TOSHIBA

Retail Store Reopening Guide

TOGETHER COMMERCE

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GETTING STARTED

What do you do when your world is turned on end and you are faced with reopening stores and receiving customers after something like COVID-19? Nobody has all the answers, but we have some ideas for consideration.

Preparing to reopen provides the retail industry with an opportunity to be transformational. This is a time to test or expand new paths of purchase including buy online pick-up in store (BOPIS), curbside pickup, and home delivery. It is an opportunity to test new technology both to gather customer data and improve the in-store experience. Retailers will need to balance investments against other financial constraints and should look to drive efficiencies to invest in new strategies.

As you reopen your store, there are also several practical items to think about for the safety and well-being of your employees and visitors. We all need to be mindful of local, state and federal safety standards. The safety recommendations have been designed based on government regulations and we hope this guide and accompanying checklists gets you thinking about your space, people and customers. Our goal is to help guide you through all the ways you can meet required guidelines and provide peace-of-mind as you resume business operations.

One thing is certain: retail will be changed forever and Toshiba Global Commerce Solutions is ready to support you in restoring retail confidence by balancing safety and health concerns with consumer experience and engagement.

To learn more about how Toshiba Global Commerce Solutions can help transform your business, contact us, a Toshiba Business Partner, or visit: commerce.toshiba.com

OPENING GUIDELINES & RESOURCES

Across America, business leaders are restarting our nation's economic engines and employees are returning to work. However, this process is taking place gradually and non-uniformly across the country depending on regional differences in the prevalence of COVID-19. In some states, for example, masks are required; in others, they're suggested. In some states, mask requirements apply only to employees, while in others, customers must wear them, too.

Which is why we are providing you with some reopening sites that can provide you with the latest information and guidance for America's employers and some more specifically tailored to retailers.

These links are updated as situations change so please check back frequently for the most up-to-date information.

> [Businesses and Workplaces](#)

> [Cleaning and Disinfecting Decision Tool](#)

> [Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 (COVID-19), May 2020](#)

> [National Retail Federation - Operation Open Doors - Guidance for Retailers](#)

> [Prepare your Small Business and Employees for the Effects of COVID-19](#)

> [Reopening Guidance for Cleaning and Disinfecting](#)

> [State Retail Associations](#)

> [U.S. Chamber of Commerce - State-by-State Business Reopening Guidance](#)

> [White House Guidelines for Opening Up America Again - Phased Approach](#)

SOCIAL DISTANCING

As a general part of running a business now - that congregates people in an enclosed space - retailers need to create and implement a plan to minimize the opportunity to reduce the transmission and spread of COVID-19 in their communities. There are many approaches and steps that can be taken to increase social distancing from as simple as increased signage and special hours for more vulnerable groups, to implementing safeguards like plexiglass to protect employees and embracing digital options like consumer mobile shopping to make it easier for consumers to reach you without coming into the store.

NOTE: We've highlighted a few ideas in a bulleted list to get you thinking and bolded a few of them which we've then detailed out in the pages that follow to help you learn more about how they might benefit your retail business.

> Establish clear entrances, exits, and flow of traffic (one-way shopping aisles)

> Prepare to schedule customers if necessary – understanding occupancy limits

> Finalize hours of operation including hours for special groups; develop schedules to support

> Consider technology that tracks customer traffic, wait in line, and customer engagement

> Create a contactless environment, including payment options

> Consider increasing availability of **self-checkout** (SCO) by adding additional stations or support staff

> Embrace digital options like **consumer mobile shopping and mobile payment**

> Expand or consider **launching online delivery services**

> Offer curbside pick-up if not able to fully open store; for store and web orders

Please practice social distancing

SOCIAL DISTANCING

Consider increasing availability of <u>self-checkout</u> by adding additional stations or support staff:

Self-checkout lanes have the flexibility to help you manage your retail business according to your traffic needs. Associate only lanes or more self-checkout lanes where employees are not handling products, or even enabling senior-citizen only lanes during specific hours are some of the use cases where Toshiba System 7 Self-Checkout lanes have been deployed for assistance. Plexiglass, clear, free-standing shields, framed to ensure edges are not sharp are available as accessories to maintain social distancing while keeping all transactions clearly visible for the sales associate to assist and reduce loss. Toshiba's Mobile Operations Manager application takes that sales associate effort to the point-of-sale (POS) register and not only helps to reduce crowding while handling manager overrides, but also allows the sales associate to use a handheld device to monitor and control selected functions of all store lanes, both front-end and self-checkout, from anywhere in the store that is within range of their wireless network.

Embrace digital options like <u>consumer mobile shopping</u>:

Transform the way your customers shop. Create an engaging experience and empower your customers to take charge of their shopping journey with a personalized, self-scanning, end-to-end mobile shopping experience that's fast and allows them to shop at their own pace seamlessly. This allows you as the retailer to serve up in-store alerts advertising new products, services, special offers and more all while appropriately social distancing. Toshiba's TCx™ Amplify consumer mobile app lets consumers scan an item's barcode, as well as the barcodes on produce scales, for any item in the store they want to purchase.

Shoppers can bag their items as they go; once their trip is complete, they scan their phones at a self-checkout and make payments directly in the app. They must connect to the retailers in-store Wi-Fi to use the app, and they must enter either the phone number associated with their retailer's loyalty account or scan their key tag.

