

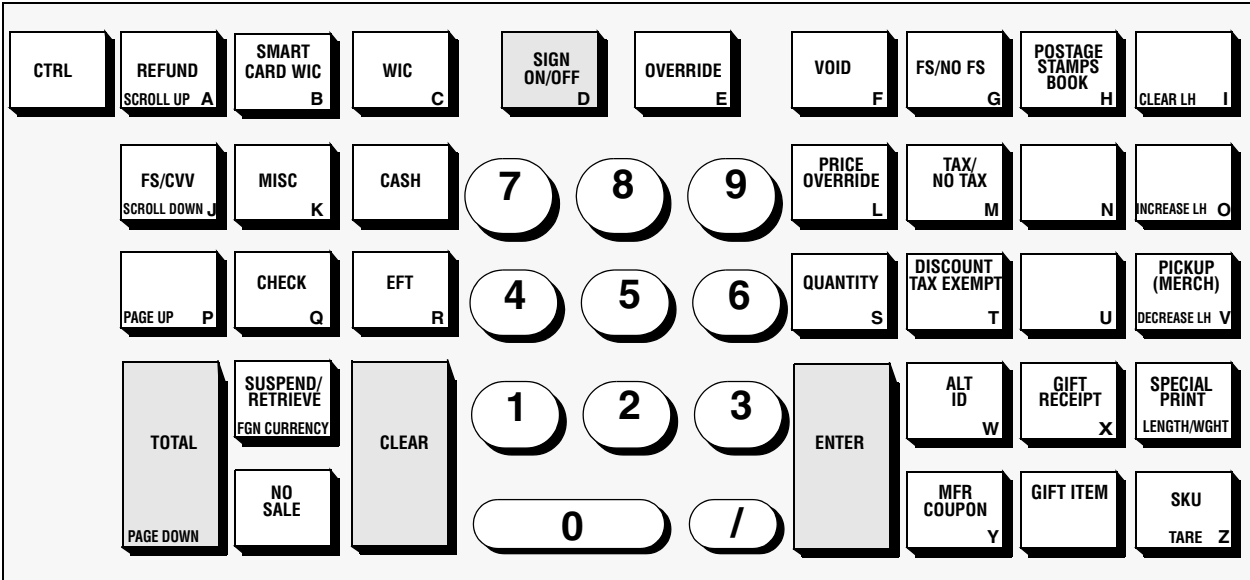
POS Keyboard Update Reference

MARCH 2014

WHAT'S NEW?

Beginning the morning of March 18th all POS checkstand keyboards at your store will be changed to the new Kroger standard POS keyboard. Shown below is the new keyboard layout.

New keyboard (beginning March 18):

