



**ALTERNATE UNIVERSES'S EMPLOYEE POLICY  
AND PROCEDURE HANDBOOK**

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**Written by: Patrick Coyle**

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# **Introduction**

Hello to Alternate Universes employees! If you are a new employee, welcome to your new job! If you are a current employee, thanks for your continued hard work at the store!

Alternate Universes was opened in 2003 in Holmes, Pennsylvania. Since that time, it has expanded to two more locations one in East Norriton, formally in Blue Bell, Pennsylvania, and another in Wilmington, Delaware, as well as an online store.

This employee manual was created to help all employees with the policies and procedures of Alternate Universes. Please read it carefully and if you have any questions, comments, or concerns, contact Pat and he can help you.

Thanks to everyone's hard work, Alternate Universes is successful and will be for a long time to come. We all look forward to working with you!

## **Mission Statement**

Alternate Universes exists to foster the trading card game, miniature, RPG and board game community through a clean and welcoming environment, a wide range of games and accessories, excellent customer service, and genuine love of the industry. Alternate Universes prides itself on being a place where everyone can come to play and enjoy games of all kinds without fear of discrimination based on sex, ethnicity, age or gender preference. Alternate Universes strives to maintain an inclusive environment and will not tolerate abusive behavior by its patrons or employees.

# POLICY

# Benefits

Employees of Alternate Universes receive a number of benefits. These benefits include:

- 40% off the manufacturer's suggested retail price (MSRP) of any orderable product.
  - Excluded products include:
    - Out of print sets
    - Limited edition products
  - Products or discounts can be excluded or changed at management's discretion
  - Note that booster boxes that are sold to customers have a discount. If an employee would like to purchase a box, they need to take 40% off of the total price for the number of packs in the box.
    - Example: Magic: The Gathering booster boxes are sold for \$120 to customers, but the MSRP is \$153, the price of 36 packs at \$4.25 each. The employee discount would make the booster box \$91.80, not \$72.
- Paid time off
  - Hourly employees earn one (1) hour of paid time off for every forty (40) hours worked. A maximum of 80 hours of leave may be accumulated.
  - Salary employees are allowed 10 days of vacation and 5 paid sick days.
- Ability to keep the store open after-hours
  - This is unpaid
  - Employees who choose to stay late are responsible for any customers still there, the condition of the store, and any products affected by using the store after hours.

## Contact Information

CEO: Michael Coyle

Phone Number: 215-327-9210

Chief Operating Officer: Patrick Coyle

Phone Number: 484-343-1739

Multi-Store Supervisor: Steve Silverman

Phone Number: 610-733-6265

Online Store Manager: Ryan Glackin

Phone Number: 215-582-9067

Additionally, we use an employees-only discord channel for communicating between the stores. The link to this discord is below:

<https://discord.gg/3KNXgqe>



QR Code for The Discord Link Above

# Employee Conduct

As an employee of Alternate Universes, you are representing the store the whole time you are working. Image and a good customer experience are both valuable business assets that all members of Alternate Universes must earn and maintain. We need you to be professional while you are working. You have to look the part and act the part. Below is a list of how we expect you to act and dress while on the job. These are just guidelines, and not an exhaustive list, items can be added or removed from this list at any time. An employee's conduct is not made acceptable solely because the employee believes it to be, nor may an employee excuse their conduct because this manual does not specifically prohibit the objectionable conduct. The decision as to what or what is not prohibited is the company's sole discretion.

## Expected Employee Conduct

- Be professional, responsible, and courteous to everyone!
- No fighting, no sexism, no racism.
- No gambling
- Treat everyone with respect.
- No theft from the store or customers.
- No weapons
- Use your best judgment and common sense while working as they relate to the company, not the individual.
- Always wear Alternate Universes staff uniform shirt while you are working the register (collared shirt with the blue sides and shoulders that says Alternate Universes Staff on the pocket.) We need customers to know who is working when they come into the store.
- Do not buy cards for yourself while working. If you want to buy a card you can buy it from the store.
- You are permitted to sell your own cards if the store does not have any of the card the customer is looking for in stock.



## **Playing Games While Working**

There is value to employees playing and being knowledgeable of the games we sell. Customers look for our employees' expertise in our products. One of the ways to display this expertise is to play games with people who come into the store. This helps sell products and build your rapport with the customer base. This is allowed, but make sure that this does not take priority over your daily duties. The primary reason why you are hired is to help keep the business running.

Make sure your tasks are finished and no customers need help when you are starting a game. While you are playing you **MUST** stop what you are doing to help any customers. While sitting at a table, make sure that you are facing the register so you can see any customers that might come to the counter or walk into the store so you can still greet them.

You are not permitted to play in tournaments while on the clock. If you do want to play in an event, you are permitted to clock out to play, but only if you receive permission. You may also still be tasked to help out at the register should the need arise, as you are still scheduled to work.

## **Attendance**

We expect you to be present during your scheduled working hours. If you face an emergency that prevents you from coming to work one day, contact the Supervisor as soon as possible. We will excuse absences in cases of serious accidents or acute medical emergencies. But, whenever possible, we should know when you won't be coming in.

## **Interacting On Social Media**

If you are friends with any customers on social media, you are inevitably going to receive questions about the store. When you are talking about the store, you are representing the store. Please make sure to follow the employee guidelines in these situations. Also there is no problem with you telling that person to call the store or message one of the Alternate Universes social media accounts.

Please do not make posts on social media about negative customer interactions you've had. It is unprofessional and you do not know who will see your post. Even

without names, it can be easy to figure out who you are referencing. Also please do not disparage games you do not play or the customers who play them.

If you handle our social media accounts or speak on our company's behalf, we expect you to protect our company's image and reputation. Specifically, you should:

- Be respectful, polite and patient.
- Avoid speaking on matters outside your field of expertise when possible.
- Follow our confidentiality and data protection policies and observe laws governing copyrights, trademarks, plagiarism and fair use.
- Coordinate with upper management when you're about to share any major-impact content.
- Avoid deleting or ignoring comments for no reason.
- Correct or remove any misleading or false content as quickly as possible

## **Harassment**

Harassment is a broad term and may include seemingly harmless actions, like gossip. We can't create an exhaustive list, but here are some instances that we consider harassment:

- Sabotaging someone's work on purpose.
- Engaging in frequent or unwanted advances of any nature.
- Commenting derogatorily on a person's ethnic heritage or religious beliefs.
- Starting or spreading rumors about a person's personal life.
- Ridiculing someone in front of others or singling them out to perform tasks unrelated to their job (e.g. bringing coffee) against their will.
- Sexual harassment is illegal and we will seriously investigate relevant reports. If an employee is found guilty of sexual harassment, they will be terminated.

If you're being harassed, whether by a colleague, customer or vendor, you can choose to talk to any of these people:

- Offenders. If you suspect that an offender doesn't realize they are guilty of harassment, you could talk to them directly in an effort to resolve the harassment. This tactic is appropriate for cases of minor harassment (e.g. inappropriate jokes between colleagues.) Avoid using this approach with customers or stakeholders.

- Your manager. If customers, stakeholders or team members are involved in your claim, you may reach out to your manager. Your manager will assess your situation and may contact the appropriate person.
- Feel free to reach out to the CEO or COO in any case of harassment no matter how minor it may seem. For your safety, contact them as soon as possible in cases of serious harassment (e.g. sexual advances) or if your manager is involved in your claim. Anything you disclose will remain confidential.

## **Equal opportunity employment**

Alternate Universes is an equal opportunity employer. We don't tolerate discrimination against protected characteristics (gender, age, sexual orientation, race, nationality, ethnicity, religion, disability, veteran status.) We want all employees to treat others with respect and professionalism. In practice, this means that we:

- Hire and promote people based on skills, experience or potential and try to reduce bias in every process.
- Make accommodations to help people with disabilities move about safely on our premises and use our products, services and equipment.
- Use inclusive, diversity-sensitive language in all official documents, signs and job ads.

Apart from those actions, we commit to penalizing discriminatory, offensive or inappropriate behavior. To do this properly, we ask you to report any discriminatory action against yourself or your colleagues to the COO. Our company will not retaliate against you if you file a complaint or discrimination lawsuit. Any employee who retaliates or discriminates will face disciplinary action.

# Employee Roles

Below is a list of each position at Alternate Universes, along with the tasks associated and expected of employees who have that role. Note that tasks can be added or removed from any role at any time as projects arise. This is meant to be a guideline.

## Retail Store Employees

**Associate Employee** - Base level employee. where most new hires start.

Tasks include:

- Help customers.
- Clean up.
- Run tournaments.
- Buy cards.
- Put away cards.

**Full Staff** - An associate who has worked long enough at Alternate Universes to earn additional responsibilities:

Tasks include:

- All Associate Employee level tasks
- Complete purchase orders
- Put away new inventory.
- Complete inventory transfers.

**Manager** - A senior employee who helps keep a store consistent and also helps with store decision making. There is one manager at each store.

Tasks include:

- All Full Staff level tasks
- Give input on inventory orders, tournament schedule, special events, and store layout.
- Participate in quarterly manager meetings.
- Work with special case customers.
- Plan tasks for self and associate-level employees.
- Ensure tasks are being completed

- Help with training new employees.
- Reports store happening and information to Multi-Store Supervisor, COO, and CEO

**Multi-Store Supervisor** - Employee who works with each store manager and handles inventory-related tasks

Tasks include:

- All Manager level employee tasks
- Keeps track of employee time off and shift coverage
- Deals with special cases related to overstock inventory and specialty singles
- Training staff on single purchasing techniques and pricing
- Meeting with customers who want to sell large collections.
- Researching sales techniques that can be used for the store.
- Working with employees at all stores to ensure tasks are done.
- Managing staff for vending at events.

**Chief Operating Officer (COO)** - Employee ranking just below the owner/CEO.  
Manages store operations and products

Tasks include:

- All Manager level employee tasks.
- Ordering new product.
- Ensuring each store is clean and organized.
- Working with employees at all stores to ensure tasks are done.
- Helping with scheduling new in-store weekly events.
- Developing weekly tournament prizing.
- Handling special case situations and customers.
- Interviewing and hiring new employees.

**Owner/Chief Executive Officer (CEO)** - Responsible for big-picture projects and ensuring the store stays open.

Tasks Include:

- All COO tasks
- Scheduling large tournaments and special events at stores.
- Managing business finances.
- Scheduling employee meetings and inventory counts
- Store remodeling
- Expansion into new business areas

## **Back-End Employees**

**Online Store Associate** - employee who works on Alternate Universe's online sales and shipping.

Tasks include:

- Pulling orders.
- Packing orders for shipment.
- Sorting incoming cards.
- Listing products online.
- Picking bulk.

**Online Store Manager** - Senior level employee who manages day-to-day online store activities and direction for online store.