SOCIAL DISTANCING

Launching and evolving <u>online delivery services</u>:

Over the last five years, grocery chains have begun offering online shopping experiences to their customers in a few different shapes and forms. Some grocers have built their websites and fulfillment operation in-house. Other food retailers have worked with third parties to use their e-commerce and fulfillment platforms. A large portion of grocery chains have signed up with Instacart or Shipt and outsourced their e-commerce business to these affiliate marketplaces. In the long run, retailers may be handing their hard-earned customers over to the affiliate marketplaces which will eventually be very expensive in the areas of cost, brand value, and customer data.

Partnering with Toshiba and Self Point, grocers can now create a scalable, online storefront with full infrastructure in a matter of weeks through a white labelled, MS Azure-based, SaaS solution that provides a robust online shopping experience for consumers across all devices. This solution includes an efficient picking application for store associates, integration with the point of sale for local accountability, and applicability for BOPIS, curb pickup, and delivery options. The end result is profitable scalability in increasing on-line orders while reducing the number of customers and 3rd party shoppers in the store.
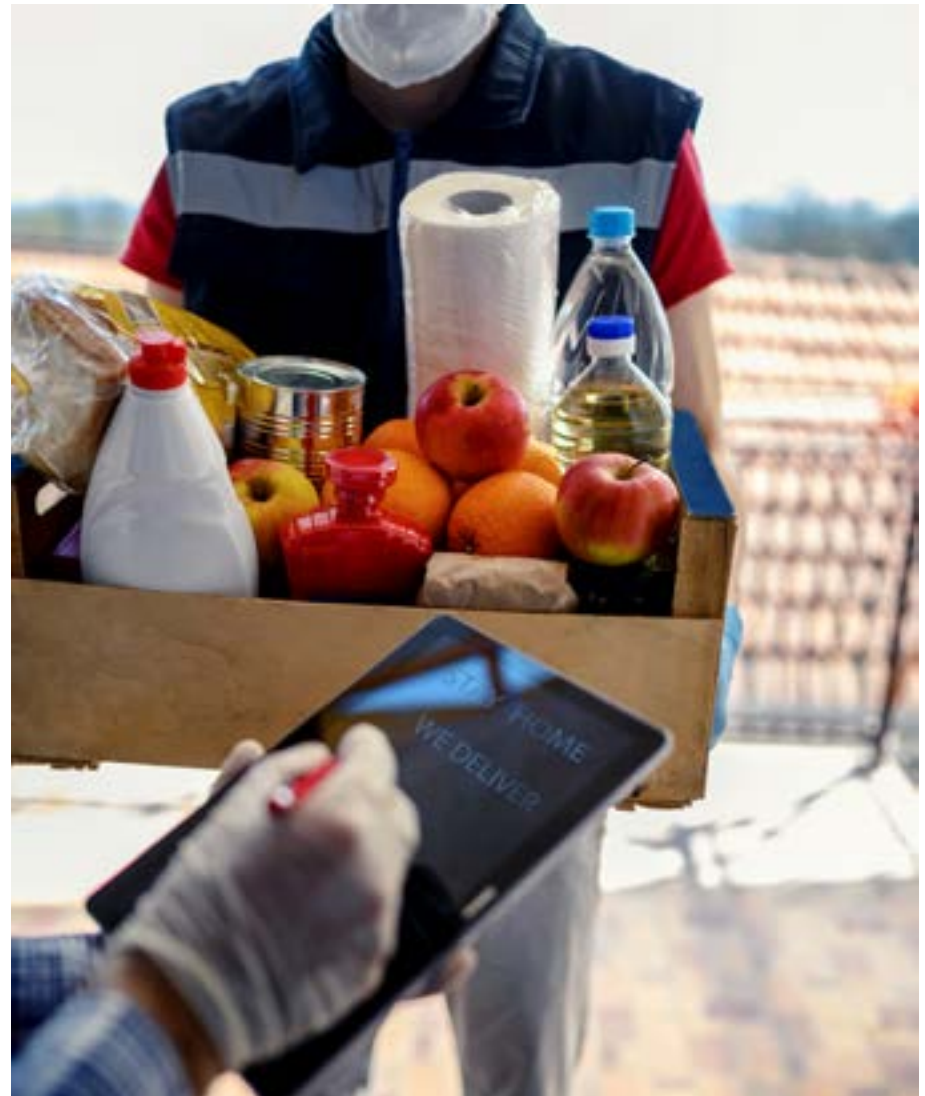
EMPLOYEE & CUSTOMER SAFETY

A returning workforce needs appropriate health polices, practices, engineering controls, and protective equipment. Employer practices should be designed to discourage contagious employees and customers from entering the store, screen those who enter, and mitigate the effect of contagious individuals in the store. This section will highlight various key health protections and safeguards to keep in mind as you seek a return to normal (or quasi-normal) operations for your distribution centers, stores, and supply chains.

