2026

CloudSent
point of sale

POINT OF SALE OPERATOR MANUAL

VERSION 05-2026

CloudSent

QUICK START GUIDE

STEP 1: POWER UP HARDWARE

- Plug in and charge the tablet, printer, and scanner.
- Do not power on multiple tablets at once to avoid pairing conflicts.

STEP 2: LOG IN

- Use credentials found in red bag.
- Open CloudSent app > Enter login info.

STEP 3: SET LOCATION

- Go to Change Device Location
- Enter your location ID (found in red bag) and register number.

STEP 4: CONNECT PRINTER & SCANNER

- For Zebra look on bottom of printer for Bluetooth address
- In CloudSent: Select “More” > Hardware > New Printer.
- For Socket Scanner: Open app, select device, scan test barcode.

STEP 5: INVENTORY VALIDATION

- Open Shipment Manager > Validate Line Items.
- Use filters to find items > Adjust quantity > Save changes > Confirm shipment.

STEP 6: OPEN REGISTER

- Go to More > Register > Open Register
- Enter starting cash and press Accept.

STEP 7: MAKING A SALE

- Scan items.
- Apply coupons after all items.
- Tap Checkout, choose payment method.
- Insert, swipe, or tap card.
- Choose print or digital receipt.

STEP 8: END OF DAY

- More > Register > Close Register
- Count cash > Submit totals > Keep receipt.

NEED HELP?

CLOUDSENT HOTLINE | 855-742-5002

****DO NOT GIVE THIS # TO CUSTOMERS****

SUPPORT PHONE NUMBERS

CLOUDSENT HOTLINE | 855-742-5002

****DO NOT GIVE THIS # TO CUSTOMERS****

VIP | 855-749-0202

BACKYARD PREVIEW | 620-325-6725

CUSTOMER SERVICE | 800-766-1277

TABLE OF CONTENTS

A basic CloudSent kit includes a tablet, scanner, printer, credit card reader, and power cord for each item. Each kit has matching numbered stickers—do not mix parts between kits.

NOTE: HARDWARE IS NOT INTERCHANGEABLE. EACH DEVICE IS PAIRED TO ITS TABLET. MIXING ITEMS CAN CAUSE SCANNING OR PAYMENT ISSUES.

Each scanner, credit card reader, and printer are linked to the tablet in the box. If these are mixed, you will experience technical difficulties scanning products and accepting credit cards. **Unpack each unit separately.**

Keep the kits with the boxes they came in. The outside of the main box has the same number as the items within the kit. Please check and confirm you have all charging cords that are also working.

Please charge tablet, scanner and printer at this time! This is very important. As the season progresses, the volume of calls to the support line becomes larger as more locations open and wait times may increase significantly. Everything working from the beginning should alleviate this congestion during peak season times.

Steps should be taken to protect each CloudSent kit from elements. This also applies to the packaging material the kit arrived in. These package materials ensure the kit hardware is protected from the outside environment. Independent Operators - Sending a package back that has been soaked or damaged will result in a responsibility fine for the packaging and hardware reflecting directly from the damage sustained. Please refer to the Operator's Manual for fee amounts assigned to damaged CloudSent items.

CHECKLIST

Please follow this checklist when you receive your CloudSent Unit. The checklist is the order you will use your CloudSent system when you receive it from your Route Manager.

- ❑ Initial Inventory – **Page 3**
- ❑ Setting Up CloudSent For Your Location **Page 9**
- ❑ Connecting the Printer and Scanner **Page 12**
- ❑ Printing Price Labels – **Page 15**
- ❑ Power Up Hardware and Connecting the Card Reader – **Page 16**

INITIAL INVENTORY

When receiving your initial opening inventory or any other shipments from a warehouse location:

The manager will provide a packing list. With the manager's assistance, you will physically verify the contents of your shipment using the packing list as a reference. Any changes/ corrections to the shipment need to be noted on the packing list. Once the necessary changes have been identified, you will use the Shipment Manager app on the tablet to submit these changes.

Items needed:

- Tablet
- Login info from red bag

1. Select **SHIPMENT MANAGER** app on the tablet (Figure 1).

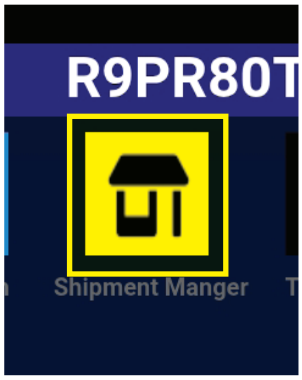

Figure 1

2. Use your CloudSent login information to log in (Figure 2).
3. Select **VALIDATE LINE ITEMS** on the shipment you received. After this step, rotate your tablet horizontally for the best view (Figure 3).

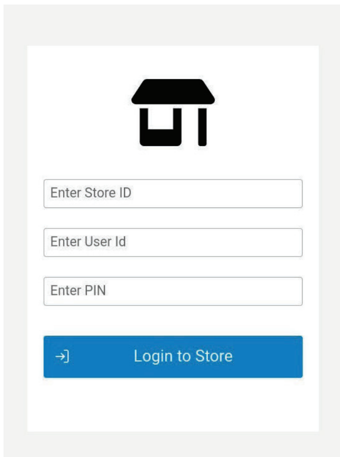

Figure 2

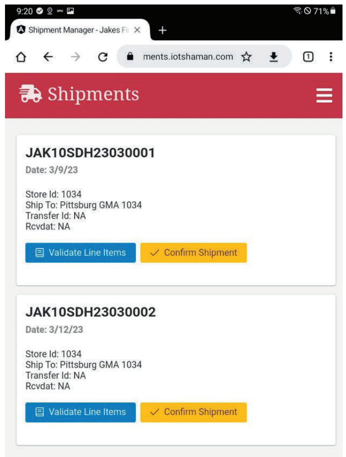

Figure 3

4. A list of all the items shipped will appear at this point (At this time, the received quantities will be highlighted in yellow because no changes have been made or saved) (Figure 4).

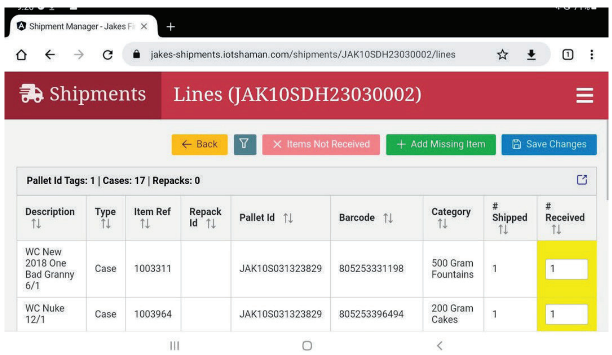

Figure 4

5. How to use the filter tool to navigate item list and make changes:
   a. Select FILTER ICON (Figure 5)

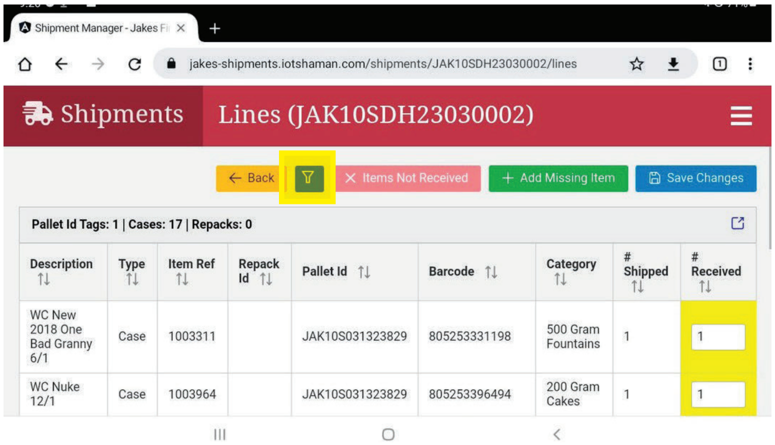

Figure 5

   b. Select ADD NEW FILTER (Figure 6)

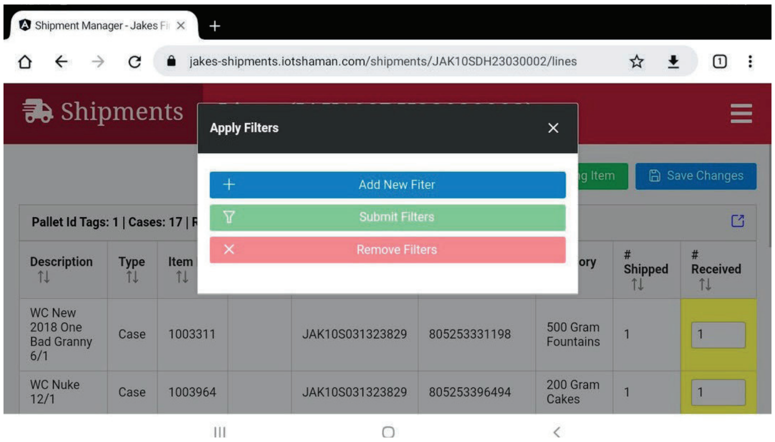

Figure 6

   c. Select the column that you wish to filter, such as ITEM REF (Figure 7)

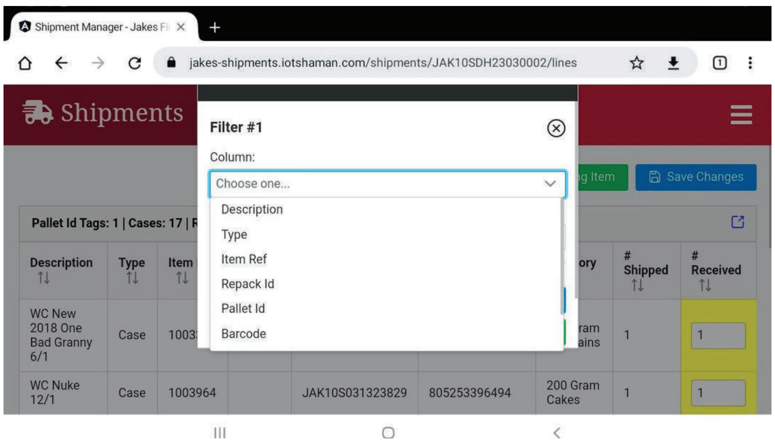

Figure 7

   d. Enter the PRODUCT ITEM NUMBER under FILTER VALUE (Figure 8)

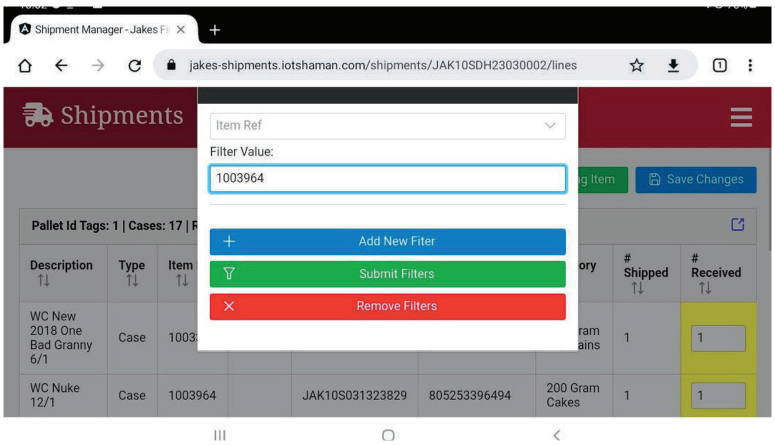

Figure 8

e. Select SUBMIT FILTER (Figure 9)