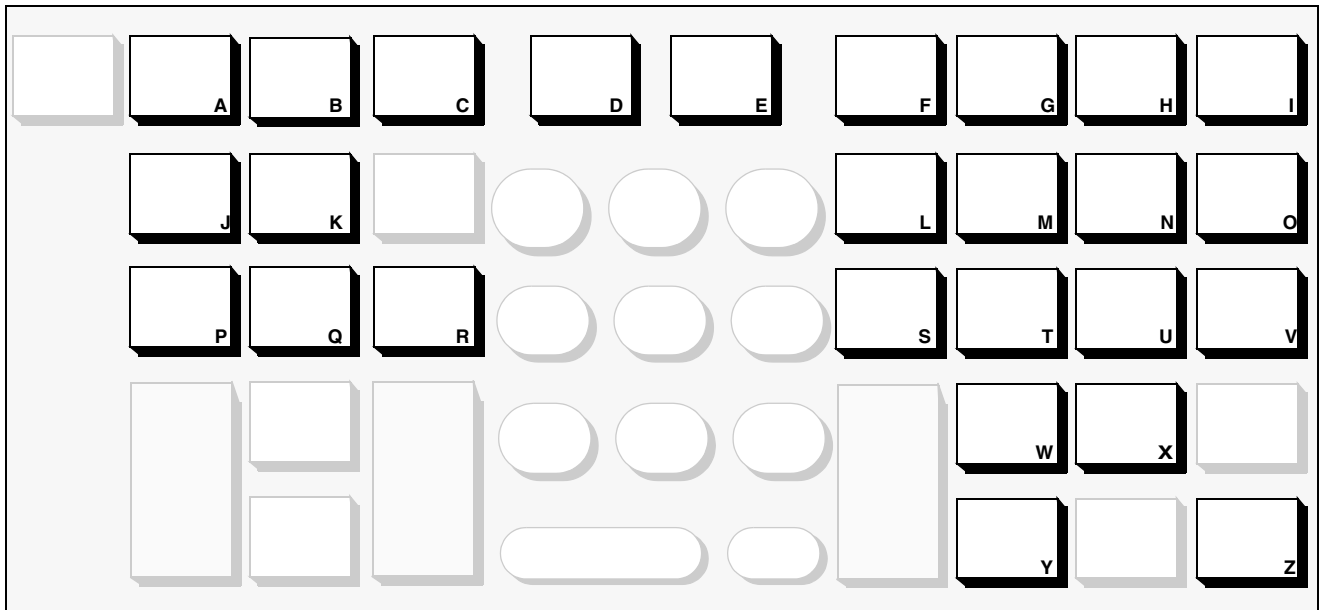


WORLD-CLASS CUSTOMER SERVICE

The keyboard change will certainly affect your performance when processing a transaction, but should not affect your interactions with Customers. When you're struggling to find a particular key on the new keyboard during a Customer transaction, be patient and stay positive.

ALPHABETIC KEYS

Keys for letters (A, B, C, etc.) are arranged horizontally instead of vertically.



REVISED PROCEDURES

Manufacturer Coupons (within a transaction)

When a manufacturer's coupon cannot be scanned within a transaction, follow the steps below to apply the discount:

1. Review the coupon:
 - Specified brand?
 - Expiration date?
 - Correct number of items?
 - One coupon per item?
2. Press **<Total>**.
Result: B608 REWARDS CARD? CLEAR TO CONTINUE appears.
3. Press **<Clear>**.
4. Key the dollar amount of the coupon.
5. Press **<Price Override>**.
6. If the item is food stampable, then enter PLU number **999901**.
7. If the item is NOT food stampable, then enter PLU number **999902**.
8. Press **<Enter>**.
9. If the coupon allows a free item, write the price in the space provided or on the front of the coupon.
10. Put the coupon in the coupons envelope.

Void a Non-Scannable Manufacturer's Coupon

1. Press **<Void>**.
2. Key the amount of the coupon.
3. Press **<Price Override>**.
4. If the coupon is food stampable, key PLU **999901** or **999902** if it is not food stampable.
5. Press **<Enter>**.

Void a (Manual) Tare

1. <Void>
2. Key the appropriate tare code.
3. <Ctrl>+<Tare>
4. Key the true weight (in parentheses on the receipt).
5. <Ctrl>+<Length/Wght>
6. Key the PLU.
7. <Enter>

Note:If the item is with a coupon, void the total weight (true weight plus tare weight) which is outside parentheses on the receipt.

WIC “Fresh Choices” CVV

1. Check the dates in the “First Day to Use” and “Last Day to Use” boxes. Do not accept any CVVs before or after these dates.

Note:Remember — because a CVV is not processed like a standard WIC voucher, the POS **will not** prompt you to enter dates. If you accept a WIC check before or after the dates printed, Fred Meyer **will not** be paid for that voucher.
2. Ring the fruits and vegetables. Ensure that all items scanned are WIC-authorized and that no other items are scanned in this transaction.

Note:Remember — because a CVV is not processed like a standard WIC voucher, the POS **will not** automatically “flag” items that are not WIC-authorized.
3. Press <Total>.

Result: B608 REWARDS CARD? CLEAR TO CONTINUE appears.
4. Press <Clear>.
5. Scan the Customer’s Rewards card.
6. Write in the purchase amount up to the face value printed on the CVV in the “Actual Amount of Sale” box.

Note:If there is a balance owed, the Customer may pay the balance with any other form of accepted tender, or use another WIC cash value voucher.

Note:If no balance is owed, **no change** is to be given to the Customer.
7. Have the Customer sign the check.
8. Verify the Customer’s signature.
9. Press <FS/CVV> and then <Total>.
10. Press **3** and then </>.
11. Key the dollar amount written in the “Actual Amount of Sale” box (not the dollar amount of the voucher).

Note:DO NOT press <Check Tender>.

Note:If the dollar amount of the transaction exceeds the amount of the CVV, the Customer pays the remaining balance with any approved tender, including another CVV.
12. Press <FS/CVV>.
13. Insert the CVV into the MICR reader/printer.

Result: The message B870 VERIFY THE SIGNATURE ON CHECK appears.
14. Press <Clear>.

Result: The register verifies the account.
15. Remove the verified CVV and secure it in the cash drawer.

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