> Evaluate temperature, humidity, and ventilation

> Employees should wear a face mask when near other employees, customers or vendors

> **Clean and disinfect frequently touched objects** and surfaces such as **point-of-sale systems, payment terminals**, door handles, tables and countertops on a routine basis

> Remove furniture to reduce congregation; remove or lock phone charging stations

> Remove interactive screens or technology that does not support safety or conversion

> Review product handling – delivery, unpacking, placement, and returns

> **Install safeguards** – plexiglass, directional arrows, clearly communicated standards

> Operate doors automatically and/or implement a doorman/greeter

> Implement new cleaning standards and **add hand sanitizer stations**

> Develop a sanitization/disinfectant strategy by engaging a facilities management team

EMPLOYEE & CUSTOMER SAFETY

POS & SCO Hardware Cleaning Guide:

Toshiba products are designed to survive in the harshest retail environments. In use, POS and self-checkout hardware as well as associated peripherals are subject to people (both employees and customers) touching the equipment as part of normal operation. The Toshiba maintenance manuals recommend the use of 90% isopropyl alcohol to clean all surfaces. Use a microfiber cleaning cloth or soft towels, spray the cleaner onto the cleaning cloth/towel and the wipe the surface to be cleaned. For additional information on disinfecting and cleaning processes, refer to the CDC guidance in the glossary*.

Install safeguards:

Retail plexiglass sneeze guards – ideal for grocery, convenience and retail settings: Businesses are trying to recalibrate what technology and tools are required during this crisis to sustain operations while protecting essential employees and their customers. The point of sale is a vital place of commerce, but also requires direct interaction between employees and customers in close proximity. Plexiglass shields will reduce the spread of airborne germs and minimize the risk of virus spread and the exposure to employees and customers during checkout at the point of sale.

Hand Sanitizer Dispenser Holder:

The current situation has challenged the retail and hospitality sectors to re-evaluate the safety and productivity of their commercial environments. Habits of personal hygiene have been highlighted to minimize the effect and distribution of the virus and the well-being of customers is an acute focus for retailers wishing to retain and develop the loyalty of customers. The hand sanitizer dispenser holder is an unobtrusive solution which doesn't obstruct the payment or packing areas or interfere with staff-customer interaction. As an addition to a Toshiba POS system or Self Checkout System 7 lane, it has been designed to be mounted on a swing arm, wall mount or top mount, or top mounted on a floor stand, and can be installed in minutes.

EMPLOYEE & CUSTOMER SAFETY

How to disinfect your payment terminal

TOP DO'S

Use a 70% Isopropyl alcohol wipe and gently wipe the hard, nonporous outside surface of your PinPad (e.g., display (touch screen), keypad, or other exterior surfaces)

Wipe the surface with a dry, lint-free cloth to remove any remaining moisture or residue from the terminal.

If you do NOT have a 70% Isopropyl Alcohol Wipe, apply a small amount of 70% Isopropyl Alcohol directly on to a soft, lint-free cloth and clean as directed.

TOP DON'TS

Do NOT spray or apply any type of cleaner directly onto the terminal.

Do NOT spray water or cleaner into the Magnetic Stripe Reader (MSR) or Smart Card Reader slots, ports, or into ANY openings as it may damage electrical components.

Do NOT immerse the terminal in ANY liquid as it may damage electrical components.

Do NOT use industrial strength or abrasive cleaner (such as bleach, aerosol spray, or solvents) as it may damage or scratch the terminal and/or screen.

NOTE: Avoid excessive wiping and do NOT use abrasive cloths, towels, paper towels or similar items as it may damage the terminal. Do NOT allow moisture in any openings or use aerosol sprays, solvents, abrasives, or cleaners containing bleach or hydrogen peroxide. Never submerge your PinPad terminal in any cleaning agent.

Understanding payment terminal overlay risks

To protect the underlying POS device from cleaning sprays and chemicals, some retailers have taken to enveloping their POS devices in plastic wrap or attaching a layer of plastic on top of the device's keypad.

Overlays are a known method of attack that have been used to capture card account and PIN data from ATMs and POS devices. These types of attacks typically involve placing an overlay containing wires or an illegal card reader over the keypad. These overlays can result in an attacker capturing the PIN, skimming the card, hiding tamper evidence, or changing the operation of the terminal.

Placing covers over or around devices could also conceal the presence of card skimmers or other physical evidence that the device has been compromised. This risk exists even when the overlay is considered to be transparent, as it takes only a small degree of opaqueness to camouflage or conceal the presence of a wire or sensor intended to capture payment card data.

RETAIL OPERATIONS

The lifeblood of the retail store is store operations. This is where your reopening begins, with a store restart checklist. Beginning with the parking lot and ending with the store back-office functionality and including everything in between. The necessary changes to store operations will vary according to the status of the virus outbreak under the three-phase model, as well as the retail category.

As we move into reopening, retailers should allocate as many in-store employees as possible to customer service, keeping items in stock, and picking and packing. Cross-training employees, or closing lower-priority aisles, can help ensure the completion of high-priority work. Retailers of all kinds can partially compensate for reduced foot traffic by accelerating online and curbside fulfillment. That means ensuring that suppliers can quickly ship inventory in critical categories and product ranges to fulfillment centers or stores (for click and collect).

> Restart/put store operations and online fulfillment into crisis mode.
> Increase stock levels for high-demand items, and use customer data to identify substitutable brands or SKUs.
> Prepare adjustments to pricing/promotions/markdowns.
> Collaborate closely with suppliers to streamline logistics, manufacturing, deliveries and merchandising.
> **Limiting quantity/purchase restrictions on items**
> **Limiting returns and handling non-returnable items**
> Gradually restart automatic or algorithmic buying systems
> Use Operational Tips and Best Practices guidance to **improve throughput during high demand**
> Start to re-tool using data and analytics capabilities to track changes in demand and consumer behavior as they crystallize over the coming months.

