

## **Appendix B — Customer Service POS Informational Reference**

### **(Non-Binding / For Operational Context Only)**

#### **Purpose**

This appendix documents the current Customer Service Point-of-Sale (POS) and Smart Card issuance workflows used by the Municipality of Anchorage Public Transportation Department (People Mover). It is provided solely to inform bidders of the existing operational environment, staff responsibilities, and process expectations.

#### **Contractual Status**

This appendix is **informational only**. It does **not** define, expand, limit, or modify any technical or functional requirements of this procurement. Vendors must rely on **Appendix A — Project Items Prioritization Matrix** for authoritative scope boundaries of Must-Have (M), Should-Have (S), Could-Have (C), and Won't-Have (W) features. No process or workflow described herein creates a contractual obligation unless explicitly listed as an “M” requirement in Appendix A.

#### **Application of This Appendix**

Vendors may use the contents of this appendix to:

- Understand current POS, card-issuance, inventory, and reconciliation practices
- Anticipate training, change management, and migration considerations
- Inform optional integration or replacement proposals when relevant to Appendix A requirements

Do **not** use this appendix to:

- Infer new functional requirements not listed in Appendix A
- Assume that current workflows must be replicated identically
- Substitute for deliverables, definitions, or scope statements in the main Scope of Work

**Customer Service Division**  
**Point of Sale (POS) Scope of Work**

**POS scope of work for CSR includes:**

1. Sale of individual passes, bulk passes, and smart cards for the Anchorage People Mover.
2. Collect cash, check, and credit card payments for sales transactions.
3. Use spreadsheets and automated fare management system to document sales transactions for bus passes.
4. Prepare and document bundle pass sales by bundle number.
5. Check the name on customer's identification with the banned rider's list to prevent selling bus passes to banned riders.
6. Prepare comprehensive end-of-day cashier reports that include item sales by day, sales summary by payment method, and verification reports.
7. Notify the Customer Service Manager to void sales transactions.
8. Verify amounts in opening and closing till.

**Customer Service Division**  
**Point of Sale (POS) Reports**

END OF THE DAY - CASHIER	REPORTS	INSTRUCTIONS
1. Item Sales by Day	<p>Sold From <i>selected date</i></p> <p>Sold Through <i>selected date</i></p> <p>Cashier <i>select all. Should also be available individually.</i></p> <p>View Report</p> <p>Print</p>	<p><u>Report should show:</u> Each line item should include Item Type, Quantity sold, Total value of item(s) sold in that line.</p> <p>Report should include overall total Quantity sold and overall total Value of items sold.</p>
2. Sales Summary By Method	<p>Sold From <i>selected date</i></p> <p>Sold Through <i>selected date</i></p> <p>Cashier <i>select value</i></p> <p>View Report</p> <p>Print</p>	<p><u>Report should show:</u> Each line item should include Item Type, Price of Item Type, Quantity sold, Total value of item(s) sold in that line.</p> <p>Report should include overall total Quantity sold and overall total Value of items sold separated by currency type (Cash, Check, Credit), as well as a final total Value of items sold.</p>
3. Verification Report	<p>Date <i>selected date</i></p> <p>Cashier <i>select value</i></p> <p>View Report</p> <p>Print</p>	<p><u>Report should show:</u> Should include TDCF##, Cashier, TDCF opening and closing inventory per Pass Type, Cash Check and Credit sales recorded, and total payments received on that date.</p>

## **Customer Service Division**

### **Smart Card Scope of Work**

#### **Smart Card scope of work for CSR includes:**

1. Create new client accounts and print smart cards.
2. Accurately record incoming transactions and check nested under Conservatorships.
3. Monitor pass type, loading date, and current pass expiration for smart cards.
4. Generate unique smart card identification numbers.
5. Deactivate lost or stolen smart cards and passes.
6. Take customer pictures for new smart cards.
7. Confirm remote smart card capability.

## Customer Service Division

### Smart Card Scope of Work

SMART CARD -STANDARD	(Full, half fare, Half Senior, youth, Misc.)	COMMENTS
<p>1. Account Creation – Personal Data</p>	<p>Client Image <i>Taken using computer camera OR imported from e-mail.</i></p> <p>Name – First, MI, Last, Suffix</p> <p>Address</p> <p>Phone #</p> <p>Email</p> <p>Birth Date <i>If over 60, should automatically designate Senior Status.</i></p> <p>PCA, Senior, Youth? <i>These options should designate an alternate ID Design. This option may be changed at will, and the ID Design updated at that time.</i></p> <p>Relevant Agency <i>Optional field, for use on Miscellaneous IDs.</i></p>	<ul style="list-style-type: none"> <li>• Need for a process to delete old smartcard accounts.</li> <li>• Smart Card Accounts should be searchable by: Client Name (full or partial), SCID, SC Expiry Date (Full or Partial), Phone Number, Birth Date (full or partial).</li> <li>• Must be able to delete remarks.</li> <li>• Updatable SC Images.</li> <li>• Must be able to re-print Smart Cards.</li> <li>• Must be able to load multiple passes to the same SCID during a single transaction. <i>EX: (2)30Day passes, (3)7Day passes, etc.</i></li> <li>• Must be able to load multiple SCID's in a single transaction. <i>EX: Jane Doe and John Doe both wish to load (2)30Day passes to their separate smart card, but share a bank card and do not want separate payments for each ID.</i></li> </ul>