Tasks include:

- All online store associate level tasks.
- Adjusting inventory prices.
- Input on determining online product for sale.
- Keeping up with platforms used for sales.
- Troubleshooting online sale platforms.
- Sales reports.
- Online store customer service

## Road Crew

**Road Crew Associate** - Only works at events, not in store. Assists with selling product and singles at out-of-store events

Tasks include:

- Helping customers
- Packing and unpacking inventory
- Displaying inventory for sale
- Sorting and pricing singles
- Displaying singles

## **Employee Safety**

At Alternate Universes, we want to make sure that everyone can enjoy a safe and healthful work environment. Please be sure to maintain this environment while working. The list below includes things that employees should be on the lookout for. This is not an exhaustive list and may be changed or updated at any time.

- Follow any safety procedures put forth with any equipment required for doing your job.
- Alert the proper authority in the event of any crime committed. Do not put yourself in danger for the sake of the business.
- Make sure the store is free of hazards, such as anything blocking exits, or spills that could result in a fall.
- A first aid is located in each store. Make sure you know where it is located. In the event of serious injury, either by employee or customer, call 911 and have a qualified professional alerted to the situation.

## **Getting Paid**

The most important part of working is getting paid. Employees are paid weekly by direct deposit. Each non-salaried employee use the Lightspeed POS to login at the beginning of their shift and logout at the end of the shift. Each Monday the hours for the week are totaled and given to the payroll processor. A direct deposit to the employees bank account is made every Friday for the hours worked the previous week (Monday through Sunday)



# **Reporting A Violation or Complaint**

If you see or hear something that violates a company policy or a complaint about something or someone, please report it to Patrick Coyle. Reports are confidential and you will not be punished for filing one. If you wish to report or complain anonymously, send an email to [patcatau@gmail.com](mailto:patcatau@gmail.com). Reports will be fully investigated and responded to appropriately.

## **Procedure and Information**

- Gather all facts and information possible.
- Think about the situation and use common sense; if something seems unethical or improper then it probably is.
- Clarify responsibility and role of those involved.
- Discuss the problem with the management.
- Remember, violations and complaints can be reported in confidence without fear of retaliation.
- Always ask first and act later: it's better to ask to make sure something is ok then to assume it is and find out later that it was not.

## **Requesting Time Off**

Employees are required to let management know when they need to take off from work. Please contact Steve Silverman if you wish to request time off. Please keep in mind the following rules when requesting time off.

- Please give notice as far in advance as possible when requesting time off so your shift can be covered. If you are calling out sick the day of your scheduled shift you must call Steve Silverman or Pat Coyle.
- Requests for time off are granted at the discretion of management and are not guaranteed. While management will make every attempt to accommodate the request, the possibility exists that it may be turned down. Please do not make irrevocable plans until your requested time off has been approved.
- Make sure to contact Michael Coyle to say if you want to use your accumulated leave time. If you don't say anything, it is assumed you do not want to use it.
- If you are a salaried employee, please make sure to say if you will be using vacation or sick leave time.

# **Store Credit**

## **What is store credit?**

Store credit refers to a currency that can only be used at Alternate Universes locations. Store credit can be used on many products and weekly events, with some exceptions that are listed below.

## **Where does store credit come from?**

There are several ways that customers can get store credit:

- Exchange cash for an Alternate Universes gift card for the amount paid
- Trading in cards and choosing store credit instead of cash as payment
- Winning it through tournaments, either because that is the prize or they choose to take store credit in lieu of booster packs.

If a customer wishes to receive store credit for a trade in, they are given a 20% bonus on top of the cash value of their cards. Example: You buy a \$10 card from a customer, which we would pay \$5 for. If they decide they want store credit, you multiply  $5 * 1.2$ , which gives you \$6 store credit.

If a customer wins booster packs in a tournament, they may exchange them for store credit. The exchange rate is \$3 store credit per booster pack won. Example: A customer wins 3 booster packs in a tournament. Instead of taking the booster packs, they can instead choose to be awarded \$9 in store credit.

## **What can't store credit be used on?**

Store credit is good for almost everything that is sold, but there are exceptions. This is a current list of what store credit can't be used for. Items can be added or removed from this list at any time at management's discretion.

- Special tournaments. This includes events such as prereleases, or large weekend tournaments such as Nintendo Switch tournaments or Modern 1ks. Note: Store credit can be used for the Yugioh sneak peeks
- Deep-discount products that are on sale for 20% off or more.

- Preordering product at a discount

Note that customers can still trade in cards at the time of purchase to offset the partial or full cost of any of the above prohibited items.

### **Legal Info on Store Credit**

Use of an Alternate Universes gift card constitutes acceptance of the card terms and conditions. This card contains value that may only be used to purchase goods at Alternate Universes locations. To use, present the card to an associate at the time of purchase and amounts will be deducted from the card balance. Additional value may be added to a gift card at any time. Card will not be replaced if it is lost, stolen, or destroyed. Alternate Universes store credit can not be redeemed for cash. Store credit may be redeemed at all Alternate Universes locations.

## **Store Rules**

Card stores are unique in the fact that they are not just retail stores, but also a place for gamers to gather. This means that there are rules for how people should act in the store. Players are expected to keep the fun and welcoming environment that Alternate Universes facilitates. There are some rules around how we expect the players to act. These are just guidelines, it is not an exhaustive list. Items can be added or removed from the list of acceptable behaviors at any time.

## **Disciplinary Action**

You, as an employee of Alternate Universes, must take action to solve any of the issues below. Each will require different types of disciplinary action, and it is the sole discretion of Alternate Universes personnel what is not acceptable and what disciplinary action is required. You should take reasonable steps to address any of the issues below with the offending party. Failure by the player to correct the offending behavior(s) may result in disciplinary action, up to and including removal from Alternate Universes locations and temporary or permanent bannings from any and all Alternate Universes locations. Alternate Universes further reserves the right to refuse service or access to Alternate Universes events, or to remove anyone from an Alternate Universes event at any time for any reason or no reason, to the extent permitted by law.

## **Behavior**

Players are expected to exhibit good behavior while at Alternate Universes. Remember that Alternate Universes is a welcoming place for people to have fun. These rules help facilitate that.

- Keep the games fun!
- Make sure everyone is welcome! We will not tolerate bullying, racism, or sexual harassment.
- Players are not permitted to sell or buy cards from other players for cash. Trading is permitted.
- Aggressive behavior or threats will not be tolerated.
- Theft of or damage to personal property of other players will not be tolerated.

- Please keep the play areas clean and let the staff know if you need help cleaning up a spill.
- Weapons of any kind are not permitted in the store.
- No offensive or sexually explicit clothing or gaming accessories are permitted in the store.
- No smoking or vaping in the store
- AU reserves the right to refuse service to anyone who appears to be under the influence of drugs or alcohol.

## **Theft**

Theft will not be tolerated. Consequences may include disqualification from the tournament without prize, removal from Alternate Universes, and banning from any and all Alternate Universes locations. Furthermore, we may notify parents and/or call the police.

If someone talks to you about things being stolen, get the following information from them:

- Full name
- Item missing
- Time that it was noticed missing
- Where it was noticed missing (specific table where item was last)
- A phone number to contact them at

While all three stores have camera system it can be very difficult to see theft taking place. While it's fine to tell a customer we will review the recording do not promise that we will be able to see what happened.

## **Trading and buying/selling in the store**

Trading is an activity central to trading card games (it's in the name for a reason, right?). We definitely want and are happy to see trading going on in the stores, but Alternate Universes is not here to help you run your own private card store.

- Trading is 100% permitted in the store.

- Customers cannot set up shop and buy/sell cards using our space. “Backpack” vending is expressly prohibited.
- Customers are not allowed to undercut the store’s transactions. If someone tries to step into one of your buys and offers more, first explain to them why this is not permitted then tell them to leave the store immediately.

## **Termination**

Employment at Alternate Universes is at-will. You or the company can end the employee/employer relationship at any time for any reason. Below are reasons that will immediately end your employment. Note that this is not an exhaustive list; it may be changed or updated at any time, and may not be the sole reason for an employee’s termination.

- Stealing, either from the company or a customer.
- Violence
- Harassment and/discrimination of any kind.
- Not complying with the law, both written and in spirit of the law.
- Chronic lateness
- Repeated insubordination
- Failure to perform your duties as set out by management

# PROCEDURE

# Opening the Store

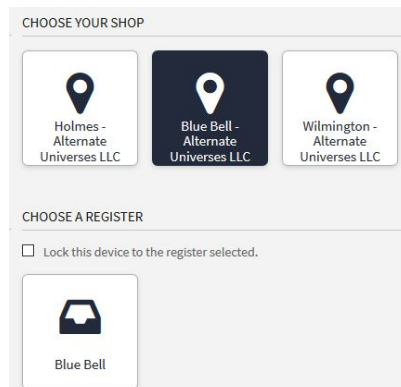
Make sure to arrive **15 minutes** before the store would open so you have time by yourself to get the store ready for customers.

## Steps to open the store:

- Turn off the alarm
- Clock in.
- Open the register. (See next section for steps)
- Turn on the open sign.
- Clean up any cards or trash that are visible behind the counter.
- Throw away any trash left on or under play area tables.
- Check the bathrooms to make sure they have toilet paper and paper towels.

## To open the register:

- Log into Lightspeed Retail (the POS System)
  - You should be prompted with the following screen:



- Make sure the store you are in is selected! This is especially important for employees that work at multiple stores, as the last store you were clocked in at will be highlighted.
- Click the button under choose a register
- Count the money in the drawer. Type the number of each dollar amount in your register into lightspeed so it can record the starting total. The register should have \$200 to start the day. If there is not \$200, just type in the amount that you



currently have in the register, and make sure the next day has the correct amount.

## **During the Day**

Throughout the work day, your time will be split between several tasks. Refer to the priority list below to know what you should be doing at any given time.

### **Priority List**

While you are working you should be focused on this list of priorities, with number 1 being the most important.

1. **Help Customers** - This includes selling product, buying cards, or running a tournament.
2. **Clean** - There is always something to dust, wipe down, or rearrange. This also includes making sure the bathrooms have enough toilet paper, soap, and paper towels.
3. **Price and put away products** - This includes singles, which are one of the most sought after thing we sell. It's important to make sure our stock is constantly full.
4. **Pick bulk** - Each store takes in bulk that needs to be picked to be put out and sold in priority number 3.

