INVENTORY MANUAL FOR

EXCHANGE™
ARMY & AIR FORCE EXCHANGE SERVICE

FOR ASSISTANCE, CALL OR EMAIL ZEBRA CLIENT CARE

- US Facilities Dial:
  1 -800- 252-2818
- Email Client Care:
  Exchangehelp@zebra.com

ZEBA RETAIL SOLUTIONS
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EXHIBIT A - SCANNING INSTRUCTIONS
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EXHIBIT C - INVENTORY SPECIFICATIONS & CONSIDERATIONS
EXHIBIT D - ZEBRA CLIENT CARE PHONE NUMBERS
EXHIBIT E - ASSOCIATE ASSIGNMENT NUMBERS
FORM 001 - STICKER CONTROL LOG
ZEBRA RETAIL SOLUTIONS supplies equipment and customized software for use by your associates to take a scanned inventory. ZEBRA RETAIL SOLUTIONS also supplies Fixture Stickers printed with consecutively numbered special bar codes. The Fixture Stickers are placed on every fixture in advance of the inventory and are the key control to ensure that every fixture is inventoried.

All your scanning associates have to do for each fixture is:

a. Scan the bar code on the Fixture Sticker,
b. Scan or key the bar code on each merchandise ticket, or select the Department & key the Price,
c. Key the quantity, if required,
d. Scan the Fixture sticker again to “END” the sticker,
e. Write the totals displayed on the scanner screen on the Fixture Sticker.
f. Place a red flag on the sticker to indicate it has been counted.
g. Repeat the steps above for all stickers.

The NexGen scanners will transmit the data to the Zebra Host Computer as soon as the fixture is ended. **Reports will be available for display throughout the inventory by choosing** the “Reports” option on the Internet. These reports include a Missing Stickers Report, which will inform you of any missed fixtures. When all of the fixtures are accounted for, you are finished!

The final step is to re-pack the equipment for shipment.

This manual is set up to lead you step-by-step. It should be read and understood before Inventory Day.

Good preparation is always the key to a timely and accurate inventory.

**HAVE A QUESTION???.**

If you should have any questions before or during your inventory, call ZEBRA CLIENT CARE

US callers dial 1800-252-2818

**OR**

You can also email ZEBRA CLIENT CARE at exchangehelp@zebra.com

See Exhibit D for more information.
DO WHATEVER YOU CAN TO SPEED UP THE SCANNING

- Make sure that all fixtures are neat and that the merchandise is arranged in a uniform manner.
- Pay special attention to displays.
- Check that all merchandise has a scannable ticket.
- Where possible, face tickets so that they can be easily seen and scanned.
- Double check for merchandise in out of the way nooks and crannies (under registers, in cabinets, stock room, etc.) make sure it’s ready to be counted.

A FLOOR PLAN (MAP) OF YOUR FACILITY SHOULD BE CREATED

You should create a detailed Floor Plan a few days before your scheduled inventory. Make sure that all of the merchandise fixtures in your facility are represented on the Plan. You will be recording the sticker numbers on the Floor Plan, so use paper large enough (a large piece of cardboard works well).

You will be using ZEBRA FIXTURE STICKERS to control the fixtures on the Floor Plan.

The stickers are attached to Fixture Stickers Sheets. There are 30 removable stickers on each sheet, which means that there are 30 sticker numbers on each sheet.

Each sticker has a pre-printed 9-digit control number (printed in the box labeled CONTROL NO.). The first 4 digits are the “series”, the next 4 digits in parentheses are the “Sticker Number”, and the last digit is a control check digit.

For the most part, you will only be concerned with the 4-digit Sticker Number.

The Sticker Number is always 4 digits long. This 4-digit number (in the parentheses) is part of the control number and is also printed separately on the sticker, in the box labeled STICKER NO. The first three numbers are the “page” number and the fourth number is the sequence of the sticker on the page (0-9).
NOTE: There are three “pages” (set up as columns) to a sheet of stickers.

The picture below is an example of a Training Sticker (a sheet of these Training stickers is included in this manual as Exhibit B). On the Training sticker below, the 9-digit control number is 3347(171-0)1; 3347 is the series, 171-0 is the Sticker Number, and 1 is the check-digit.

The sticker includes a scannable bar code and boxes for recording information. After a sticker has been ended, the scanner will remind the user to write their associate number in Box 1 (“Scanned By”) and the scan count of that sticker in Box 2 (“Count”).

HART TRAINING STICKERS

Exhibit B in this manual contains one sheet of Training Stickers. These stickers are only to be used for Training. Never use these for counting Live inventory.

The system can identify these stickers as Training stickers and it will not include the inventory data scanned on them in your final results. It will, however, include the sticker numbers on all printed inventory reports – so that you may train with the entire system.

You can identify Training Stickers in two ways. First, they are PINK in color (you will never receive pink stickers to be used for Live inventory). Second, the series number on these stickers is always 3347.
LAY THE STICKERS

Since the Fixture Stickers are the key control to ensure that every fixture is inventoried, properly laying the stickers on the merchandise fixtures is essential for a timely and accurate inventory.

Be sure to read this entire section before placing any stickers on the fixtures.

Stickers MUST be in place on the fixtures before the inventory begins. This procedure will take a couple of hours, so plan accordingly.

ZEBRA RETAIL SOLUTIONS provides the “Sticker Control Log” (Form # 001, which is the last page in this manual) to assist in laying the stickers (in addition to your Floor Plan). This Log is used to record the stickers assigned to the fixtures in each area of the facility. List each area and the beginning sticker control number and the ending sticker control number assigned for that area of the facility.

NOTE: Your facility has been pre-assigned a range of sticker numbers.

A member of facility management should be in charge of laying the stickers.

This is a two person job. The Facility Manager and another key associate should work together to complete the laying of the stickers. The stickers should be removed from the Fixture Stickers sheet and attached to each fixture using a consistent method.

Use the Floor Plan and the Sticker Control Log in this process. The associate will physically lay the sticker on the fixture, table, etc. and call out the 4-digit sticker number (found on the actual sticker - to the left of the bar code) to the Facility Manager.

The Facility Manager will then record the range of sticker numbers used in a specific area of the facility on BOTH the Floor Plan and the Sticker Control Log (i.e. 418-1 to 419-3). The purpose of this procedure is to make it as easy as possible to locate the stickers. They must be laid in a consistent manner. Start with the first sticker number in your pack of stickers and lay the stickers in numerical order.
Do not skip sticker numbers. This is very important and will greatly aid the inventory process should a sticker become lost.

The associates will be scanning from left to right as they move from one sticker to another. They will scan a sticker, scan all of the merchandise associated with that sticker, end the sticker, and then scan the next sticker. Lay the stickers so that it will be easy to see where one sticker ends and the next sticker begins.

Some fixtures will require more than one sticker. The number of stickers is usually determined by the amount of merchandise on the fixture or the size of the fixture. In general, the more stickers that are used, the better.