2. Internal – Entered Data	Active/Inactive/Banned <i>Option to re-activate inactive passes</i> SCID Expiry Date <i>Month/Year format.</i>	
3. Internal – Automatically Generated (See EX1)	<p>Smartcard ID# <i>This # does not change when reprinting.</i></p> <p>Internal SCID# <i>901 sequence, used to deactivate lost and stolen card. This data needs to be tracked cumulatively, not deleted when new ID is provided. The Internal SCID# changes when a new card is printed.</i></p> <p>Issue Date <i>This needs to be tracked per ID printed, with each new ID issued being its own line item.</i></p>	<p><b>EX1: 2000111 / 901333 / 5.16</b> <b>2000111 / 901444 / 7.14</b></p>
4. Internal - Additional Data Tracked	<p>Pass Type(s) Loaded</p> <p>Date Loaded</p> <p>Expiry of current passes available</p>	<p><i>This data needs to be cumulative.</i></p>

<p><b>5. Conservatorships</b></p> <p><i>This data field is not mandatory.</i></p>	<p>Conservatorship Group  Conservator Name  Conservator Contact #, Extension options  Applicable Mailing Address</p>	
<p><b>6. Incoming/Outgoing  CheckmData Line –</b></p> <p><i>Nested Under Conservatorships</i></p>	<p>Date Received  Check #  Check \$  90 Day Expiry  (Checkbox) Loaded  (Checkbox) Returned  Date Processed  Notes</p>	

## **Customer Service Division**

### **Scope of Work for Inventory Tracking and Reports**

#### **CSR Scope of Work for Inventory Tracking and Report includes:**

1. Bundle passes (AFM2 should automatically generate bundle number).
2. Tract transferred passes (example transferring passes from Main vault to Cashiers inventory or till).
3. Import new passes (example passes from vendor to CS main vault).
4. Tract passes from all location (CSR, Main vault, CS safe) through passes ranges.
5. Generate reports including Master Inventory by location, Item listing by GL, Transaction Detail, Credit card Details, Verification Report, Sale Detail by item and serial number, Item Sales by day, Void reports, GL Summary by credit card total, GL Sales by Date Cash and check total, Sales Summary by Method.
6. Invoice clients for bulk orders.
7. Prepare orders through Order Management.
8. Generate packing slip for bulk orders.
9. Void/delete mistakenly entered inventories.

**Customer Service Division**  
**Inventory Tracking and Reports**

REPORT TYPE	REQUIREMENTS	
1. Sales Summary by Method	<p>Report Shows: <i>Each line item should include Item Type, Price of Item Type, Quantity sold, Total value of item(s) sold in that line.</i></p> <p><i>Report should include overall total Quantity sold and overall total Value of items sold separated by currency type (Cash, Check, Credit), as well as a final total Value of items sold.</i></p>	
2. GL Sales Summary by Date	<p>Report Shows: <i>Each line item in this report should include the date, GL account #, Quantity sold, and Total amount sold. grouped according to their GL ID sequence. Report should include overall total</i></p> <p><i>Quantity sold and overall total Value of items sold. Split payments should be reflected on this report, rather than on the Credit Total Report.</i></p>	

<p>3. GL Sales Summary by Date Credit Card Total</p>	<p>Report Shows: <i>Each line item in this report should include the date, GL account #, Quantity sold, and Total amount sold. grouped according to their GL ID sequence.</i></p> <p><i>Report should include overall total Quantity sold and overall total Value of items sold. Split payments should be reflected on this report, rather than on the Credit Total Report.</i></p>	
<p>4. Void Report</p>	<p>Report Shows: <i>Each void line item should include the original PoS transaction ID#, TDCF##, Name of voider, Item type, Printed ID or Serial #, Quantity, Price, Void date, and Remarks.</i></p>	
<p>5. Item Sales by day</p>	<p>Report shows: <i>Each line item should include Item Type, Quantity sold, Total value of item(s) sold in that line. Report should include overall total Quantity sold and overall total Value of items sold.</i></p>	

