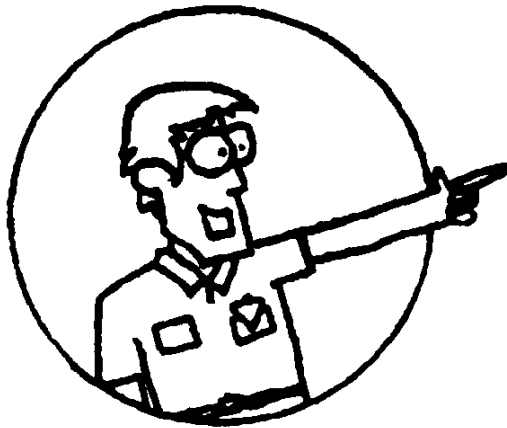




## Module 1: Introduction

### Did you know...



The number one criteria of customer service is having the right product available:

- on the floor
- in the proper location
- with the correct price

### Be a pro!

You may not have realized how much you can affect the success of the store by the way you do your job! Here's how...

- Customer service – as you saw above, having the right product available on the floor in the right location and with the right price displayed is the **number one** criteria for customer service. That's even more important than the way you interact with customers and how fast they can check out at the register!
- Sales – if most customers do not find the product they want, they typically just go to another store to buy it. It doesn't matter that you may have some in the warehouse. You can help make sure the floor is fully stocked by your attention to detail.

You will learn what to do to be a pro as you go through the topics in this guide.



## Your goals...

<b>Module 2</b>	Learn how to check whether a product's shelf <b>price</b> is correct.	<input checked="" type="checkbox"/>
<b>Module 3</b>	Learn how to use the RF gun to create online <b>lists</b> for management analysis.	<input checked="" type="checkbox"/>
<b>Module 4</b>	Learn how to scan empty (or almost empty) shelves in order to create a picklist so the shelves can be refilled. ( <b>Hole Checker</b> )	<input checked="" type="checkbox"/>
<b>Module 5</b>	Learn how to do a <b>mass</b> input of new location information after an aisle or part of an aisle has changed.	<input checked="" type="checkbox"/>
<b>Module 6</b>	Learn how to do a <b>reverse fill</b> in the warehouse.	<input checked="" type="checkbox"/>
<b>Module 7</b>	Learn how to send a <b>message</b> to the office when something is wrong with a product's setup.	<input checked="" type="checkbox"/>
<b>Module 8</b>	Learn how to set up a <b>new</b> product location for <b>one product</b> .	<input checked="" type="checkbox"/>
<b>Module 9</b>	Learn how to <b>change</b> the location information for <b>one product</b> .	<input checked="" type="checkbox"/>
<b>Module 10</b>	Learn how to display product information on the <b>Floor Inquiry</b> screen to answer customer questions.	<input checked="" type="checkbox"/>
<b>Module 11</b>	Learn how to create and print shelf <b>labels</b> .	<input checked="" type="checkbox"/>
<b>Module 12</b>	Learn how to <b>adjust</b> the quantity on hand.	<input checked="" type="checkbox"/>
<b>Module 13</b>	Learn how to <b>add a product manually</b> to an overnight picklist.	<input checked="" type="checkbox"/>



# Module 2: Price checking

## Your goal...

<b>Module 2</b>	Learn how to check whether a product's shelf price is correct.
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You would use these steps if your supervisor asks you to do a price check on a list of products or the products in a certain area.

## Why it is important to check prices...

The government has introduced legislation to ensure pricing accuracy. Under this legislation, spotters come into stores and look for cases where the price on the shelf is different from the price at the cash register. Stores can be heavily fined if errors are found.