ADDITIONAL TIPS FOR LAYING STICKERS

- The sticker should be laid on the fixture as close as possible to the first piece of merchandise to be scanned. Do not place stickers directly on merchandise. If the merchandise is sold or moved, the sticker may be lost.
- The stickers will adhere to most surfaces. Place the sticker so that it can be easily reached and there is room for the scanner to scan the sticker.
- Place the stickers in numeric sticker number order. The system is designed to immediately alert a counter if he/she skipped a sticker (but only if they are in order).
- Place the stickers so that they can easily be seen and written on. The person scanning the sticker will write information directly on the sticker.
- Do not place the sticker on surfaces that might be damaged when you remove it. The best advice is - if you wouldn’t use scotch tape on the surface, don’t use a sticker on it.
- Section Markers can be used to create clear section breaks (see page 32).
As you walk through the facility, make sure that all of the merchandise to be counted has been assigned a sticker. It should be fairly easy to see which merchandise is assigned to which sticker.

If you discover a fixture that does not have a sticker laid on it, use your leftover stickers. Be sure to use the very next sticker after the last sticker number used. This sticker must be recorded on the Sticker Control Log and Floor Plan.

Never destroy or throw away any stickers. Every sticker must be accounted for. If a sticker becomes torn, use scotch tape to repair the sticker.

SET UP AN EXCEPTION FIXTURE

During the actual inventory, there may be some items that will not scan, do not have bar codes on them or are rejected by the scanner. These items should be set aside on the “Exception Fixture” (this is an area created to hold these items). Any physical area can be designated as the “Exception Fixture”.

The scanning associates should not slow down their scanning to research these items. They should simply place the merchandise on the side, continue scanning, and move the items to the Exception Fixture after the current sticker has been completed. This merchandise will be researched and counted throughout the inventory by a person designated by you, preferably a member of management.

SPECIAL STICKER REQUIREMENTS

Some AAFES facilities have a “fashion conveyor” installed in their stockrooms which is a machine similar to what is used in dry cleaning establishments. Clothing is hung on this conveyor and by pressing a button clothing will move on it. Clothing that is hung on the conveyor is usually segmented by department. To sticker the conveyor you will need to affix a sticker on a hanger for a section of clothing (50 to 100 pieces) and then sticker the next hanger and so on. You must ensure that the sticker is properly affixed to the hanger and will not fall off when moving the conveyor.

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
You will receive boxes that contain all of the components you will need.

- The box will be sealed with tape. **Cut the tape with a knife, do not rip the tape off.**
- When opening the box, be careful that it is not damaged because you will use the same box to return the components to ZEBRA RETAIL SOLUTIONS.

Inside the equipment box(es) you will find:

- NexGen Scanners
- (2) Access Points—One is labeled “Primary” and one “Secondary”. Larger facilities may receive more than (2) Access Points.
- Scanner Chargers- The scanners have 15+ hours of battery life. However, charge the Scanners prior to your inventory, it will only take approximately 1-3 hours to fully charge.

You will also receive the following:

- A **Shipping Instructions envelope** containing labels and documents to be used to ship the box back to ZEBRA RETAIL SOLUTIONS when the inventory is completed.
- **If any equipment is missing, contact ZEBRA CLIENT CARE immediately at 800-252-2818.**

The white supply box contains the stickers and supplies for Inventory. Also included is the **Zebra Wireless Control ID Bar Code** for your facility. You will need this form for setting up the scanners for your facility.

The supply box is sent separately from the equipment box(es).
SET UP ACCESS POINT

1. Set up the equipment on a table or other flat surface.
2. It must be near an open network port which may be in close proximity to your facility communications center.
3. The following items will be placed on the table:
   - Access Point.
   - Scanners.
   - Zebra Wireless Control ID - This form is the official documentation of the inventory and should be kept near the Access Point. The ID bar code on the form will be scanned once to set up the scanners; the form will then be completed at the end of your inventory.
4. Attach the electrical plug and an Ethernet cable to the system. Connect the Ethernet cable to the blue port on the back of the Access Point.
5. Connect the power supply for the access point to an available power outlet.
6. Insert the other end of the Ethernet cord to an available network port in your facility.

YOU WILL BE RECEIVING ONE SET OF THE FOLLOWING ACCESS POINTS:

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
Once the **primary access point** has been connected to the power outlet and a network port, the Power Status (green) WAN Status lights (Blue) and Wireless indicator (green) should be lit.

**The Access Point is now ready to use!**

The access point must be connected in order to transmit. Make sure to connect the primary access point before scanning any live inventory data.

**IMPORTANT NOTES:**

- **SCANNING THE STOCKROOM** - It is only necessary to have the “Primary” access point connected (Set up the Access Point by any open network port).

- **SCANNING THE SALES FLOOR** - In addition to the “Primary” access point, it will be necessary to set up the “Secondary” access point in a central location on the Sales Floor.

Place the “Secondary” access point a minimum of 150 ft (46 Meters) from the “Primary” access point and near an available power outlet. The “Secondary” access point will communicate via the “Primary” access point. You need only plug the “Secondary” access point into an available power outlet. Once the “Secondary” unit has been plugged in, the Power Status and Wireless indicator should be lit (see below).

**REMEMBER:** The PRIMARY access point must be connected to a network port and fully operational for the secondary access point to work.
Now that the access point is up and running, you can start registering the scanners.

The scanners utilize **Wi-Fi Connectivity** and no longer needs to be “cradled”.

Upon receipt of your equipment you must set up the scanners and register with Zebra to confirm the scanners can communicate successfully.

On the morning of inventory view your Inventory Overview on the ZRS/Hart Website to see if your PLU file is available.

**To Register the scanners:**

1. Scan the Wireless Control ID bar code.

2. Key your 5-digit Hart Store Number and Press ENT (Enter).

**IMPORTANT:** If the PLU file is NOT available the scanner will display “Inventory Not Authorized” and you will not be able to proceed with the inventory until the file is available.

3. The scanners will pick up the PLU master file update and register shortly after pressing ENT.

4. The “ENTER YID” screen will be displayed.

5. Repeat steps 1 and 2 for all scanners.

6. After entering the 1-7 digit YID #, the Scan Sticker screen will display. This is the point when the Associates start scanning.

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
IMPORTANT: On the bottom of the Scanner screen, you may notice a “P”, followed by a number. This “P” means there is data pending in the Scanner and has not been transmitted to the Access Point. Eventually, the “P” numbers will decrease as the data is transmitted to the Access Point. Keep an eye out for ‘P” numbers as they could build if a Scanner is too far away from the Access Point, or if the data transmission is slow. Always walk the Scanner closer to the Access Point as a first step in decreasing the “P” numbers. You should also check that your Access Point is properly connected.

The scanners transmit the data to Zebra via Wi-Fi each time a sticker is ended. The scanners do not need to be cradled at any time.

If the scanner is out of range of the access point, it will save and accumulate the stickers ended until it is back in range. Once the scanner is back in range, it will then transmit all of the details of the saved stickers.
NexGen Scanner - Powered by ZEBRA RETAIL SOLUTIONS

Features & Benefits include:

○ **Scanning Imager** maximizes scanning productivity.

○ **Omni-Directional** technology lets you scan at any angle, with no need to line up any bar code.

○ **15+ Hours of Battery Life** will last for the entire Inventory. The back-up battery inside the Scanner ensures no data is lost, and no restart is necessary when batteries are charged.

○ **Touchscreen** allows for easy & fast responses.

