Duty Free MYDUS Flight Attendant User Guide*

Logon	
Enter your employee number: using the keypad. Use the stylus when tapping on the screen throughout process.	

Pre-Sales	
Flight Information	Select the flight number and **scheduled** departure date. Enter the passenger count from the agent paperwork. The correct scheduled flight number and date must be entered for crew commission payments. (If your flight number is not listed (i.e.., Extra Section or Charter), select the button marked "Special" and enter the flight number and correct the city pair.)
Verify Seals	Confirm physical seals on all Duty Free carts with the seal numbers on the HHC. Each time you tap the yellow box, it changes the status. Tap once (to change it to "OK") for each correct seal number, or tap again (to get "No") for any incorrect seal numbers. More taps repeat the process.
Selling F/A ID's (Sellers positions may vary by airline)	Designate each F/A who will earn commission on your flight – maximum of six. You have these choices: F/A #1 **Purser Only (PUR)** **OR** **Purser and Seller (P&S)** F/A #3 **Administrative Only (ADM)** **OR** **Administrative and Seller (A&S)** **Seller Only (SEL)** **Any other F/A who sells Duty Free**
	Verify the opening inventory on each cart by clicking on "Verify Inventory." Modify incorrect inventory by tapping on the item and updating the information; **information cannot be changed once Sales begin.**

Sales	
From the Sales menu, select Verification Report, Duty Free Sales, Sales Refunds or Receipt Reprint.	
Verification Report (only if applicable)	Print 1 copy of this report.
Adding/Removing Item During a Sale **Bar Code Option (not available for all airlines)** **SEQUENTIAL #**	**Basic Process: Add** - Select category, then product to automatically add to an order. If a customer wants more than one of a particular item, select the product again. **Remove** - Find product on the list and tap on it and follow the instructions. **Bar Code Option**: **Add** - Press one or both of the sides of the HHC where the word "Scan" is written to activate the infra-red scanner. Pass the scanner over the product bar code and the product is added to the order. **Sequential # Option: Add** – Use # (between 1 – 140) above product in Catalog, click "Enter Code" and enter the sequential number; the product information will appear and will be added to an order. **Remove** – Find product on the list and tap on it and follow the instructions.
Merchandise Total in Another Currency	While no Cash is accepted, select "**Conversion**" in the product order screen to display total sales in the currencies provided. Necessary only if customer asks to know the amount before paying. Display only.
Making Payment	Tap "Pay". Passenger payments can be made: • Credit card or Vouchers Tap the selected Payment Type and make the payment. This "Select Payment Type" screen will appear again if only a partial payment is made in the next step.
Paying with Cash	Cash payment can be made in any accepted currency. 1. If payment is different than U.S. Dollars, select "Payment Currency" and enter the Appropriate currency. 2. If amount is different than the total due, select "Tender Amount" and enter the correct Amount. 3. Press "Add Payment". The screen will tell you if additional money or change is due to the customer
Paying with Credit Card	1. Swipe the card with the magnetic stripe down and away from you. If the card cannot be read, enter the information manually on the screen. 2. Tap "Seat Number" and enter the customer's seat number. 3. If amount is different from the total due, select "Tender Amount" and enter the correct amount. 4. **Tap "Apply." Merchant copy will be printed first. Tear off slip and obtain PAX signature.** 5. **Tap "OK." Select cabin class.** 6. **Tap "Done" to print PAX copy and complete the transaction.**
Closing Sale	When the order is fully paid, a receipt will print for the customer. If needed, click "Re-print Receipt" for a second receipt. Choose the cabin the customer is seated in (First Class, Business Class, Main Cabin). **Click "Done" to close the sale.**

Making Refund	Use the customer receipt (from the passenger or you can reprint it) for the Sales Refund. Follow the same process as making a sale.

| **Post Sales**	
Closing Seals	Tap "Add Seal" to enter a seal number. Enter all lock seal numbers for Duty Free carts on board. Tap "Done" when finished.
Sales Report	Print copies of the Sales Report as needed (see Duty Free Paperwork Checklist below).
Inventory Report	Print copies of the Ending Inventory Report as needed (see Duty Free Paperwork Checklist below).
Closing the Flight	Close the flight only when duty free sales are completed. New: STEB LOG Reminder.

Duty Free Paperwork Checklist

| U.S. Outbound Flight	U.S. Inbound Flight
Sales Report (2 copies):	**Sales Report (2 copies):**
• Place one copy in the Master Dual Deposit Bag. • Keeps one copy for his/her records (make additional copies for other crew members upon request).	• Place one copy in the Master Dual Deposit Bag. • Keeps one copy for his/her records (make additional copies for other crew members upon request).
Ending Inventory Report (2 copies):	**Ending Inventory Report (2 copies):**
• Tape the Inventory Report to the outside of the Duty Free **Sales Cart**. The single Inventory Report contains inventory for all Duty Free carts on board. • Place one copy in the top drawer of your Duty Free **Sales Cart.**	• Tape the Inventory Report to the outside of the Duty Free **Sales Cart**. The single Inventory Report contains inventory for all Duty Free carts on board. • Place one copy in the top drawer of your Duty Free **Sales Cart.**
Place the HHC in the duty free cart prior to locking – you do not transmit this HHC	*Place the HHC in the duty free cart prior to locking – you do not transmit this HHC*

Troubleshooting

Tap the Reset button for any problem with the handheld device
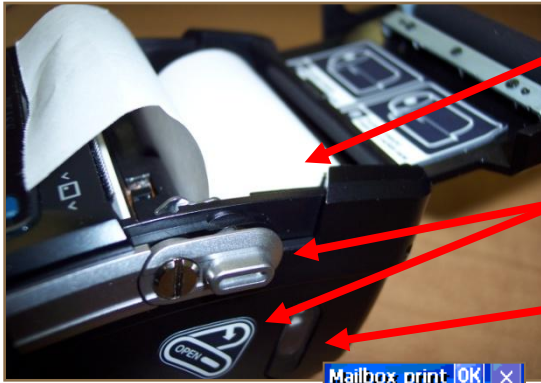
Make sure the paper roll is inserted into the printer with the loose paper below the roll

Push the **paper cover latch** down to have the paper cover open

Check the paper level in the Handheld
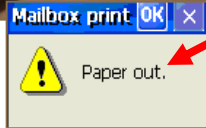
If a paper roll has red lines, it is time to replace it.

Mailbox print OK ✕

⚠ Paper out.

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