



# SMP Training Skills Checklist

Franchisee Name		Franchisee Phone	Franchisee E-mail		
Store #	Street Address		City	State	Zip
AD Trainer Name		AD Phone	AD E-mail		

## — INSTRUCTIONS —

- AD Trainer conducts the first of three SMP training sessions for Franchisee prior to store opening. AD is required to dedicate no less than 6 hours to the first training session.
- AD Trainer conducts two follow-up sessions one to two weeks after store opening to ensure all unanswered questions and issues are resolved and that the Franchisee has a reasonable level of comfort with the SMP system.
- AD or Franchisee checks off each skill as it is **CERTIFIED**—that is, after AD has explained and demonstrated the skill and provided feedback while the franchisee practiced the skill and asked questions to ensure their understanding of the specific skill.
- AD and Franchisee sign the bottom of this SMP Training Skills Checklist, indicating their agreement that SMP training has been provided in full.
- AD faxes this completed form to **(480) 362-4791 Attn: Denise Spawn** to initiate payment to the AD (SMP training fees are included in the POS Equipment Invoice or can be accepted by credit card).

		CERTIFIED			CERTIFIED			CERTIFIED
<b>BACK OFFICE</b>								
1	Cat Batches – Check for Successful Batch	<input type="checkbox"/>	35	Credit Card Detail	<input type="checkbox"/>	69	Tender Order – Cash	<input type="checkbox"/>
2	Cat Batches – Re-Submit Failed Batch	<input type="checkbox"/>	36	Credit Card Summary	<input type="checkbox"/>	70	Tender Order – Credit	<input type="checkbox"/>
3	Tax Tables – Set Tax Rate	<input type="checkbox"/>	37	Credit Card Tip	<input type="checkbox"/>	71	Tender Order – Gift	<input type="checkbox"/>
4	Discounts – Customize	<input type="checkbox"/>	38	Major Group	<input type="checkbox"/>	72	Ring a Fundraiser Order	<input type="checkbox"/>
5	Menu Items	<input type="checkbox"/>	39	Minor Group	<input type="checkbox"/>	73	Make-A-Wish Star	<input type="checkbox"/>
6	Store Offers (1-99)	<input type="checkbox"/>	40	Cashier Totalizer	<input type="checkbox"/>	74	Make-A-Wish Business Star	<input type="checkbox"/>
7	National Offers (101 - 250)	<input type="checkbox"/>	41	Manager Totalizer	<input type="checkbox"/>	75	Delete	<input type="checkbox"/>
8	Cashiers	<input type="checkbox"/>	42	Register Totalizer	<input type="checkbox"/>	76	Refund – Cash	<input type="checkbox"/>
9	Managers	<input type="checkbox"/>	43	Weekly Totalizer	<input type="checkbox"/>	77	Refund – Credit	<input type="checkbox"/>
10	Upload	<input type="checkbox"/>	44	Hourly	<input type="checkbox"/>	78	Refund – Gift (Cancel)	<input type="checkbox"/>
11	Download	<input type="checkbox"/>	45	Menu Mix	<input type="checkbox"/>	79	Manual Authorization – Credit	<input type="checkbox"/>
12	Downline	<input type="checkbox"/>	46	PLU	<input type="checkbox"/>	80	Manual Authorization – Gift	<input type="checkbox"/>
13	Security – Add Users	<input type="checkbox"/>	47	Time	<input type="checkbox"/>	81	Recall Order	<input type="checkbox"/>
14	Bring SMP Online – Start SMP Services	<input type="checkbox"/>	48	Labor Cost by Sales Time Period	<input type="checkbox"/>	82	Receipt Issue	<input type="checkbox"/>
15	Refresh Services – Stop & Start SMP/Windows Services	<input type="checkbox"/>	49	Time and Attendance	<input type="checkbox"/>	83	Activate Gift Card	<input type="checkbox"/>
16	Deposits	<input type="checkbox"/>	50	Timekeeping Report by Employee	<input type="checkbox"/>	84	Reload Gift Card	<input type="checkbox"/>
17	End of Day (auto run)	<input type="checkbox"/>	<b>POS</b>			85	Balance Inquiry Gift Card	<input type="checkbox"/>
18	Start of Week (auto run)	<input type="checkbox"/>	51	OMNI Terminal – Functions	<input type="checkbox"/>	86	Paid In/Paid Out	<input type="checkbox"/>
19	Start of Period (auto run)	<input type="checkbox"/>	52	OMNI Terminal – Detail Report	<input type="checkbox"/>	87	Tips	<input type="checkbox"/>
20	Electronic Journal Viewer	<input type="checkbox"/>	53	OMNI Terminal – Totals Report	<input type="checkbox"/>	88	Register Report	<input type="checkbox"/>
21	Employee – Personal Data	<input type="checkbox"/>	54	OMNI Terminal – Settlement	<input type="checkbox"/>	89	Cashier Report	<input type="checkbox"/>
22	Employee – Time Settings	<input type="checkbox"/>	55	Clock In/Clock Out	<input type="checkbox"/>	90	Switching Between Layouts	<input type="checkbox"/>
23	Employee – Job Assignments	<input type="checkbox"/>	56	Sign on/Sign Off	<input type="checkbox"/>	91	Open Coupon	<input type="checkbox"/>
24	Job Codes – Description	<input type="checkbox"/>	57	Break In/Break Out	<input type="checkbox"/>	92	Void All	<input type="checkbox"/>
25	Job Codes – Type	<input type="checkbox"/>	58	Eat In/To Go (if applicable)	<input type="checkbox"/>	93	Using LCD	<input type="checkbox"/>
26	Job Codes – Overtime	<input type="checkbox"/>	59	Ring Items	<input type="checkbox"/>	94	Training Mode	<input type="checkbox"/>
27	Job Codes – Breaks	<input type="checkbox"/>	60	Ring Items (using drop downs)	<input type="checkbox"/>	95	Fundraiser Donation	<input type="checkbox"/>
28	Job Codes – Prompt for Tips	<input type="checkbox"/>	61	Clear	<input type="checkbox"/>	96	Removing Co-Brand Sales (if applicable)	<input type="checkbox"/>
29	Edit Hours Worked – Time Cards	<input type="checkbox"/>	62	No Tax	<input type="checkbox"/>	97	Manager Reset	<input type="checkbox"/>
30	Scheduler – Creating Schedules	<input type="checkbox"/>	63	Void	<input type="checkbox"/>	98	Printer Reset	<input type="checkbox"/>
31	Scheduler – Copying Schedules	<input type="checkbox"/>	64	Coupon PLU #	<input type="checkbox"/>	<b>SMP Training has been provided in full by the AD to the Franchisee</b>		
32	Scheduler – Availability	<input type="checkbox"/>	65	Discounts	<input type="checkbox"/>	<i>Sign to indicate agreement</i>	Franchisee	
33	Scheduler – Editing Schedules	<input type="checkbox"/>	66	Promo	<input type="checkbox"/>		AD	
34	Dashboard	<input type="checkbox"/>	67	Multiple Quantities	<input type="checkbox"/>			
			68	Subtotal	<input type="checkbox"/>			