○ **Lightweight Scanner** fits easily in your hand, allowing you to capture bar codes in small or tight spaces.

○ **Increased Memory** allows for quicker file downloads.

○ **Wi-Fi Connectivity** **Updates Data in Real-Time.**
ABOUT THE SCANNERS

ESC  Press to clear an entire field

BKSP  Press to clear a character at a time

ARROWS  Press to navigate menu

FUNC  Function Button

FUNC+5 = Increase screen brightness
FUNC+8 = Decrease screen brightness
FUNC+6 = Increase volume
FUNC+9 = Decrease volume

Stylus pen on back of Scanner

Have a question?  Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
ABOUT THE SCANNERS

SCREEN LEGEND

- **Pending Stickers Indicator**: P = Scanner contains stickers to be transmitted to Zebra.
- **Alpha/Numeric Indicator**:
  - 1 = Numeric
  - A = Alpha, UPPER
  - a = Alpha, lower
- **Store#**
- **Team**
- **Signal Strength**
- **Battery Strength**

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
ABOUT THE SCANNERS

Rebooting/Resetting Honeywell Scanner

REBOOTING SCANNER SHOULD NOT RESULT IN LOSS OF DATA

Using the stylus attached to the rear strap, press the RESET button, located under the SP button at the bottom right side of the scanner, until the screen goes dark.

Scanner will display a series of screens as it reboots. When you reach the white screen with icons, tap the Hart Scanner Application icon to load.

Press Continue when instructed, then follow screen prompts to register the scanner (Hart Control ID barcode required)

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
ENTER STICKER RANGES

Before or during the inventory, you will need to key the Sticker Ranges that were used in each area of the facility. This will be done via the ZRS/Hart web site.

For more accurate reporting, the Stickers Ranges should be keyed at the START of your inventory, after all of the stickers have been placed on the fixtures.

To key your Sticker Ranges via the Hart web site:

1. Log onto www.hartsystems.com
2. Click on the “Client Login” button on the lower right side of the screen.
3. Enter your User Name and Password (both entries must be in lowercase) and press ENTER or click on the OK button. Your User Name and Password will be provided to you prior to your inventory.
4. Click in the “Enter Facility Number” field and enter your facility number.
5. Press TAB to advance to the “Enter Password” field. Enter your store-specific password and press ENTER or click on the OK button.
6. You will now be connected to the “Inventory Overview” for your store. Click on “Inventory Functions” from the menu bar.
7. Click on “Enter Sticker Range” and choose from the following Areas:
   Stockroom, Sales Floor, Damage/Defective Cage and Remote Locations
8. Select the Area that you will be entering sticker ranges for and click the OK button.

♦ Above the column heading “Starting Sticker”, click ADD.
♦ Enter the first (lowest) 9-digit sticker control number used in the “Starting Sticker” field; press the TAB key and enter the last (highest) 9-digit sticker control number in the “Ending Sticker” field for the section you are entering.

The sticker control numbers are 9 digits long, for example, 1111(111-1)1 and are printed on the sheets that the stickers were peeled off of, in the boxes labeled CONTROL NO. Use these documents to aid in entering the starting and ending control numbers for the entire store.

♦ Press TAB again and enter the Range Name for the range and click “OK” to accept the range.
♦ The computer will update the sticker range with the section you just added and go back to the first screen allowing you to add the next section to the sticker ranges.
♦ To add the remaining sections to the range, just click the ADD button and follow the steps above.
♦ When finished entering the range(s) for the selected area, click the OK button.
♦ When you have entered sticker ranges for all areas to be inventoried, click the CLOSE button.

NOTE: If an error message is displayed, check to see if you entered the sticker numbers correctly. Or, you may have already used the same sticker number elsewhere.
ENTER STICKER RANGES

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
The following procedure will allow you to choose specific stickers that you would like to select for recounts using the scanner. Once these stickers have been scanned and the data transmitted, they will appear on the “Selected Stickers for Recounts” report. You MUST achieve 15% recount in Stockroom and 15% on the Sales Floor.

1. From the “Scan Hart Sticker” screen select Menu and then “Pre-Select Stickers” (Screen A).
2. The scanner will display a message confirming that you want to “Pre-Select Stickers” (Screen B).
3. The “Scan Hart Sticker” screen is now in Pre-Select mode (Screen C). Scan the stickers that you want verified.
4. When you are done scanning the stickers for recount, click on the “Finished” bar and the scanner will display a confirmation screen (Screen D).

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
To view the Stickers Selected for Recount, you must log onto the Hart website. From the Inventory Overview page click on the words Selected Stickers for Recount. Please note that after you select the stickers to be recounted the stickers must first be scanned and transmitted before the sticker will populate on the report.

You **MUST** achieve **15%** recount in Stockroom and **15%** on the Sales Floor.

You may also pre-select stickers for recount via the ZRS/Hart website.

To pre-select stickers on the internet:

1. From the Inventory Overview click on “Selected Stickers for Recount”.
2. On the next screen displayed click on the Add button in the top left corner.
3. On the next screen displayed “Add Sticker Ranges for Recount Stickers” enter the Sticker Range (Starting and Ending Sticker). You need to enter the full 9 digit sticker number.
4. Once these stickers have been scanned and the data transmitted, they will appear on the “Selected Stickers Recounts Worksheet” report (see page 37).
Start a Sticker

After entering the 1-7 digit YID#, scan the Fixture Sticker.

After scanning the Fixture Sticker, you must scan or key all of the UPC bar codes on that fixture.

- A quantity of one (1) will automatically be accepted.
- If you need to enter case quantities press the FUNC (Function) key and the #3 key. Type the Quantity and Case amount, then ENT (Enter).

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
SCANNING BASICS

Review/Delete Items:

1. If you have lost your place in a sticker, or would like to verify previously scanned items, refer to the **Review Grid**, located in the center of the **Scan Bar Code** screen.
   
   - You can navigate through the Review Grid using the Arrow keys on the Scanner.

2. To delete a scanned item, locate the bar code in the Review Grid using the arrow keys.

3. Highlight the item and press the “Delete Item” button on the touchscreen.

4. Select “Yes” to confirm the deletion or press the ENT button.

Not on File Merchandise:

The Scanner will alert you if a scanned bar code is NOT on the Master File.

If a bar code is Not on File, take the item to the **Exception Table**.

A designated person will rescan the item at the **Exception Table**, the scanner will display a screen with a drop down menu listing of (Depts.) departments. You can enter the department by 1) selecting from the drop down menu or by 2) keying in. Next key in Price and then enter quantity. A discount may be required for certain items in areas 460 and 469. (See Exhibit C)

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
If you keyed information incorrectly, make corrections by pressing the **ESC** (Escape) button to clear the entire field or **BKSP** (Backspace) to clear the field one character at a time.

To select Department and Price:

- Key 0 (zero) and press ENTER in the barcode field (Screen A).
- Select department from the Drop Down Menu and enter Dept. and Price (Screen B).
**Cancel a Sticker:**

Press the “**Cancel Sticker**” button on the touchscreen and follow the instructions.