# Cleaning Chart

## Weekly Cleaning Tasks

Task	Assigned to:	Witness	Complete
Wipe down bathroom fixtures			
Vacuum			
Dust Behind Counter			
Dust Retail Shelves			
Wipe down tables			
Update Whiteboards			

## Nightly Cleaning Tasks

Task	S	M	T	W	T	F	S
Chairs Pushed In							
Trash Taken Out							
Wipe Display Cases							
Toilet Paper and Paper Towels Stocked							
Bathroom Mopped							
Cards Behind the Counter Put Away							
Chips, candy, and soda restocked							

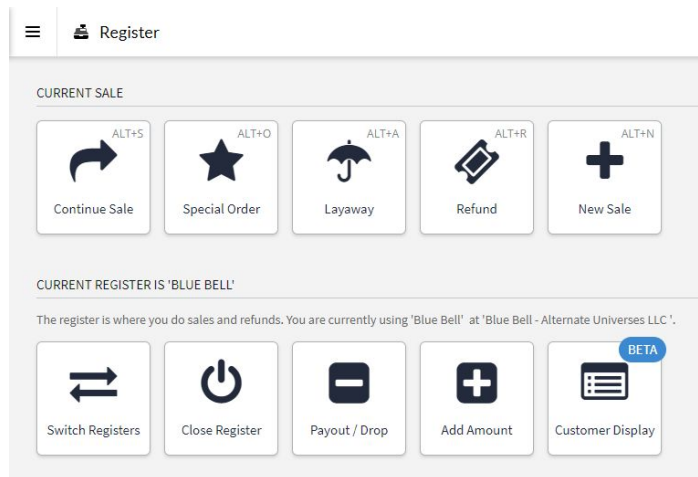
# Closing the Store

## Steps to close the store

- Politely ask any customers in the store to leave.
- Clean up any trash and put away any piles of cards behind the counter.
- Empty all trash cans and replace the bags.
- Wipe off the tables.
- Push in all the chairs.
- Swiffer mop the bathroom floors.
- Count and close the register (see next section for steps).
- Count any money not used to balance the register and put it in an envelope with the receipts from the night. Put that envelope in the safe.
- Lock the doors.
- Turn off the lights.
- Turn on the alarm.

## Closing the register

- Click the three bars in the upper-right hand corner of the screen and click on sales
- You should see 10 buttons:



- Click on Close Register, bottom row, 2nd from the left.
- You will be presented with the following screen:

Register - "Blue Bell" Closing Totals

Type	Start+Adds	Payments	Withdraws	Total Remaining	Closing Count	
Cash	\$200.00	\$31.00	\$0.00	\$231.00	<div> <div>\$100 x</div> <div>\$50 x</div> <div>\$20 x</div> <div>\$10 x</div> <div>\$5 x</div> <div>\$1 x</div> <div>25c x</div> <div>10c x</div> <div>5c x</div> <div>1c x</div> <div>Extra \$</div> <div>Total \$</div> </div> <div> <div>0</div> <div>0</div> <div>0</div> <div>0</div> <div>0</div> <div>0</div> <div>0</div> <div>0</div> <div>0</div> <div>0</div> <div>0.00</div> <div>0.00</div> </div>	
Credit Card	\$0.00	\$0.00	\$0.00	\$0.00		\$ 0.00
Debit Card	\$0.00	\$105.92	\$0.00	\$105.92		\$ 105.92
Credit Account	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00
Gift Card	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00
<b>Totals</b>	<b>\$200.00</b>	<b>\$136.92</b>	<b>\$0.00</b>	<b>\$336.92</b>		

Note

- A. First count your bills and coins. Type the amount of each bill and coin into the text boxes.
- Example: You have 5 \$20 bills. Type 5 in the box across from \$20x  
Do not type \$100.
- B. Close the credit card machine for the day. This is found in the options menu. There will be a receipt print out. Use that print out to find the totals for debit and credit card purchases. Type the total dollar amounts from debit and credit into their respective text boxes. Do not go by what the register says. The credit card receipt print out is the correct amount rung.
- Debit is listed as EDS on the credit card receipt.
  - To get the total credit card sales, subtract the EDS amount from the total credit card sales:
    - Example: You did \$1000 total in credit and debit card sales. EDS shows \$600.  $1000 - 600$  gives you \$400 in credit card sales.
- C. When everything has been counted, click the submit counts button.

- The next screen will ask you to verify that everything is correct. Take the time to recheck your work, and if any major discrepancies are found, please contact Mike, Pat, or Steve. Once this is done, click Save Counts.
- The final screen will have an option to print a receipt. Print that receipt and staple it with the credit card print out and all the credit card transactions for the day.

- Balance the register for the next day. There should be \$200 in the register for the next day. Refer to the table below for the totals for each type of bill.

Bills and Coins	Amount for Register
\$10s	5
\$5s	23
\$1s	25
Quarters	28
Dimes	20
Nickels	20

This is the preferred configuration, but if you do not have enough bills of one type you can substitute them for an equivalent amount. In general, try to use smaller bills to handle a difference in amount.

Example: You only have 3 \$10s at the end of the night, but 30 \$5s. You can substitute the \$10s you're missing with 4 \$5.

- Count any money not used to balance the register. Take an envelope and write that amount on the envelope, along with the date and names of all employees that worked that day. Put the money you counted as well as the stapled receipts into the envelope and seal it.
- Put that envelope into the safe and make sure the safe is locked.


# Buying Singles

Buying singles is a big part of Alternate Universes's business. Singles are the individual cards that are opened from booster packs. By buying cards from customers, we are able to keep our cases stocked and they one of the most popular things that we sell. There is no clear cut correct way to buy cards from customers. These are a set of guidelines and information to better inform your card-buying decisions.

## General Guidelines

- **Be friendly** - No one wants to sell cards to a jerk. They can easily take their cards elsewhere
- **Be Transparent** - If a customer asks what you are paying and why, be prepared to tell them that information. Anyone can look up a price online, there is no reason for you to not be transparent.
- **Have a plan** - Use the guidelines here to help influence your buying decisions. Start on the low end of what you could pay and move it based on negotiations with the customer. Sometimes they will take the low price. Sometimes they might ask for more and if that falls within your acceptable price range for buying, you can take it. This also makes the store look good. If the card is going straight to the online store, pay less. We make about 20% less than what a card is listed for after fees and shipping.
- **You do not need to buy every card** - People will try to ask for more for their cards. If it is outside your acceptable price range, politely decline the increase or pass on the card. There will be more.
- **Don't be insulted if someone doesn't want to sell** - Remember these are the customer's cards; if they don't want to sell, they don't have to. You have to be able to live with rejection.
- **Don't quote a price over the phone without stipulation** - People will call and ask what we will pay over the phone. You are allowed to give them a price, but always make sure to tell them that price is not final until we have seen the cards condition. Make clear that prices giving over the phone serve only as a guideline of what we will pay. The final price depends heavily upon the condition of the cards.
- **We are not a charity** - Don't spend more than needed because a person really needs the cash or is giving you a sob story.

- **Condition matters** - Always price according to the condition of the card. We generally do not want damaged cards, but exceptions can be made for valuable ones. We never want damaged bulk cards. Do not buy them.
- **Carefully check the cards before buying** - Cards need to be examined outside of a sleeve so that you can verify their condition. Always desleeve everything first! You also need to make sure you are not buying a counterfeit card.
- **Always look up the price of cards** - Prices change and your memory can be faulty. Always make sure to look up the price of a card before giving a customer a price.
- **Do not just go buy the Market Price** - The market price on tcgplayer is not always accurate. Take this example:



**SPYRAL Super Agent**  
 The Dark Illusion (YuGiOh) Number TDIL-EN086 • Rarity Ultra Rare  
 Market Price  
**\$9.50**  
[Price Guide](#)

<b>Baileys TCG</b> 100 177 Sales	1st Edition - Near Mint	<b>\$1.00</b> Shipping: Included	1 of 1	<a href="#">Add to Cart</a>
<b>Just Sell Yugioh</b> 100 29 Sales	1st Edition - Near Mint	<b>\$0.50</b> + \$0.99 Shipping	1 of 1	<a href="#">Add to Cart</a>
<b>Video Game World</b> 100 25000+ Sales	1st Edition - Moderately Played	<b>\$1.55</b> Shipping: Included	1 of 1	<a href="#">Add to Cart</a>

83 prices as low as **\$1.00** Shipping Included [See More Prices](#)

Note that the market price is well above what the card is currently selling for! This can happen with any game. Always make sure to check the listed prices against the market price and do not follow it blindly!

If you have questions about buying cards, contact Steve Silverman. He can offer you advice or come to your store to help you with a collection.

**REMEMBER! WHEN IN DOUBT, PAY LESS!**

## Price Guidelines

As a rule of thumb, we pay about 50% of what a card is worth in cash, and 20% on top of that number for store credit. 50% is just a general rule and you do not always have to adhere to that percentage. We round down whenever possible. Example: a customer tries to sell a \$7 card. We would pay \$3 cash, not \$3.50. On cards \$3 and cheaper, we will not pay 50%. Please refer to the table below for general cheap card guidelines:

Card's Value	Price We Pay
\$1 or less	See bulk rates in the discord for current rates.
\$1.25 to \$1.75	\$.25
\$2.00 to \$2.75	\$.50
\$3 to \$4	\$1

Cards that have a high value is where we can start paying more than 50% of the value. You will need to use your game knowledge and judgment to determine when this should be done. Not every expensive card needs to be bought for more than 50% of its value. Never be afraid to negotiate with the person you are buying from.

Remember that any pricing information is a guideline. You should try to stick to these numbers as much as possible, but if you know a card will sell better or worse because of your knowledge of the game, feel free to pay more or less. The golden rule is: **the store needs to be able to sell the card for a profit! We are not collectors!**

## The Buying Process

This is the general process of how a buy will go.

- A customer will bring in cards for you to look at
- Take a quick glance at what they have brought in before you start. If it appears to be bulk, you can give them a price based on our bulk rate.
- Start going through any non-bulk items they brought in. Pull out any cards we are interested in buying.



- Start checking prices online for the cards that you pulled out. TCGPlayer.com is the store's go-to website for price checking, as well as where we sell our cards online.
- Place cards onto the buy mat based on the cash price the store will pay.
- After all cards are looked up, get a cash total and store credit total for everything before telling the customer you are finished. Remember store credit is 20% on top of the total cash buy price. Example: \$100 cash or  $100 * 1.2\% = \$120$  store credit.
- Make sure to think about the price the store will pay. You can offer less than what you totaled to have some negotiation room. Think about the maximum we should pay. Never go over that amount.
- Make your offer to the customer.
- Allow them to take any cards out they do not wish to sell, then reconfigure your price.
- If they accept, pay them! The steps for doing this are listed below.
- If they do not, do not get insulted or argue with them. Tell them you understand and politely thank them for bringing the cards in for you to price.
- Congratulations you may have just bought some cards!

