

MISTY

Misty scanned every item except one, a copper coupling. She entered 2 as the quantity instead of scanning each separately. While she did scan each of the rest of the items, 3 items were left off of the transaction entirely. I believe that when she scanned the 1st MSU item, she didn't see the MSU popup prompt on the screen and continued to scan the rest of the items. Additional items cannot be scanned or added to a transaction while that popup window is still open. I think that when she did look up at the end of the transaction, she saw the popup window from a previous item and thought it was for the last item. I went back and showed her the receipt and told her what I thought happened. She then rang me out for the 3 missing items.

Meg

THANK YOU FOR SHOPPING AT

TRANSACTION #1

08/11/16 9:02AM MISTY 562 SALE

✓ 11898	1 Ea	6.99 Ea	
RUSTOLEUM SPRAY MATTE WHT			6.99
✓ 12190	1 Ea	6.99 Ea	
RUSTOLEUM SEMI-GLOSS WHITE			6.99
✓ 9009861	1 EA	4.99 EA	
TAPE SEALING 22YDS ACE			4.99
✓ 90709	1 EA	4.99 EA	
CARTON TAPE CLEAR ACE			4.99
✓ 11315	1 EA	6.99 EA	
CAULK SILICONE WHITE ACE			6.99
✓ 11316	1 EA	6.99 EA	
CAULK SILICONE CLEAR ACE			6.99
✓ 1010339	1 EA	7.99 EA	
TAPE MASK 1" BLUE 3M			7.99
✓ 1010362	1 EA	5.99 EA	
TAPE MASK BLUE 3/4 3M			5.99
X 46371	2 EA	2.99 EA	
COUPLING 3/4 COPPER			5.98
SUB-TOTAL:\$	57.90	TAX: \$	4.00
DISCOUNT:	-11.58	TOTAL: \$	50.32
	BC AMT:		50.32
BK CARD#:	XXXXXXXXXXXX6859		

Failed.

Missing from transaction:
 41295 coupling w/ stop
 43911 hose clamp 9/16 - 1-1/4
 41144 hose clamp 9/16 - 1-1/16

MB

QTY should be 1.

COLE

Cole did not scan every item in my basket. I could tell that he was scanning one item then entering a quantity rather than physically scanning every item. He was about to total me out then he noticed some of the items were different from each other. He went back and changed something then completed the transaction. Everything was correct except for the copper couplings. He charged me for 2 smooth couplings rather than one smooth and one with a stop. I went back and showed him that they were different items.

Meg

THANK YOU FOR SHOPPING AT

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08/13/16 8:43AM COLE      562  SALE
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✓ 11316      1 EA      6.99 EA
CAULK SILICONE CLEAR ACE
✓ 11315      1 EA      6.99 EA
CAULK SILICONE WHITE ACE
✓ 1010339    1 EA      7.99 EA
TAPE MASK 1" BLUE 3M
✓ 1010362    1 EA      5.99 EA
TAPE MASK BLUE 3/4 3M
X 46371      2 EA      2.99 EA
COUPLING 3/4 COPPER
✓ 43911      1 EA      1.99 EA
CLAMP 9/16 TO 1-1/4" SS
✓ 41144      1 EA      1.99 EA
CLAMP HOSE 9/16 TO 1-1/16" S/
✓ 90709      1 EA      4.99 EA
CARTON TAPE CLEAR ACE
✓ 9009861    1 EA      4.99 EA
TAPE SEALING 22YDS ACE
✓ 11898      1 Ea      6.99 Ea
RUSTOLEUM SPRAY MATTE WHT
✓ 12190      1 Ea      6.99 Ea
RUSTOLEUM SEMI-GLOSS WHITE

SUB-TOTAL: $      61.88  TAX: $      4.27
DISCOUNT:    -12.38  TOTAL: $      53.77
BC AMT:                          53.77

BK CARD#:      XXXXXXXXXXXXXXX6859
MED: 372452059887
AUTH: 013820    AMT:      53.77
  
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Failed.
 Missing from transaction:
 41285 coupling w/ stop
 MB

QTY should be 1

VALERIE

Valerie scanned every item except one. She rang me out for 2 semi-gloss spray paints instead of one semi-gloss and one flat. She scanned the first one then held up both cans and looked at the front of the cans but not at the barcodes. Everything else after that was rung out correctly. John and I decided to wait to tell the cashiers they made a mistake until later so I didn't go back up and correct her right after the transaction.