**NOTE:** You can only cancel the sticker you are currently scanning. **You cannot cancel a sticker that was “ended”**.

To key enter a UPC:
- Use the numeric Scanner buttons or,
- Tap the Scanner screen with the stylus and the keyboard will display, as pictured to left.

Have a question? **Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.**
End a Sticker:

After you have scanned all of the merchandise for a particular sticker, you must END the sticker - the Scanner will save all of the data and automatically transmit to Zebra.

1. Scan the **Fixture Sticker** again.

2. Select “Yes” to confirm by either pressing the button on the touchscreen or highlighting it using the arrows and pressing **ENT** (Enter).

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
End a Sticker:

Write the following on Sticker 7573(960-0)9:

Box 1: 123456
Box 2: 62

Place flag on Sticker
Press ENT to Continue

Follow the above instructions

Pending Transmissions:

When you have scanned more than four stickers, check the indicator at the Scan Sticker Screen. The “P” indicates the number of pending sticker transmissions.

If you find that number is not decreasing, bring the Scanner closer to an Access Point. If you still cannot transmit, check the Access Point to ensure all plugs and connections are OK.

Write the information displayed on the Scanner screen on the actual Fixture Sticker and select OK to continue.

Once a sticker has been ended, the data is automatically transmitted to Zebra. Any data scanned, while out of range of the Access Point, will be saved and automatically transmitted once you are again “in range”.

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
The Scan Sticker screen will display the last six stickers scanned, in the Review Grid pictured left.

If you encounter a stickered fixture for which there is no merchandise associated with it, you still need to account for the Fixture Sticker.

Begin by starting a sticker, then immediately scan the sticker again to end the sticker.
The 1-7 digit YID # must be entered into each scanner before it can be used.

All scanning associates should be trained before they begin scanning. Spend a few minutes training the associates as a group before giving them their individual assignments. They should all be familiar with the various functions of the scanner as well as the proper inventory procedures.

The Training Guide (near the end of this manual) is a very helpful aid and should be used during your associates training session.

Refer to Exhibit A for a complete step-by-step guide to scanning for explanations of all of the different scanner functions.

Also, review Exhibit C - “Inventory Specifications & Considerations” for additional system information.

START THE LIVE SCANNING

Give the following items to each scanning associate:

1. A copy of Exhibit A - “Scanning Instructions”.
2. A pen or marker for writing on the Fixture Stickers.
3. A few sheets of section markers (red flags) to use during scanning.

SCANNING ASSIGNMENTS

In order to provide for a timely inventory, it is important that the associates are given appropriate scanning assignments. Follow these guidelines when handing out individual assignments:

- Assign “Difficult” areas first. This includes unit-intense, tedious or hard to reach areas.
- Spread the people out. Do not position the associates too close together.
SECTION MARKERS

Section Markers are the pads of “red flags” that you received with your supplies. They can be used to (a) create clear section breaks and (b) identify each completed sticker.

a. To create clear section breaks, place the Section Marker on the fixture vertically where you want the section break to be. You may also use tape, paper or cardboard.

b. To identify completed stickers, place the Section Marker over the bar code on the Fixture Sticker when it has been completed. This will not only be a visual aid in seeing which stickers have been scanned, but also will prevent another associate from re-scanning stickers in error.

WALK THE FACILITY

After the scanning has begun, walk the facility to ensure that all of the fixtures in the facility have a Fixture Sticker on them.

Pay special attention to all out-of-the-way nooks and crannies (ex: underneath registers, closets, stock room, etc.).

If you find that there is merchandise without a sticker, you may assign a new sticker to the merchandise. Remember to record this sticker on your Floor Plan and Sticker Control Log and add it to the sticker ranges via the Internet.
RESCANNING STICKERS
The system will only recognize ONE occurrence of the same sticker number. If a sticker is scanned more than once, even with different scanners, the system will compare the date and time of the two versions and accept only the most recent version.

**A rescanned sticker will completely replace the original scanned version of that sticker.**

For example: An employee ends a sticker with 100 pieces and then realizes that they forgot to include 2 pieces. If they rescan the same sticker, scan the 2 pieces that they missed, and then end the sticker again – they have now replaced the original sticker with a new version containing only 2 pieces (not 102 pieces)! The proper procedure in this case would be to simply move those 2 items to the next sticker that has not yet been scanned.

MULTIPLE QUANTITY

Multiple quantities are always allowed. The **maximum quantity** that can be keyed is 9,999. Quantities of 999 or more, as well as same, double-digit entries (i.e. 11, 22, 33, etc) will require a re-key with 2 successive matches in order to be accepted. If a quantity is not entered, the scanner will automatically accept a quantity of “1”.

SCAN THE EXCEPTION FIXTURE

Throughout the inventory, merchandise that will not scan, does not have a bar code, or is “rejected” by the scanner should be placed on the **Exception Fixture** that was previously set up (see page 10).

**The scanning associates should not slow down their scanning to research these items.** They should simply place the merchandise on the side, continue scanning, and move the items to the Exception Fixture after the current sticker has been completed. This merchandise will be researched and inventoried throughout the day by a person designated by you, preferably a member of management.

NOT ON FILE

If a bar code is Not on File, the scanner will display a screen prompting user to select the 3 digit **Sub-Dept #, Price** and **Quantity**. A discount selection may be required for certain items in areas 460 and 469. (See Exhibit C)
After data has been transmitted to ZEBRA RETAIL SOLUTIONS, it is processed on the Host Computer. Information about the inventory can then be reviewed in the form of various reports online. These reports are very useful in controlling various aspects of the inventory.

(1) ACCESSING THE REPORTS ONLINE

Throughout your inventory, you can quickly obtain detailed information by viewing or printing the Stores Inventory Reports via the ZRS/Hart web site. The ZRS/Hart web site updates in real time so you will be able to obtain up-to-date information after the data from the scanners are transmitted to the Host Computer.

To access the inventory reports via the web:

2. Click on the “Client Login“ button.
3. Enter your User Name and Password (both entries must be in lowercase) and press ENTER or click on the OK button. Your User Name and Password will be provided to you prior to your inventory.
4. Click in the “Enter Facility Number” field and enter your facility number.
5. Press TAB to advance to the “Enter Password” field. Enter your store-specific password and press ENTER or click on the OK button.
6. You will now be connected to the “Inventory Overview” for your store. Your store number and store name will be displayed on the top. Clicking on any of the highlighted items in blue will “drill-down” into more details in that category.
7. You may access additional reports for your store by clicking on “Mandatory Reports”, located at the upper left corner of the screen, and making your selection from the drop-down menu.
8. On the upper right hand side of the report screen is a button to format the report for printing. Click on this link if you wish to print any of the reports.
9. To exit out of one report, click on the “CLOSE” button at the top of the screen and that will bring you back to the “Inventory Overview”.

NOTE: To “Refresh” a report you are currently viewing, simply click on the button at the top right of the screen.
Below is an example of your Inventory Overview. This displays a summary of your inventory that includes the total number of stickers sent to Zebra, the number of Missing and Empty stickers, as well as the total units. When looking at the left side of the overview you will see the Reports tabs; when clicking on them a drop down menu appears. There are over 20 custom reports at your disposal to insure your inventory is as accurate as possible. The following pages will give you the description of each report.