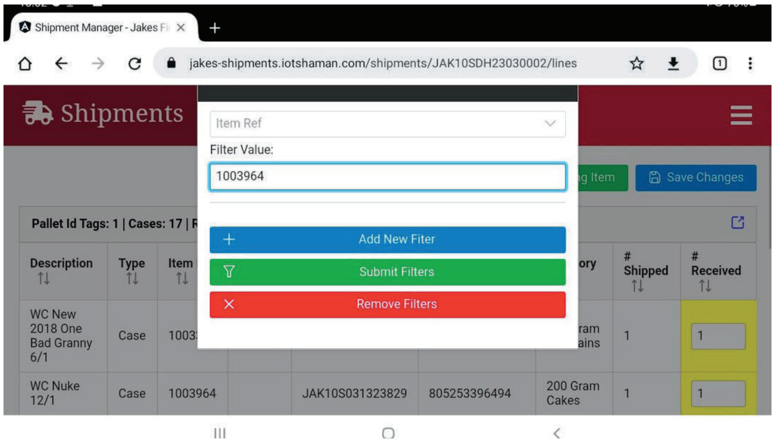

Figure 9

f. Only the selected item will appear on the screen at this time (Figure 10)

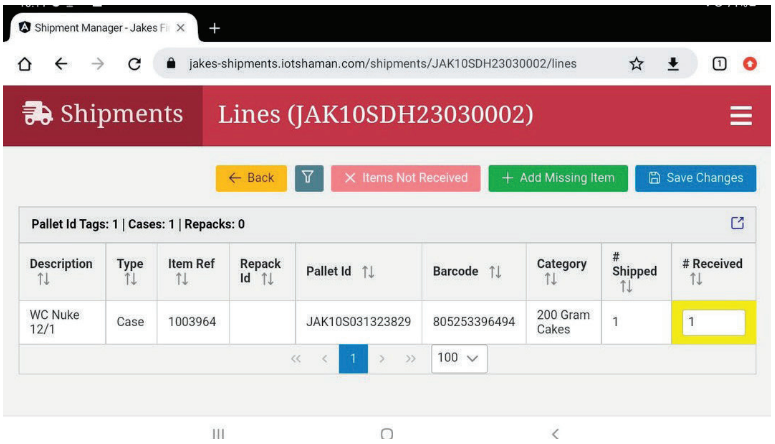

Figure 10

g. Change # Received as needed. Once the # Received for the item is changed, you can save the change by either clicking on Save Changes once the change is saved the # Received field will now be highlighted in GREEN (Figure 11)

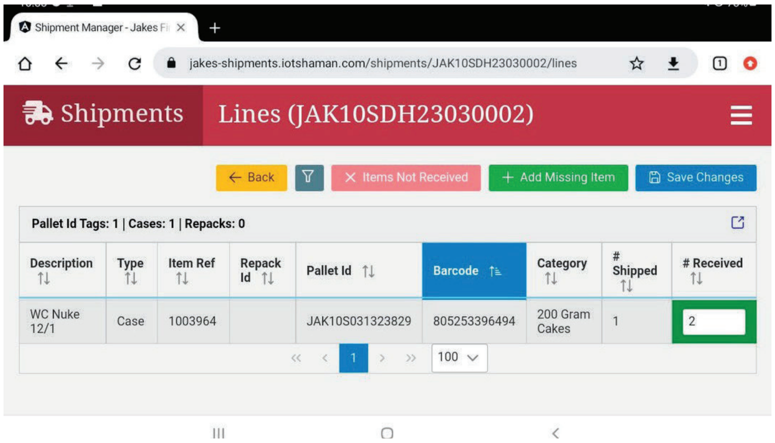

Figure 11

h. If item not received, select the item line which will highlight it in blue and click on ITEMS NOT RECEIVED (Figure 12)

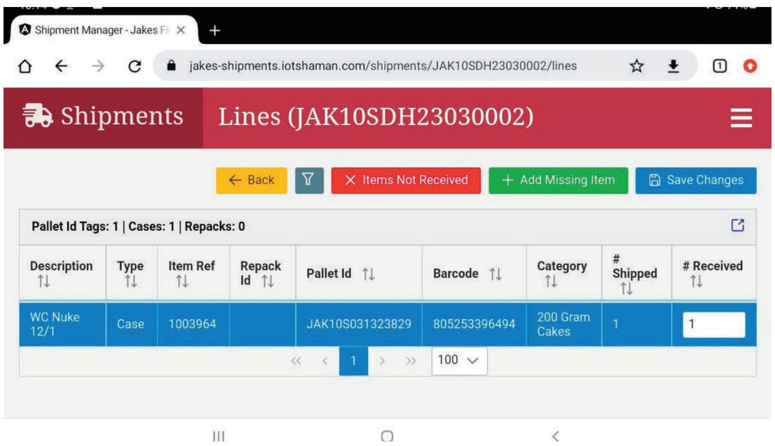

Figure 12

i. Once this change is saved, NONE RECEIVED will appear as # Received and will not be highlighted in any color (Figure 13).

*Repeat this step as many times as necessary

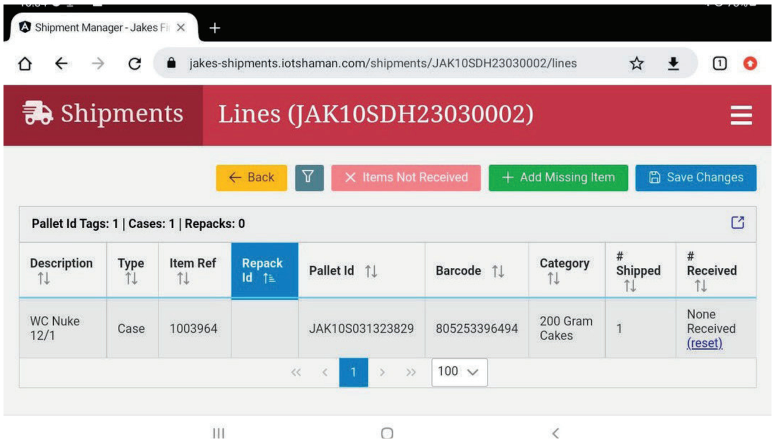

Figure 13

6. Once all changes have been made, click on SAVE CHANGES – All # Received quantities will now be highlighted in GREEN (Figure 14 & 15).

   Note: You will not be able to confirm your shipment until you have completed this step.

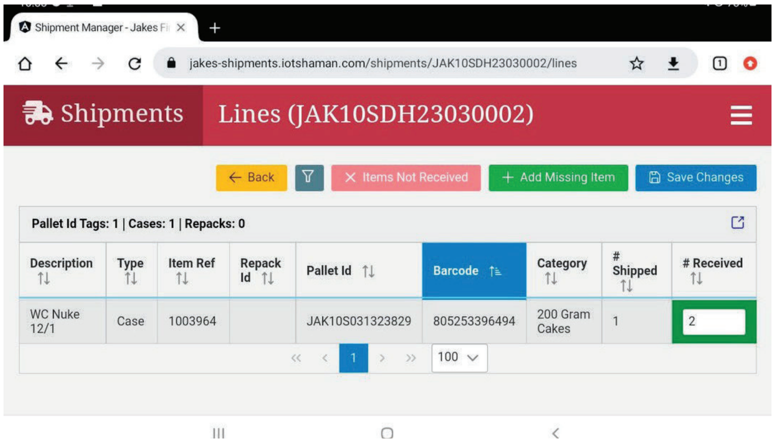

Figure 14

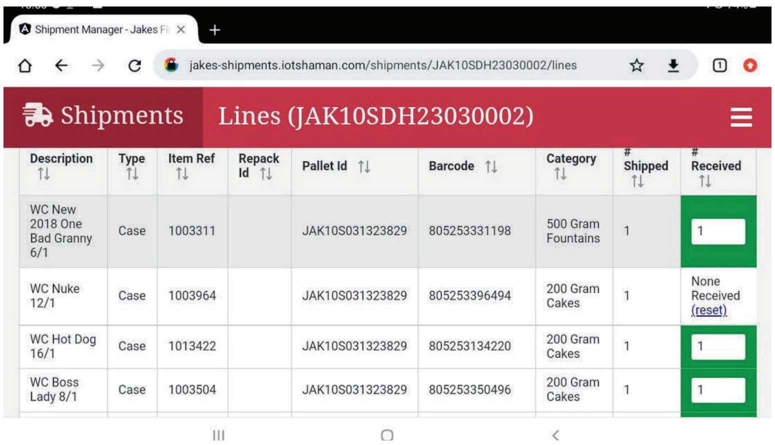

Figure 15

7. Click the YELLOW BACK BUTTON (Figure 16).

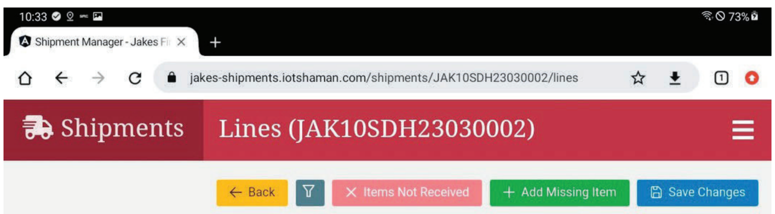

Figure 16

8. Click CONFIRM SHIPMENT (Figure 17)

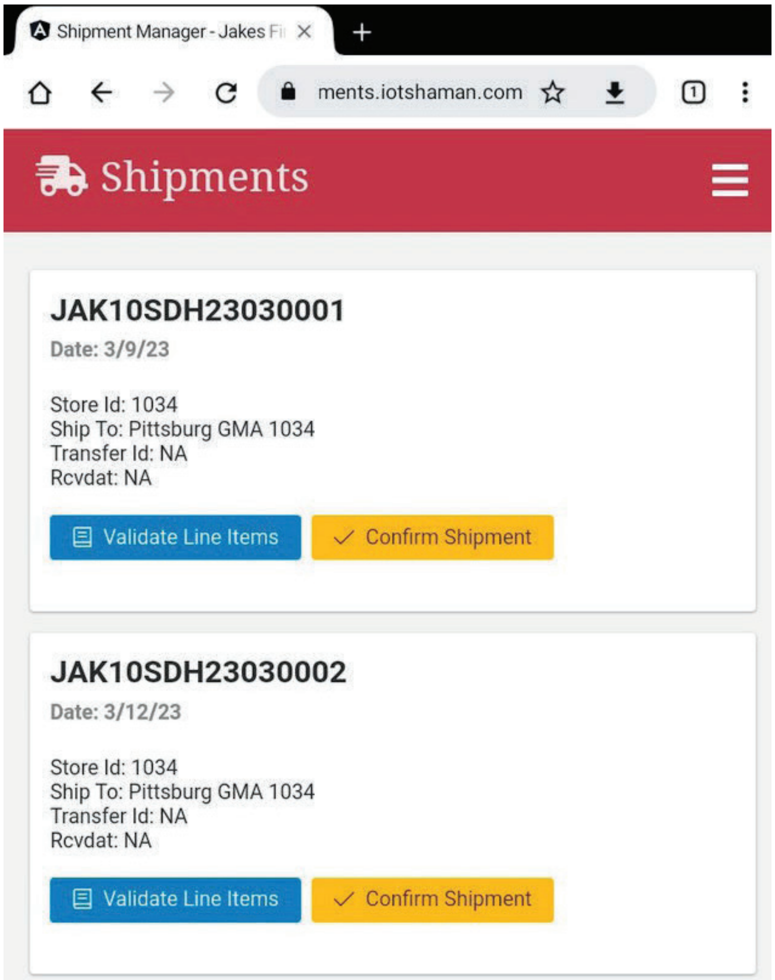

Figure 17

9. Verifying and confirming changes:
   a. This screen will list all the changes made and saved. Compare this screen with the notes made on the original Packing List to make sure all necessary changes have been made – If any further corrections need to be made click on Cancel and repeat steps 3-7 as needed.
   b. Once you are certain the changes displayed here are correct, click NEXT (Figure 18).