<p>6. Sales Detail by Item and Serial Number</p>	<p>Report Shows: <i>Each line item should include the original PoS transaction ID#, TDCF##, Name of cashier, Item type, Quantity sold, Printed ID or Serial #, Value of Item(s), Payment Method, and Notes. Sales with multiple types of item should be subdivided within the line item, with each subdivision including Item Type, Quantity sold, Printed ID or Serial #, and Value of Item(s). Split payments should be reflected in Payment Method as &lt;SPLIT (Payment amount and type)&gt;.</i></p>	
<p>7. Verification Report</p>	<p>Report Shows: <i>Should include TDCF##, Cashier, TDCF opening and closing inventory per Pass Type, Cash Check and Credit sales recorded, and total payments received on that date.</i></p>	
<p>8. Credit Card Detail</p>	<p>Report Shows: <i>Should include Date, Time, Cashier, Sale ID (PoS), Authorization (Converge), Amount, and Item sold.</i></p>	

<p>9. Transaction Detail</p>	<p>Report Shows: <i>Each report should include TransID#, Cashier Name, TDCF##, Date of Transaction. Lines should be separated by Product type, with each line including Item Type, Item Quantity, Product Description, GL of Product, and Price.</i></p> <p><i>Sale Transaction Information should reflect the Type(s) of Tender, Amount Tendered by Type, Total Amount Tendered by Transaction, Void (Y/N), and Notes from the transaction.</i></p> <p><i>Reprint Receipt Should send the original transaction receipt to print.</i></p> <p><i>Reprint Void Receipt If transaction has been voided, should send void receipt to print.</i></p>	
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## Customer Service Inventory Reports

INVENTORY REPORTS	REQUIREMENTS	
<p>1. Inventory Master by Location</p> <p><i>Required by Accounting for Cash Journal.</i></p>	<p>Location <i>by TDCF## or Vault ID.</i></p> <p>Item <i>Individual or Select All</i></p> <p>View Report</p> <p>Print</p>	
<p>2. Item Listing by GL</p>	<p><i>Used to cross-check GL Reports, also used to determine accurate coding/abbreviations for PoS.</i></p>	<p>Report should include Item, Description, GL Number, Set Price.</p>
<p>3. Passes Available</p> <p><i>Internal audit report.</i></p>	<p>Pass Type: <i>Individual Types, Multiple Types, or Select All</i></p> <p>Location: <i>TDCF##, Vault Designation, Multiple points, or Select All</i></p> <p>Report: <i>Should include Serial #, Item Type, and Location of pass.</i></p>	<p><i>Should be searchable by full or partial Serial #, with a Find Next function.</i></p>

<p><b>4. Passes Available by Pass Type and Range</b></p> <p><b>Internal audit report.</b> Also used to confirm location of passes, if needed.</p>	<p>Pass Type: <i>Individual Types, Multiple Types, or Select All.</i></p> <p>Location: <i>TDCF##, Vault Designation, Multiple points, or Select All.</i></p> <p>Report: <i>Should include Item Type, Serial # Range, Quantity within Range, Bundle # (if applicable), and Location of pass.</i></p>	<p><i>Should be searchable by full or partial Serial #, with a Find Next function.</i></p>
<p><b>5. Inventory – Importing Passes</b></p> <p><i>Used to import passes from vendor to vault.</i></p>	<p>Item Type</p> <p>From Serial #</p> <p>To Serial #</p>	<p><i>Ability to delete erroneously imported passes. Each Item Type should be able to use overlapping Serial # ranges.</i></p>
<p><b>6. Inventory – Transferring Passes</b></p> <p><i>Used to transfer passes from vault to CSR drawer, drawer1 to drawer2, bulk orders and/or donations.</i></p>	<p>Item Type</p> <p>Transfer From <i>Vault or TDCF location</i></p> <p>Transfer To <i>Vault of TDCF location</i></p> <p>Start Sequence Serial # <i>SEE ALT</i></p> <p>End Sequence Serial # <i>SEE ALT</i></p> <p>ALT - Bundle ID #</p> <p>Transfer Quantity: <i>Automatically Generated, updates as pass ranges are entered.</i></p>	<p style="background-color: #cccccc;"></p>

<p><b>7. Bundles – Creating</b></p> <p><i>Bundles are used to efficiently sell bulk passes, improving efficiency for large orders in particular. This allows the CS Rep to enter a single value rather than multiple values during the transaction process.</i></p>	<p>Item Type  Location <i>TDCF##, Vault ID</i>  Start Sequence <i>Serial #</i>  End Sequence <i>Serial #</i>  Quantity in Bundle -<i>Updates as pass ranges are entered</i>  Bundle Strap ID# <i>Automatically Generated, used for sale of bundle as a whole</i></p>	
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