RETAIL OPERATIONS

Limiting quantity/purchase restrictions on items

Whether you need the tools to increase cashier productivity, reduce the hassles of everyday operations or deliver better, faster more personalized service to shoppers, Toshiba POS applications can help you create a checkout experience that's as dynamic as your business. With easy to use toolsets that limit the quantity or purchase restrictions on items, Limit returns/non-returnable items, or want to simply improve throughput during high demand, Toshiba POS applications provide the path to re-engaging the consumer and developing a technology strategy to delivering unique experiences and restoring retail confidence.

STORE NETWORK & BACK OFFICE

Along with re-enabling your retail store operations comes restarting your store IT network infrastructure which includes the likes of POS, self-checkout lanes, printers, payment terminals, peripherals, network software and systems management tools among others.

The checklist alone for the POS systems and the self-checkout lanes are lengthy, not to mention adding in the administrative tasks that may remain prior to your store closure like the backlog of outstanding user requests or any outstanding POS hardware and software patches and updates. And now due to the pandemic your retail IT organizations are consumed with maintaining applications and networks as well as supporting remote work environments and researching the capacity to scale up mobile programs to institute critical programs like BOPIS and Mobile POS program like curbside pick-up when your retail stores are closed to foot traffic for containment.

> Manage outstanding network hardware and software updates, patches.
> Backlog of outstanding user requests
> Data cleansing
> POS hardware upgrades and fixture updates
> Analysis of past help desk tickets
> **Network telemetry, health of systems, systems management**
> **Employee work from home, retail remote support**
> **Deploying test environments in the home**
> Limit deploying non-mission critical updates or changes to code base
> Watch for innovations and new business models that helped locked-down consumers and still apply now

STORE NETWORK & BACK OFFICE

Modular approach to <u>Systems Management</u>

How would your retail business be different if your store-level systems could warn you about inventory and health status problems before they become critical issues? Understanding your store's equipment has never been more important and just knowing about a problem isn't always enough – you also need to be able to investigate further and resolve problems before these problems become issues for your customers. Mapping and understanding your store infrastructure, in its current state, is the best way to mitigate cybersecurity or performance issues. Toshiba's modular approach to <u>Systems Management</u> gives you the flexibility to choose a solution design that meets your needs and can even complement any existing retail IT solutions with a platform that's designed for retail's nuances and specialized equipment.

STORE NETWORK & BACK OFFICE

Retail remote support/employee work from home

One of the advantages of secure remote access is the ability to troubleshoot from across the world, or just across a desk. Help desk technicians can field calls from users and quickly identify problems thanks to remote desktop tools that give them access to a user's device as well as the ability to be used for remote support and accessing both the POS controllers and the POS registers. This ensures that production can continue with little delay, especially when travel is limited.

No matter what size organization you have, remote work is more common than ever. And with the COVID-19 pandemic, more and more businesses are having to rethink the way they operate. With Netop® Remote Control remote access, employees can safely work from any device, platform, or network at their home office. Remote desktop functions allow them to remotely access important files and share their screen for troubleshooting as well as setting up testing labs at home. With the ability to log all activity occurring in a network from video sessions to individual user authentication, these logs provide details about who is accessing your network, when, how, and what they're doing there, so you'll always know what's going on.