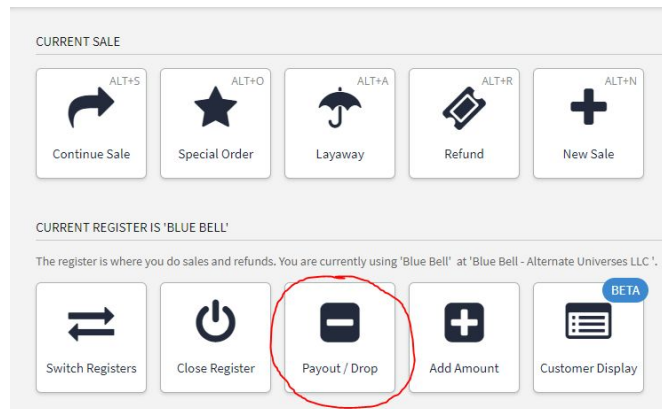
## **Paying a Customer**

There are steps you need to follow to pay a customer once they have agreed to sell. The process is slightly different depending on how much the store is paying for the cards. All these steps are required to ensure the accuracy of our cash reporting and to keep a record of the money we are spending on cards.

### **Paying a Customer in cash**

As long as we have the cash on hand, we can pay the customer the amount we quoted in cash. If you have enough cash in the register, do a payout for the amount owed by following the directions below:

- Click the sales tab, then click “Payout/Drop”, which is in the middle of the second row of options and circled below:



- Type in the amount you are paying out in the text boxes next to the type of bill. Type your reason for making a payout, such as “MTG Buy”, then click withdraw:
- You may now open the register and give the customer the amount they are owed.

### **Not Enough Cash in the drawer, but enough cash in the safe.**

You are permitted to take cash from the safe to complete a buy in cash. Only do this if there is not enough cash in the register, or the payout from the buy would take most, if not all, of the small bills you have.

- Open the safe and check the totals on the envelopes. Look for one with as much or more cash than the transaction requires.
- Open the envelope and take out the cash required.
- Write the amount taken along with the date and your name on the envelope.
- Before handing that money to the customer, add that money to the register using the “Add Amount” button to the right of the payout button on the sale tab.
- Type in the amount you are adding, exactly like in the payout screen below.
- Complete a payout for the amount needed for the transaction

Blue Bell: Payout

Pay Out	\$100 ×	<input type="text" value="1"/>
	\$50 ×	<input type="text" value="1"/>
	\$20 ×	<input type="text" value="2"/>
	\$10 ×	<input type="text"/>
	\$5 ×	<input type="text"/>
	\$1 ×	<input type="text"/>
	25¢ ×	<input type="text"/>
	10¢ ×	<input type="text"/>
	5¢ ×	<input type="text"/>
	1¢ ×	<input type="text"/>
Extra	\$	<input type="text" value="0.00"/>
Total	\$	<input type="text" value="190.00"/>

Type

Note

- You may now open the register and give the customer the amount they are owed!

### Not enough cash in the store

In the event that there is not enough cash in the store, you are permitted to write a check to the customer. Make sure you call Mike before writing a check. He can verify that the account has enough money for the check to be cashed, and then the store will have a record that you are writing a check. Just fill out the check as normal and hand it to the customer. Make sure to write the full name they use for their bank account. Tell them they can cash the check as soon as they are able.

If you do not know how to fill out a check, check the link below:

<https://www.wikihow.com/Write-a-Check>

### The customer wants store credit

If the customer would like store credit, refer to page 45 for how to give store credit.

## After the Buy

Once you have bought the cards, if you paid \$30 or more, take a picture of the cards you have bought and post it on the employee discord, specifically the pickups section, along with the amount you paid. Make sure to neatly spread out the cards so that they can be easily identified.

After your picture is taken, desleeve all the cards and put them in the appropriate section of the card house so they can be put out for sale in the near future!





## Resources

- **TCGPlayer.com** - <https://www.tcgplayer.com/> - The main website where we get our card prices from.
- **Ebay.com** - <https://www.ebay.com/> - Specifically the completed listing section. Good secondary resource for low supply cards, and to see what cards are actually selling for.
- **Trollandtoad.com** - <https://www.trollandtoad.com/> - Check their buylist to see the minimum we could get for a card if you believe it is a card that we will have a hard time selling. If you use this, pay under their buylist price.
- **Dawnglare.com** - <https://www.dawnglare.com/> - Useful for checking the price of cards from a set, or the expected value from any given set. Works for Magic: The Gathering as well as Pokemon and Yugioh (as of writing this, Pokemon and Yugioh are in beta)

# Buying Singles FAQs

## The difference between MTG cards from the set Chronicles and their Original Printing

Cards printed in Chronicles have their original set symbols but with white borders. The following sets in are part of Chronicles:

Arabian Nights	Antiquities	Legends	The Dark
			

Comparison Example:

Original Printing	Chronicles Reprint
	

## Difference between 4th Edition and 5th Edition

Check the date of when the card was printed.

1995: 4th Edition

1997: 5th Edition

## **How to tell if a MTG card is fake:**

Check these articles for information on how to tell:

<https://www.quietspeculation.com/2014/01/insider-spotting-fakes/>

When in doubt, ask on discord for a second opinion! Don't buy anything if you have any doubts!

## **Selling Singles**

Selling singles is how we get the money out of the cards that we buy. We try to compete with price of singles that are listed online, unlike the sealed product we sell.

### **Getting Your Price**

TCGPlayer.com is the source of most of our pricing. It should be the first place you look to get a price. If there is low supply of the card you are checking and the price seems much higher than it should be, make sure to check completed listings on Ebay.com to see what the card is actually selling for. A good rule of thumb is if there are less than 10 prices for a card on TCGPlayer.com, you should check another website to verify the price.

Remember, the market price on TCGPlayer.com is not always accurate. Cards can be listed for well under the market price given. You should check what cards are listed for and what the market price is, and pick a price somewhere in between the two. The advantage to beating the market price when possible is that at a glance our prices will seem better than what TCGPlayer.com has them listed for, which is a positive for customer satisfaction, but sometimes the market price could be the correct pick if it's higher and customers are willing to pay.

When you set your price, don't use .50 increments for cards in the case. Round up to the nearest dollar instead. This also applies to cards that are listed for a solid \$1-\$1.50 online. You should set cards at these prices to \$2 to help fill the case and to also get more value out of our singles. Cards that are a solid \$1 or more should be put into the case, cards under \$1 should go into the \$1 binders.

### **Displaying the Cards**

Once we buy cards, we need to put them out so the customer can buy them. Refilling the display cases is a daily job at Alternate Universes. You should strive to have no holes in your display case. If you do not have enough cards to fill a display case, contact one of the other stores and see if they have singles they can bring to your location.

We use hard plastic cases to hold cards that are put into the display case. Each case can hold multiple copies of one card. Do not put different cards of the same price

into one of these plastic cases. One card, one case! Keep the price labels consistent. They should always be placed on the lower left-hand corner of the plastic cases. You should try to center the cards in the display case to minimize the amount of blank space. Put more expensive cards towards the front and in the middle of the case to catch customers' attention.

Price labels in the display case use the two-line price gun. The top line has the date and the bottom line has the price. When you price a card you want to put the accurate date on the label. This is so both you and the customer know the last time the price of the card was checked. Card prices at least 2 weeks out of date should be updated. Prices constantly fluctuate, you need to make sure they are updated so we have a better chance of selling them. Do not price cards based on your memory. The price could have changed. You should always make sure to check the price of the card when you are putting it out.

We strive to have full display cases at all times! This means you should always fill the display cases with new cards when there are holes. You should also hold on to cards that may normally be sent to the online store to display when you are low on singles

## **Haggling With Customers**

Inevitably, customers will try to haggle with you about the price of the cards. If a customer asks for a lower price, first check the price of the card on TCGPlayer.com. If the price of the card is out of date, then go with the lower price you found. If the price you found is higher, tell the customer that and offer to sell the card at the price in the case. If neither of the above examples apply, tell them no. The card is listed at that price for a reason.

## **Selling Singles Online**

Alternate Universes also sells singles online through TCGPlayer.com, Ebay.com, and Amazon.com. We rely on the online store to sell cards that otherwise would not sell in the stores. Every week we take cards from the stores and ship them to the online store. Cards that are good for the online store include:



- Foils that wouldn't normally sell in store
- Expensive cards for a niche deck
- Cards in worse condition than lightly played
- Cards that only collectors are interested in
- Cards that your store has an excess of

The golden rule for giving cards to the online store is: If you don't think it will sell in store, give it to the online store! Remember though, we make less on a card sold online than we do in person. In general, it is about 20% less than the listed price. Keep that in mind when making your buying and selling decisions.

# Helping Customers

Helping customers is an integral part of Alternate Universes. We rely on customers coming in the store and spending money to stay open. This makes customer service one of the most important aspects of every employee's job. In fact, one of the things that customers look for the most in a card store is a friendly and welcoming staff. You are representing the store as a whole.

## The Do's and Don'ts of Helping Customers

### DO

- Greet EVERY customer that comes through the door
  - Say hello, ask them if they need any help
    - If they do, help them with their question
    - If not, let them know that they can come to you with any questions when they are ready.
- Treat all customers with respect!
- Answer the phone by saying "Hello, this is Alternate Universes (Your Store Location), how can I help you?". Always treat the customer's question with respect. Remember to thank them for calling.
- Talk to the customer about their purchase, what game they play, what deck they're working on, and so on. This gives you a chance to flex your game expertise.
- Keep an eye on the counter, even when you aren't standing directly behind it.
- Check up on customers that have been in the store for a while, but haven't yet bought anything. Especially for walk-in customers
- Talk to customers who are standing silently at the counter for an extended period of time. Ask them if you can get them something. Some people are shy and/or do not like to interrupt.
- Explain your prices, source, and reasoning to a customer when buying cards from them. Transparency will help educate the customer on what their collection is worth.
- Ask if there is anything else you can get for a customer before they pay.
- Advertise an event for the game they are buying cards for if the customer is new to the store

- Thank the customer for coming, even if they didn't buy anything.
- **Stop** bullying and unsportsmanlike conduct.
- Facilitate a fun and friendly environment!
- Have a positive attitude!

## **DON'T**

- Ignore any customer, even regulars. If you're not already helping a customer, interrupt what you're doing to help a customer if they need you.
- Talk down to customers. Not everyone is an expert.
- Insult customers. Joking with a customer falls under this. Not everyone knows that you're joking, especially when it is your first time interacting with a customer.
- Talk to a person about a body odor smell. You don't know their situation, you are not their authority figure, and there are many factors as to why a game store smells, it is not just that one dude.
- Give preferential treatment to your friends. Treat all customers equally.
- Tell people their idea or deck is bad. Let people have their fun, and good ideas can come from any source.
- Give discounts to customers just because they asked or because they are your friend. We cannot and do not compete with the internet.
- Pay more for cards you are buying just because you know the seller or they are your friend. Also do not feel obligated to buy every card or collection that walks through the door.
- Be insulted if a customer does not want to sell you their cards.
- Be rude to a customer if they are rude to you. Kill them with kindness. Ask them to leave if they are crossing the line. If they cross the line in an illegal way, call the police.

## **Holding Products For Customers**

You are allowed to put products and singles on hold for customers if they would like to pick it up in the near future. Any product or single can be held for up to one week. You are able to work with a customer if there needs to be a longer period of time, but please don't make that longer than two weeks without talking to management.

