Point of Sale Keyboard Update Implementation Memo

To: ☒   **Store Directors**
        ☒   **Food, Apparel, Home, Home Electronics, Pharmacy, Loss Prevention, and Customer Service Managers**
        ☒   **HRR/HRAs**

cc: ☒   **District Managers**
        ☒   **District Front End, Operations, Food, Apparel, Home, Home Electronics, Pharmacy, Loss Prevention, and Human Resources Coordinators**
        ☒

From: **— Senior Director, Store Operations**

Date: **February 28, 2014**

What's New?

All Fred Meyer stores' point of sale keyboards and keyboard software will be updated on March 18. This update means that some keys will change position, have different names, or be completely new. Some keys will remain unchanged.

After the store closes March 17th, the Assistant CSM and Closing CCK PIC will update each checkstand's keyboard in the store with new key caps and key labels. The POS system software will also be updated to work with the new keyboard layout.

What are the Benefits?

This keyboard update is a Kroger-wide initiative that will create a uniform keyboard layout across all Kroger divisions instead of each division having its own keyboard layout. This creates a more centralized and efficient POS system that is easier and more cost-effective to maintain and support.

With all Kroger divisions sharing the same keyboard layout and software, future enterprise-wide updates to the keyboard can be made much quicker. Also, with the same keyboard layout used across all divisions, cashier-trained Associates can transfer across divisions with little or no additional keyboard operation training.

Who's Affected by the Keyboard Update?

All cashier-trained Associates will receive hands-on training for using the new keyboard.

Materials

The following materials are required to implement the keyboard update. All documents are included with this memo.

- ❑ Implementation Memo*
- ❑ *POS Keyboard Installation* instructions*
- ❑ Key caps - standard keyboard
- ❑ Key caps - Self-Checkout Attendant Station keyboard
- ❑ Key templates/labels

Training Materials

- ❑ *POS Keyboard Update Reference* (1 per checkstand)*
- ❑ *POS Keyboard Training Scenarios* (12 copies - 1 for each training checkstand)*
- ❑ *POS Keyboard Key Name Word Search* (1 per Associate)* a paper-and-pencil exercise
- ❑ Training checks (50)
- ❑ Training debit cards (2)

Reference Materials

- ❑ *RET0020 Point of Sale Ringing Guide* (quantity depends on the number of checkstands at each store)

* Available online at FMInfo » Education & Training » Stores » Department: Operations/CCK » Front End CCK » Keyboard Update

Installation

On March 17th after the store has closed, the Assistant Customer Service Manager and Closing CCK PIC will follow the *POS Keyboard Installation* instructions, a step-by-step guide to updating all the store's keyboards.

All store keyboards must be updated, including the Garden Center "mobile checkstands" (at applicable stores).

It will take approximately 20 minutes to change out each keyboard's key caps and key labels.

Training

Associates will use the *POS Keyboard Training Scenarios* (along with the training checks and debit cards) to go through various practice scenarios to build familiarity with the new keyboard layout and new procedures.

Associates will use the *POS Keyboard Key Name Word Search*, a paper-and-pencil exercise, to develop familiarity with the new keyboard layout. Each Associate gets a copy to complete.

A copy of the *POS Keyboard Update Reference* will be available at every checkstand on the morning of March 18th. It illustrates how the keyboard has changed (and not changed) and has updated procedures for common tasks that have been affected by the keyboard update.

Huddles

Before March 18th, department managers will meet with their cashier-trained department Associates to explain and review the keyboard update, and explain how Associates will be trained for the keyboard update.

Training on March 18th

For training, on the 18th, two checkstands (operating in training mode) will be designated for training. Each cashier-trained Associate will have 15 minutes before the start of their shift to go through the *POS Keyboard Training Scenarios* document (see page 2).

Training after March 18th

For Associates who are not scheduled on March 18th, their department managers will work with the CSM to ensure these Associates complete their 15 minutes of hands-on training prior to beginning their first shift after March 18th. Hands-on training with the new keyboard layout will continue until all current Associates (as of March 18th) have been trained for the new keyboard.

Note: Cashier training for new hires after March 18th will reflect the new POS keyboard layout.

Z-Codes

The 15 minutes of training each hourly cashier-trained Associate will receive is considered "off the floor" and the applicable z-code may be used to account for that labor.

Conference Call Schedule

The Store Director and Customer Service Manager will participate in a conference call with their District Manager, District Front End Coordinator, and the Main Office:

District	Date	Time
D1	March 10	10 AM (PST)
D2	March 11	3 PM (PST)
D3	March 12	3 PM (PST)
D4	March 11	2 PM (PST)
D5	March 11	1 PM (PST)
D6	March 11	10 AM (PST)
D7	March 12	1 PM (AK time)

Conference call phone number: 877-

Participant number: 375060391

Implementation Tasks

The following information details the responsibilities and tasks to be performed:

THIS PERSON...	PERFORMS THESE TASKS...	WHEN
Store Director	❑ Review and understand all materials.	Upon receipt.

	❑ Meet with all department managers to inform and discuss with them the following:
	  ▪ The POS keyboard update.
	  ▪ The materials and training documents.
	❑ Ensure all Associates understand their tasks and responsibilities as outlined in this implementation memo.
		By March 10th

	❑ Participate in a conference call with the store CSM, District Manager, District Front End Coordinator, and Main Office ( ).	See *Conference Call Schedule* on page 3
	❑ Arrive at the store at 6:00 AM.	March 18th
	❑ Notify the District Front End Coordinator when all of the store's cashier-trained Associates have completed training.	All store Associates have been trained

Department Managers (ALE, FOD, HOM, PEM, PRX)	❑ Huddle with department Associates and…
	  ▪ Explain the POS keyboard update.
	  ▪ Explain that training for the new POS keyboard is at a designated checkstand 15 minutes before the start of their first shift on or after March 18th.
		On or before March 14th

	❑ Direct Associates to the designated training checkstands to complete the POS training scenarios and the *POS Keyboard Update Word Search*. ❑ Ensure all cashiers have completed their training.	March 18th and after (for Associates not working 3/18)
	❑ Notify the Store Director when all of the department's cashier-trained Associates have completed training.	All the department's Associates have been trained
	❑ Schedule opening cashiers to be in at 6:15 AM on March 18th.	Schedule writing day
	❑ Arrive at the store at 6:00 AM and complete hands-on training at the designated training checkstands. **Note:** Managers will assist their Associates with any questions about the new keyboard.	March 18th