Deploying test environments in the home

Test systems can be deployed to employee homes using a VM image on a PC or Controller/Terminals via McAfee® Embedded Control for retail which maintains the integrity of your POS systems, kiosks, or other embedded systems by only allowing authorized code to run and authorized changes to be made. It is the cost-effective, quick-to-deploy software solution that resolves software security, change control, and compliance issues for the lifetime of your retail system.
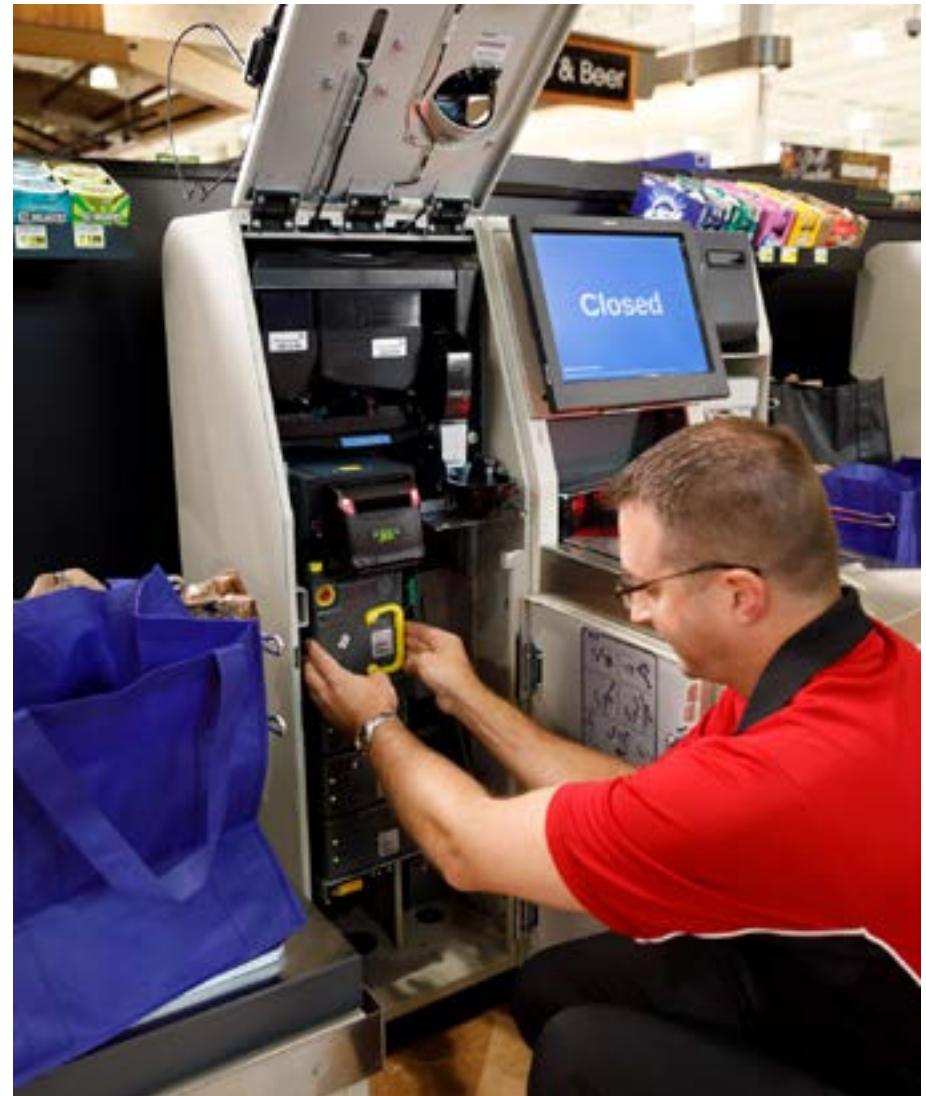
REOPENING ASSISTANCE/MAINTENANCE

COVID-19 is a pandemic. In situations such as this, mission-critical facilities like data centers and other key critical maintenance level infrastructure services face challenges, due to both the risk of unavailability of key staff through illness or quarantine and other long-term impacts that might affect the ability of the operator to maintain continuous availability.

One thing all retail businesses hold in common, though, is their priorities: the health and safety of their staff, partners and customers; business continuity; and compliance with the guidelines and regulations issued by public health and government agencies. The use of automation and remote monitoring can enable facilities to operate more effectively, and for longer, with less need for on-site staff. The pandemic may accelerate the long-term trend in this direction.

Toshiba Global Services has a portfolio of offerings that are top of mind during this pandemic and may be key to solving some of your current issues, or supplementing your current staff:

REOPENING ASSISTANCE/MAINTENANCE

› **Maintenance services** to business partners and clients as an alternative if unable to handle higher than normal break/fix demand

› **Preventative maintenance** on SCO and POS equipment. We have determined a potential reduction in SCO services calls of 25% when doing preventative maintenance on bill recyclers.

› **Advanced exchange and depot support** on Pin Pads. Key injection would be customer responsibility and would be done by Verifone/Ingenico. We could load a customer image onto the Pin Pads as necessary. We've seen an increase in calls due to incorrect cleaning of Pin Pads.

› **Maintenance services to 3rd party maintainers** that might be overwhelmed due to higher than normal break/fix demand

› **Deployment services for retailers who currently have closed stores.** Now is a good time to do the projects you've have been putting off – like remodels, upgrades, IMACs activity, etc.

› **Successfully reboot operations** - working with retailers who have temporarily closed stores to help them clean and make necessary in-store updates to ensure they can successfully reboot operations when the time comes.

› **Secure remote access and remote resolve** – We can also help your enterprise teams with secure, remote access to your enterprise IT systems. Do you have IT staff working remotely to support your stores today? Do you need to supplement your team?

› **Problem mitigation and issue resolution** – Like ourselves we know when we don't feel well, so does our equipment. From client to cloud we give you the visibility you have lost in recent weeks and the comfort of knowing up front should an issue be growing.

› **Planning and operation** – Having a view to if the printer will issue a receipt, the scanner is mis-scanning, slowing throughput or if the cash drawer will open to take payment.

REOPENING ASSISTANCE/MAINTENANCE

<u>Proactive Availability Services</u>:

Do you have visibility into the health and operations of your retail store in real time? That's critical in today's environment with all eyes on the consumer, safety and social distancing, you need your store operations to function as if it were on auto-pilot. Toshiba Proactive Availability Services brings retailers insights through a remote monitoring service that assesses store health, detects issues, and provides time sensitive and actionable insights as it learns through advanced analytics and artificial intelligence, moving the current retail maintenance model from reactive to proactive and ultimately predictive. Proactive Availability Services IT system remote-detection and intervention cloud-based service optimizes retail IT system maintenance by coordinating three distinct elements:

> A system that logs and tags hardware and software stack alerts, inventory, telemetry and custom metrics

> A command center that diagnoses and intervenes remotely on actionable events in real-time

> A highly-trained technician field force that executes custom preventive maintenance programs and emergency on-site interventions

While Proactive Availability Services can be used as a standalone offering (without tech field support), where the technology provides monitoring, remote fix (as needed), and third-party notification (interfacing with a customer's existing ticket system, or other method of notification the customer requires), the true power comes from Toshiba's orchestration of the total solution.