Meg

THANK YOU FOR SHOPPING AT

08/18/16 10:58AM VALERIE 559 SALE

X	12190	2	Ea	6.99	Ea
	RUSTOLEUM SEMI-GLOSS WHITE				13.98
✓	11315	1	EA	6.99	EA
	CAULK SILICONE WHITE ACE				6.99
✓	11316	1	EA	6.99	EA
	CAULK SILICONE CLEAR ACE				6.99
✓	1010339	1	EA	7.99	EA
	TAPE MASK 1" BLUE 3M				7.99
✓	1010362	1	EA	5.99	EA
	TAPE MASK BLUE 3/4 3M				5.99
✓	90709	1	EA	4.99	EA
	CARTON TAPE CLEAR ACE				4.99
✓	9009861	1	EA	4.99	EA
	TAPE SEALING 22YDS ACE				4.99
✓	46371	1	EA	2.99	EA
	COUPLING 3/4 COPPER				2.99
✓	41295	1	EA	2.99	EA
	COUPLING & STOP 3/4 COPPER				2.99
✓	41144	1	EA	1.99	EA
	CLAMP HOSE 9/16 TO 1-1/16" S/				1.99
✓	43911	1	EA	1.99	EA
	CLAMP 9/16 TO 1-1/4"SS				1.99

QTY should be 1.

Failed.

Missing from transaction:
11898 flat white spray paint

MB

FATIMA

Fatima scanned every item except one. I was rung out for 2 rolls of easy start carton tape instead of one easy start and one regular. I saw her checking barcodes and scanning everything but the carton tape individually.

Meg

THANK YOU FOR SHOPPING AT

[Faded receipt header text]

08/19/16	8:09AM	FATIMA	562	SALE
✓11898	1	Ea	6.99	Ea
RUSTOLEUM SPRAY MATTE WHT				
✓12190	1	Ea	6.99	Ea
RUSTOLEUM SEMI-GLOSS WHITE				
✓1010362	1	EA	5.99	EA
TAPE MASK BLUE 3/4 3M				
✓1010339	1	EA	7.99	EA
TAPE MASK 1" BLUE 3M				
✓11316	1	EA	6.99	EA
CAULK SILICONE CLEAR ACE				
✓11315	1	EA	6.99	EA
CAULK SILICONE WHITE ACE				
✓41295	1	EA	2.99	EA
COUPLING & STOP 3/4 COPPER				
✓46371	1	EA	2.99	EA
COUPLING 3/4 COPPER				
X 9009861	2	EA	4.99	EA
TAPE SEALING 22YDS ACE				
✓43911	1	EA	1.99	EA
CLAMP 9/16 TO 1-1/4"SS				
✓41144	1	EA	1.99	EA
CLAMP HOSE 9/16 TO 1-1/16" S/				
SUB-TOTAL:\$ 61.88 TAX: \$ 4.27				
DISCOUNT: -12.38 TOTAL: \$ 53.77				
BC AMT: 53.77				

Failed.
Missing from transaction:
90709 Ace packing tape.

MB

QTY should be 1.

MELODY

Melody did not take any shortcuts and scanned the items individually; however, she missed one item entirely. She scanned each item and looked up at the screen each time. She had trouble scanning the hose clamp tags with the new scanner. It looked like she double checked the transaction on her screen before totaling me out, but when I checked the receipt I noticed I was not charged for one of the hose clamps. I looked at the transaction afterward and saw that she voided the missing hose clamp twice.