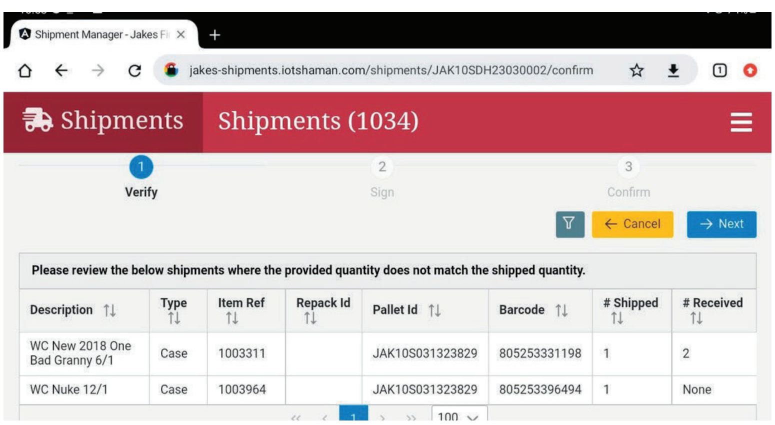

Figure 18

c. Sign in the Signature Box, then click NEXT (Figure 19).

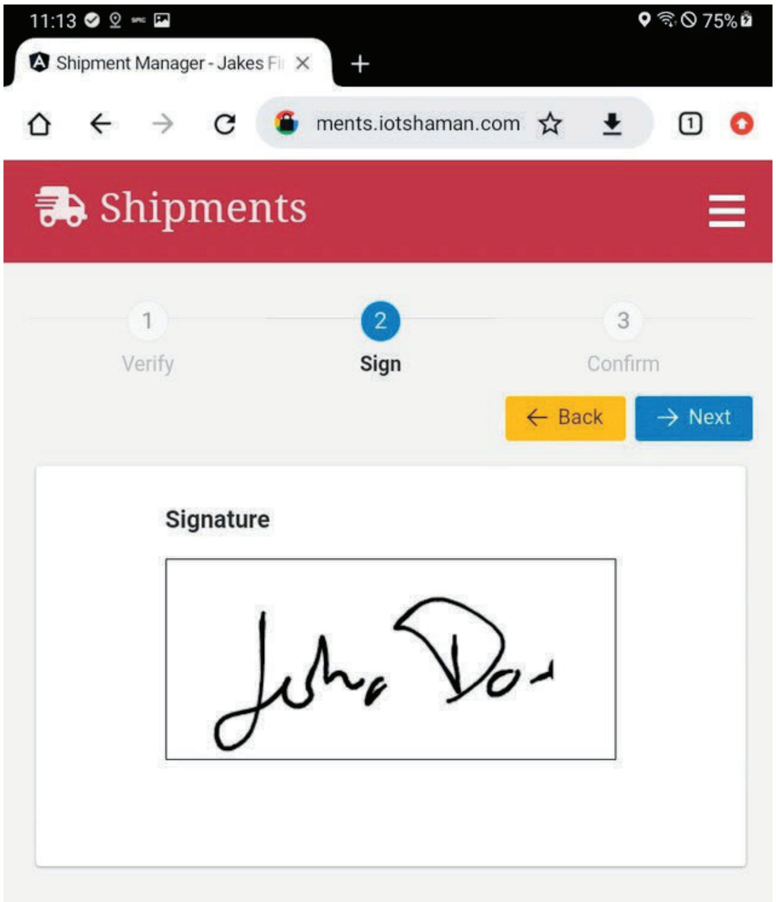

Figure 19

d. Type your name in the FULL NAME field and click CONFIRM (Figure 20).

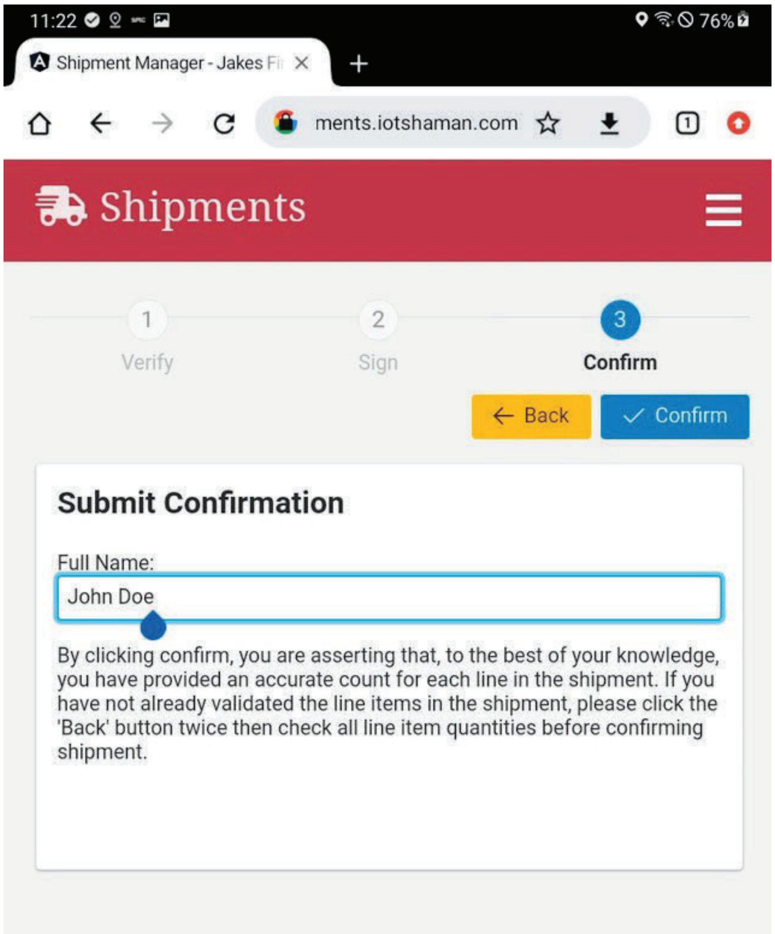

Figure 20

Your changes have now been submitted and your inventory is now confirmed.

Note: This process is to be repeated with all incoming shipments throughout the season.

SETTING UP CLOUDSENT FOR YOUR LOCATION

CHECK YOUR POS TABLETS & VERIFY DEVICE LOCATION WHEN YOU FIRST RECEIVE YOUR UNITS - DO NOT WAIT UNTIL OPENING DAY TO TEST YOUR UNITS!

ONLY SET UP ONE UNIT AT A TIME! POWERING ON MULTIPLE UNITS AT THE SAME TIME WILL CREATE PAIRING AND CONNECTION PROBLEMS.

1. Remove the CloudSent Log On Sheet from the RED BAG.
2. Open 1 CloudSent Unit Only. Remove Tablet and plug in to power. **Turn on 1 Tablet Only**.
3. Charge the Scanner and Printer but **DO NOT TURN ON**.
4. On the tablet Home Screen select the CloudSent Icon. (Figure 21).
5. Make sure connected to WiFi or Cellular data

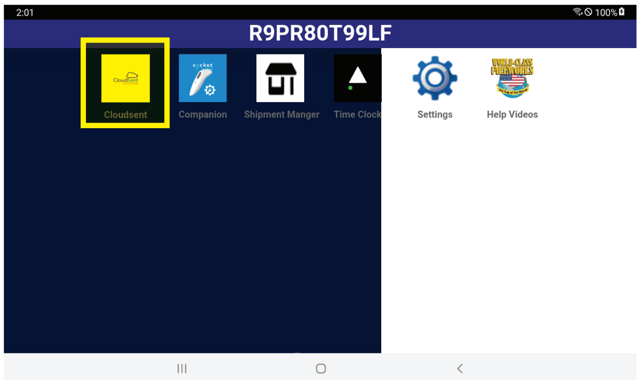

Figure 21

6. You may see a screen asking for User Email and Password. If so, Enter the User Email and Password on your CloudSent Log On Sheet found in the Red Bag (Figure 22).

   Select Login.

   If you do not see this screen, go to Step 9.

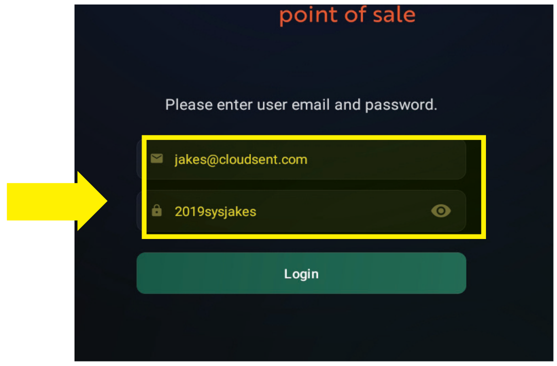

Figure 22

7. Select Change Device Location if your location information does not appear on the screen (Figure 23).

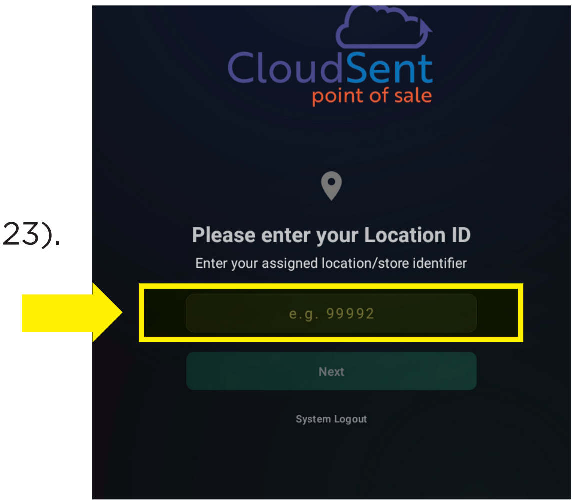

Figure 23

8. Confirm Yes on popup (Figure 24).

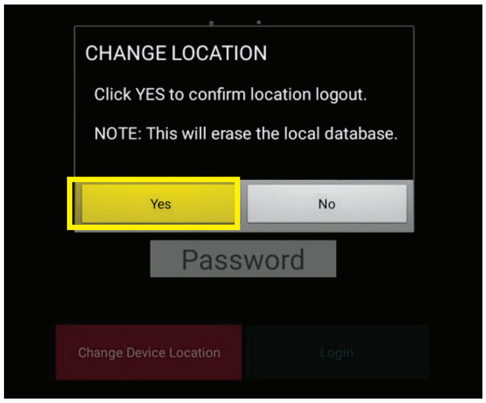

Figure 24

9. Enter Your Location ID listed on your CloudSent Log On Sheet found in the Red Bag (Figure 25).

   Note: You may need to select change location button in order to enter location.

   Select Done.

   Select Next.

