

HOW TO RING A FORM 11 ORDER

1. On the Form 11, fill out:
 - a. Organization name and address – this info will be on the purchase order (PO)
 - b. Date
 - c. Check the box “Charge to Customer’s Account”
 - d. Customer PO# or Order Number – also found on the purchase order
 - e. Our store number (40), the date and your signature
 - f. Record the customer’s identification number (state issued driver’s license or identification card, matricula consular, school ID with photo, company ID, Tribal ID, or government or military ID with photo). Note: Tribal ID is acceptable even if it is expired. However, the name on the purchase order must match the name on the Tribal ID
2. In the Point of Sale (POS) home screen, press the orange **Services/Specialty** button
3. Press **Special Print** (bottom right of Page 1 screen in Services/Specialty)
B797 SPECIAL PRINT TRANSACTION UNDERWAY DISPLAYS
4. Press **OK**
5. Scan or ring in customer’s items → **if the customer’s order has been suspended, this is when you will scan the suspended receipt’s bar code**
 - a. The REWARDS CARD PROMPT displays; Press OK and scan Rewards Card if customer has one; finish ringing up items
6. Press **Total**
7. Press **Misc. Voucher:**
 - a. Key in the total value of the TRANSACTION if the amount is LESS or EQUAL TO the amount on the voucher
 - b. If the total is MORE than the voucher, only key in the amount of the VOUCHER
 - c. After you press enter and print on the pink side of the Form 11 (see instruction #9), the POS will then show the remainder owed by the customer
8. Press **Enter**
INSERT DOCUMENT OR ENTER MANUAL OVERRIDE VALUE displays.
9. Insert the form in the printer face down, PINK SIDE UP for printing.
10. The Message INSERT DOCUMENT OR ENTER MAN. OVERRIDE VALUE appears again.

11. Charge customer the difference they owe if their total is **more** than the PO. If they owe less than the purchase order, **do not refund the difference**.
12. Re-insert the form in the printer YELLOW SIDE UP for printing.
Note: Form 11 must be printed so it is easy to read. Additional forms may be needed to print the entire transaction. DO NOT turn Form 11 upside down and print another column. The printer prints on the form.
13. Have customer sign the form under the text that says: Merchandise Received By
Signature:
14. In the Net Total box, you will fill out the dollar value of the PO, unless the customer's purchases are less than the value of the PO – then you will fill out the transaction total and **you will not refund the difference** between the transaction and the PO
15. Distribute copies of the form:
 - a. White copy -> Give to customer along with reprint of the receipt
 - b. Yellow copy -> Attach it to the receipt and purchase order, place it in the plastic accordion folder (same pocket as DSR, but not IN the DSR)
 - c. Pink copy -> Put it in the HOME RECEIVER cubby located under the printer

Purchase Orders

Only process a Form 11 charge with an actual purchase order document. A PO number is not sufficient.

Purchase order documents must be original. Faxes or photocopies may be accepted only if authorization is obtained from Kroger Accounting Services (KASH) at 1-888-327-4911.

Hours: M-F, 7am – 3pm, Pacific Standard Time.

Returns

Merchandise purchased with a Form 11 can be returned. Use the same form (located in Files)

A Form 11 credit can be processed only if the original charge Form 11 can be found or if the customer has the copy of the original Form 11

Any items purchased with a charge Form 11 must be returned as a Form 11 credit

Exchanges

If the price and UPC of items being exchanged are the **same**, a new purchase order **is not needed**.

If the price and UPC of items being exchanged are **different**, a new purchase order **is needed**.