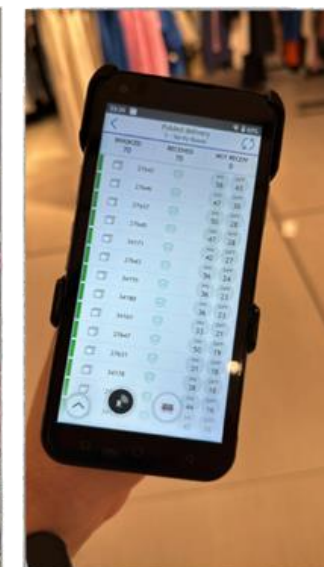


DELIVERY

- Preparation in the delivery area: make the calculation for the boxes that you will receive and make the space in the stockroom - confection + paqueteria
- Reception/scan the merchandise in detail & confirm
- Picking by bundle process: 25 by Money Mapping zones & stockroom
 - Organize the external team & supervise them for locations accuracy
- Make sure that 25 in process by hangers
- Make sure that the transfer on the shopfloor is made hour by hour



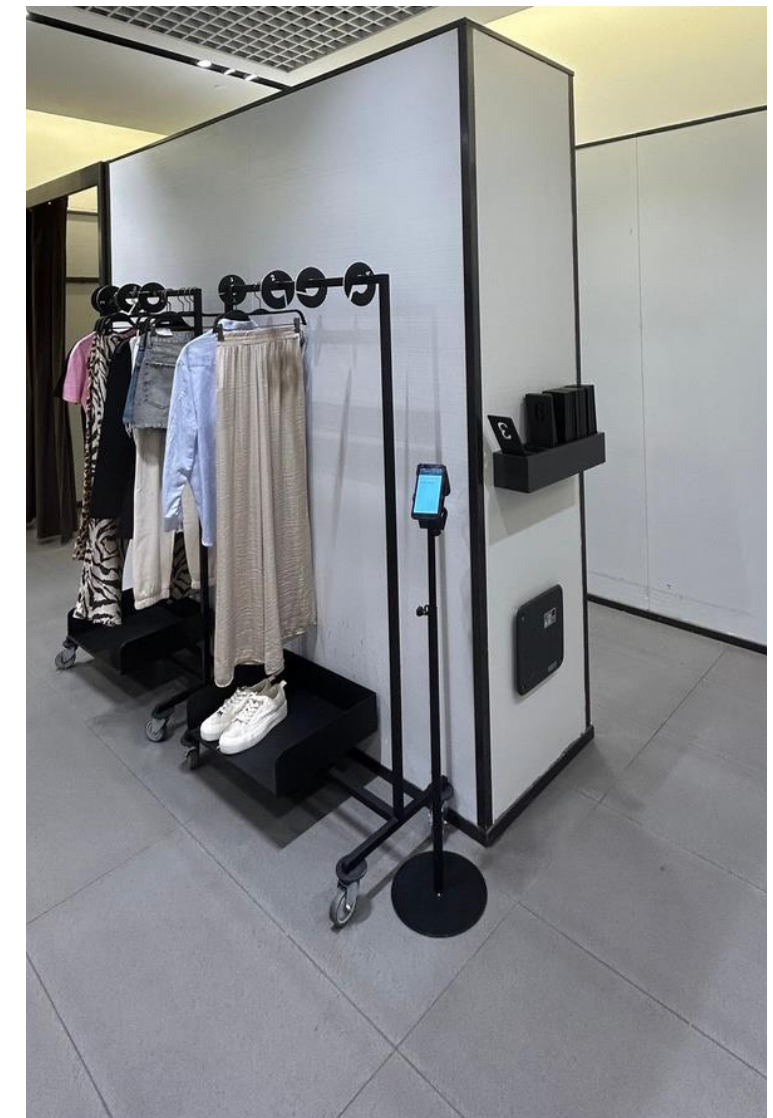
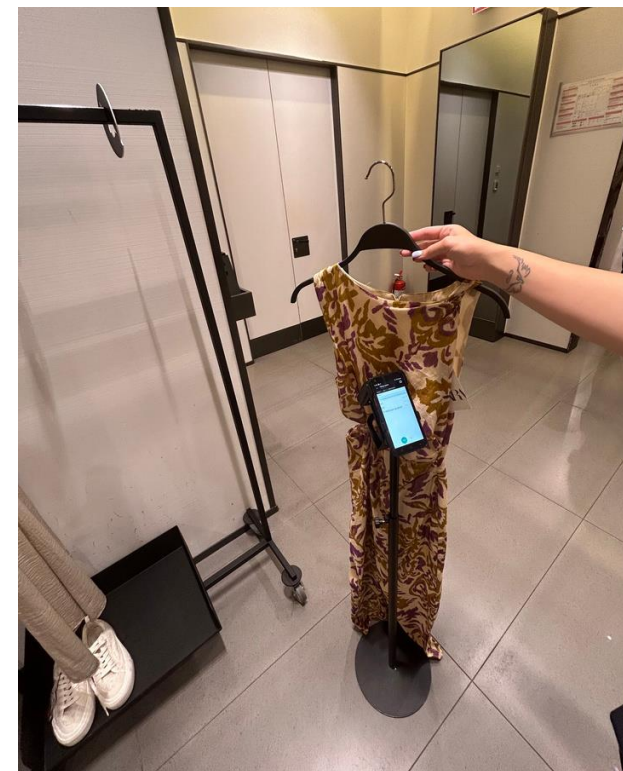
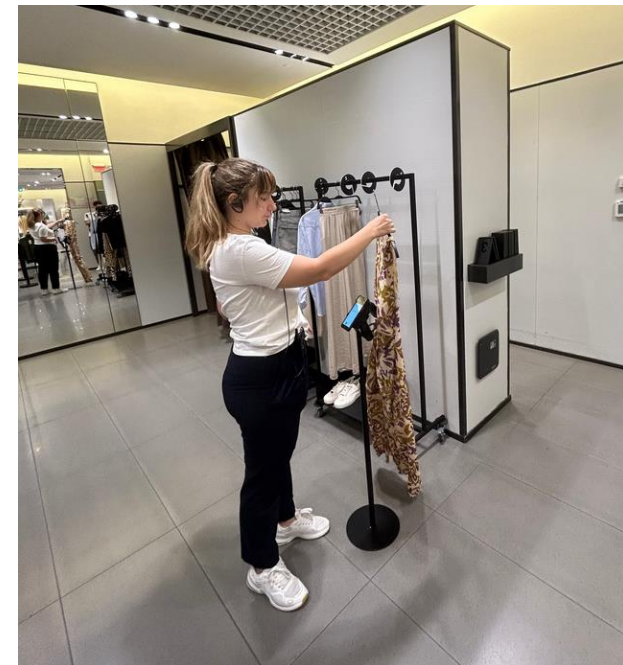
25