When placing product on hold, please clearly label the following:

- Full name of the customer.
- The date of when the item was placed on hold. Singles should not be held for more than seven days.
- The combined price of all items being held
  - This includes singles, please lock in the price of singles, as they tend to trend downwards over time, especially on newly released singles.

# Running Tournaments

Tournaments are one of the main ways we advertise Alternate Universes and get players into the store. While each game requires a slightly different procedure, this will cover general tournament-running information and links to the documentation of tournament software we use.

## Registration

Registration for events opens 1 hour before the start of event time. As people sign up at the register, first take their money. There are buttons on the register screen for each of the events, and buttons are created just before special events. Once they have paid, enter them into the appropriate tournament software. We need their first and last name for this. If there are two or more people there to help run the event, one person should take money while the other enters the player into the event.

There are plastic sign holders at each store, along with laminated print outs of the event information. Before registration starts, put the correct tournament information into the holder to show customers all the event details and what they are playing for.

Once it is time for a tournament to start, make a last call for registration. If people call and say they are running late, make sure to take their name and wait no longer than 15 minutes before starting. If anyone signs up late for an event they receive a loss for each round they arrived late for.

## Running a Trouble Free Tournament

There are several things you can do to make running a tournament easier for you and give the players more information.

- Always use table numbers. It will help players find their opponents easier.
- Always use the round clock timer. Tournament rounds always have a set time limit. Make sure to keep track of it.
- Always be ready for results. Customers will try to tell them to you whenever they see you. For larger tournaments it will easier to results slips which are completed by the winners of each match.
- Give out participation prizes when all players are seated. This makes it easier to ensure everyone received their participation goodies.

## Prizes

Upon completion of the event, prizes are awarded to players. Prizes are usually in the form of booster packs or store credit.

- Booster packs refer to the packs of cards that we sell for \$4 (\$4.25 packs for Magic: The Gathering). Players are welcome to take any pack they wish for prizes, not just packs for the game they just played in the tournament.
  - Make sure to keep track of pack prizes given out and take them out of inventory! It's important to have an accurate inventory to know when to restock product.
- Store credit can be substituted for any and all packs awarded. Players receive \$3 store credit per \$4 (or \$4.25 for Magic: The Gathering) booster pack they would have earned.
  - For information on how to give a player store credit, see page 46
- Sometimes games have additional prizes for top finishers. Always check the tournament information to see if additional prizes should be awarded.

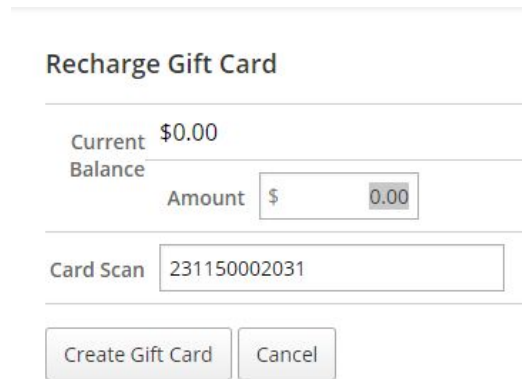
## Tournament Documentation

Each software has its own documentation and usage. Training for the software is done in store, but these are links to the documentation for the software in case you want to study or a problem arises.

- Wizards Event Reporter (WER) - Used for running and reporting Magic: The Gathering tournaments:
  - WER Documentation: [http://www.wizards.com/dci/downloads/wer\\_guide\\_%20V2\\_7may11.pdf](http://www.wizards.com/dci/downloads/wer_guide_%20V2_7may11.pdf)
  - Wizards Tournament Policy: [https://wpn.wizards.com/sites/wpn/files/attachements/mtg\\_mtr\\_21jan19\\_en.pdf](https://wpn.wizards.com/sites/wpn/files/attachements/mtg_mtr_21jan19_en.pdf)
- Konami Tournament Software (KTS) - Mainly used for running and reporting Yugioh Tournaments, but our preferred software to use for games that don't have their own:
  - KTS Documentation: <https://bit.ly/2TNdHIW>
  - Konami Tournament Policy: [https://img.yugioh-card.com/de/gameplay/rulings/KDE\\_TCG\\_Tournament\\_Policy\\_v1.3\\_2013February01.pdf](https://img.yugioh-card.com/de/gameplay/rulings/KDE_TCG_Tournament_Policy_v1.3_2013February01.pdf)

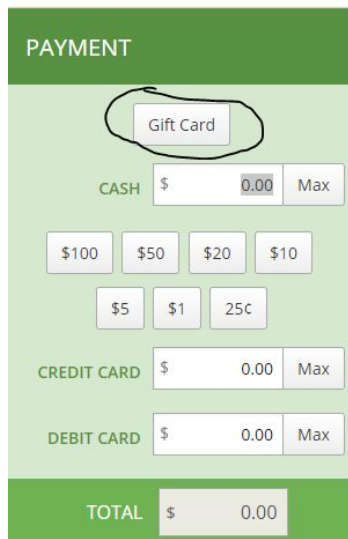
## Giving a Customer Store Credit

- On the register screen, scan the customer's gift card (if they don't have one, give them a new one). Make sure to add the customers name to the card in the POS.
- Once the card is scanned, you will see this screen:



The screenshot shows a 'Recharge Gift Card' interface. It has a title bar 'Recharge Gift Card'. Below it, 'Current Balance' is displayed as '\$0.00'. There is an 'Amount' input field with a '\$' symbol and '0.00' entered. Below that is a 'Card Scan' field containing the number '231150002031'. At the bottom are two buttons: 'Create Gift Card' and 'Cancel'.

- Type the amount you wish to add into the Amount text box, then press create gift card.
- Press payment on the register screen
- In each register, there is a gift card specifically for adding store credit to customers' gift cards. Take out that card.
- Press the gift card button, which is circled below:



The screenshot shows a 'PAYMENT' screen with a green header. Below the header, there is a 'Gift Card' button circled in black. Underneath are payment options: 'CASH' with a '\$' symbol, a text box with '0.00', and a 'Max' button; a row of buttons for '\$100', '\$50', '\$20', and '\$10'; a row of buttons for '\$5', '\$1', and '25c'; 'CREDIT CARD' with a '\$' symbol, a text box with '0.00', and a 'Max' button; and 'DEBIT CARD' with a '\$' symbol, a text box with '0.00', and a 'Max' button. At the bottom is a 'TOTAL' row with a '\$' symbol and a text box with '0.00'.

- You will see the below screen next:

The screen is titled "PAYMENT" in a green header. Below the header, the text "Scan Gift Card Code" is displayed. There is a white rectangular input field for the code. Below the input field are two buttons: "Go" and "Cancel". At the bottom of the screen, in a green footer, the text "TOTAL" is followed by a white box containing "\$ 0.00".

- Scan the store's gift card and type in the amount you wish to add to the customer's gift card, then press charge.

The screen is titled "PAYMENT" in a green header. Below the header, the text "Charge Gift Card" is displayed next to a blacked-out image of a gift card. Below this, there are two rows of information: "CURRENT BALANCE" with a value of "\$ 1407.18" and "CHARGE" with a value of "\$ 5.00". Below these rows are two buttons: "Cancel" and "Charge". At the bottom of the screen, in a green footer, the text "TOTAL" is followed by a white box containing "\$ 0.00".

- Complete the sale as normal and the customer's gift card will be credited.

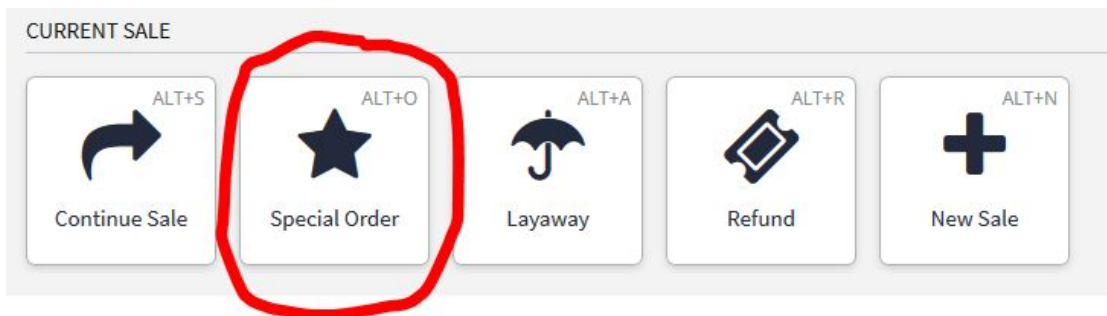


# Preorders

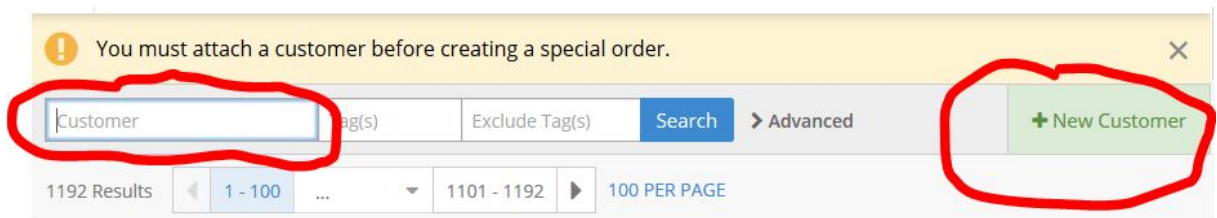
Before new sets are released, Alternate Universes takes preorders on new products to guarantee the customer they will receive the product on release. Customers need to pay the full amount of the preorder upfront. They cannot wait to pay it off when they receive the product.

## Creating a Preorder

1. Click Special Order from the sales tab



2. First, search to see if the customer exists. If they do not, create a new customer



If you have to create a new customer, you only need to fill in their first and last name. All other info is unnecessary

Type

Created

Discount

Sales Tax

**Biographical**

First Name

Last Name

4. Select your special order item

SALE 0

Item

DESCRIPTION	PRICE	QTY.	TAX	SUBTOTAL	TOTAL
<input type="button" value="Complete All"/>					

DO NOT CLICK COMPLETE, only click that button when the item is being picked up.

SALE 0

Item

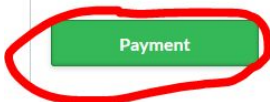
DESCRIPTION	PRICE	QTY.	TAX	SUBTOTAL	TOTAL
<input type="button" value="Trash"/> <input type="button" value="Complete"/> Ultimate Masters Booster Box	\$300.00	1	Yes	\$300.00	\$318.00
<input type="button" value="Complete All"/>					

Once the special order is in the cart, click Payment

Subtotal	\$0.00
Discounts	\$0.00
Tax	\$0.00
<b>Total</b>	<b>\$0.00</b>

---

<b>SPECIAL ORDER TOTALS</b>	
Subtotal	\$0.00
Discounts	\$0.00
Tax	\$0.00
<b>Total</b>	<b>\$0.00</b>



The \$0.00 total is normal

5. Click add deposit:

OPEN ORDERS	
<b>Total</b>	<b>\$318.00</b>
<b>Remaining</b>	<b>\$318.00</b>
<div>Add Deposit</div>	

This box will pop up:

**Add Deposit**

Credit Account Balance  
Fart Garfunkle  
**\$0.00**

Deposit Amount **1**

\$ 318

Open Orders \$318.00

**3** **Add** Cancel

First type the amount of the deposit. We only accept the full amount of the deposit. Next click the Add button.

