QUICK REFERENCE

Self Checkout Shopper Assistant Responsibilities

The Role of the Self Checkout Shopper Assistant is to

1. Provide fast and friendly service when a shopper encounters difficulty with his or her order.
2. Educate customers on using the system.
3. Ensure that the Self Checkout area is always supervised.
4. Actively introduce customers to the benefits of Self Checkout.
5. Ensure the Self Checkout lane is clean and well stocked.
6. Ensure lane trash/crumb trays are emptied on a daily basis.
7. Actively monitor lane lights for shoppers that need assistance.
8. Perform age verifications and other Shopper Assistant activities.

Monitoring Transaction Awareness Lights

1. Green Light - indicates payment successfully tendered at the Self Checkout Lane.
2. Amber Light - indicates order must be tendered at the Paystation.
3. Flashing Amber & Green Light - indicates pass-around items present in shoppers order.
4. (Optional) Red Light - indicates Electronic Attached Security (EAS) tags needs to be deactivated or removed.

Shopper Assistant Menu Functions

1. Quantity purchases
2. Voiding single items
3. Voiding shopper transaction
4. Price entry
5. Lane security mode
6. Reprint receipt
7. Review order
8. Age verification for age-restricted items.
9. Manually processing manufacture & store coupon
10. Set speaker volume
11. Change language

Closing and Opening the Lane

1. To Open Lane - Scan Shopper Assistant Card and select "Open Lane"
2. To Close Lane - From the Shopper Assistant Menu select "Close Lane"

Not-on-file Items

1. Scan Shopper Assistant Card then scan the items barcode and follow the onscreen prompts.

Tips for Shopper Assistants

1. Read all system messages before performing any actions at the lanes.
2. Random weight (Type 2 barcode) item returns - check the label for possible mishandling, such as label switching, improper weighing, or invalid pricing.
3. During peak times (such as the day before a holiday), additional shopper assistants can be assigned to operate Self Checkout lanes to get shoppers through quickly.
4. Utilize baggers at the Self Checkout area when assistance is needed.

NOTE:
Not all cards have all of these functions activated.