QUICK REFERENCE

Assisting Shoppers at the Self Checkout Lane

Reminder: Shopper Assistant Cards may not allow all of these procedures. Check with your manager for clearance.

Handling Item Returns	Helpful Tips At The Lane	Security Lights

Normal Items

1. Scan Shopper Assistant Card
2. Scan Item
3. Place item on the belt

By Weight Items

1. Lay item on the scanner scale - check the weight listed on the screen
2. If weight on the label is drastically different, follow store policies
3. If item returns repeatedly, rezero scales

SCANNER/SCALE

1. Remove all items from the scanner plate
2. Follow the same procedures used to zero your cahier-operated lane scales

SECURITY CONVEYOR BELT

1. Remove all items from the belt
2. Scan Shopper Assistant Card and touch "Shopper Assistant Menu" button
3. Touch "Lane Miscellaneous" button
4. Touch "Zero Security Scale" button
5. A message voices "Conveyor Scale Zeroed"
6. Touch "Cancel" button
7. Touch the "Exit" button

Price Entry

1. Scan Shopper Assistant Card and touch "Shopper Assistant Menu" button
2. Touch "Price Entry" button
3. Key in price, then touch "Enter"
4. Touch the item's department button and place item on the belt
5. Touch "Exit" button

Process a Quantity of Items at Once

1. Scan Shopper Assistant Card and touch "Shopper Assistant Menu" button
2. Touch "Quantity" button
3. Key in quantity number, then touch "Enter" button
4. Scan ONE of the items. Place ALL items on the belt
5. Touch "Exit" button

* NOTE: Remember to separate items by type (example: grape drink and strawberry drink)

Void an Item

1. Scan Shopper Assistant Card and touch "Shopper Assistant Menu" button
2. Touch "Void" button, then touch "Single Item" button
3. Either touch the item name on the listing OR scan the item and touch the "Void Item" button
4. Touch "Exit" button

Reprint a Lost or Damaged Receipt

1. Scan Shopper Assistant Card and touch "Shopper Assistant Menu" button
2. Touch "Reprint Receipt" button
3. Make a selection (current, previous, etc.)
4. Touch "Exit" button

Not-On-File Items

1. Perform a price check
2. Scan Shopper Assistant Card
3. Scan Item
4. Press "YES" to learn
5. At the prompts, enter price and select department
6. Place item on the belt

Payment Status Alert

The yellow and green security lights will help you keep track of each shopper's payment status. A light will glow after an order has been finished to tell you if the order is paid or not paid.

Green Light: Glows when an order has been paid and is complete

Yellow light: Glows when an order must be completed at the self checkout pay station. Reasons include:

- Shopper selected "Pay Cashier"
- Shopper selected a payment type not available to the lane, such as checks
- Shopper's order was not approved

QUICK REFERENCE

Troubleshooting Tips for the Self Checkout Lane

Reminder: Shopper Assistant Cards may not allow all of these procedures. Check with your manager for clearance

Daily Procedures

Open Lane

1. Ensure nothing is on the scanner/scale or conveyor
2. Scan Shopper Assistant Card
3. Touch "Open Lane" button

Close Lane

1. Scan Shopper Assistant Card and touch "Shopper Assistant Menu" button
2. Touch "Close Lane" button

NOTE: Closing the lane does not turn off the lane. See lane shutdown instructions to power off, if necessary

Reg Z Credit Slip Printing and Close Out

1. Scan Shopper Assistant Card and touch "Shopper Assistant Menu" button when needed
2. Touch "Reg Z" button
3. Touch "Print Reg Z" button
4. Touch "Purge Reg Z" button

Coupon Box Full

1. Lane light flashes to signal when the coupon box is full
2. Lane will inform shopper that help is on the way
3. Unblock the sensor in the box or perform a coupon pick-up

Coupon Pick-Up

1. Remove coupons from the coupon box
2. Scan Shopper Assistant Card and touch "Shopper Assistant Menu" button when needed
3. Touch "Coupon" button
4. Touch "Print Report" button
5. Touch "Perform Pick-up" button to purge the stored data
6. Touch "Cancel", then "Exit" buttons
7. File the Coupon Pick-up Report that prints on the receipt printer as directed

Cleaning the Lane

1. Clean crumb trays and remove any trash on, in, and around the lane
2. Clean the scanner/scale, belts and side shield by spraying a mild soap, water and ammonia solution into a clean rag. DO NOT spray surfaces of the lane directly - spray the rag
3. If paper towels are used to clean the lane, MAKE SURE that no paper pieces are left in the arches or around the sensors

Recovering The Lane

Restart the Lane Using the Green Button

1. Ensure nothing is on the scanner/scale or conveyor
2. Press the green "Restart" button ONCE
3. The lane will voice "Extract Taken"
4. THE LANE MAY TAKE 2 MINUTES TO RECOVER
5. When the lane comes on, it will be closed, then scan Shopper Assistant Card
6. Touch the "Open Lane" button
7. If the lane remains unresponsive, call your help desk

NOTE: A shoppers's order in process may or may not be voided from the system

Lane Shutdown - Only if Green Button Fails

1. Scan shopper Assistant Card and touch "Shopper Assistant Menu" button
2. Touch "Close Lane" button
3. When closed, scan shopper assistant card
4. Touch the "Power Off" button from the ACM lane menu box. The lane will perform a complete shutdown
5. Restart the lane as instructed on this sheet

Emergency Power Off

1. Press red button for power emergencies only

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