6. Complete the sale as normal:

**PAYMENT**

Gift Card

**CASH** \$ 318.00 Max

\$100 \$50 \$20 \$10

\$5 \$1 25c

**CREDIT CARD** \$ 0.00 Max

**DEBIT CARD** \$ 0.00 Max

**TOTAL** \$ 318.00

Subtotal \$0.00  
Discounts \$0.00  
Tax \$0.00  
Deposit \$318.00

**Total \$318.00**

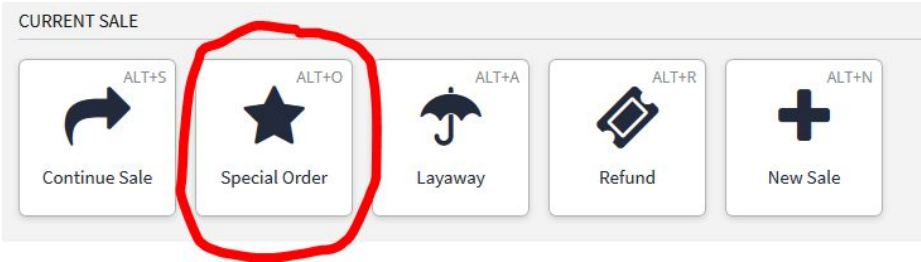
Payments \$318.00  
Balance \$0.00

**Finish Sale**

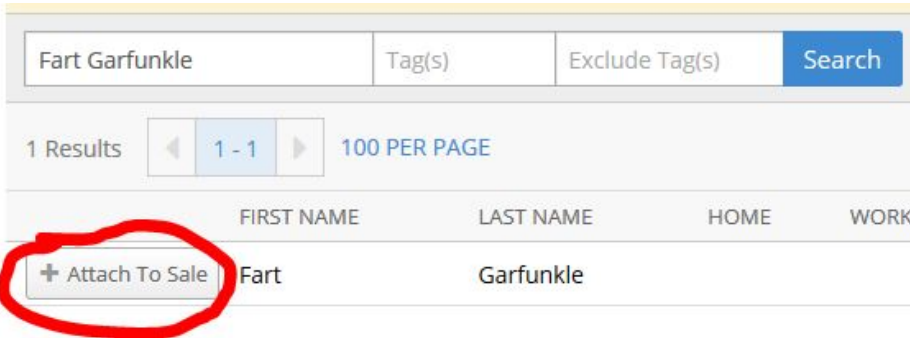
**< Back To Sale**

# Preorder Pick-Up

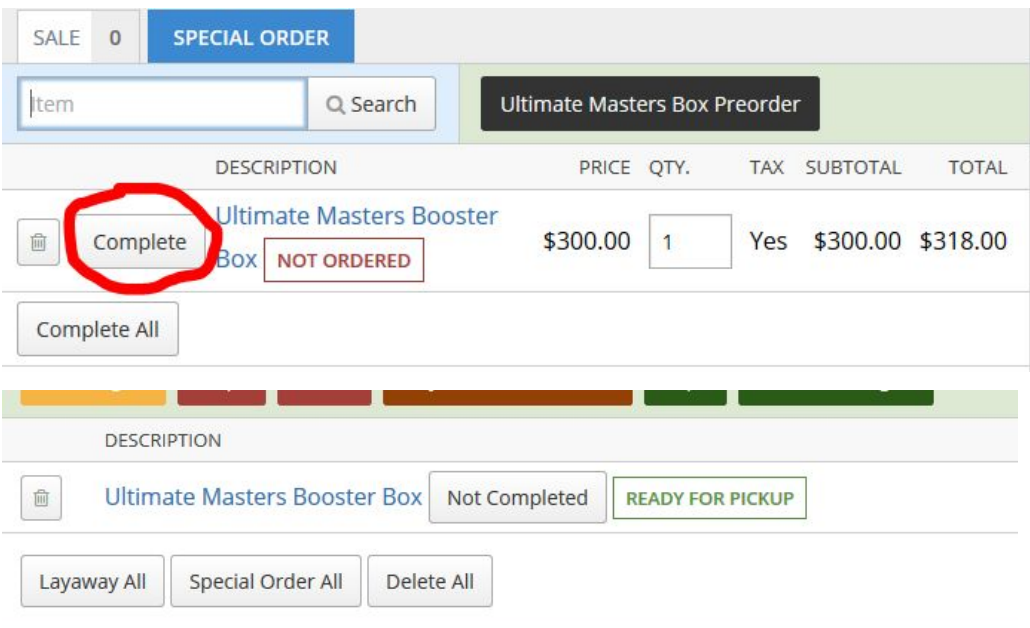
1. Click Special Order from the sales tab:



2. Search for the customer and click attach to sale:



3. Click complete to add the item to the sale tab:



Then click payment.

4. Complete the sale as normal. Their deposit will be automatically added to the sale. It will be under a new section called Account.

**PAYMENT**

Gift Card

**ACCOUNT** \$ 318.00 Max  
Available: 318.00

**CASH** \$ 0.00 Max

\$100 \$50 \$20 \$10  
\$5 \$1 25c

Subtotal \$300.00  
Discounts \$0.00  
Tax \$18.00  
**Total \$318.00**  
Payments \$318.00  
Balance \$0.00

**Finish Sale**

**< Back To Sale**

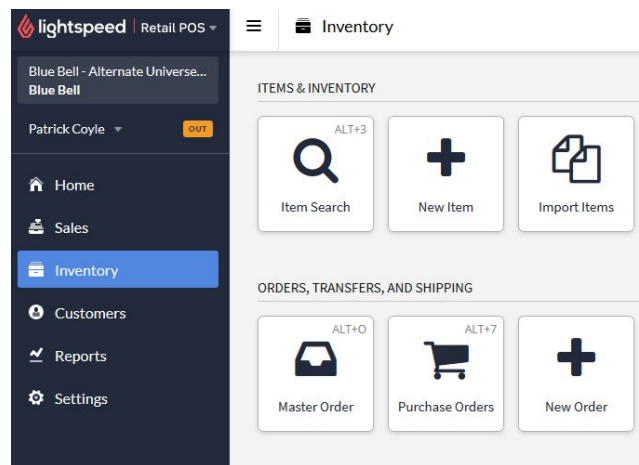
5. Hand the customer their sealed product!

# Adding Products to Inventory with Purchase Orders

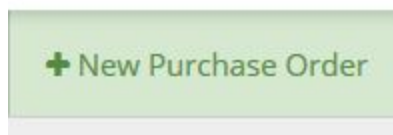
When an order comes with new products, we use a purchase order to get those items into the system. This lets us keep track of our stock and helps to ensure our inventory stays accurate.

## Creating a Purchase Order

- Click the three horizontal lines, click inventory, and in the second section, click “Purchase Orders”.



- You are now in the Purchase Order Screen. In the upper-right-hand corner of the screen, click “+ New Purchase Order” to get started.



- You are now creating a new purchase order. Fill out the place where the order was received from, the date ordered and the date received (if you are unsure of the date ordered, make it one day before the date received date). You don't need to worry about any other sections. Once completed, click "Save Changes" in the upper-left-hand corner of the screen.

Save Changes

Status

Open ▼
Shop
Blue Bell - Alternat... ▼

Details

Vendor	GTS Distribution
Reference #	Reference #
Ordered Date	2020-01-13
Expected	2020-01-13
Shipping Note	Shipping Note

General Notes

- Now you may scan and/or type item names into the "Add Items" field. Once you have entered something, press the "Add Items" button to add it to the purchase order.

Add Items

Add Item

☒ Search All Catalogs

## Items

No items were found.

Items									
1 Results		1 - 1		100 PER PAGE		<div>Print</div> <div>Export</div>			
#	ITEM	RETAIL PRICE	QTY. ON HAND	QTY. ON ORDER	VENDOR ID	ORDER QTY.	COST	TOTAL	
1	Throne of Eldraine Booster Pack	\$ 4.25	153	0	Vendor ID	36	\$ 2.20	\$2.20	



- A quick note, if you are adding boxes of booster packs, they are added as booster packs equal to the number found in the box, not the box itself. Example: You receive a box of Magic: The Gathering booster packs. Instead of putting 1 box of the set you received, put in 36 packs of that set instead.
- Once you have added everything from what you received into the purchase order, click “Check In” in the upper-left-hand corner of the purchase order screen.

Inventory > Purchase Orders > PO: #3508, GTS Distribution, \$79.20

Save Changes Check In Print Order All Labels

**Order**

Custom Fields

Special Orders

Sales

Email

Import

**Status**

Ordered Shop Blue Bell - Alternat...

**Details**

Vendor	GTS Distribution
Created By	Patrick Coyle
Reference #	Reference #
Ordered Date	2020-01-13

- Once you hit check in, scroll down till you see “Receive All Items” and “Add Items To Inventory”

Mark Items Received

1 X Item Search Receive -OR- Receive All Items Add Received To Inventory

**Items**

1 Results 1 - 1 100 PER PAGE Print Export

#	# RECEIVED	STATUS	QTY.	ITEM	RETAIL PRICE	VENDOR ID	COST	CHECK IN TOTAL
1	0	Not Received	0/36	Throne of Eldraine Booster Pack	\$ 4.25	Vendor ID	\$ 2.20	\$0.00

- First, click “Receive All Items”, then “Add Received To Inventory”. It will look like the following:

Mark Items Received

1 X Item Search Receive -OR- Receive All Items Add Received To Inventory

**Items**

1 Results 1 - 1 100 PER PAGE Print Export

#	# RECEIVED	STATUS	QTY.	ITEM	RETAIL PRICE	VENDOR ID	COST	CHECK IN TOTAL
1	0	Completed	36/36	Throne of Eldraine Booster Pack	\$ 4.25	Vendor ID	\$ 2.20	\$79.20

- Everything is now in inventory! To finalize your purchase order, click “Finished” in the upper-left-hand corner of the purchase order screen to officially finish the purchase order.

