



Division: Retail  
Stores: All

Department:  
Checkout  
Edited: 11/8/2024

## Customer Appreciation Sale Instructions

Customers get 10% off with all methods of payment. See the note below for charging to a PaulB charge account.

### Transactions being charged to an account:

- Transactions charged to a PaulB charge account will not get a 10% discount on the invoice. The discount will be applied when they pay their account balance by the end of the sale using the Quick Store Statement
- When a transaction through an account is being paid and when you discount the transaction and it says “No items are discountable”, the items on the invoice are either non-discountable (List of non-discountable items at the bottom of the SOP) or are already being discounted through a Contractor pricing plan.
- When a customer wants to pay invoices already on their account, in addition to what they are currently purchasing, charge it to their account **without the discount**, then print a Quick Store Statement for the total amount owed. Items that are discounted on an invoice charged to an account with Contractor Pricing will not receive an additional discount on the statement. Previous charges to an account before the sale do not receive a CAS discount.
- Customers must drop check off in order to receive the CAS discount. The mail service is not reliable enough to deliver the check before the sale ends.

### Steps during the Transaction:

1. **ALWAYS** ask the customer if they have an account such as PaulB Rewards, cash, charge, or tax-exempt, even if they are paying for it immediately. Always run the transaction through the account.
2. Double-check the invoice for mistakes before totaling the invoice.
3. When a customer pays with cash, count the money twice. Lay the cash across the top of the drawer, count the change you give back twice, and then place the customer's cash neatly in the drawer (Facing the same direction as bills already in the drawer).
4. Check all \$50 & \$100 bills with a counterfeit pen.
5. Verify that all checks are signed, contain phone number & license or State ID #, & are written for the correct amount.

### Reminders:

1. Prices are subject to change anytime between now and CAS; we cannot commit to holding prices.
2. Online orders placed through the PaulB website and picked up in-store will receive a 10% discount.
3. Employees of any Paul B. Zimmerman, Inc. companies are not eligible for the additional 10% CAS discounts. Standard employee discounts remain valid.
4. If a customer finds a wrench hidden in the store, send them to the customer service desk for their \$20 of PaulB Bucks. Employees of PaulB, their spouses, or children at home are not eligible for the wrench prize. There is no wrench hidden in the December circular. There will be no daily and weekly wrenches hidden in the stores only the CAS wrenches.
5. Talk to your supervisor if a customer requests a discount on the order of an item for which we are currently out of stock. In general, the discount applies only to items in stock during the sale.
6. **Smile and thank each customer for shopping at PaulB!**
7. We want you to enjoy the sale event, even though the busyness could feel like a lot of pressure at times. It can help to focus on 1 customer at a time and strive to serve them well and completely before moving to the next customer, rather than trying to serve multiple customers at one time.
  - a. **Note:** For SOP on general discounts, see “[Applying a Trade Discount](#)” in Wiki.
8. **Discounts do not apply to the following items.** (These items can be on the transaction as discountable items ):
  - Gift Card purchases
  - Festool Items, SawStop Equipment, Shaper, and J&L Haysavers

**Note:** To apply a discount on a credit card, check out the [Applying a Trade Discount in POS](#) in Wiki.

Reminder Cards to put at each checkout terminal:

## **CAS Reminders**

Give a 10% discount for cash, check, and credit card transactions.

DON'T give a discount when charging to an account.

Online Orders will receive a 10% discount if the order is picked up in-store

*Note: Discounts do not apply on Gift Cards, Festool, SawStop, Shaper, and J&L Haysavers.*

Please see the CAS Instructions  
SOP for additional details

## **CAS Reminders**

Give a 10% discount for cash, check, and credit card transactions.

DON'T give a discount when charging to an account.

Online Orders will receive a 10% discount if the order is picked up in-store

*Note: Discounts do not apply on Gift Cards, Festool, SawStop, Shaper, and J&L Haysavers.*

Please see the CAS Instructions  
SOP for additional details

## **CAS Reminders**

Give a 10% discount for cash, check, and credit card transactions.

DON'T give a discount when charging to an account.

Online Orders will receive a 10% discount if the order is picked up in-store

*Note: Discounts do not apply on Gift Cards, Festool, SawStop, Shaper, and J&L Haysavers.*

Please see the CAS Instructions  
SOP for additional details

## **CAS Reminders**

Give a 10% discount for cash, check, and credit card transactions.

DON'T give a discount when charging to an account.

Online Orders will receive a 10% discount if the order is picked up in-store

*Note: Discounts do not apply on Gift Cards, Festool, SawStop, Shaper, and J&L Haysavers.*

Please see the CAS Instructions  
SOP for additional details