CONCLUSION

The country is slowly getting back to normal. But there's still a long way to go as many states remain under some form of lockdown and consumers may not be eager to go into physical locations – whether because of lingering fears of infection or as a result of the economic impacts of the pandemic.

Retailers should use this time to put phased opening plans together based on the combination of State and CDC guidelines, with a continued focus on store operations, contactless commerce and digital fulfillment so they are ready when the restrictions are fully lifted. We know this is a difficult time and hope that this information and the checklists that we have shared will at least give you a head start at designing your reopening blueprint.

At Toshiba Global Commerce Solutions, we specialize in the issues facing retail businesses and want to help you thrive during these tough times and make it easier for you to start serving customers and getting your retail business back to profitability.

We encourage you to review the resources we have shared in this guide, and then reach out to us and let us know how we can help you prepare for a phased reopening, successful journey to a post-COVID economy and strategically collaborating to bring new life to this vital industry moving forward - re-invigorating the future of retail.

POINT-OF-SALE RESTART CHECKLIST

Grounding the work area:

☐ Prevent static damage at the work area

☐ Cover the work area with approved static-dissipative material

☐ Provide a wrist-strap connected to the work surface and properly grounded tools

☐ Use static-dissipative mats, foot straps, or air ionizers to give added protection

☐ Turn off power and input signals

☐ Keep work area free of nonconductive materials such as styrofoam and ordinary plastic

☐ Use safety glasses with side shields and gloves

Routine care and maintenance:

☐ Turn off the POS system and monitor

☐ Unplug the power cord from the POS system and monitor

☐ Follow the Toshiba recommended cleaning guidelines to clean the POS case

☐ Follow the Toshiba recommended cleaning guidelines to clean the monitor or touch screen

☐ Follow the Toshiba recommended cleaning guidelines to clean the self-checkout equipment

☐ Remove all cables from I/O ports and label

☐ Clean I/O ports and fan area - use a battery powered vaccuum to remove any debris

Cleaning peripherals:

☐ Disconnect the keyboard and mouse from the POS system

☐ Use a battery powered vaccuum (on a low setting) to remove any debris between the keys

☐ Use a clean, dry cloth and isopropyl alcohol to clean the buildup on the keyboard keys

☐ Wipe the body of the mouse with cleaning wipes or a cloth and cleanser

☐ Turn the mouse body upside down and clean the LED bulb with a cotton swab dampened with isopropyl alcohol

☐ Swipe a standard cleaning card throught MSR a few times

☐ In lieu of a standard cleaning card, you can create one by putting a thin, oil-free cloth around a credit card

☐ Apply a piece of cellophane tape to the fingerprint reader window and then peel away or apply glass cleaner to a soft cloth and gently wipe

POINT-OF-SALE RESTART CHECKLIST

Check all cabling:

☐ Remove the rear cable cover and locate the connectors on the I/O module of the system unit

☐ Make sure the ethernet and other signal cables to the connectors on the I/O modules of the system are fully re-connected

Power-up/preliminary checklist:

If your system is more than 6 years old, you may need to change the CMOS battery on the system board if the power has been off in your store

☐ When you power on the Toshiba POS system, it performs a power-on-self-test (POST)

☐ Check the event log from the POST to diagnose a potential problem

Update the BIOS:

☐ Using the CMOS Setup Utility Menus and Options

☐ Press the Delete or DEL key on an attached keyboard during the POST when prompted or tap the Setup icon two times.

☐ Once POST completes the CMOS Setup Utility will run

CMOS utility menus and options:

☐ Date, month, time, ethernet MAC address, memory size, system serial number, system I/O serial ports, CPU information

☐ Peripheral related devices, boot event logs, devices, boot priority, security (system password), power management options

☐ Restoring and clearing CMOS settings if memory becomes corrupted and system doesn't boot - reset CMOS jumper

System start-up:

☐ Validate register connectivity

☐ Make sure register is on correct date

☐ Make sure latest POS item build is on register

☐ Validate the employee passworkds are ready for reset

☐ Validate till fund

☐ Inspect/validate payment device

SELF-CHECKOUT RESTART CHECKLIST

Power

- ☐ Check power cables
- ☐ Check UPS and ensure battery is charged

Main (core) module

- ☐ Follow the Toshiba recommended cleaning guidelines to clean the monitor or touch screen
- ☐ Follow the manufacturer's recommended cleaning guidelines to clean the pinpad
- ☐ Follow the Toshiba recommended cleaning guidelines to clean the external printer surface
- ☐ Load paper in the printer (wear gloves to prevent contaminating the paper roll)
- ☐ Follow the Toshiba recommended cleaning guidelines to clean the scanner scale and the area around it
- ☐ Follow the Toshiba recommended cleaning guidelines to clean Catalina or other printer attached to the lane
- ☐ Follow the Toshiba recommended cleaning guidelines to clean the hand scanner (if using) and the cradle
- ☐ Follow recommended procedures to clean merchandise racks and merchandise around the lane

- ☐ Clean and disinfect the outside of the bill acceptor/dispenser and the coin acceptor/dispenser including the coin cup
- ☐ Clean and disinfect the outside of the coupon acceptor and surounding area and coupon box (do not go inside the coupon sensor assembly)
- ☐ Ensure that you order bills and coins from the bank and that you have sufficient cash for all the lanes. Use gloves when handling cash
- ☐ Run cash diagnostics to ensure cash machine is working, and a test transaction to test POS connectivity and the printer

