

Training Incentive Program



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At Diamond Data Systems, our goal is to make sure that you are getting the most out of The Uniform Solution. Work with your dedicated support rep to learn how to become an expert. Choose up to three **categories** below to complete; for each training category that you complete within your first 90 days, you will earn 50% of your main store license for a month. *

Ordering / Receiving & Hardware

Get to know your inventory! Learn what you are selling, set up electronic ordering, and set stock levels to keep on hand for your most popular items. Once a shipment arrives, make sure your employees know how to get it into stock efficiently. We also want to ensure you know how to connect Additional Hardware that works with The Uniform Solution.

- Create a group of memorized reports to be run. *Date completed:* ____
 - Top 40
 - Vendor Comparison
 - Open Special Orders
- Send three Purchase Orders via EDI to at least two different vendors. *Date completed:* ____
- Set max/min levels for ten styles under at least two different vendors. *Date completed:* ____
- Use an ASN (advanced ship notice) to receive your shipments into the program “by the box.” *Date completed:* ____
- Demonstrate how to set up / add printer. *Date completed:* ____
- Demonstrate how to set up / add barcode scanner. *Date completed:* ____

Communication & Delivery

The Uniform Solution helps you keep in touch with your customers. Make sure you are set up to take advantage of all communication channels. After stock comes in, ensure your employees know the delivery process for special orders.

- Set up at least one POS station to prompt to send receipts via email. *Date completed:* ____
- Send a text message to a customer whose order is ready for pickup. *Date completed:* ____
- Finish out the special-order process by “Delivering” the product on at least one invoice. *Date completed:* ____
- Demonstrate setting up an email account. *Date completed:* ____

WebStore / Mobile App (For current WebStore customers)

Make sure that you are reaching your customers 24/7. With the WebStore, your customers can easily shop online, see your in-store stock levels, and use contracts for group buying. The mobile app makes knowing what’s in stock on the salesfloor a click away.

- Take your WebStore live. *Date completed:* ____
- Create 3 departments and attach them to 3 separate styles. *Date completed:* ____

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- Create a contract and activate it for use on the WebStore with a sign-in code. *Date completed:* ____
- Set up and use the mobile app. Use it to check the stock level of an item in a particular size. *Date completed:* ____
- Demonstrate how to create a cart and send to POS. *Date completed:* ____
- Demonstrate how to take a payment in Mobile App. *Date completed:* ____ (UniformPay required)
- Demonstrate how to create and add menu tabs. *Date completed:* ____
- Demonstrate how to create content page. *Date completed:* ____
- Demonstrate how to create and add menu tabs. *Date completed:* ____

TUSe (For current TUSe customers)

Build out a custom website that attracts customers to your doorstep. You can build a great-looking website that imports orders directly into The Uniform Solution.

- Take your TUSe site live. *Date completed:* ____
- Import five orders from TUSe into The Uniform Solution. *Date completed:* ____
- Set up a deal and/or offer on TUSe. *Date completed:* ____
- Demonstrate how to create and add items to custom category. *Date completed:* ____
- Demonstrate how to add and edit items to home page. *Date completed:* ____

UniformPay Merchant Portal Reporting & Refunds / Gift Card Training

Take human error out of the equation and integrate your payment processing. UniformPay is the all-in-one integrated solution for your payment needs. You will learn best practices and information on Payment Processing and funding our customers. You will also learn about the different reports and how they may help with your daily business.

- Download and send Transaction report. *Date completed:* ____
- Review and explain Merchant Statement. *Date completed:* ____
- Review and explain Funding Summary report. *Date completed:* ____
- Create a Non-Integrated Payment method. *Date completed:* ____
 - Create missing invoice.
 - Basic Troubleshooting (possible errors)
- UniformPay Refund tutorials. *Date completed:* ____
 - How to Process refunds (in TUS and Merchant Portal). *Date completed:* ____
 - Explain 180-day ERA and ensure its complete
- Demonstrate how to Unregister and Register Credit Card Machine. *Date completed:* ____
- Demonstrate how to toggle Manual Entry Form On/Off. *Date completed:* ____
- Download and send the 1st week of the Deposits report. *Date completed:* ____
 - Screenshot of report generated. *Date completed:* ____
- Demonstrate how to identify a Chargeback. *Date completed:* ____
- Review and explain Gift Card Manifest. (if using UniformGift) *Date completed:* ____
- Demonstrate how to Load, redeem, and check GC Balance. (if using UniformGift) *Date completed:* ____

***Discount is limited to the first store for multi-store locations.**