- Area in the stockroom
- Materials - burro & crates with Money Mapping zones
 - Filters - Urgent/Replenishment/Promo
- If you have no allocated products on the 25 start with them
- Process the 25 on the hangers
- Transfer the 25 on the shopfloor
 - 25 must go to the Money Mapping burros from the shopfloor - NEVER on the fitting room



FITTING ROOM

- Image - Clean & organize
- Materials: 2 or 3 burros for confection products - all the burros need to have all the Money Mapping zones
- Materials: burro with canvas for folding products on the shopfloor
- Use holder & pda for sorting the products by Money Mapping zones
- Running products must be done fast to increase the sales
- We will not use burros from the stockroom or crates on the shopfloor



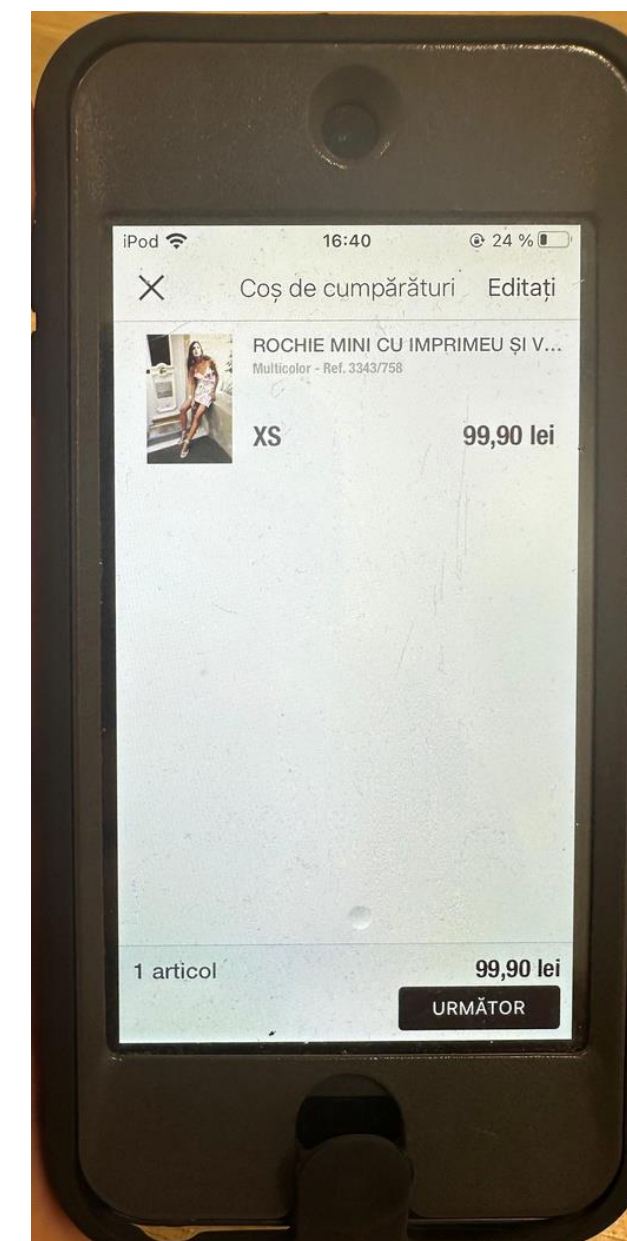
CUSTOMER REQUEST

- Stockroom Request & Shopfloor Request
 - ITX app/alternative product
- Make sure that all the RFID steps are made
 - Put the product on hanger (confection + paqueteria) and remove the plastic from tempe
- Put the product in the Customer Request area
 - Clean every hour the area and transfer the products on the stockroom & after in one location



IPOD SALES

- Smile :)
- Training Team
- Aproach to customer
- Importance of additional sales



TILLS/SCO

- Image - always clean & organize
- Queues & carteleria in standards
 - place an order if are damaged
- Areas for refunds - burro with green & red circles / put all the returns products on hangers by status
- Make sure that area for refunds is constantly cleaned
 - Approach to the customer



SINT/ONLINE PICK UP

- Prioritize C&Go/Jumpers orders
- Filters for picking - start always with urgent ones
- Prepare the orders in standard - bags for tempe & accessories
- Don't reject the order if you are not sure that the product is not in standard to sent it
 - Prepare the orders in time
 - Process every day Sint
- Put Locations for the picking - range 5000 for each section
 - Keep the furniture clean



RETURNS

- Area in stockroom / behind the cash desk if the store had one - try to avoid to move products or go with them in the stockroom
- Materials - holder / pda & box
 - Scan every hour
 - Scan all the products - fulfillment must be over 85%
- Scanning & Follow up process every hour

