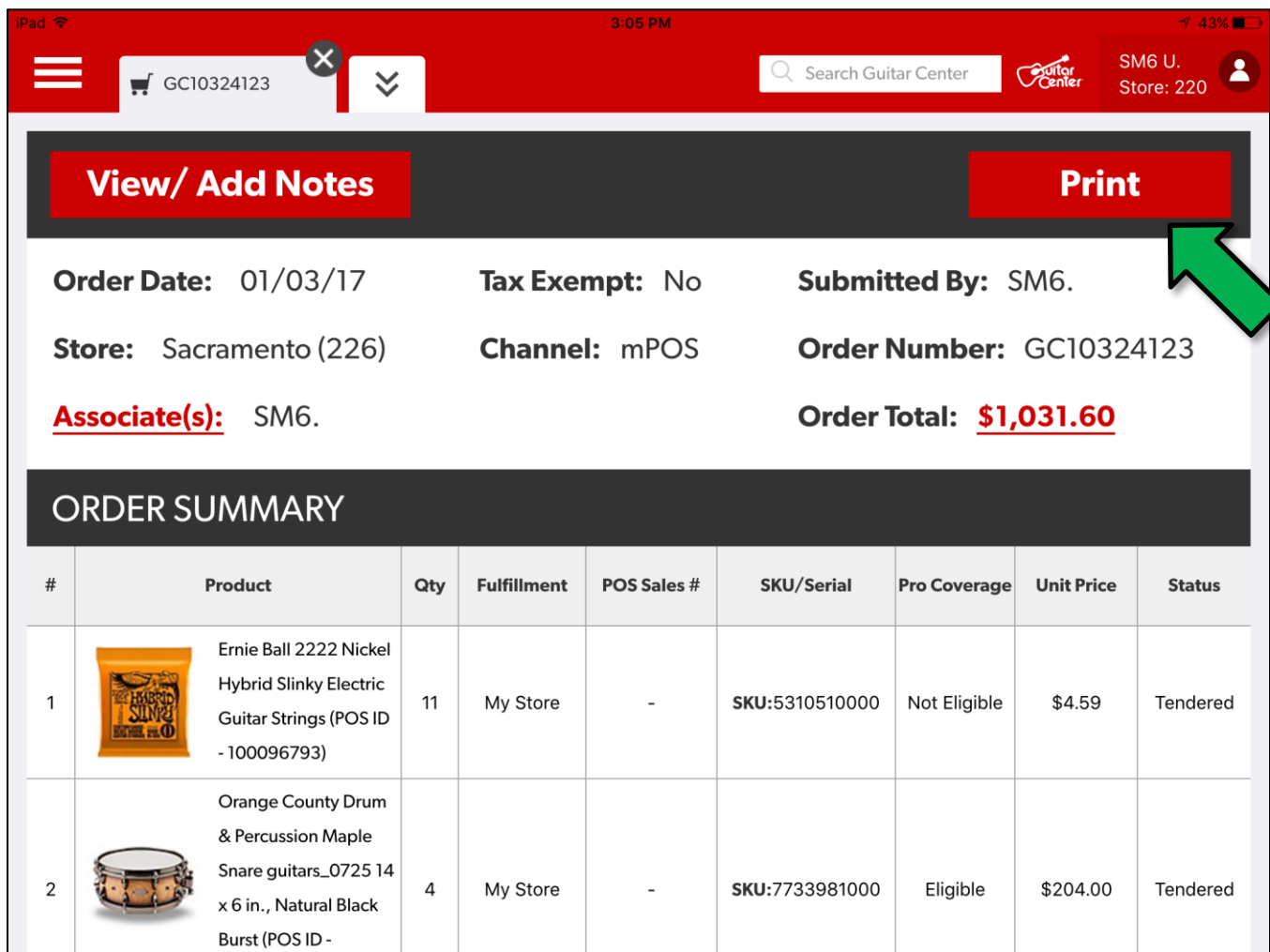
**Reprinting Receipts**
- Find the order you want to reprint using the process covered in **Find an Order**, then click on the **Order** link.

| Order Number | Customer Name | ZIP | Address | Status | Date | Total | Channel |
|---|---|---|---|---|---|---|---|
| GC10324123 | John Lennon | 91360 | 5244 Via Rincon | Tendered 🔒 | 01/03/17 3:59 PM | $1,031.60 | mPOS |
| GC10324119 | John Lennon | 91360 | 5244 Via Rincon | Tendered | 01/03/17 3:55 PM | $219.81 | mPOS |

- This will pull up the **Order Summary.**
- Press **Print**, and select the wireless printer.

| iPad 🔋 | | | 3:05 PM | | | 43% |
|---|---|---|---|---|---|---|
| ☰  🛒 GC10324123 ❌  ⌄ | | | | 🔍 Search Guitar Center | Guitar Center | SM6 U. Store: 220 👤 |

**View/ Add Notes**                                                                  **Print**

**Order Date:** 01/03/17     **Tax Exempt:** No     **Submitted By:** SM6.

**Store:** Sacramento (226)     **Channel:** mPOS     **Order Number:** GC10324123

**Associate(s):** SM6.                                **Order Total: $1,031.60**

**ORDER SUMMARY**

| # | Product | Qty | Fulfillment | POS Sales # | SKU/Serial | Pro Coverage | Unit Price | Status |
|---|---|---|---|---|---|---|---|---|
| 1 | Ernie Ball 2222 Nickel Hybrid Slinky Electric Guitar Strings (POS ID - 100096793) | 11 | My Store | - | SKU:5310510000 | Not Eligible | $4.59 | Tendered |
| 2 | Orange County Drum & Percussion Maple Snare guitars_0725 14 x 6 in., Natural Black Burst (POS ID - | 4 | My Store | - | SKU:7733981000 | Eligible | $204.00 | Tendered |

**Note:** When searching, results for non-mPOS orders may be returned.

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| GC10319280 | John Lennon | 91360 | 5244 Via Rincon | Tendered | 12/30/16 9:43 AM | $4.23 | mPOS |
| GC10319115 | John Lennon | 91360 | 5244 Via Rincon | Tendered | 12/29/16 1:56 PM | $220.32 | mPOS |
| GC10319083 | John Lennon | 91360 | 5244 Via Rincon | Tendered | 12/29/16 9:41 AM | $204.00 | GCSTORE |

- While these orders can be viewed in mPOS, you will not be able to reprint them from mPOS.

**View/ Add Notes**          **Please Print From SPO**

**Order Date:** 12/29/16     **Tax Exempt:** No     **Submitted By:** SM6 U.

**Store:** San Francisco (220)     **Channel:** GCSTORE     **Order Number:** GC10319083

**Associate(s):** SM6.     **Order Total:** $204.00

**ORDER SUMMARY**

| # | Product | Qty | Fulfillment | POS Sales # | SKU/Serial | Pro Coverage | Unit Price | Status |
|---|---|---|---|---|---|---|---|---|
| 1 | Orange County Drum & Percussion Maple Snare guitars_0725 14 x 6 in., Natural Black Burst (POS ID - 105334114) | 1 | SPO | - | - | Eligible | $204.00 | Created |