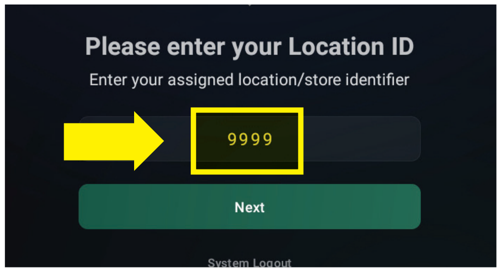

Figure 25

10. Enter a register number. Number them sequentially: 1, 2, 3, etc. (Figure 26).

    Select Done.

    Select Next.

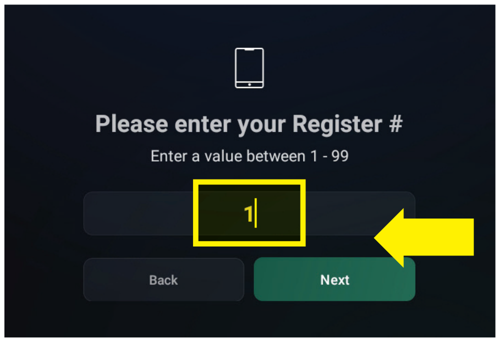

Figure 26

11. Confirmation Screen – select YES button (Figure 27).

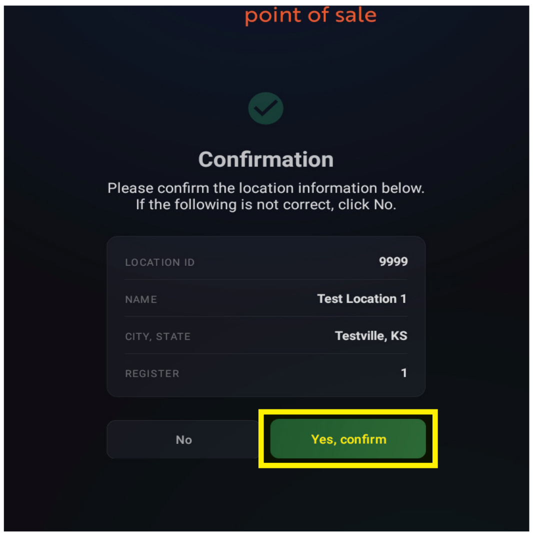

Figure 27

12. In the User ID field enter the OPERATOR USER ID# on your CloudSent Log On Sheet found in the Red Bag (Figure 28).

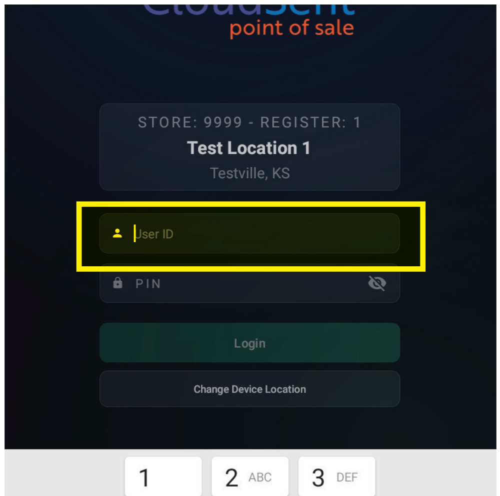

Figure 28

In the PIN field Enter the USER PASSWORD# on your CloudSent Log On Sheet found in the Red Bag (Figure 29).

Select Login.

Note: USER IDs & Passwords may not be the same from season to season. Always check your RED BAG!

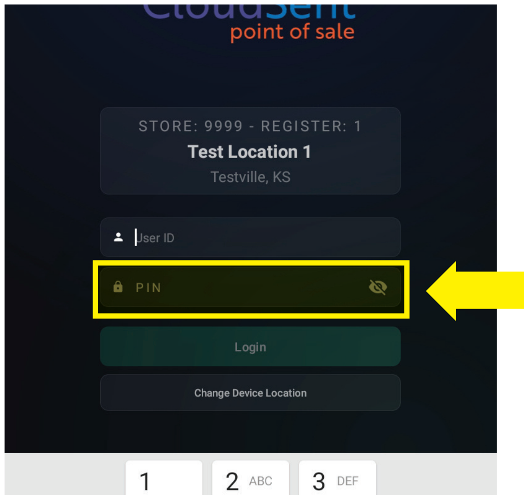

Figure 29

13. Once CloudSent is up and running, you should see the sale screen (Figure 30).

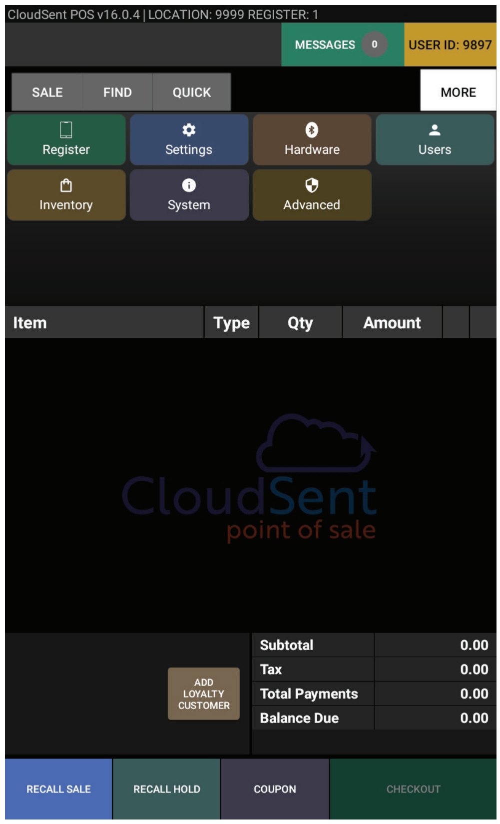

Figure 30

ZEBRA PRINTER:

The Zebra printer is already paired via Bluetooth on the tablet, but it must still be connected inside the CloudSent app.

1. Find the Bluetooth address on the bottom of the Zebra printer (Figure 31).
2. With the printer powered on, press and hold the Feed button until the Bluetooth light starts flashing blue.
3. On the tablet, open the CloudSent app.
4. Tap Choose More > Hardware > Printer (Figure 32 & 33).

Figure 31

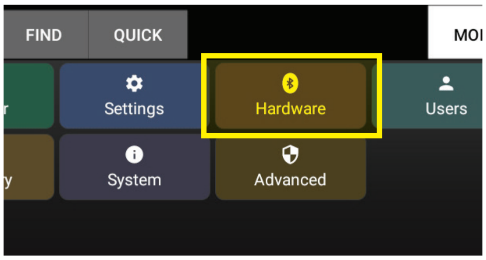

Figure 32

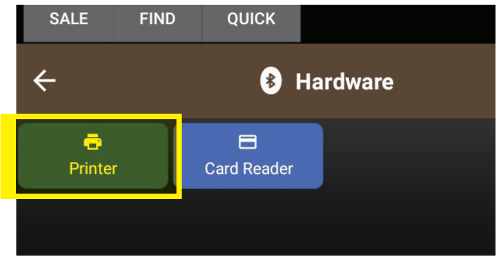

Figure 33

5. In the pop-up dialog, select Zebra as the printer type (Figure 34).

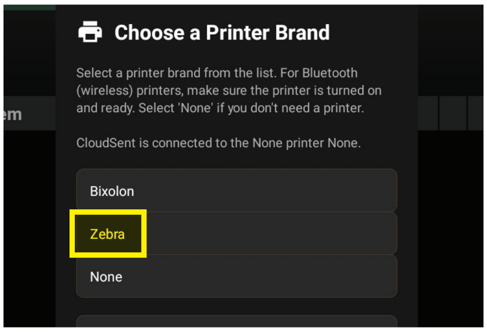

Figure 34

6. Select the correct Bluetooth address for your Zebra printer (Figure 35).

   Note: This connection process may take up to one minute.

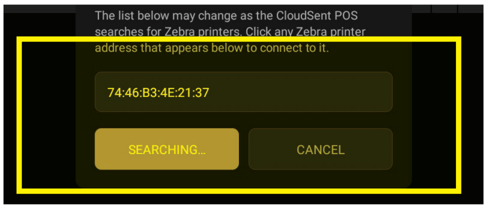

Figure 35

7. Repeat Steps 1–6 for each CloudSent unit at your location.

   Note: Each unit must be set up individually — pairing one printer does not sync it with other tablets.

SETTING UP THE SCANNER

SOCKET SCANNER:

The Socket scanner is already paired via Bluetooth on the tablet. Follow these steps to verify the connection:

1. On the tablet, launch the Socket Mobile Companion App (Figure 36).

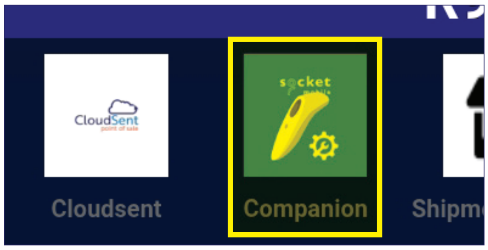

Figure 36

2. In the app, select the Socket scanner that matches the Bluetooth address (Figure 37b) (found on the bottom of the scanner (Figure 37a)).

Figure 37a

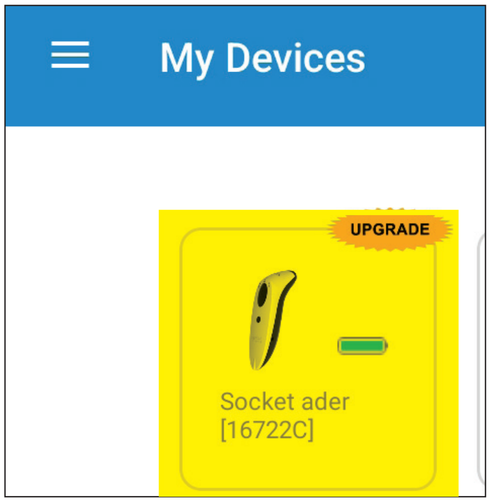

Figure 37b

3. Tap the Test Scan button.

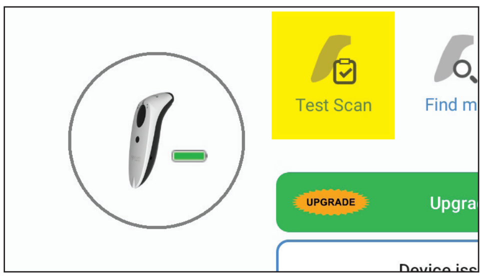

Figure 38

4. Scan any barcode to verify that the scanner is functioning properly.

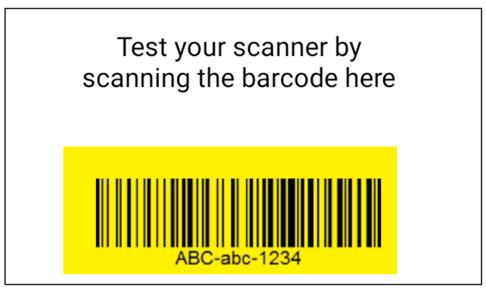

Figure 39

PRINTING PRICE LABELS

1. Load the Label Roll
   - Press the orange button on the right side of the printer and pull the yellow tab.
   - Insert the label roll (thicker paper, sticky on one side).
   - Ensure the roll is facing the correct direction, following the diagram inside the printer compartment.
2. Find the Product in CloudSent
   - Tap Find on the tablet (Figure 40).
   - Select Price Check (Figure 41).
   - Scan the product barcode.
3. Print the Label
   - Tap Print.

Note: If you receive a “Product Not Found” message after scanning:

- Stop immediately and call the CloudSent Hotline at 855-742-5002.
- Do not attempt to manually search or create the item.