<b>Finished</b>		Print Order	Received Labels	All Labels
-----------------	--	-------------	-----------------	------------

<b>Status</b>		
Check-In ▼	Shop	Blue Bell - Alternat... ▼

<b>Details</b>	
Print Order	Received Labels
All Labels	

<b>Status</b>	
Finished ▼	Shop
Blue Bell - Alternat... ▼	

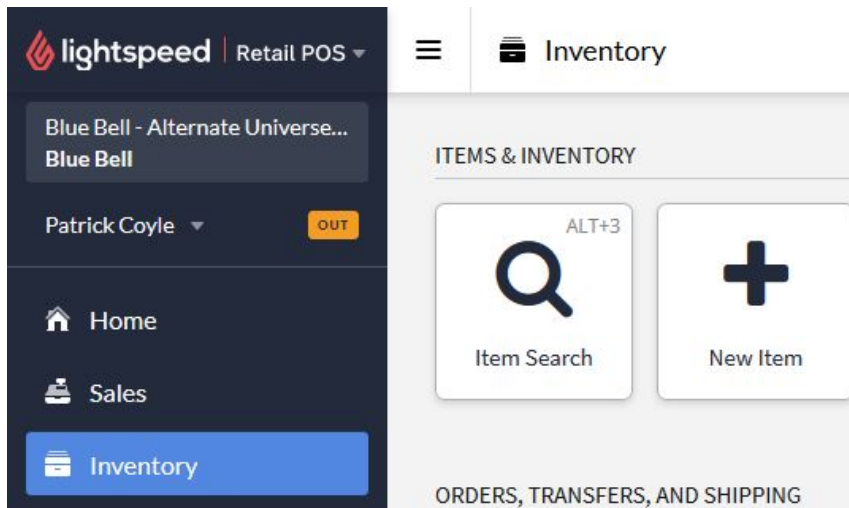
  

<b>Details</b>	
Vendor	GTS Distribution
Created By	Patrick Coyle

# Creating a New Item Record

When a new product comes in that we have never carried before, you will have to create a new inventory record for that product. Before you get to this step, make sure the item is in inventory by doing an item search. Search by the UPC as well as the name to make sure it is not already in the system. If it isn't, follow the below steps.

- Click the three horizontal lines, click inventory, and in the first section, click “New Item”.



- You will then see the following screen:

OR: Create New Item

Description  Type  Serialized ☐

Add Inventory	
Add Qty.	0
IDs	
System ID	
UPC	UPC
EAN	EAN
Custom SKU	Custom SKU
Manufact. SKU	Manufact. SKU
Organize	
Category	None
Brand	Select or Enter a Brand
Tags	Tag(s)
eCommerce	

Pricing			
NAME	PRICE	MARKUP	MARGIN
Default	\$ 0.00		
MSRP	\$ 0.00	<input type="checkbox"/>	
Wilmington	\$ 0.00	<input type="checkbox"/>	
<input checked="" type="checkbox"/> Discounts Allowed			
<input checked="" type="checkbox"/> Taxable	Tax Class	<input type="text" value="Item"/>	
Inventory Defaults			
Default Cost	\$ 0.00		
Vendor	None		
Automatic Re-Ordering			
Shop Name	Point	Level	Need
Blue Bell - Alternate Universes LLC	0	0	0
Holmes - Alternate Universes LLC	0	0	0
Wilmington - Alternate Universes LLC	0	0	0

- Please fill out the following sections:
  - **Description** - The Name of the product
  - **UPC** - Scan the barcode of the new product in this field
  - **Category** - Find the category that best describes the item you received
  - **Tags** - Please tag the item according to the tagging guide found on page 58. You can add multiple tags if you separate them with a comma.
  - **Default Price** - The price of the item, according to the invoice you received with this item. If you have any questions on pricing, contact Pat.
  - **MSRP** - What the Manufacturer's Suggested Retail Price is.
  - **Wilmington** - Delaware doesn't get charged tax, so we round up the prices of items there. Example: a product is \$3.99 in Blue Bell and Holmes, but in Wilmington we would make it \$4 so there is no change. Don't do this for 40k products.
  - **Default Cost** - What the item cost us to buy, as shown on the invoice you received with the product.
  - **Vendor** - The vendor that you received the product from
- All other sections can be left blank.
- Once you have completed this, click "Save Changes" in the upper-left-hand corner of the screen
- Congratulations, you just added a new product record to the inventory!

## Formatting

When creating a new item record, please use the following formatting conventions:

- Capitalize each word in the name of a product
- No abbreviations in item names. You can fit as many characters as you need, and spelling out words makes searching by name more effective
- Prices for non-40k items end in .99, unless the price is for the Wilmington store.

# Tagging Inventory Items

When entering a new product into the POS employees must check to see what tag or tags should be applied to that item. Tags are used on inventory items to help categorize them when doing product reordering. You can use multiple tags on an item, as long as they are separated by a comma. It is important to use all tags that apply to an item. Below is a list of all the tags and what they are used for. This list will be updated as new categories are needed.

- **tcg** - Trading card game
- **mini** - Miniature
- **mtg** - Magic: The Gathering
- **dnd** - Dungeons and Dragons
- **ygo** - Yugioh
- **pkmn** - Pokemon Trading Card Game
- **accessory** - Any accessory
- **sleeves** - Sleeves of any kind
- **deckbox** - Deck Boxes
- **binder** - Binders
- **playmat** - Playmats
- **dice** - Loose dice, dice sets, and dice bags
- **40k** - Warhammer 40k and Age of Sigmar
- **swd** - Star Wars Destiny
- **bg** - Board Game
- **current** - A currently available product that we want to keep restocking, such as standard legal mtg and pokemon sets.
- **transformers** - Transformers Trading Card Game
- **supershow** - Super Show Trading Card Game
- **heroclix** - Heroclix
- **toy** - Any kind of toy

## Where Do You Put Tags?

Each item in the inventory has a section for tags in the lower left hand corner of the item's page. This section is highlighted in the below image.

Inventory > Items > Ravnica Allegiance Booster Pack

Save Changes

Add Label

Print Label

Details

Inventory

Vendor IDs

Sales

Layaways

Special Orders

Workorders

Customers

Graphs

Purchase Orders

Transfers

Vendor Returns

History

Merge

Ravnica Allegiance Booster Pack

Type Single Serialized ☐

+ Add Images

IDs

System ID

210000011801

UPC

630509673155

EAN

EAN

Custom SKU

Custom SKU

Manufact. SKU

rna

Organize

Category

Collectible Card Games / Magic: The Gathering

Brand

Wizards of the Coast

Tags

mtg, tcg, current

eCommerce

Pricing

NAME	PRICE	MARKUP	MARGIN
Default	\$ 4.00	81.8%	45.0%
MSRP	\$ 4.00	81.8%	45.0%
Wilmington	\$ 4.00	81.8%	45.0%

☒ Discounts Allowed

☒ Taxable Tax Class Item

Inventory Defaults

Default Cost

\$ 2.20

Vendor

Wizards of the Coast

Automatic Re-Ordering

Shop Name	Point	Level	Need
Blue Bell - Alternate Universes LLC	108	216	138
Holmes - Alternate Universes LLC	108	216	158
Wilmington - Alternate Universes LLC	108	216	0

# Removing Product From Inventory

Throughout your day, you will need to take out product from inventory for various reasons, such as for product a customer wants from a trade-in, or for prizes. Follow the procedure below to take the product out of inventory quickly and easily:

- Add any product you wish to take out of inventory to the cart.

The screenshot shows a web application interface for managing inventory. At the top, there's a search bar and a 'New' button. Below that, a grid of product categories is displayed, including 'Misc', 'MTG Singles', 'MTG Draft - RNA', 'War of the Spark Preregistration', 'Standard Showdown', 'MTG Weekly Modern', 'Yu-Gi-Oh! Singles', 'Yu-Gi-Oh! Tournament', 'Pokemon Singles', 'Vanguard/OBS Tournament Fee', 'Chips', 'Water', 'Playmat w/No Barcode', 'Pops', 'Keyforge Tournament', 'Dice Set', 'Hoodie S-XL', and 'Hoodie 2XL-5XL'. The main area shows a table with columns for 'DESCRIPTION', 'PRICE', 'QTY.', 'TAX', and 'SUBTOTAL'. A single item, 'Ravnica Allegiance Booster Pack', is listed with a price of \$4.00 and a quantity of 5. The subtotal is \$20.00. To the right, a summary box shows 'Subtotal: \$20.00', 'Discounts: \$0.00', 'Tax: \$1.20', and 'Total: \$21.20'. A 'Payment' button is visible. At the bottom, there are buttons for 'Delete All', 'Apply Employee', 'Apply Discount', 'Set Tax', and 'Save as Quote'.

- Click on the item, and change the discount. If it is prize support, use the prize support option, otherwise use the equal trade discount. **DO NOT CHANGE THE PRICE.**

The screenshot shows a detailed view of the 'Ravnica Allegiance Booster Pack' item. It includes fields for 'Qty.' (5), 'Price' (\$4.00), and 'Tax' (checked). The 'Discount' dropdown menu is highlighted with a red circle, showing 'Prize Support (100%)' selected. Other fields include 'Tax Class' (Item), 'Employee' (Patrick Coyle), and buttons for 'Save', 'Cancel', 'Delete All', 'Apply Employee', 'Apply Discount', and 'Set Tax'.

- Finish the transaction as normal. If the price is \$0.00 you are doing it correct!

## Tips for Keeping an Accurate Inventory

- Take out product immediately, do not do it later. It is easy to forget if you let it go.
- If you think you're going to do a large volume of prizes, write them down as you go and take them all out at once. The important part is that you keep a record of what you need to do.
  - Example: At the end of an event you need to give out a large number of prize packs. As you give out packs to participants, make sure to write down the set and how many boosters you handed players as you go, and

then follow the procedure above to remove them from inventory. It should look something like:

- War of the Spark - 3 Boosters
- Ixalan - 2 Boosters
- War of the Spark - 5 Boosters
- ...

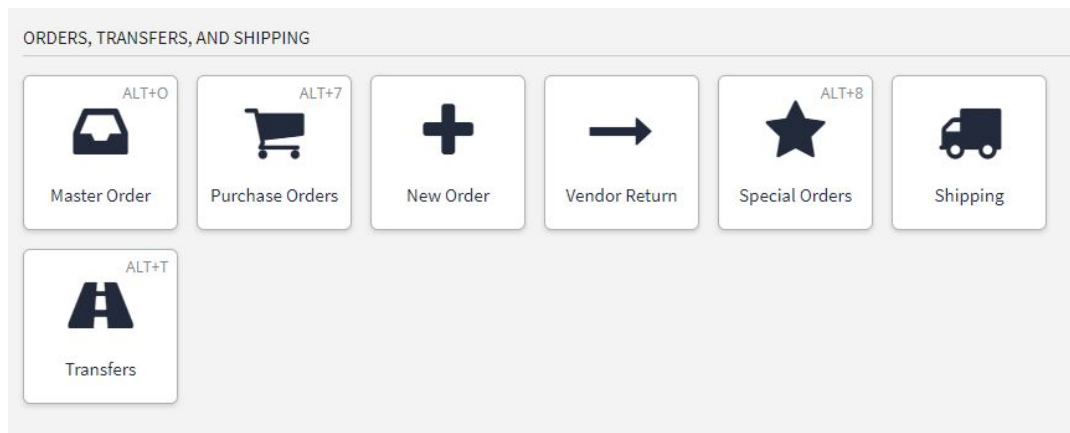


# Transfers

Transfers are how we move items from one store's inventory to another. It is one of the integral parts of making sure the inventory stays accurate.