Bagging stations

- ☐ Clean the bag racks and bagging station area
- ☐ Install plastic bags (wear gloves to prevent contaminating the handles)
- ☐ Clean any paper or reusable bag holder or rack

Belted lanes

- ☐ Open the lanes and run the belts to clean them with a solution of isoprophyl alcohol
- ☐ Clean and disinfect the rollers and the surfaces of the bagging station

SELF-CHECKOUT RESTART CHECKLIST

☐ Clean and disinfect the soft-good shelf and any bag racks installed on the lane

☐ Clean the sides of the lane and the area where paper bags are kept

☐ Clean and disinfect the debris trays under the belts

☐ Clean the plexiglass item security shields (make sure the lane is closed when doing this)

Payment station

☐ Follow the Toshiba recommended cleaning guidelines to clean the POS case

☐ Follow the Toshiba recommended cleaning guidelines to clean the monitor or touch screen

☐ Follow the Toshiba recommended cleaning guidelines to clean the self-checkout equipment

☐ Follow the Toshiba recommended cleaning guidelines to clean the POS keyboard

☐ Follow the Toshiba recommended cleaning guidelines to clean the 2x20 display and pole

☐ Cleaning I/O ports and fan area - use a battery powered vaccuum to remove any debris

☐ Clean and disinfect the cabinet and shopper shelf

☐ Follow the manufacturer's recommended cleaning guidelines to clean the pinpad

☐ Follow the manufacturer's recommended cleaning guidelines to clean the hand-held scanner and cradle

☐ Follow the manufacturer's recommended cleaning guidelines to clean the scanner-scale if installed

☐ Follow the manufacturer's recommended cleaning guidelines to clean the cash drawer front, top and each of the bill and coin compartments

System healthcheck

☐ Run the CHEC Lane Healthcheck to ensure lanes are replicating

☐ CHEC and verify the EAS systems. Ensure the EAS controllers are turned on

☐ If you are using contactless-enabled pin pads, add some signage to encourage use of the contactless payment option

TOTAL STORE REOPENING CHECKLIST

TASKS

Inspect overall condition of buildings:

- ☐ Roof
- ☐ Store exterior
- ☐ Windows
- ☐ Parking lot and parking lot lighting

Validate store support equipment are functioning:

- ☐ HVAC
- ☐ Plumbing
- ☐ Refrigeration

Validate utilities are functioning:

- ☐ Gas
- ☐ Water
- ☐ Electric
- ☐ Phone

External vendors:

- ☐ Validate security systems
- ☐ Validate/schedule armored car service
- ☐ Ensure no issues with pests
- ☐ Notify property management of intent to open (schedule parking lot lights) and any issues

- ☐ Notify store cleaning service of open date and schedule
- ☐ Notify police of opening
- ☐ Notify third-party store delivery services

Process any outstanding deliveries:

- ☐ Process any stock physically received but not received into inventory
- ☐ Cancel or schedule any DC deliveries as needed
- ☐ Cancel or schedule any direct-to-store deliveries as needed

Modify return policy:

- ☐ Process any outstanding returns
- ☐ Validate new return terms on POS receipt
- ☐ Schedule any deliveries and pickups
- ☐ Approach to consignment goods
- ☐ Approach to same store sales report for closed store dates

Process store merchandise:

- ☐ Perform full store inventory
- ☐ Dispose of any perishables
- ☐ Process any RTV, RTS and write-offs

- ☐ Process any damages
- ☐ Segregate seasonal merchandise
- ☐ Decide markdown vs put-away at DC or store for next season
- ☐ Transfer put-away back to DC
- ☐ Markdown dispositioned stock
- ☐ Account for any customer owned goods
- ☐ Account for any undelivered BOPIS
- ☐ Change/update any signage

Outstanding layaways:

- ☐ Run full layaway report
- ☐ Contact any customers with completed or canceled layaways
- ☐ Contact customer for product disposition
- ☐ Modify terms on any customer Layaways for customer wishes
- ☐ Return products to stock for any canceled layaways
- ☐ Respace racks
- ☐ Respace registers
- ☐ Modify fitting rooms

TOTAL STORE REOPENING CHECKLIST

CLEANING AND SANITIZING

☐ Remove garbage - including perishables

Sanitize store:

☐ Obtain cleaning products that are on the CDC's cleaning list

☐ Create cleaning "kits" including disinfectant wipes or sprays, disposable gloves, paper towels, masks, hand sanitizer and other cleaning supplies are readily accessible throughout store, including point of sale terminals and other stations that will be cleaned throughout the day

☐ Implement a cleaning regiment that frequently touched surfaces and spaces, which are most likely to result in the transmission of communicable diseases

☐ Shopping carts and baskets

☐ Door and drawer handles

☐ Light and other power switches (consider signage to keep lights on at all times, or utilizing exiting motion sensor capabilities)

☐ Shared tools such as pricing guns, pallet jacks, tape guns, box cutters, etc.

