BEST PRACTICES FOR MANAGERS
Top Five Tips to Get the Most Out of Self Checkout

NOTE:
The better trained your shoppers are, the less you will have to help them with Self Checkout.

Tip One: Communicate the Benefits of Self Checkout to Employees and Consumers

Employees
- ✔ Hold frequent orientation sessions to explain the benefits of self checkout to employees and ensure they are comfortable with the technology.
- ✔ Schedule and oversee store level training before, during and after installation.
  - • Provide regular training updates to handle employee turnover.
- ✔ Keep Best Practices Card at the Pay Station for easy reference.

Consumers
- ✔ Make sure consumer materials are available and in stock.
- ✔ Make sure consumers are comfortable with the technology.

Tip Two: Maintain Effective Operations of Self Checkout

- ✔ Assign responsibilities, hold associates to their duties.
- ✔ Keep all Self Checkout lanes open during business hours.
- ✔ Open cashier-operated lanes as full service lanes first, express only when necessary.
- ✔ Make sure all managers carry a Shopper Assistant Card for quick response to customers.
- ✔ Always encourage customers to use the system - it will increase throughput and sales.
- ✔ Assign Self Checkout lane cleaning and maintenance to ensure best performance.
- ✔ Encourage all personnel to follow Self Checkout best practices - it makes a difference.
- ✔ Open cashier operated lanes next to Self Checkout lanes first.

Tip Three: Staff and Schedule Front End to Maximize Self Checkout

- ✔ Make sure Self Checkout lanes are staffed at all times
- ✔ Put your best customer-friendly cashier/shopper assistant on the Self Checkout lanes.
- ✔ Schedule additional employees to offer assistance at the lanes on weekends and peak times (example: 4-7 pm).

Tip Four: Monitor System Performance on a Regular Basis

- ✔ Use the ACM Sales/Hour Summary reports to determine optimal labor scheduling for lanes.
- ✔ Use the ACM Weekly Worksheet, Transaction Summary Report and Shopper Assistant Activity Detail Report to identify and resolve any Self Checkout issues.
- ✔ Minimize opportunities for shrink.

Tip Five: Troubleshoot and Perform Recovery Procedures on an Ongoing Basis

- ✔ Reduce equipment problems by using the troubleshooting guide and/or recovery procedures from the workbooks.
- ✔ Know when and how to call the Help Desk.

BEST PRACTICES FOR ASSISTING SHOPPERS AT THE LANE
Getting the Most Out of Self Checkout

Promote Self Checkout

1. Stay at the lanes at all times to help shoppers. Be prepared to tender orders at the paystation.

2. Never reduce the scheduled time allotted for Self Checkout Systems to work on cashier-operated lanes or in other departments unless your Store Manager approves it.

3. Be Helpful to the shopper. Offer to bag. It will improve traffic flow.

4. Encourage shoppers to use the Self Checkout system. Anytime when not helping shoppers, stand in front of the lanes and offer to scan for them if needed - show them how to do it.

5. Remove any trash on, in, and around the lane.

Make Self Checkout Easy to Use for Customers

1. When an item doesn't go through the lane and returns to the shopper:
   - Ask the shopper to scan the item again.
   - Show how to place items in the middle of the belt, one at a time.
   - If it returns again, go to the customer. Perform an "override" by scanning your card, then scan the item and place it on the belt, or "Scan-Scan."

2. For Not-On-File (NOF) Items:
   - If the belt doesn't move after the item is scanned, this means the item is NOF in the Point of Sale System for your entire store. Take the time and "Learn" the NOF items at the Self Checkout lane. Scan card, scan item, follow screen prompts.

3. If a shopper doesn't know how to start:
   - Go to the customer and show them how to:
     - Find the barcode and scan each item
     - Place each item on the middle of the belt
     - Touch "No barcode/produce" for items without barcodes

4. If the lane doesn't respond or is "frozen":
   - Press the green button ONCE. A reset takes approximately 2 minutes. Pressing the green button more than once makes the restart cycle two to five times longer.

Daily Procedures

1. Clean the scanner/scale, sensor, arches, belts and side shield by spraying a mild soap and water solution with ammonia into a clean rag, preferably cloth - DO NOT spray surfaces of the lane directly. If paper towels are used, MAKE SURE that no paper pieces are left in the arches or around the sensors.

2. Ensure bags are available for shoppers.

3. If available, make sure that self checkout signage is in place and bag stuffers are readily available for shoppers. Check with your Manager for availability.