

Introduction

Welcome to The PowerBoard. This handbook was developed to provide you with an information resource for common questions and concerns. If you have questions or concerns about the policies outlined here, you should contact your regional manager.

The policies stated in this handbook are subject to change at any time at the sole discretion of The PowerBoard. From time to time, you may receive updated information regarding any changes in policy.

The contents of this handbook are not intended to create a contract or agreement between The PowerBoard and you.

There are specific procedures for many of the general policies stated in the handbook. Please direct any questions to your manager.

Attendance Policy

Regular attendance is essential to The PowerBoard's efficient operation and is a necessary condition of employment. When employees are absent, schedules and customer commitments fall behind, and other employees must assume added workloads.

Employees are expected to report to work as scheduled and on time. If it is impossible to report for work as scheduled, employees must call their manager 4 hours before their starting time. If your manager is unavailable, contact support desk and leave a message with your manager. If the absence is to continue beyond the first day, the employee must notify their manager on a daily basis unless otherwise arranged. Calling in is the responsibility of every employee who is absent.

Employees should request time off via When I work, and notify their manager at least one month in advance of taking vacation time.

All vacation requests are subject to manager approval. Vacation requests during the holiday season will be limited, please make requests at least 2 weeks in advance.

Termination

Employees who voluntarily resign from The PowerBoard are asked to provide at least two week advance notice of their resignation. This notice should be in writing and should briefly state the reason for leaving and the anticipated last day of work.

Safety Policy

The PowerBoard is sincerely interested in the safety and well-being of our employees. The PowerBoard will make every effort to keep the kiosk equipment in excellent condition and make sure that all safety devices are working properly.

If, in spite of our efforts to ensure safe working conditions, an employee has an accident or becomes ill on the job, it should be reported to the manager immediately.

Dress Code Policy

The PowerBoard provides shirts that should be worn in the work environment. All employees should use discretion in wearing attire that is appropriate for the workplace and customer interaction. In certain locations employees must follow the mall dress code requirements.

Cash Policy

Each kiosk location will have deposit slips and its own Deposit ATM card with a unique identifier. The Deposit ATM cards are to be kept at the kiosk. Managers are responsible for the ATM Deposit Cards.

Cash deposits are to be made as often as reasonably possible throughout the day, using the Deposit ATM card.

It is required to make a bank deposit once \$2000 cash has been received, one teammate should maintain the kiosk, if there are two or more employees staffed. Employees should notify their manager of cash deposits via call/text and send a photo of the receipt for each deposit. Deposit receipts should be kept with the Deposit ATM card at the kiosk.

No cash is to be left in the Kiosk overnight. Employees are to make a bank deposit at an ATM at the end of each night to ensure cash is secured without exception.

Ultimately, the handling of cash is the responsibility of the manager of each location.

Commission

The amount of your commission is dependent on the price of the board.

Powerboards sold for \$599 = \$20/board

Powerboards sold for \$499= \$15/board

Powerboards sold for \$399= \$12.50/board

Refunds

All sales are final and we do not give refunds.

Customers have 7 days to swap new, pristine unopened boards at the kiosk.

Powerboards all come with a 1 year manufacturer defect warranty; all warranty claims must go through the customer service line.

Please ensure that your customers know our policy in no uncertain terms prior to purchasing a Powerboard.

Clocking In/Out

Powerboard employees use the When I Work app to clock in and out of shifts.

This app is located on the Kindle Tablet at the kiosk.

Tablet Policy:

You are **required to use the Kindle Fire tablet to make sales**; you can either use the swipe option, or select the option to accept cash and send a receipt.

Sales are recorded under each employee's login name; **commissions are paid out based on which employee was logged in** to the Tablet when the sale was made. Meaning: if Employee A made a sale while Employee B was logged in, Employee B would receive the commission.

Employees must have their own working login and make sure that they are logged into the correct store, using the Kindle Fire tablet at the cart.

Employees **should not share login information, nor use one another's accounts.**

Lending your login credentials to someone, or using someone else's credentials without explicit permission from your regional manager **will be considered potential grounds for termination.**

This policy is to protect you and your team mates, and to ensure proper and timely payment for everyone. **If any employee is having difficulty logging into the tablet, please call support immediately.**

Inventory:

Log into the powerboard app.

If you are the manager of several stores, select the store for which you are receiving inventory.

Tap the three lines on the top left corner to open the menu, the second to last option should be "Receive Inventory." Only managers are able to see this option.

You'll now be presented with the inventory screen, it is safe to leave the range of hotspot, but do not submit the inventory until you are back in wifi range.

There is an option to select "add a new barcode label," you only select that option if you personally put a label on the box.

Tap product to select the color of the boards you are scanning. The scanner will allow you to scan multiple codes without having to go back to the inventory screen, so it's helpful to scan all codes of one color at a time.

To scan, hold the kindle over the barcode, so that the red line is going through the middle of the code. You should hear a tone that means it scanned correctly, hearing a little pop means that you have already scanned that item.

The process becomes much faster if you scan all the boards of a certain color at a time. I.e. Scan all black boards that came with a code at one time

To go back to the inventory page, swipe up from the bottom of the tablet and select "Back."

Select product again, and tap the color of the boards you will scan next.

If you make a mistake, select and hold the item that you made in error, and you'll have a prompt on the upper right corner of the tablet to delete it.