Meg

1.00	9009861	TAPE SEALING 22YDS ACE	4.99	4.990 /EA	4.99	Y	Y
1.00	90709	CARTON TAPE CLEAR ACE	4.99	4.990 /EA	4.99	Y	Y
2.00	43911	** ITEM VOIDED **		1.990		Y	Y
2.00	43911	** ITEM VOIDED **		1.990		Y	Y
1.00	41144	CLAMP HOSE 9/16 TO 1-1/16" S	1.99	1.990 /EA	1.99	Y	Y

THANK YOU FOR SHOPPING AT

08/19/16 10:27AM MELODY		559	SALE
✓12190	1 Ea	6.99	Ea
RUSTOLEUM SEMI-GLOSS WHITE		6.99	
✓11898	1 Ea	6.99	Ea
RUSTOLEUM SPRAY MATTE WHT		6.99	
✓1010362	1 EA	5.99	EA
TAPE MASK BLUE 3/4 3M		5.99	
✓1010339	1 EA	7.99	EA
TAPE MASK 1" BLUE 3M		7.99	
✓11316	1 EA	6.99	EA
CAULK SILICONE CLEAR ACE		6.99	
✓11315	1 EA	6.99	EA
CAULK SILICONE WHITE ACE		6.99	
✓9009861	1 EA	4.99	EA
TAPE SEALING 22YDS ACE		4.99	
✓90709	1 EA	4.99	EA
CARTON TAPE CLEAR ACE		4.99	
✓41144	1 EA	1.99	EA
CLAMP HOSE 9/16 TO 1-1/16" S/		1.99	
✓41295	1 EA	2.99	EA
COUPLING & STOP 3/4 COPPER		2.99	
✓46371	1 EA	2.99	EA
COUPLING 3/4 COPPER		2.99	
SUB-TOTAL:\$ 59.89		TAX: \$	4.13
DISCOUNT: -11.98		TOTAL: \$	52.04
BC AMT:			52.04

Failed.
Missing from transaction:
43911 hose clamp.
MB

BK CARD#: XXXXXXXXXXXXXXX8917
MID: 372452059887
AMT: 010007 52.04

Reed (Robert)

Reed did **not** scan every item in my basket. He did however, pick up every item and visually inspect the UPC before scanning. The first two items he posted were the cans of spray paint (#11898 & #12190). **Reed entered #11898 x 2 each instead of scanning each can individually.** He continued to inspect the other items and successfully scan each of them. *He did question me about the two copper fittings, but only to make sure that I was aware they were different.* I told him it didn't matter and that they would still suit my needs regardless, and he again, successfully scanned them individually.

Dave

THANK YOU FOR SHOPPING AT

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08/25/16 6:05PM ROBERT      560  SALE
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X 11898      2 Ea      4.513Ea C      QTY Should be 1
RUSTOLEUM SPRAY MATTE WHT      9.03
Regular Price:      6.99
✓11315      1 EA      2.613EA C
CAULK SILICONE WHITE ACE      2.61
Regular Price:      6.99
✓11316      1 EA      2.613EA C
CAULK SILICONE CLEAR ACE      2.61
Regular Price:      6.99
✓90709      1 EA      1.70 EA C
CARTON TAPE CLEAR ACE      1.70
Regular Price:      4.95
✓1010339      1 EA      3.638EA C
TAPE MASK 1" BLUE 3M      3.64
Regular Price:      7.99
✓1010362      1 EA      2.763EA C
TAPE MASK BLUE 3/4 3M      2.76
Regular Price:      5.99
✓9009861      1 EA      2.163EA C
TAPE SEALING 22YDS ACE      2.16
Regular Price:      4.99
✓43511      1 EA      .53 EA C
CLAMP 9/16 TO 1-1/4"SS      .53
Regular Price:      1.99
✓41144      1 EA      .53 EA C
CLAMP HOSE 9/16 TO 1-1/16" 3/4"      .53
Regular Price:      1.99
✓46371      1 EA      .69 EA C
COUPLING 3/4 COPPER      .69
Regular Price:      2.99
✓41295      1 EA      .48 EA C
COUPLING & STOP 3/4 COPPER      .48
Regular Price:      2.99

SUB-TOTAL:$      26.74  TAX: $      2.31
TOTAL: $      29.05
DE AMT:      29.05

DEBIT/ATM:      29.05
    
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Failed
Missing from transaction:
12190 semi-gloss spray paint.
MB