## Creating a Transfer

- Click the three horizontal lines, click inventory, and in the second section, click transfers, pictured below on the bottom left.



- You will see the screen below. Click on "New Inventory Transfer" in the upper right hand corner to start a new transfer.

A screenshot of the "Inventory Transfers" screen. At the top, there is a breadcrumb trail: "Inventory > Inventory Transfers". Below this is a search bar with a date range "2019-01-30 to 2019-06-03", a filter "All", a "Search" button, and a "Advanced" dropdown. To the right of the search bar is a green button labeled "+ New Inventory Transfer". Below the search bar, there is a "Show Archived" checkbox and two dropdown menus for "From Shop" (set to "All From Shops") and "To Shop" (set to "All To Shops"). Below these are pagination controls showing "425 Results", "1 - 100", and "100 PER PAGE". To the right of the pagination are "Print" and "Export" buttons. The main part of the screen is a table with the following columns: ID, STATUS, FROM SHOP, TO SHOP, QTY. IN TRANSIT, SENT ON, NEEDED BY, and NOTES. The table contains two rows of data.

ID	STATUS	FROM SHOP	TO SHOP	QTY. IN TRANSIT	SENT ON	NEEDED BY	NOTES
2060	SENT	Holmes - Alternate Universes LLC	Blue Bell - Alternate Universes LLC	269	04/02/2019	04/03/2019	
2059	SENT	Wilmington - Alternate Universes LLC	Holmes - Alternate Universes LLC	1	03/30/2019	03/30/2019	

- Select the store you wish to transfer product from and its destination from the drop down boxes pictured below, then click save changes in the upper left hand corner.

Save Changes

**New Transfer**

Status  

OPEN

From / Sending shop

To / Receiving shop

Blue Bell - Alternate Universes LLC

→

Holmes - Alternate Universes LLC

Need by

2019-04-02

04:15 pm

Notes

- You can now start scanning the items you wish to transfer. Remember to change the quantity after you scan an item by finding it on the list of items and typing the number you wish to move in the box to the right of the item.
  - An important note about transferring booster packs is that we DO NOT scan the boxes to transfer them, only the booster packs. You need to type the number of packs that are in the box, not just how many boxes you are transferring. See below for an example of this.

Send Items

Print Order

Print Labels

Duplicate

Archive

**Transfer #2061**

Status  

OPEN

Created by  
Patrick Coyle

From / Sending shop

To / Receiving shop

Blue Bell - Alternate Universes...

→

Holmes - Alternate Universe...

Need by

2019-04-02

04:15 pm

Add Items

Item Search    Item Search    

+ Add Item

Auto add all items that are at or below their reorder point

Category    + All    

+ Auto Add All

Vendor

All Vendors

Brand

All Brands

Notes

Items

*The transfer screen, where you can scan items to send.*

## Items

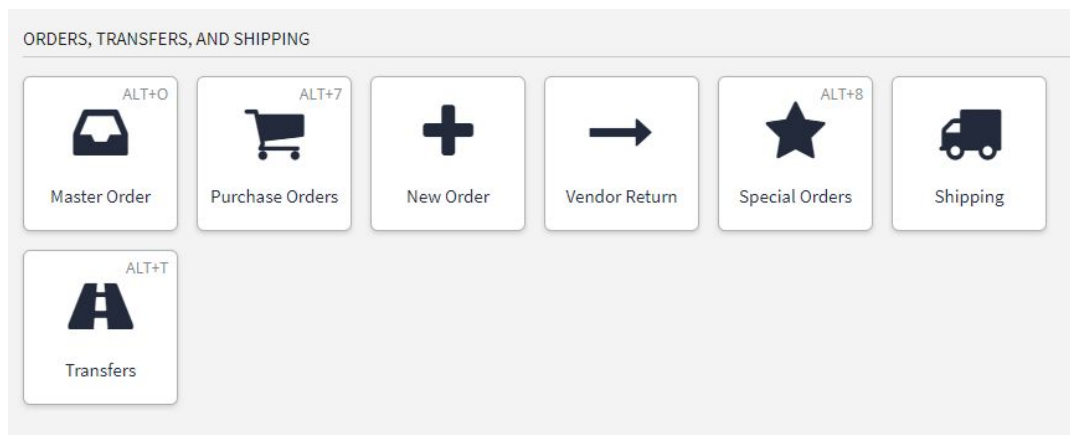
2 Results		1 - 2	50 PER PAGE		Print	Export
	#	ITEM	AVAILABLE	SEND	IN TRANSIT	
	2	Pokemon Celestial Storm Booster Pack	152	36	0	
	1	Dragon Shield Standard Classic Clear Sleeves	20	5	0	

*How booster packs should look on a transfer*

- Once you have scanned everything you wish to send, click the send items button in the upper left hand corner and everything will now be “In Transit” in the system. Now you can hand off the product to the store that needs it!

## Completing a Transfer Once It Is At Its Destination

- Click the three horizontal lines, click inventory, and in the second section, click transfers, pictured below on the bottom left.



- You will see the screen below. Find the transfer that matches what you have received. Check the receiving shop to make sure you are indeed the store that should be receiving the product.

Inventory > Inventory Transfers

2019-06-13 to 2019-10-15

All

Search

Advanced

New Inventory Transfer

Show Archived

From Shop

All From Shops

To Shop

All To Shops

96 Results

1 - 96

100 PER PAGE

Print

Export

ID	STATUS	FROM SHOP	TO SHOP	QTY. IN TRANSIT	SENT ON	NEEDED BY	NOTES
2266	SENT	Blue Bell - Alternate Universes LLC	Holmes - Alternate Universes LLC	99	08/13/2019	08/13/2019	
2265	SENT	Blue Bell - Alternate Universes LLC	Wilmington - Alternate Universes LLC	81	08/13/2019	08/13/2019	
2264	RECEIVED	Blue Bell - Alternate Universes LLC	Holmes - Alternate Universes LLC	0	08/13/2019	08/13/2019	

- Once you click on a transfer, scroll to the bottom and check to make sure all the product on the transfer you selected is there. If not, please alert the person who dropped off the transfer or contact Pat.

## Items

3 Results		<div>◀ 1 - 3 ▶</div>		50 PER PAGE	<div><div>🖨️ Print</div><div>📄 Export</div></div>
^ #		ITEM			IN TRANSIT
<div>Return</div>	3	Pokemon Unified Minds Elite Trainer Box			3
<div>Return</div>	2	DBS Assault of the Saiyans Booster Pack			24
<div>Return</div>	1	Pokemon Team Up Booster Pack			72

- If all items are there, you may now begin completing the transfer. Scroll back to the top of the page and in the upper left-hand corner there will be a blue button labeled “Check In”. Click that button to begin adding the transfer items to inventory.

Inventory > Inventory Transfers > Transfer: #2266

Save Changes Check In Print Order Print Labels

Details  
Special Orders  
Sales

**Transfer #2266**

Status  
**SENT**

Created by  
Patrick Coyle

Sent  
08/13/2019 3:32 PM

From / Sending shop  
Blue Bell - Alternate Univer

Need by

Notes

- Scroll back down to the middle of the page. Look for a blue button that says “Receive All Items” click that to populate all the “Received” fields. It will look like the image below.

**Mark All Received**

Mark all items on the transfer order received.

Receive All Items

Add Received Items To Inventory

**Items**

3 Results 1 - 3 50 PER PAGE Print Export

	#	ITEM	IN TRANSIT	RECEIVED	ADDED TO INVENTORY
Return	3	Pokemon Unified Minds Elite Trainer Box	3	3	0
Return	2	DBS Assault of the Saiyans Booster Pack	24	24	0
Return	1	Pokemon Team Up Booster Pack	72	72	0

- Once you have clicked “Receive All Items”, click the yellow button labeled “Add Received Items To Inventory” to add all items on the transfer into inventory. This will automatically make the transfer as “Received” on the transfer screen.

- Please do every step of the transfer process. Failing to complete each step could leave the inventory unaccounted for and incorrectly marking the transfer as “Received”

# How To Be THE BEST Employee

At Alternate Universes, we strive to have all of our employees be great employees! If you follow everything below, you will be the best employee!

- You follow the employee handbook and maintain the standards put forth.
- You are on time for every shift you work.
- Greet and help every customer that walks through the door.
- You clean the store during the day and before closing
- You keep your display cases full of singles at all times
- You start all events on time, and follow the procedures each game company puts forth for their events.
- You maintain any in-store advertising (white boards, calendars, ect.)
- You sort cards during down time and refill binders when needed.
- You reduce clutter behind the counter.
- You use the employee discord server for communication and questions.
- You minimize the time you spend playing with customers and maximize completing tasks.
- You reset any demos that customers can interact with once they are no longer in use.
- You keep an accurate count of inventory, both while selling products and when giving away prizes.
- You make sure product looks neat, organized, and clearly priced.
- You follow the pricing and buying guidelines put forth by this manual.
- You keep up with daily tasks and projects at the store and don't wait to be asked to do them.
- You keep yourself happy, healthy, and hydrated.

## **Legal Statements**

- This handbook supersedes any previous policy document.
- This is not a contract. We hope to work together for a long time, but the employee/employer relationship can be ended at any time by you or by the company.
- These policies are subject to change. Alternate Universes reserves the right to alter, amend, or change any policy at any time. You will receive updates to this manual as they are made.



# Employee Acknowledgement Form

I hereby acknowledge that I have received and reviewed a copy of Alternate Universes' Employee Manual. I have been advised that I must read the Employee Manual and abide by its terms as a condition of continued employment and have agreed to do so. I further understand that nothing in this Employee Manual constitutes a contract, express or implied and that Alternate Universes, in its sole discretion, may modify, alter, delete, suspend or discontinue any part or parts of the policies in this manual at any time, with or without prior notice to its employees. Unless otherwise specified, any such change to the Employee Manual shall apply to existing as well as future employees. I understand that the upper management of Alternate Universes is responsible for developing and implementing personnel policies. Policies or procedures in this manual may change with the approval of the chief operating officer. I also understand that I cannot rely on or otherwise interpret a statement or promise by a supervisor or manager as constituting a change in policy, nor will any such statement or promise constitute an agreement between Alternate Universes and an employee. I understand that the official copy of the Employee Manual is found on the Alternate Universes Employee Discord in the Resources channel and that it is my responsibility to review the most current version of any policy.

---

EMPLOYEE NAME

---

EMPLOYEE SIGNATURE

---

DATE