Note: If you receive a price update notification on your tablet during the season:

- Click More > Register > Data Update
- Print a new price label for affected items.
- Remove the old label from the product.
- Apply the new label in its place.

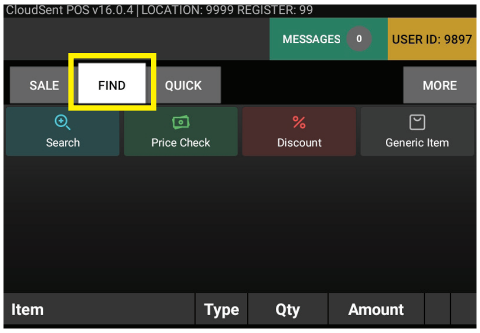

Figure 40

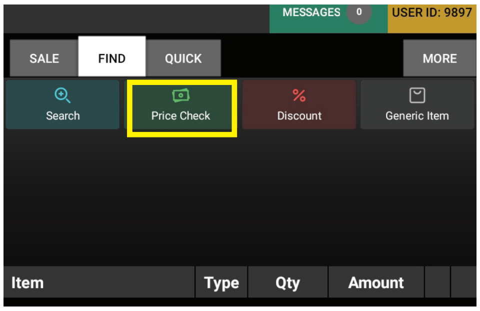

Figure 41

CONNECTING THE CARD READER

To ensure smooth credit card processing, follow the steps below to properly pair your card reader with the CloudSent system.

1. Plug in the Card Reader
   - This powers on the device. Ensure it remains plugged in throughout the day.
2. On the tablet, tap More > Hardware > Card Reader in the upper-right corner of the CloudSent screen (Figure 42 & 43).
3. Select More > Select Hardware > Card Reader > Data Cap > ID Tech
4. From the list of devices, select the Device Number that matches the Serial Number on the card reader. (Figure 44a)

   Note: Do not use the CloudSent Set # on the sticker — use the actual Serial Number engraved or printed on the reader. (Figure 44b)

5. Wait for the update screen to disappear. This may take several seconds. (Figure 45)
6. Once paired successfully, CloudSent will return to the Sale screen.

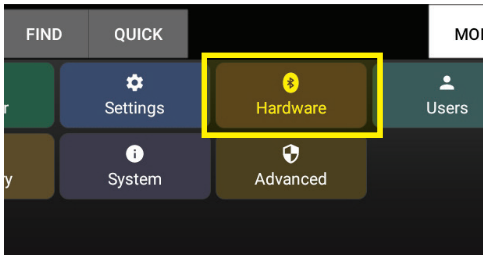

Figure 42

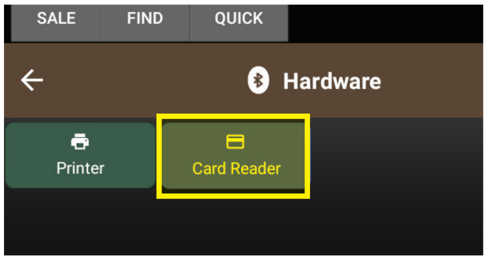

Figure 43

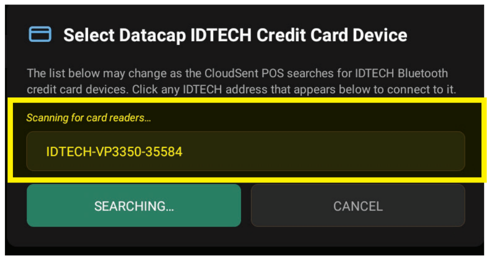

Figure 44a

Figure 44b

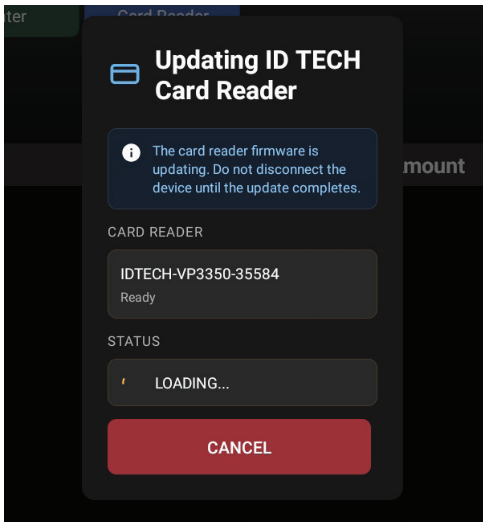

Figure 45

TIP: CARD READERS MUST REMAIN PLUGGED IN AT ALL TIMES.

- If you do not have electricity in your location, and if we supplied a power bank, use the supplied power bank to keep the Card Reader plugged in. Switch out the power bank when the battery gets low. If using power bank, remember to recharge it when generator is on.

TIP: IF SEVERAL MINUTES HAVE PASSED BETWEEN SALES, AS SOON AS A NEW CUSTOMER ARRIVES, WAKE UP YOUR CARD READER.

- Enter a Sale > Select CC > Select Cancel Sale. Your Card Reader should be awake and ready to go by the time the customer is ready to check out.

IMPORTANT REMINDER

Independent Operators – Before beginning sales, ensure you have your login information from the CloudSent Log On Sheet located in your Red Bag.

SET UP ALL CLOUDSENT STATIONS BEFORE CUSTOMERS ARRIVE.

This allows time to resolve any issues and avoids long wait times on the CloudSent Hotline during peak hours.

OPENING REGISTER

To begin operations in CloudSent, you will need to follow these steps to open your business each day

Note: You must log in with your Manager credentials to complete this process.

1. Select MORE > REGISTER > OPEN
2. You will see several options (Figure 46):

    A. PULL CASH FROM DRAWER

    B. OPEN REGISTER

    Note: If "OPEN REGISTER" is not available, you will need to close the drawer from the previous day before proceeding.

3. Enter the amount of starting cash and change in the till drawer (Figure 47).

    This value becomes your Starting Cash for the day.

4. Tap ACCEPT.

    Your CloudSent system is now ready to begin processing sales.

    Begin scanning items to start your first transaction.

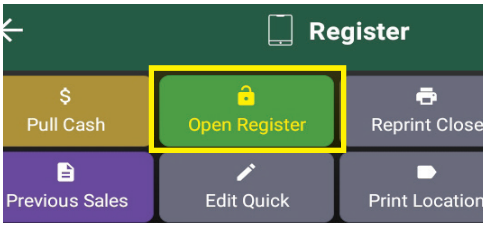

Figure 46

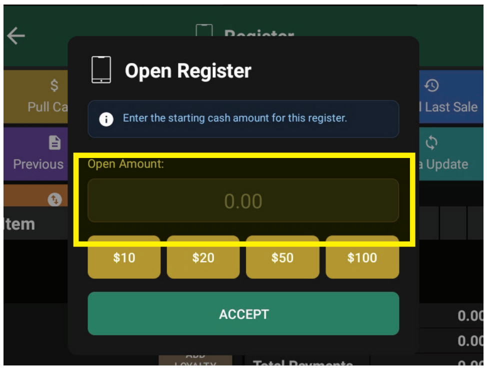

Figure 47

DISCOUNTS, COUPONS & SPECIALS

GENERAL RULES:

- Dollar-off ($$) and percent-off (%) coupons cannot be combined with other discounts.
- Coupons can be scanned directly from the customer's phone.
- Always scan coupons AFTER all items have been scanned.

COUPON BEHAVIOR:

- If a coupon applies to no qualifying items, the discount will display as $0.00 saved at checkout.
- If a coupon is expired, a pop-up will appear stating it is no longer valid.
- After scanning, discard the physical coupon (if applicable).

FREE ITEM COUPONS (WITH PURCHASE):

- These are valid while supplies last only — no substitutions allowed.
- The free item must still be scanned to ensure inventory accuracy.

SPECIALS & COUPONS:

- All item specials (including Hot Deals and Bundles) are preloaded on the tablet.
- No Coupon Necessary
- Substitutions are not permitted.
- Every item — including free promotional items — must be scanned to track inventory.

  Note: BOGO = Buy One Get One, discounts will not appear on the summary receipt.

To view a breakdown:

1. Finish the sale.
2. The summary receipt will print automatically.
3. To print a detailed receipt:
   - Go to MORE > REGISTER > RECALL LAST SALE > REPRINT DETAILED RECEIPT.

Must click checkout to see applied discounts and final payment due.

QUICK PICK MENU

The Quick Pick Menu allows for fast access to commonly sold items — especially those that are small, frequently used, or do not have barcodes. This feature is ideal for speeding up transactions at checkout.

HOW TO ADD ITEMS TO THE QUICK PICK MENU:

1. On the Sales screen, tap More > Register > Edit Quick (See Figures 48).

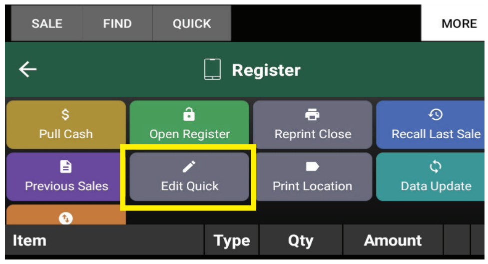

Figure 48

2. Scan (Tap Search UPC) or Type to begin your product search (Figure 49).
3. In the search bar, type the name of the product you're looking for.

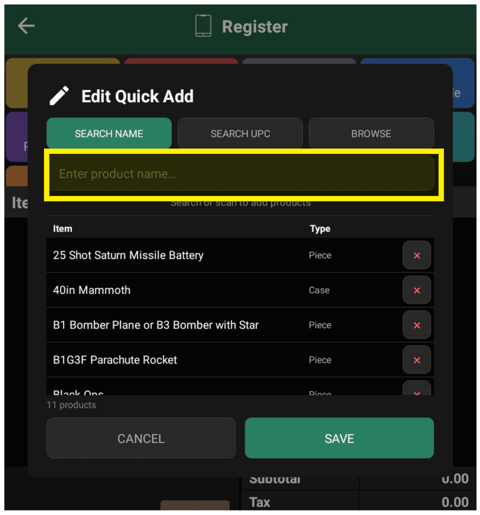

Figure 49

4. From the list of results, carefully select the correct item by tapping the green Select button (Figure 49).

   Note: Double-check the product name and brand before selecting. Some products may have similar names or variations.

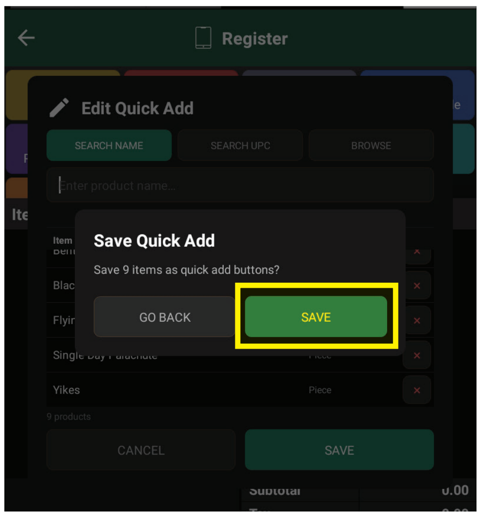

Figure 50

5. After selecting all desired items, tap SAVE to add them to your Quick Pick Menu (Figure 50).

PLEASE DO NOT USE THESE FEATURES AS A SUBSTITUTE FOR UPDATING INVENTORY COUNTS IN THE SYSTEM. TO ACCURATELY ADD OR REMOVE PRODUCTS FROM INVENTORY, ALWAYS USE THE BARCODE SCANNER.

