



Calling the Support Center

Why train on this topic?

Cashiers need to have the confidence of being able to call for help. They should be prepared to make a call that is efficient.

Key points:

- First, attempt to use the HELP feature to solve the problem.
- Before dialing, get information you will need:

Your name.

The address of the store. (Remember this may NOT be obvious to all employees so have it someplace for handy reference, possibly on the cheat sheet.)

Your modem number in case dial in support is needed.

If an **error message** or **error number** is seen on a pop-up screen on either the touch screen or the MWS, write that number down and have it ready! Also be prepared to give any details about how you tried to resolve using the HELP feature.

Have a pen and paper handy.

- Call **800-800-7498**