**NOTE:**—The full 9-digit control # of the first and last stickers will be displayed on the Overview.
REPORT DESCRIPTIONS

CORRECTION AUDIT TRAIL REPORT **AAFES BII REVIEW REQUIRED**
This report displays the details of every sticker and UPC that were corrected or added through the Sticker Detail report. It lists the sticker number, the line # of the corrected item on the Sticker Detail report, the UPC that is being modified, the date and time it was corrected, the associate (s) that corrected the sticker, the original units, the corrected (current) units.

If a particular UPC has been corrected more than once, each occurrence will appear on the report.

If a sticker that has been corrected is rescanned after corrections were keyed, it will no longer appear on this report.

EMPTY STICKER REPORT **AAFES BII REVIEW REQUIRED**
This report displays all of the stickers that were scanned as empty. An empty sticker represents a fixture which contains no merchandise.

This report is used to check that all fixtures that were scanned as empty are actually “empty fixtures”. ALL empty stickers MUST have comments entered to CLOSE YOUR INVENTORY.

FINANCIAL SUMMARY REPORT **AAFES BII REVIEW REQUIRED**
This report lists, by 2-digit Financial department, the total units and extended dollars for the entire inventory, including a summary of the total dollars and units. Listing by areas: 1) Stockroom, 2) Sales Floor, or 3) All Areas.

INVALID DEPARTMENTS REPORT **AAFES BII REVIEW REQUIRED**
This report lists invalid sub-departments not on the PLU file.

INVENTORY ACCURACY REPORT **AAFES BII REVIEW REQUIRED**
This report lists the First and Final Dollar Counts for every sticker that was rescanned or had corrections applied to it. Also listed are the variances in dollars and percentage between the first and final versions of the sticker.

MISSING STICKER REPORT **AAFES BII REVIEW REQUIRED**
The first screen of the Missing Stickers Report displays the areas available, as well as an option for all areas.

Highlight the area you wish to view and click OK.

The Missing Stickers Report for the area selected will be displayed.

Check the following items on this report:

1. Check that your sticker range for that area is correct. If it is not displayed, a sticker range must be entered.
2. All stickers that are listed under the “Missing Stickers” heading must be either scanned or identified as “Not Used”. Process any “Not Used” stickers as “Empty Stickers”. (See Page 29.)

Remember: Any stickers that have been scanned but have not yet been transmitted to Zebra (still ’pending’ in the scanner) may still appear as “Missing” on this report; check all scanners for pending transmissions.

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
NON-SCANNED UPC’S **AAFES BII REVIEW REQUIRED**

This report lists every keyed UPC entry. For each keyed UPC, it will list the sticker number, sub- department, units and extended dollars. The total units and extended dollars for all non-scanned UPCs will be listed at the bottom.

NOT ON FILE REPORT **AAFES BII REVIEW REQUIRED**

This report will display record details of all merchandise that was entered and not on the Master file. Information listed will include the sticker, UPC, Sub Dept, keyed price, units and the total Extended live dollars for items which were not on the AAFES master file.

NOTE: The “NOT ON FILE REPORT” should be reviewed by the store manager and corrective action taken.

RESCANNED STICKER REPORT **AAFES BII REVIEW REQUIRED**

This report will display all stickers that were rescanned. It will list the sticker number, associate, area, date/time, units and the extended dollars of each occurrence of the sticker. The occurrence that has been accepted is marked by three (3) asterisks (***). If you see that an associate is continually rescanning stickers, especially if there are multiple occurrence of the same sticker you should follow up with the associates to see if they need additional instructions.

RESCANNED VARIANCE REPORT **AAFES BII REVIEW REQUIRED**

This report will display variance stickers highlighted in yellow until the variance is resolved or a comment has been entered before they drop off the report. Once ALL stickers have been resolved this report should be empty with no items to be fixed/rescanned at the end. ALL items on this report will appear on the Rescanned Sticker report.

SELECTED STICKERS RECOUNT WORKSHEET REPORT **AAFES BII REVIEW REQUIRED**

This report displays all stickers that were selected (scanned) for recount. This report provides the status of the sticker if it is Blank, Downloaded or Audited. NOTE: You now have the ability to review: 1) Stickers Selected in the Stockroom, Sales Floor, Damage/Defective Cage and Remote Locations and 2) Recounts Remaining (which only lists those stickers still in variance).

ONLY the stickers with variance greater than 1% and $100.00 between the most current scan and all previous scans will require a recount and are highlighted on the report. The details include the associate, the area that the sticker was placed, the date and time the sticker was scanned, the units and extended dollars for each scan, with the variance in dollars and percentage from the closest previous scan. The report will highlight the stickers that require a recount. **Note:** You now have the ability to enter a comment for stickers that are still in variance. Please select “Enter Comments” and type in the comment and your name. Once the comment has been entered the highlighted sticker color changes to purple. You MUST satisfy ALL Variances to CLOSE YOUR INVENTORY.

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
REPORT DESCRIPTIONS Continued

STICKER SUMMARY REPORT **AAFES BII REVIEW REQUIRED**
This report displays the total units scanned in each area of the stickers sent to Zebra. Once all of the stickers have been sent to Zebra, this report will display the Total Stickers total Units and Total Extended Dollars in the entire store. You can select the report by 1) Sales Floor, 2) Stockroom or 3) All Areas.

ZERO PRICE ITEMS BY STICKERS REPORT **AAFES BII REVIEW REQUIRED**
This report will list any zero priced items that may have been downloaded during the inventory. The report will list the sticker number, UPC, description, and units.

KEYED QUANTITIES OVER 50 REPORT
This report lists every record for which a quantity greater than 50 was keyed. Information listed on the report includes Quantity, UPC, Description, Sticker and sequence.

NOTE: The same item can be listed on the report more than one time for the same sticker.

MULTIPLE PRICE UPC REPORT
This report will display the sticker, UPC price, quantity and the extended dollars.

NOF UPC DISCOUNT REPORT
This report will display the UPC the original price, DP%, discount price, and the sticker.

POSA SUMMARY REPORT
The report includes all of the Point of Sale Activated cards (gift cards) that have been scanned /keyed. The report displays the sticker number area, UPC Description, Sub Department, Dollars, Units and Extended Dollars.

PRODUCTIVITY ANALYSIS REPORT
This report displays the total units scanned, total scan time and the units per hour for each associate. When viewing the report, clicking on the sort icon in any column heading will re-sort the report based on the column selected.

QUERY BY CONTAINER
This report displays the total units scanned in each container sent to Zebra. Once all of the stickers have been sent to Hart, this report will display the Total Stickers, Total Units and Total Extended Dollars.

SCANNER USAGE REPORT
This report will display the date, device #, units, units/hr and the scan time.

STICKER DETAIL REPORT
This report displays a line-by-line listing of every item on a particular sticker, in the order in which it was entered. This report can be used to ensure that each employee is following the proper scanning procedures. By viewing the Sticker Summary and clicking on the selected sticker, or you can select Sticker Detail from the reports Menu, then key the 4– digit Sticker Number.

NOTE: AAFES Required to Print before and after ONLY if any adjustments or keyed corrections are made.