After adding items to the Sales screen, scanning any applicable coupons, and selecting CHECKOUT, you will be presented with payment options (Figure 51).

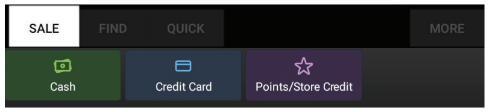

Figure 51

Note: At this stage, you will see all discounts applied and the new balance due.

You may also be prompted to enter a loyalty number.

This step is optional if the customer does not wish to provide their phone number.

However, it is strongly encouraged to register new loyalty members each year. See the VIP Section for more on benefits.

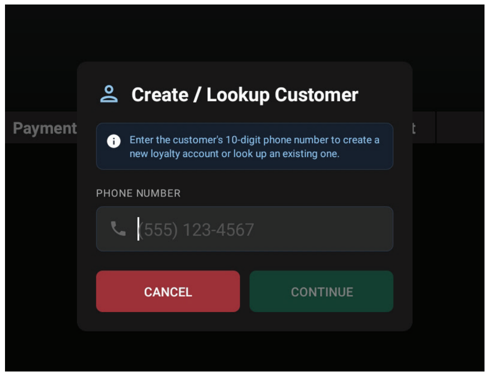

Figure 52

FORMS OF PAYMENT

USING POINTS / STORE CREDIT

- If a VIP customer has added their phone number to their account, their available points will be shown.
- If their point balance is less than the total due, the system will automatically apply points toward the purchase.
- An additional payment method may then be used to complete the remaining balance.

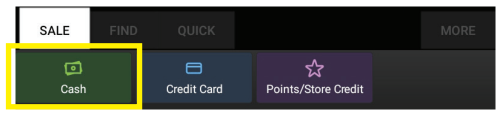

Figure 53a

CASH PAYMENTS

1. Select CASH. (Figure 53a)
2. The system will prompt for the amount provided. (Figure 53b)
3. Enter the amount given and follow the prompts to complete the transaction.

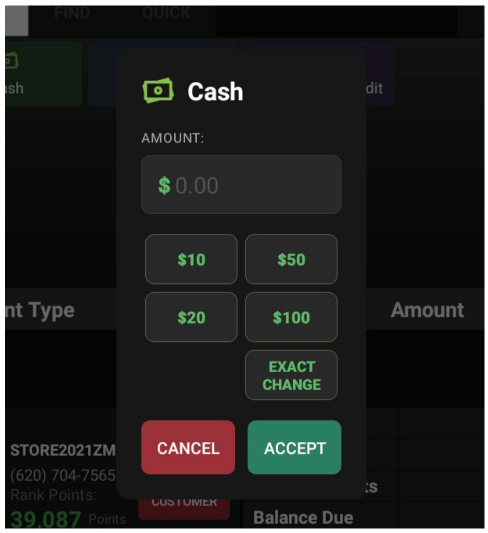

Figure 53b

Tips:

- When you have multiples of one item, it is faster to scan one item, tap the quantity number and a keypad is presented. Type the correct total item quantity and Select Done. You may also adjust the quantity by hitting the + or - in the quantity field.

SEARCHING OR BROWSING PRODUCTS DURING CHECKOUT IS A LAST RESORT AND SHOULD ONLY BE USED ON PRODUCTS THAT MAY NOT HAVE BARCODES OR ARE DIFFICULT TO SCAN.

CREDIT CARD PAYMENTS

1. Select CHECKOUT (Figure 54).

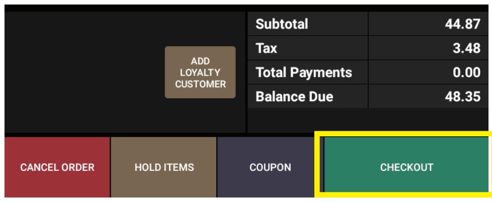

Figure 54

2. Select Credit Card (Figure 55).

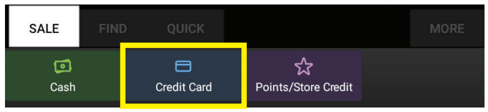

Figure 55

3. Tap ADD PAYMENT (Figure 56).

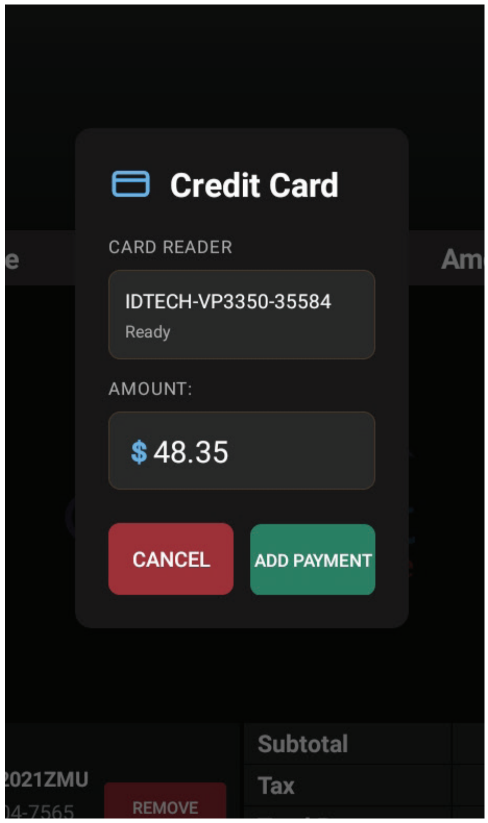

Figure 56

4. Insert, swipe, or tap the customer's card, depending on the type.
   - For chip cards, insert with the chip facing up while tap icon side is facing up.(Figure 57).

Figure 57

CREDIT CARD PAYMENTS

- For tap-to-pay (cards or phones), ensure the side with the Tap symbol faces up (Figure 58).

Figure 58

5. Wait for the Processing Payment screen to complete the transaction (Figure 59).
6. Specify the amount to be charged to this payment method.
    - This allows for split or multi-party payments if needed. See the next section for instructions.

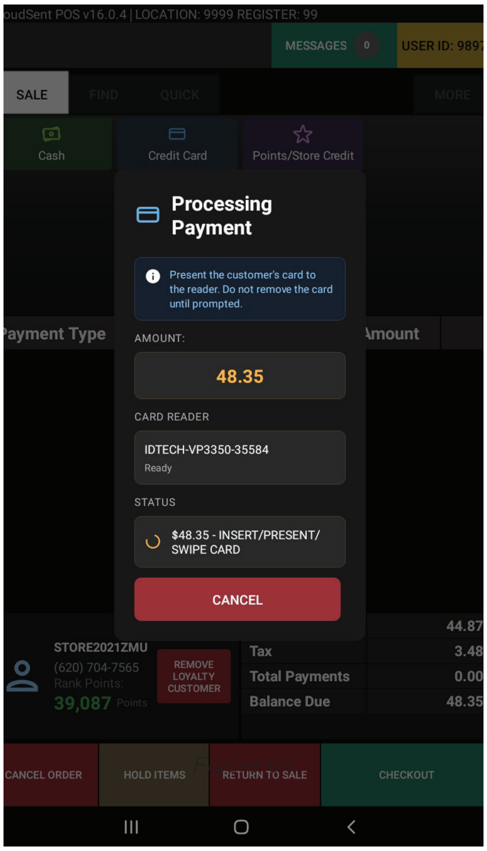

Figure 59

FINISHING THE SALE

1. Once payment is complete, the Purchase Complete (Figure 60) screen will appear. You may now choose how to deliver the receipt:
2. Select Done if no receipt is wanted.
3. Select Digital Receipt if the customer requests one.

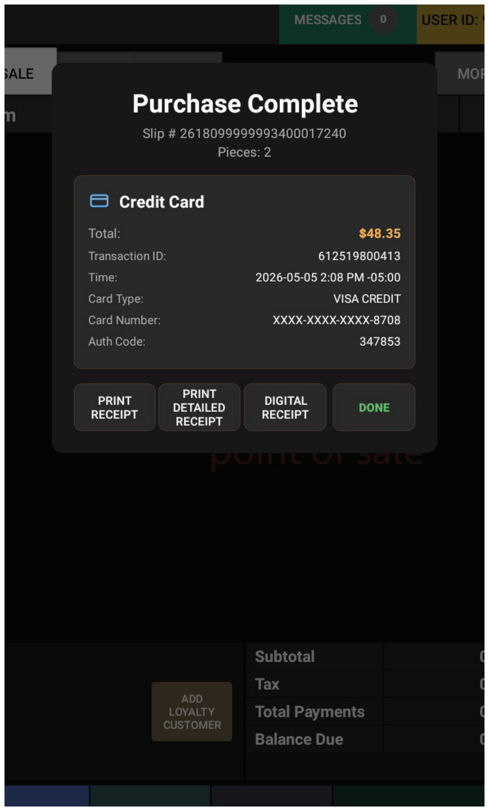

Figure 60

4. Customers may scan the QR code or enter a phone number to receive the receipt via text (Figure 61).
5. Note: Entering a phone number here does not enroll the customer in the VIP program.
6. If the customer has opted out of text messages, they must opt back in to receive digital receipts.
7. To print a paper receipt, select Print.

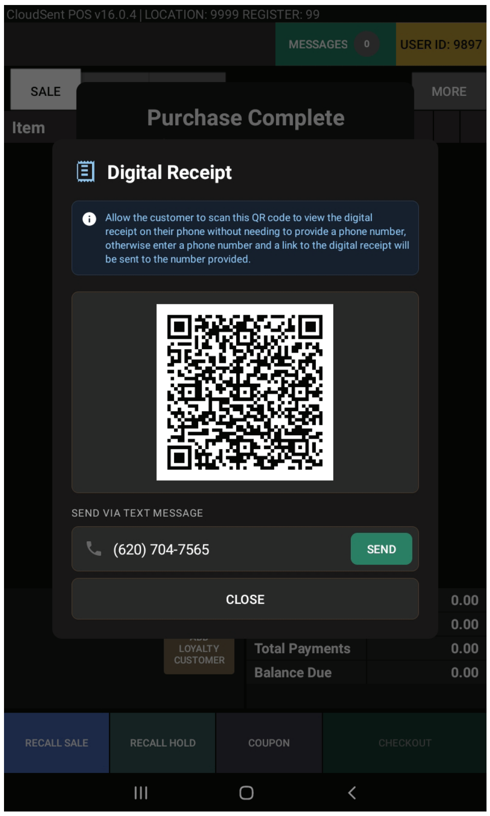

Figure 61

SPLIT PAYMENT TRANSACTIONS

Specifying a lower total payment than the cart total allows for other payment methods.

On the payment method screen (Figure 62), select the first payment method. After the FIRST payment method has been entered, select the SECOND form of payment and repeat until the total has been satisfied.

First form of payment added > $50 in cash is shown as the first payment. Because the total has not been satisfied, CloudSent is prompting for an additional payment type.