## Steps to follow...

On this screen...	Do this...
<pre>System . . . . . Subsystem . . . . . Display . . . . .  . . . _____ . . . _____ . . . _____ . . . _____</pre>	<p><b>1.</b> Sign on to the RF gun as usual.</p>
<pre>Enter PIN PIN.....: _____ F12=Previous</pre>	<p><b>2.</b> Type your PIN number and press <b>Enter</b>.</p>
<pre>Description: _____</pre>	<p><b>3.</b> Type a brief description of what you are about to do (such as PRICE CHECK, for example) and press <b>Enter</b>.</p>



**On this screen...**

```
RF Scanning
1. Immediate Pick
2. Delayed Pick
3. Mass BC Change
4. Reverse Fill
5. Hole Checker
6. Create a List
7. More Functions
8. Price Checker
9. Inquiry
Select Option: _
```

```
UPC or Prod# F1=Menu
_____
```

```
UPC or Prod# F1=Menu
_____
```

```
17-1704 A A
PH8A OIL FILTER
UPC: 069648545328
OH: 64 Lc#: 1
BC: 40 Ec#: 2
RP: 3.29
```

```
F20=New Label
Loc Tp Fc Lb BC
OILFIL D 2 26 40
```

If the product is on sale, "PP" and the sale price will appear beside the regular price. In this example, the product is not on sale.

**Do this...**

**4.** Type 8.

**5.** Scan the UPC code (**NOT the shelf label**) on the product for which you want to check the price.

**6.** Check whether the price on the screen (which is what the cash register will charge) matches the price on the shelf label.

**7.** If the **prices match**, scan the next product.

OR

If the **prices do not match**, remove the shelf label, press **F20** to display the Equity RF signage request system where you can print a new label, and put the new label on the shelf.

(Using the RF signage request system is described in the Equity online help. Ask your supervisor if you need help.)

**8.** When you have finished checking prices, press **F3** to return to the RF Scanning Menu.



## What if the product is on sale this week?

<pre> UPC or Prod# F1=Menu ----- 17-1704 A A PH8A OIL FILTER UPC: 069648545328 OH: 64 Lc#: 1 BC: 40 Fc#: 2 RP: 3.29 PP: 2.99  F20=New Label Loc Tp Fc Lb BC OILFIL D 2 26 40                 </pre>	<p>When the product is on sale, the promo price appears beside the retail price on the screen. As well, the promo price is highlighted instead of the regular price.</p> <p>Whenever the promo price is highlighted, the shelf label should match the promo price instead of the regular price.</p>
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## Test Your Skills

Answer the questions about the screens displayed below by filling in the blanks or circling the correct response(s). (Answers are on page 14-1.)

<b>1</b>	<pre> UPC or Prod# F1=Menu ----- 17-1702 A A CH6PL OIL FILTERS UPC: 009100420053 OH: 4 Lc#: 1 BC: 3 Fc#: 2 RP: 7.74 PP: 6.99  F20=New Label Loc Tp Fc Lb BC OILFIL D 2 1 3                 </pre>	<p>What is the regular price? _____</p> <p>What is the sale price? _____</p> <p>Is the product on sale now? Yes ___ No ___</p> <p>How do you know whether the product is on sale?</p> <p>_____</p>
<b>2</b>	<pre> UPC or Prod# F1=Menu ----- 65-2071 A A FLSHLT, IBEAM, 2AA UPC: 074196002568 OH: 78 Lc#: 1 BC: 40 Fc#: 1 RP: 4.89 PP: 3.69  F20=New Label Loc Tp Fc Lb BC 6501A O 0 6 40                 </pre>	<p>The shelf label for this product reads "\$ 4.89". What should you do?</p> <p>a) Nothing, the label is okay.</p> <p>b) Press <b>F20</b> and create a new label to replace this one.</p>



<p><b>3</b></p>	<p>UPC or Prod# Fl=Menu</p> <hr/> <p>17-1704 A A PH8A OIL FILTER UPC: 069648545328 OH: 64 Lc#: 1 BC: 40 Fc#: 2 RP: 3.29 PP: 2.99</p> <p>F20=New Label</p> <table border="1"><thead><tr><th>Loc</th><th>Tp</th><th>Fc</th><th>Lb</th><th>BC</th></tr></thead><tbody><tr><td>OILFIL</td><td>D</td><td>2</td><td>26</td><td>40</td></tr></tbody></table>	Loc	Tp	Fc	Lb	BC	OILFIL	D	2	26	40	<p>The shelf label for this product reads "\$ 2.99". What should you do?</p> <ul style="list-style-type: none"><li>a) Nothing, the label is okay.</li><li>b) Press <b>F20</b> and create a new label to replace this one.</li></ul>
Loc	Tp	Fc	Lb	BC								
OILFIL	D	2	26	40								