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
STICKERS BY YID REPORT
This report displays the total stickers, Total units scanned, total Scan time, and Units processed/Hr for selected associate. You will need to enter the Associate’s YID number (must be 1-7 digits) you would like to review.

SUB DEPARTMENT SUMMARY REPORT
This report lists the Total Units and Extended Dollars for every sub-department, even if “0” (zero), and the total of all sub-departments for the entire inventory. Listing by areas: 1) Stockroom, 2) Sales Floor or 3) All Areas.

UPC DETAIL REPORT
This report will display the total stickers, total units, the associate who scanned each UPC, and the Total Extended Retail. You have the ability to ADD up to 10 UPC’s for review. 
Note: You will need to enter the UPC number you would like to review.
You have the ability to key corrections via the ZRS/Hart Website (see page 34 for details on how to access the ZRS/Hart Website).

1. From the **Inventory Functions** tab select **KEY CORRECTIONS**,  
2. Enter the YID at the Associate Keying Corrections ID field and press Tab.  
3. Enter the 4 digit sticker number you need to key corrections for and click “OK”.  
4. The Sticker Detail Corrections screen will be displayed. You have the ability to Remove, Change and Add units. You will also be able to add comments in the Comments Box.

First select the line that needs to be corrected:

- To Remove a line, enter a “0” (zero) in the units field and press the submit button.
- To Change the units for a UPC, click on the units field and enter a new value then click the Submit button.
- To Add a line, click the ADD button and enter the UPC and Quantity.
- **NEW for 2017**—you can add comments in explaining your changes, in the comments box.

### STICKER DETAIL CORRECTIONS

<table>
<thead>
<tr>
<th>Line</th>
<th>UPC</th>
<th>Description</th>
<th>Sub-Dept</th>
<th>Dollars</th>
<th>Units</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>00001429998981</td>
<td>750 CT E8 PAPER COTTON SWAB8</td>
<td>437</td>
<td>2.79</td>
<td>10</td>
<td>* Needed to increase item by 9 units</td>
</tr>
<tr>
<td>2</td>
<td>00007113000080</td>
<td>UTRASHED COND REG 2 OZ 080</td>
<td>431</td>
<td>1.79</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>00001429998981</td>
<td>750 CT E8 PAPER COTTON SWAB8</td>
<td>437</td>
<td>2.79</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>00007090900023</td>
<td>91621 MOTIONS SHINE POLISH</td>
<td>431</td>
<td>3.89</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>000071459249000</td>
<td>JA MAG LKING GEL G02</td>
<td>431</td>
<td>4.59</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>00002105821154</td>
<td>COND CASTOR OIL U M PROD 154</td>
<td>431</td>
<td>3.49</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>000071459249000</td>
<td>JA MAG LKING GEL G02</td>
<td>431</td>
<td>6.09</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>00003023030230</td>
<td>SUPER GRO DBL STRENGTH EB 210</td>
<td>431</td>
<td>3.09</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>00003023030230</td>
<td>SUPER GRO MAX STR 40-2202344</td>
<td>431</td>
<td>3.99</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>00003023031504</td>
<td>CASTOR OIL HRSOLP COND 154</td>
<td>431</td>
<td>3.29</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>00007127955372</td>
<td>3XL OVAL BLACK BIN W PP LID</td>
<td>481</td>
<td>39.99</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>00002023031504</td>
<td>CASTOR OIL HRSOLP COND 154</td>
<td>431</td>
<td>3.29</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>00001270043468</td>
<td>5P OVAL SS PRIDAL BIN</td>
<td>481</td>
<td>49.99</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>00005159043410</td>
<td>40 QT SWING TOP WASTEBASKET</td>
<td>481</td>
<td>7.99</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>00007160914684</td>
<td>4200-03 TWO STEP STEP STOOL</td>
<td>481</td>
<td>21.89</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>00007189142017</td>
<td>BASKET HP HUGGER</td>
<td>481</td>
<td>12.29</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>00007160914684</td>
<td>4200-03 TWO STEP STEP STOOL</td>
<td>481</td>
<td>21.89</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
CLOSE INVENTORY

Once you have finished scanning all of the merchandise on every fixture in your store you need to review all **Mandatory Reports** via the ZRS/Hart web site and reconcile your inventory results.

- There should be NO Missing Stickers and NO Empty Stickers, Recounts or Variances without comments.
- There should be NO Stickers Outside the Range. If there are stickers outside the range, update your ranges accordingly.
- All selected fixture stickers for recount should be in audited status and in tolerance.

After you are satisfied that you have accurately inventoried your store, display the Inventory Overview, via the ZRS/Hart website.

You are now ready to Close the Inventory.

CLOSE SCANNERS:

If a scanner is not needed again for this inventory, the scanner must be closed out.

1. From the Enter Employee Number screen, press the Close Scanner button on the TouchScreen to close the scanner.
2. Follow the scanner instructions. The scanner will return to the Scan Control ID screen.
3. All scanners MUST be closed before closing the Inventory.
CLOSE THE INVENTORY

When you have verified that the inventory has been completed, you can close the inventory - via the ZRS/Hart website.

1. Select **Inventory Functions** on the Overview screen and **click on CLOSE INVENTORY**.
2. Follow the instructions and prompts that are displayed.

   If there are any **Missing Stickers** or **Stickers Outside the Range**, a message will be displayed informing you that one or more of the above conditions exist.

   Click the “Close” button at the top right corner and you will return to the Inventory Overview. **You must resolve these issues before you can close the inventory.**

   If you DO NOT have a STOCKROOM and no Audits are possible a message will appear.

3. Once the close inventory process has been completed, click the refresh button on the Inventory Overview and the inventory status will be displayed as Finished. Your **Inventory Close Confirmation Number** for the inventory will now be available.

4. Write the Inventory Close Confirmation Number on the Inventory Control Form.

5. After the results have been processed by Hart you will then need to retrieve your inventory results and upload them into your in-store computer.

6. Log on to the Hart FTP site (User ID and instructions will be provided). Go to the “From Hart folder” and copy the inventory results file to a memory stick. The inventory file is zipped and it’s name is comprised of the letters **INV** followed by your 10 digit facility number. For example, INV1234567890.zip

7. Use the instructions provided by AAFES to transfer the inventory file from the memory stick to the in-store computer.

**REPORTING EQUIPMENT ISSUES**

- After the inventory, you can report any equipment issues that you may have encountered.
- From the “Overview” screen, click on inventory functions
- From the drop down menu, select “Report Equipment Issues”
- Then fill out the information requested on the next page.
- Click on **Submit Form**

Have a question? Call Zebra Client Care dial 1-800-252-2818 OR email Zebra Client Care at exchangehelp@zebra.com.
Before packing the boxes, read the shipping instructions printed on the Shipping Instructions envelope.

♦ All of the components will be shipped in the original boxes.
♦ There are pre-printed shipping labels. Europe and PAC locations will receive paperwork for customs. Follow the instructions carefully for placing these on the boxes.

NOTE: Do not return red flags, unused fixture stickers, manuals DVD’s, QRG, etc.

***When you are ready to return the equipment, please send an email to ExchangeReturn@zebra.com with the number of boxes ready for pick up and please indicate whether or not you have (or need) return labels***

NOTE:  It is very important that the equipment is shipped back according to the agreed upon shipping schedule.