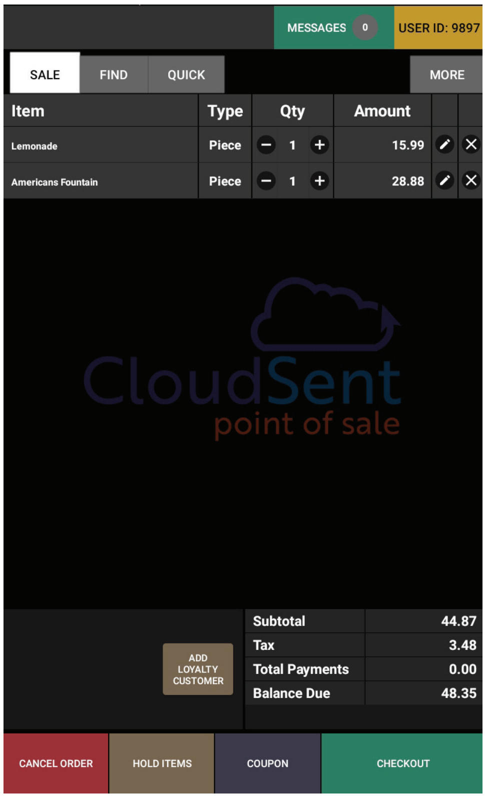

Figure 62

PULLING CASH FROM DRAWER

In general, it's a good practice to remove excess cash from the drawer periodically if sale volumes have been high. This avoids situations that lead to theft. Evidence of excess cash – drawer is sticking because of the number bills, you have more than $400 in 20s, or more than $400 in 50s or 100s in the drawer. When this is done, the amount of pulled cash will show up separately on the closing report and not as part of the remaining cash.

To pull cash from the drawer, follow these steps:

1. Select More > Register > Pull Cash (Figure 63)
2. Enter the amount you wish to remove from the drawer.
3. Sign for the withdraw and select Finish.
4. Keep cash pull receipt with cash pulled for reconciliation later if needed.

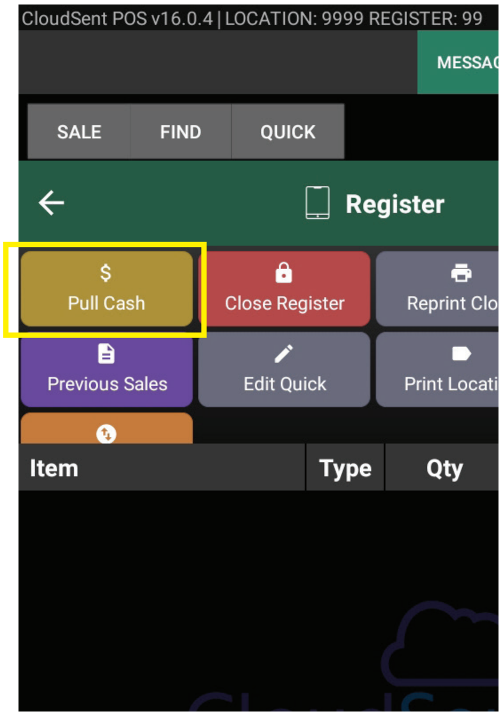

Figure 63

OTHER SALE OPTIONS/FUNCTIONS

When you are in a sale, you can also do one of the following functions:

CANCEL ORDER

If, for whatever reason, a customer decides to terminate the transaction tap the [Cancel Order] button. If there is a mistake in a transaction that can't be fixed, tap [Cancel Order] button, and redo it.

HOLD SALE

If for any reason a customer needs to step away, you can press [Hold Sale]. A receipt will print with a barcode; give it to the customer to recall the sale when he returns.

Note: Hold sales only last for 1 hour then are automatically deleted from the system

KEEP THE PRODUCT at the register until the customer returns. The customer may return to any of your registers to complete the transaction. If the customer does not return as promised, return the product back to the shelves. Putting a sale on hold does not affect your inventory or sales.

PLEASE NOTE: A HOLD sale does not remove the items from your inventory. If the customer does not purchase the product after the indicated time frame, return the product to your shelves. There is no need to cancel anything on the POS.

RECALL HOLD

Press the RECALL HOLD button to recall the held sale, then scan the barcode on the HOLD SALE slip. The customer's transaction will display on the screen. You may complete the sale (Figure 64a).

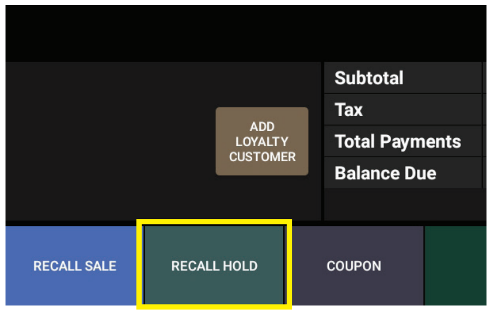

Figure 64a

PREVIOUS SALES

More > Register > Previous Sales (Figure 64b).

* Recalls previous 20 sales

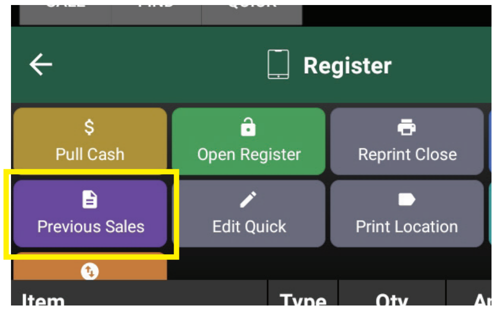

Figure 64b

RECALL SALE

To recall a sale with a receipt, press the blue button, in the bottom left main screen (Figure 64c).

Then scan the barcode or QR code at the bottom of the receipt.

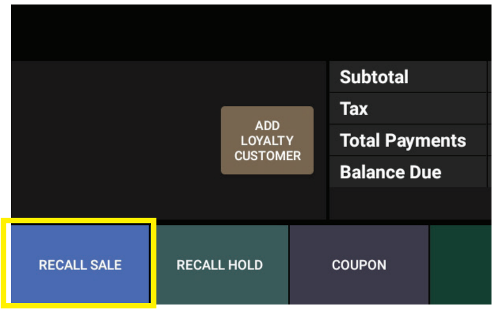

Figure 64c

HOW TO RUN A CREDIT CARD SALE AS CASH

If you have a Credit/Debit card sale that processes and says approved but still shows a balance due and does not print a receipt.

DO NOT ATTEMPT TO RUN THE CARD AGAIN!

You must run that transaction again as a cash sale to keep your inventory correct.

1. Return to the sale screen
2. Select the "Checkout" button
3. Select the "Cash" button
4. Select the "Exact Change" button
5. Select the "Checkout" button to complete the sale
6. Hand the customer the receipt
7. Select the "Reprint" button and write on it "Credit Card ran as Cash" and put it in your drawer to reconcile the money at the end of the night.
8. You MUST submit this receipt for Settlement.
9. When you balance your register at the end of the night you will appear to have this amount short in your cash. As long as you have the copy of the receipt as documentation for the sale, you will not be penalized.

Note: If customer is charged twice they can call number on receipt or operator can call Cloudsent hotline.

Do not give Hotline number to customer

CLOSING THE DRAWER

At the end of each business day, you will need to "CLOSE" the registers.

Note: Before you begin, ensure the printer is operational. Is there enough receipt paper in the printer?

1. Select More > Register > Close Register
2. Select Close Register (Figure 65)

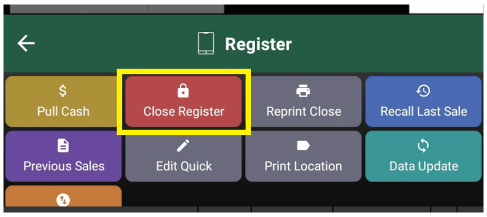

Figure 65

3. Count your change and your cash, enter the drawer total into this field (Figure 66).
4. Select Continue

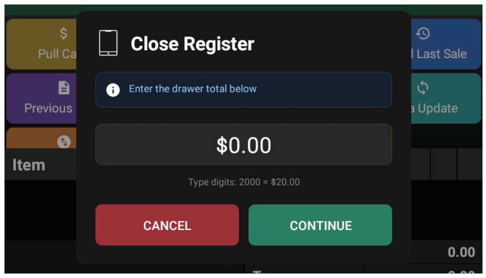

Figure 66

Example: (Figure 67) The beginning till amount was $100, $20 was pulled from the drawer during the day, and was closed with $250 in the drawer. No sales are shown.

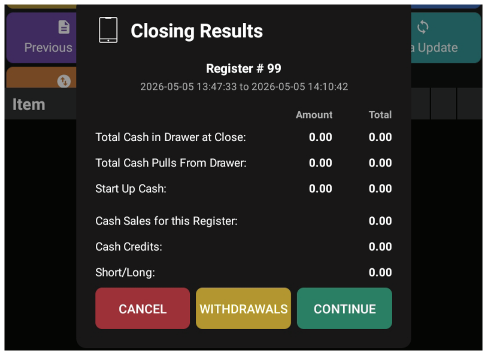

Figure 67

5. If your counted total agrees - Select Continue. Sign and select Continue. If you do not agree with the screen, select Back – recount your cash and re-enter your total.
6. Retain the printed receipt for your records.
7. Finish closing the drawer with the person counting the drawer signing the signature box when prompted. (Figure 69)
8. Remember to add previously pulled cash to deposits for your manager.

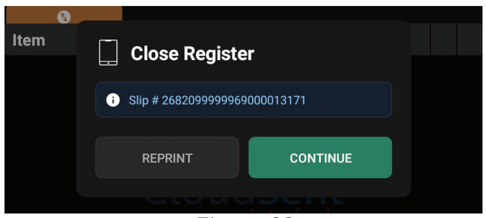

Figure 68

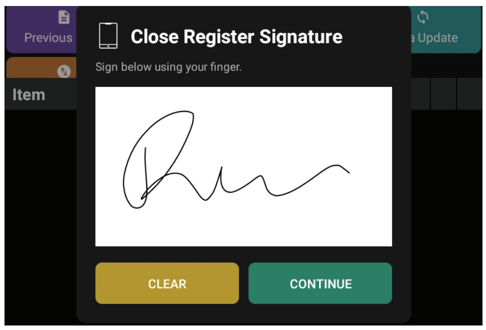

Figure 69

Note: Do not leave cloudsent kits where they can be damaged by weather after close. Do not leave them inside the tent or trailer after close.

INCOMING INVENTORY TRANSFERS

To receive a transfer from a different tent location or store, you will need to accept the incoming transfer.

Note: Before starting any inventory function, ensure your printer is on and functional!

To accept the transfer:

1. Select More >Inventory > Incoming (Figure 70)

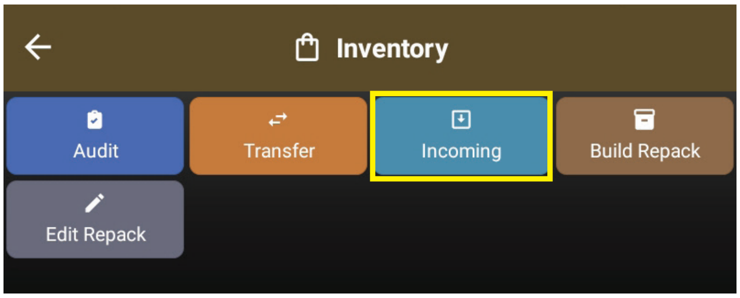

Figure 70

2. If the list is blank, there are no available transfers
3. Otherwise, select the transfer by tapping VIEW CONTENTS on the right of the transfer
4. Here, you can verify the item quantities and make changes to them as necessary (click on quantity box to make changes) (Figure 71).