☐ Vending machines and self-serve kiosks

Sanitize public restrooms:

☐ Door handles and flush levers

☐ Toilet bowl and toilet paper holder

☐ Sinks and faucets

☐ Paper towel holders and/or air dryers

☐ Diaper-changing stations

☐ Store/back office restrooms

☐ Breakrooms - refrigerators, microwave, and other frequently touched objects and surfaces in employee breakroom, chairs, tables, and benches

☐ Locker rooms - chair and benches

☐ Stock room

☐ Warehouse

☐ Showroom -fixtures with handles or pulls, Any other identified "high-touch" surfaces

☐ Add customer and employee Sanitation centers - paper towels, hand-sanitizer

Sanitize point-of-sale/self-checkout:

☐ Cash register, including touch screens, keyboards, mouse

☐ PIN pads (touch screen, keypad, and pen)

☐ Checkout counter and/or conveyor belt

☐ Cabinet pulls

☐ Checkout dividers

FLOOR/SPACE SET UP

Sign one-way aisles:

☐ Place 6 ft social distancing lines in queue at checkout

☐ Place 6 ft social distancing lines in queue outside store for entry

Re-stock register stock items:

☐ Receipt paper

☐ Front desk printer paper

☐ Staples

☐ Paper clips

☐ Bags

TOTAL STORE REOPENING CHECKLIST

Safe fund:

- ☐ Reconcile safe amount
- ☐ Reconcile till amount
- ☐ Reconcile any deposits not made to bank
- ☐ Reconcile any checks not deposited
- ☐ Reconcile any outstanding paid ins or paid out
- ☐ Notify armor car of any change fund requirements and pick-ups

STAFF / POLICIES:

Staff scheduling:

- ☐ Reset employee passwords
- ☐ Create new staff schedule with modified store hours
- ☐ Validate timeclocks

Staff prep and readiness:

- ☐ Confirm employee health and readiness to return to work
- ☐ Communicate reopening schedule as soon as possible with employees
- ☐ Create and post shift schedules as soon as possible
- ☐ Employees are scheduled in small groups during store setup for reopening

- ☐ Distribute and log store keys
- ☐ Have employees sign-off on new policies and procedures
- ☐ Notify any employees that will not be brought back

Post new policies:

- ☐ Return policy
- ☐ Store hours
- ☐ Employee sanitation (include temperature taking, grouping, and breaks)
- ☐ Customer sanitation (including santitation locations and any in-store traffic flows)
- ☐ Restroom sanitation
- ☐ Fitting room sanitation
- ☐ Stock room/warehouse/showroom sanitation
- ☐ Timeclock sanitation
- ☐ Gloves and masks - PPE at all times, Designate receptacles for discarded masks & PPE
- ☐ Handwashing
- ☐ Notify alarm company (reset passwords and removed laid-off employees)

COMPANY LEADERSHIP:

Modify or re-enforce return/restock policies:

- ☐ Basic apparel returns
- ☐ Footwear
- ☐ Layaway return to stock
- ☐ Fitting room items
- ☐ Furniture and bedding
- ☐ Perishables

Sanitation policies:

- ☐ Set-up of santitation center guidelines
- ☐ Sanitation of the timeclocks guidelines
- ☐ Modify or re-enforce store hours
- ☐ Modify or re-enforce employee sanitation policies
- ☐ Modify or re-enforce customer sanitation policies (entry, fitting room, restroom)

Determine last year sales of closed period and create proforma for missing closed stores for:

- ☐ Replenishment system
- ☐ Allocation system
- ☐ Planning system

TOTAL STORE REOPENING CHECKLIST

Customer notification:

- ☐ Update website and social media
- ☐ Press release
- ☐ Notify customers on loyalty program

Employee training:

- ☐ Social distancing guidelines and expectations
- ☐ How to monitor personal health and body temperature at home
- ☐ How to properly wear, remove, and dispose of face masks and PPE
- ☐ Guidance on how to launder cloth face masks and uniforms
- ☐ Cleaning protocol, including how to safely and effectively use cleaning supplies
- ☐ Videos on changes
- ☐ Update any training collateral

Store count impact:

- ☐ Determine which store will be closed (follow standard store closing procedures)
- ☐ Update store opening schedule
- ☐ Update store remodel schedule

Customer financing:

- ☐ Determine approach to any items financed by customers with a third-party vendor
- ☐ Approach to delinquencies
- ☐ Make revisions to terms/length as decided
- ☐ Personally notify customers of changes
- ☐ Modify company financial forecast for the year
- ☐ Modify any company incentives for the year (store/staff bonus, profit sharing, etc.)
- ☐ Corporate customer systems

Help desk:

- ☐ Apprise of any policy and procedure changes
- ☐ Provide store opening schedule
- ☐ Apprise of any aged inventory changes

Customer service:

- ☐ Follow-up on outstanding service calls

- ☐ Respond to customer messages and emails
- ☐ Follow-up on social media and web inquiries

E-commerce and custom communication:

- ☐ Update website with any new policies, procedures, store hours (include new sanitation practices)
- ☐ Email/text existing customer database on new policies/ procedures, etc.

New items/controls:

- ☐ Customer communication process at store level
- ☐ Customer/employee health monitoring (e.g., temperature checks)
- ☐ Store traffic monitoring
- ☐ Daily sterilization task list

Store network services and devices:

- ☐ Store network
- ☐ Store public network
- ☐ Store internet and intranet
- ☐ Traffic counters

TOSHIBA