A small number of facilities are sharing equipment. Please adhere to the shipping schedule.

If you have any questions regarding the shipping of the equipment, please contact ZEBRA CLIENT CARE at (800) 252-2818.

Be sure to retain your copies of the shipping receipts after the equipment has been shipped back to Zebra. You may need to refer to them at a later time to provide proof of shipment.
Facility managers should schedule a pre-inventory meeting prior to the day of your inventory to review Physical Inventory procedures with the associates who will be scanning.

**PRE-INVENTORY MEETING:**

This meeting will cover learning and practicing the functions of the scanner as well as learning the procedural steps involved in scanning the merchandise. This training pertains to the associates who will actually be scanning the merchandise during the inventory.

**BEFORE TRAINING:**

- Make sure that all of the scanners have been set up.
- Become very familiar with the scanner and its functions (see Exhibit A in this manual).
- Place the Fixture Stickers on all of the fixtures to be counted throughout the facility.

**TRAINING:**

Assemble all of the scanning associates together and give the following materials to each of them:

- Copy of Exhibit A - Scanning Instructions
- Scanner
- A few sheets of section markers (red flags)
- Pen

**THE TRAINING SESSION SHOULD TAKE ABOUT 15-30 MINUTES.**

Give a short speech that touches on the following points:

- The scanner is a small computer with a built-in laser that “reads” bar codes.
- All of the inventory data will be saved in the scanner and then “Sent to Zebra” as each sticker is ended.
<table>
<thead>
<tr>
<th>TRAINING GUIDE</th>
</tr>
</thead>
<tbody>
<tr>
<td>- The Fixture Stickers throughout the facility represent individual fixtures, or sections of merchandise to be counted.</td>
</tr>
<tr>
<td>- Explain how the stickers were laid throughout the facility. Use specific examples and show the differences between how the stickers were placed on the shelves as opposed to pegs, rounders' or other types of areas.</td>
</tr>
<tr>
<td>- The <strong>SCANNING PROCEDURE</strong> is as follows:</td>
</tr>
<tr>
<td>1. Scan the Fixture Sticker.</td>
</tr>
<tr>
<td>2. Scan or Key the bar code on each merchandise ticket in that section.</td>
</tr>
<tr>
<td>3. Key the quantity, if required.</td>
</tr>
<tr>
<td>4. End the sticker by scanning the Fixture Sticker again.</td>
</tr>
<tr>
<td>5. Write the totals displayed on the scanner screen on the Fixture Sticker.</td>
</tr>
<tr>
<td>6. Place a red flag on the sticker to show that it has been counted.</td>
</tr>
<tr>
<td>7. Repeat the steps above for the next sticker.</td>
</tr>
<tr>
<td>- The scanner normally makes a simple “beep” when you scan a bar code or key-enter information. <strong>If you hear any sound other than a simple “beep”, it means, “Look at the scanner screen and follow the instructions”</strong>.</td>
</tr>
<tr>
<td>- The scanner screen will “Time-Out” (become blank) if the scanner is not used for a couple of minutes. It does this to conserve the battery. This does not affect any of the data in the scanner. When this happens, press the Scan key and continue from where you left off.</td>
</tr>
<tr>
<td>- When scanning a sticker, <strong>it is important to know where the sticker begins and ends</strong> (that is, which merchandise is associated with that sticker). The sticker is placed as close to the first piece of merchandise as possible and it ends at the next Fixture Sticker. The associate should take a step back before scanning the sticker to identify where the sticker begins and where it ends.</td>
</tr>
<tr>
<td>- When beginning a new section (an aisle, for instance), begin at the far left and <strong>work from top to bottom, left to right</strong>.</td>
</tr>
<tr>
<td>- The Fixture Stickers are consecutively numbered and, if scanned in order, the scanner will inform you if you have skipped one while scanning.</td>
</tr>
<tr>
<td>- The goal of the inventory is to count all of the merchandise in the facility. If you see an area of merchandise that does not have a sticker placed on it, let the Facility Manager know.</td>
</tr>
<tr>
<td>- If a bar code cannot be scanned (the scanner will not read the bar code or the bar code is rejected as “Not Valid”), try to manually key-enter the number using the scanner keypad.</td>
</tr>
<tr>
<td>- If an item cannot be scanned OR keyed into the scanner, (no ticket, Invalid number, etc.), it should be placed on the side. After the current sticker is ENDED, bring the merchandise on the side to the <strong>Exception Fixture</strong> (explain where this area is) to be investigated later. <strong>Do not stop scanning to research these items.</strong></td>
</tr>
</tbody>
</table>

Have a question? **Call** Zebra Client Care dial 1-800-252-2818 OR **email** Zebra Client Care at **exchangehelp@zebra.com**.
TRAINING GUIDE

PRACTICE SCANNING:
You may want to have the associates practice scanning, or simply watch you scan before beginning the live scanning.

If so, you may choose an area of merchandise to practice scanning and place a Training Sticker (Exhibit B in this manual) on the fixture.

SET THE SCANNER TO TRAINING MODE:

At the “Set Employee” screen, before you enter your Employee number, press the Menu icon in the lower right corner. From the Pop-Up Menu, select Training Mode and then select Yes. At the Enter Employee Number screen, you will now see ***Training*** on the bottom of the screen.

- If you have already entered your Employee Number, you will need to select Logout on the scanner. The scanner will return to Set Employee Number screen where you can now select Training Mode.

Scan the sticker and merchandise the same as if it were live scanning.

When a sticker is scanned, the scanner will remind you that “Stickers scanned in Training Mode will not be sent and data will not be registered” just press ENT (Enter).

The associate should continue this practice scanning until they feel comfortable with the scanner and the scanning procedures.

Remember: When the scanner is set for this “Training” mode, the stickers and the merchandise bar codes scanned or keyed will NOT be included on any computer reports or other output.

After Training is completed, it is very important that the scanners are taken out of Training Mode for the Live scanning (otherwise, the work will be lost).

To exit Training, press the “Menu” button located in lower right corner of the screen.

A popup menu will be displayed with “Training Mode” checked and highlighted.

Simply uncheck “Training” and you will return to the Enter Employee Number screen.

***Training*** should disappear from the bottom of the screen, and the scanner is now ready for live inventory.
EXHIBIT A - EXCHANGE SERVICE
SCANNING INSTRUCTIONS

SET UP SCANNER
Before you begin to scan the inventory, the scanner must be set up. Follow the procedure below:

1. Key your **YID** (up to 7 digits) and press ENTER.

START A STICKER

1. After entering your **YID** the scanner will display the Scan Fixture Sticker screen on the left.
2. Scan the Fixture Sticker.

SCAN TICKETS

SCREEN A
1. After scanning the Fixture Sticker, you must scan or key all of the UPC bar codes on that fixture (**Screen A**).

OR
Key 0 and "ENTER" to select the 3 Digit Sub-Department # and the price if no UPC bar code is available (see **SCREEN B**).

2. If the scanner makes a "special" sound: follow instructions on the scanner screen (see **SCREEN C**).
3. If an item is Not On File, Move item to Exception Table. Exception Table researcher to do a price check on AAFES system and select Dept., (as shown in Screen B) and enter Dept., Price, quantity into the scanner.