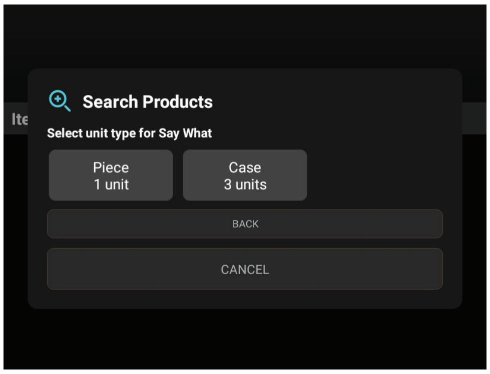

Figure 71

Note: If an item is physically received but is not listed on the transfer, make note of the item name, number, and quantity, and call the CloudSent Hotline to have the item/s added to your inventory – This must be done as soon as possible.

5. Select Accept (this button will say Submit Discrepancy if changes to quantities have been made) > and select Yes to accept transfer on the Popup.

OUTGOING INVENTORY TRANSFERS

Follow these steps to transfer product from your inventory to another location's inventory:
BEFORE STARTING ANY INVENTORY FUNCTION, ENSURE YOUR PRINTER IS ON AND FUNCTIONAL!

1. Select More >Inventory > Transfer Inventory
2. In this window you have two options:
   a. Scan product manually for transfer
3. Scan items to build transfer list.
4. Once completed, select Transfer Inventory
5. Input destination ID or start typing name of location (auto populate should show up)

Note: Operators must have permission from their route manager before transferring inventory to another location.

CLOSING LOCATION & FINAL AUDIT

Leave fireworks on the tables and DO NOT box up any fireworks until the following steps have been completed and your Route Manager has instructed you to begin boxing up your fireworks.

Begin the procedures below after you close the registers on the last day of sales or the following morning. Power down all components of one CloudSent System. Only using one system for the Close Process will reduce the risk of "double" product entry. BEFORE STARTING ANY INVENTORY FUNCTION, ENSURE YOUR PRINTER IS ON AND FUNCTIONAL!

1. Select More > Inventory > Audit Inventory > Start Close of Location Process
   Note: Register must be closed before beginning this process (see Page 31 for closing instructions)
2. Counting Remaining Product:

   *Before you begin counting, locate all your remaining FULL UNOPENED cases. Move your FULL UNOPENED cases to a pallet. Stack the FULL UNOPENED cases together with the barcode facing the outside that allows you to easily see it.
   Note: When counting a Mid item, count the total quantity of Mids, NOT the total Pieces inside. Example: If you have Single Day Parachutes 4-pack, write number of 4-packs, not the quantity inside.
3. Count all remaining Pieces and Mids using the following process:
   a. After you count an item, use a sticky note and write the quantity you counted on the note.
   b. Stick the paper on top of each item counted.
   c. BE SURE TO DOUBLE-CHECK COUNTS.
   d. Repeat the process for every item.
   e. Don't forget to count the damaged fireworks.

4. Scanning Remaining Product

   Scan all remaining Pieces and Mids using the following process:

   a. Scan the barcode on each item and enter the quantity counted. Repeat the process for the next item.
   b. Select SAVE PROGRESS frequently After you save progress you will have to select MORE > INVENTORY > AUDIT INVENTORY > CONTINUE AUDIT to continue the scanning process.
   c. After all remaining loose product (Pieces & Mids) have been scanned, move on to scanning your remaining FULL cases. Do not open the FULL cases, scan the barcode on the outside of EACH case.
   d. Scan and include all damaged fireworks.

5. Once all products have been counted, make sure your receipt printer is turned on and connected. Select More > Inventory > Submit Audit for Review
   a. A report will print that will include everything you scanned and the quantities you entered for each item. Counts will be noted on the emailed variance report as total pieces regardless if you scanned a mixture of Pieces, Mids and Cases. The report that is printed out from your printer will list total Piece, Mids and Cases counted on separate lines. Example, if you counted 5 cases of Excalibur and 2 pieces, that will be listed on separate lines.
   b. This will also generate a variance report which is emailed to your Route Manager.
   c. Text or call your Route Manager to confirm they received the variance report.
   d. The Route Manager will review the variance report and instruct you to take one of the following actions.
   e. Recount some or all your fireworks
   f. Begin boxing up your fireworks

6. After your recount, make changes to the Audit to correct any mistakes at any time during this process, including after having submitted for review:
   a. To correct the quantity counted on an item:
      More > Inventory > Audit Inventory > Retrieve Audit > Find item on the list and change the quantity > Submit Review.
   b. To add items that were previously missed:
      More > Inventory > Audit Inventory > Continue Audit > Scan items and enter quantities > Save Progress.
   c. After all mistakes have been corrected:
      More > Inventory > Submit Audit for Review.

7. When your Route Manager gives you permission, begin boxing up your fireworks.
    a. Place the blank white stickers on ALL cases and repack boxes, including both the unopened cases and the damaged product boxes. DO NOT place white stickers directly on products.
        i. Write your tent's Store Number, City, and State on all white stickers.
        ii. If you run out of stickers, use a marker and write this information on the case and repack boxes.

        TIP: Write the Store Number, City, and State on your white stickers at the beginning of season before things get busy. This will save you time on your last day.
    b. Place all damaged products in a separate box/es. You may place multiple damaged products together in one box. Do not mix damaged products with good products.
        i. Put the Not For Sale stickers on the boxes containing damaged products
    c. Bag up all smaller products such as Poopy Puppies in sacks (no more than 100 pieces per sack.). Place heavy products in the bottom of the boxes with lighter products on top.
    d. If you run out of repack boxes and use empty cases with a different products name on it, or different quantity than what is on the case, write "Repack" on the case.
        i. If you have less than a full case and leave the product in the case it came in, write "Repack" on the case.
    e. Your tent returns will be recounted. If you fail to place the white stickers with your Store Number on it, we will not know where the product belongs. Missing white stickers will cause you to have more shrinkage on your Pre-Settlement report and the associated shrinkage will be taken out of your commission. DO NOT place white stickers directly on products!

OVERVIEW

The VIP Rewards Program is an important marketing tool designed to build customer loyalty by offering points toward free fireworks and exclusive coupons.

POINTS ACCRUAL

Customers earn 1 point per $1 spent, based on the subtotal (pre-tax). Points are calculated per transaction and bonus points are awarded for large purchases:

ACCRUAL TABLE EXAMPLE

Tier 1	$0 = <$499	1 Point for each $1 spent
Tier 2	$500 < $999	1.5 Point for each $1 spent
Tier 3	$1000 < ∞	2 Point for each $1 spent

Note: Bonus point rates apply only during qualifying transactions. After that purchase, point earnings revert to 1 point per dollar.

- Minimum to Redeem: 100 points
- Redemption Value: 10% of point balance (e.g., 500 points = $50 credit)
- Expiration: Points expire 18 months after accrual
- Usage Limit: A VIP account can only be used once per 24-hour period
- Operators are not allowed to have VIP accounts

VIP/LOYALTY LOOKUP

To look up a VIP account for points or to verify account information, follow these steps:

1. Select ADD CUSTOMER LOYALTY BUTTON > LOOKUP from the main screen. (Figure 72a)
2. Enter phone number or scan the customer's VIP/Loyalty account number (Figure 72b)
3. If the account is valid, it will appear in the bottom left corner of the screen.
4. If the account shows as inactive, contact the VIP Hotline (855-749-0202) to request activation

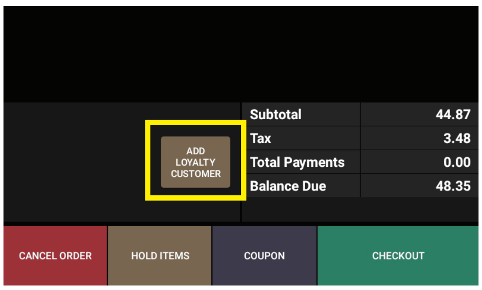

Figure 72a

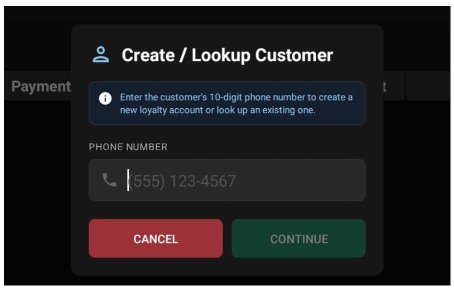

Figure 72b

CREATING/CHECKING A VIP LOYALTY ACCOUNT

Drawer must be opened and ready for sales.

1. Select Add Loyalty Customer in the lower left hand side of the screen. (Figure 73).

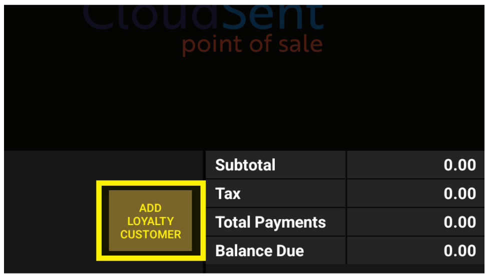

Figure 73

2. The Create/Lookup Customer screen will appear (Figure 74).

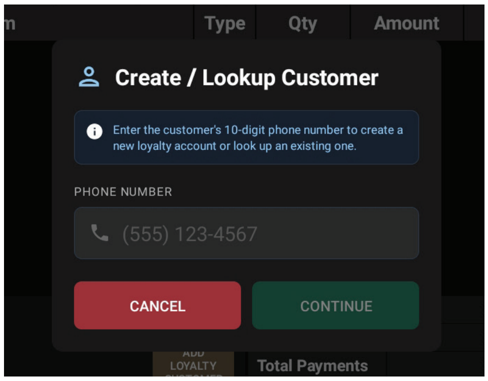

Figure 74

3. Enter the customer's phone number, then tap CONTINUE.
   - If the customer already exists, their account will automatically populate and be added to the transaction.
   - If they do not exist, a new account will be created and added to the current sale.

4. Once added, the customer will receive a text message within seconds containing a link to a coupon.
   Note: If no phone number appears at the bottom of the screen (Figure 75), the customer's purchase will not be linked to their account and they will not receive points for the transaction.

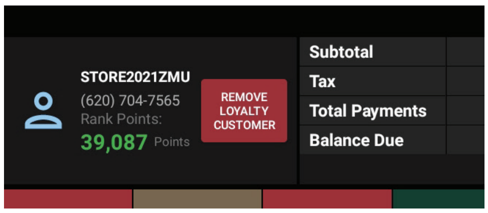

Figure 75

YOU WILL BE PROMPTED TO ENTER A PHONE NUMBER AT CHECKOUT IF NOT ALREADY ENTERED.

CLOUDSENT HOTLINE

CLOUDSENT HOTLINE | 855-742-5002

****DO NOT GIVE THIS # TO CUSTOMERS****

1. When you call, please be patient.
2. If you get a voice mail – LEAVE A MESSAGE!! State your name
3. State your location number.
4. Leave a phone number (they can't call you back without one).
5. Be courteous, the CSRs will do everything they can to get you up and running quickly

ITEM WON'T SCAN? Call the Cloudsent Hotline for assistance.
Have Item number and item description ready.

ADDITIONAL PHONE NUMBERS

VIP | 855-749-0202

BACKYARD PREVIEW | 620-325-6725

CUSTOMER SERVICE | 800-766-1277

CloudSent
point of sale

CLOUDSENT HOTLINE | 855-742-5002

****DO NOT GIVE THIS # TO CUSTOMERS****

VIP | 855-749-0202

BACKYARD PREVIEW | 620-325-6725

CUSTOMER SERVICE | 800-766-1277