SCREEN B – Enter Dept/Price

SCREEN C – UPC Not on File

1. Scan the Fixture Sticker again.
2. If you are **finished** with the sticker - press Y. If you are **not finished** with the sticker - press N.
3. Write the information displayed on the scanner screen, on the actual sticker.
4. Press C to Continue and return to a blank Scan Sticker screen.

END A STICKER
After you have scanned all of the merchandise for a particular sticker, you must END the sticker - the scanner will save all of the data.

1. **Scan the Fixture Sticker** again.
2. If you are **finished** with the sticker - press Y.
   If you are **not finished** with the sticker - press N.
3. **Write** the information displayed on the scanner screen, on the actual sticker.
4. **Press C to Continue** and return to a blank Scan Sticker screen.

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# EXCHANGE SERVICE
## INVENTORY SPECIFICATIONS & CONSIDERATIONS

### BAR CODES

There are **seven** different types of bar codes that may be scanned or keyed:

1. **UPC-A** – If scanned or keyed, must be 12 in length with a valid check digit. Also has lengths of 14 and 17 digits.
2. **EAN 13** – If scanned or keyed, must be 13 digits in length with a valid check digit. Also has lengths of 18 digits.
3. **UPC E** – If scanned or keyed, must be 8 digits in length with a valid check digit.
4. **UPC J** – If scanned or keyed, must be 13 digits in length with a valid check digit.
5. **INTERLEAVED 2 OF 5** – If scanned or keyed, may be 9, 10 or 14 digits in length with a valid check digit.
6. **CODE 39** – If scanned or keyed, may have a length of 9-14 digits with a valid check digit. These bar codes are located on “Shelf Labels”.

   **NOTE:** NSN bar codes found on packages of t-shirts, socks and the like can now be keyed into the scanners.

7. **CODE 128** – If scanned or keyed, must be 13 or 14 digits in length with a valid check digit. **These barcodes are located on the outside of merchandise cartons.**

### QUANTITY

A quantity of 1 will automatically be entered for each merchandise ticket scanned.

- Multiple quantities are allowed for all departments with a maximum quantity allowed of 9,999. Any quantity greater than 999, as well as any same, double-digit numbers (i.e. 11, 22, 112), will require a re-key with 2 successive entries to be accepted.
- If you need to enter case quantities press the **FUNC** (Function) key and the # 3 key. Type the Quantity and Case amount, then **ENT** (Enter).

### ZERO, PENNY OR NO PRICE ITEMS

If a bar code is scanned or keyed but has a zero price, a penny price or no price, the scanner will display a screen with the bar code entered and you will be required to enter the **department and price**.

### NOT ON FILE

If a bar code is “NOT ON FILE”, the counter should bring the item to the **exception table** to be researched. An experienced associate or manager will try to find a valid barcode. If one cannot be found they can enter the department by selecting from the Drop Down Menu or by keying it in. Next key in Price and then quantity. A discount selection may be required for certain items in areas 460 and 469 (see Discounts on Side 2).
### Discounts

| DISCOUNTS | Items that are **Not on File** in departments 460 and 469 will be discounted.  
| | **Department 460 (Greeting Cards)** - After entering the department number and price, the scanner will prompt you to select 1) Greeting Cards or 2) Other Merchandise. After the selection is made, the scanner will return to a blank Scan/Key UPC screen ready for the next bar code to be scanned. If Greeting Card was selected, a 20% discount will be applied to the merchandise and the discounted amount will appear on ALL reports. If Other Merchandise was selected, no discount will be applied.  
| | **Department 469 (Books and Magazines)**  
| | **CONUS**—After entering the department Number and price, the scanner will prompt for a selection to be made – 1) Book or 2) Magazine. After making the selection, the scanner will return to a blank Scan/Key UPC screen ready for the next bar code to be scanned or keyed. The discount will be applied based on the merchandise type selected and will appear on ALL reports. Book discount = 25%, Magazine discount = 10%.  
| | **NON-CONUS**—After entering the Department Number, price and quantity, the scanner will prompt with a question: Is this a best selling book? Y/N  
| | If Y the discount to be applied is 25%. If N the discount to be applied is 10%. |

### Price

| PRICE | The maximum price allowed to be entered is **$9,999.99** with a re-key if the amount is over **$1,000.00**. |

### Special Case Quantity Logic

| SPECIAL CASE QUANTITY LOGIC | There is special case quantity logic in the program which will enable you to enter multiple cases of the same product (ie, 50 cases of *Coca-Cola*) as a line item. You will be able to enter the # of cases and # of units per case. The procedures are as follows:  
| | • Scan the bar code on the product or the outside of the carton.  
| | • When the cursor is in the quantity field press the **FUNC** (Function) key and the # 3 key.  
| | • Enter the number of units (i.e., 20)  
| | • Enter the number of cases (i.e., 20) amount then **ENT** (Enter). (ie, 20 X 20)  
| | The scanner will follow the same quantity parameters as regular scanning in the Stockroom so depending on the amount entered you may be prompted for a re-key. The total amount entered cannot exceed the maximum quantity allowed of 999. Items entered with Case/Quantity will be displayed in the quantity field of the Sticker Detail report as # of cases X # of units per case – (ie, 20 X 20). |
IF YOU HAVE ANY QUESTIONS, CONTACT ZEBRA CLIENT CARE.

Facilities Dial: 1-800-252-2818

Our CLIENT CARE Staff may be reached by calling the number above. You may also contact CLIENT CARE via e-mail:

exchangehelp@zebra.com

When sending an email, please remember to include your:

- **Company Name**
- **Store Location #/ Facility #**
- **Personal Name**
- **Phone Number**, and
- **A Brief Message**, describing your question or issue.

The Zebra Client Care department will respond to your email within 10 minutes.

**AUXILIARY CLIENT CARE NUMBER**

If for any reason our primary Client Care Number is not working, please use our Cellular Phone number to reach Zebra Client Care. This number is **516-639-3103**.
## ASSOCIATE ASSIGNMENT NUMBERS
For AAFES EXCHANGE

<table>
<thead>
<tr>
<th>YID Number</th>
<th>Associate Name</th>
<th>Associate Signature</th>
<th>Facility Managers Initials</th>
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**EXHIBIT E**

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ZEBRA RETAIL SOLUTIONS
FIXTURE STICKER CONTROL LOG

EXCHANGE NAME:

FACILITY # / NAME: | GENERAL AREA:

<table>
<thead>
<tr>
<th>AREA NAME</th>
<th>FIXTURE STICKER NUMBERS ISSUED</th>
<th>AREA SUPV.</th>
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<td>Beginning Control No.</td>
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<td>Ending Control No.</td>
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1. This log is used to record the Fixture Stickers assigned to the various areas in the facility.
2. The beginning and ending (9-digit) stickers’ Control numbers must be recorded as the stickers are assigned.
   If additional stickers need to be assigned during the inventory, those stickers must also be posted to this log.
3. Keep this log near the Control Desk for easy reference.

Copyright by Zebra Retail Solutions
**ZEBRA RETAIL SOLUTIONS**  
**FIXTURE STICKER CONTROL LOG**

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**FORM 001**

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