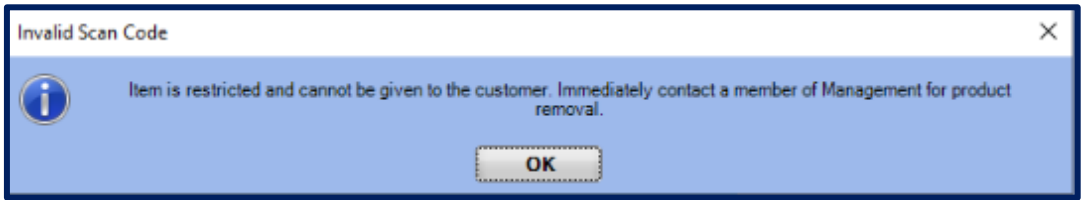

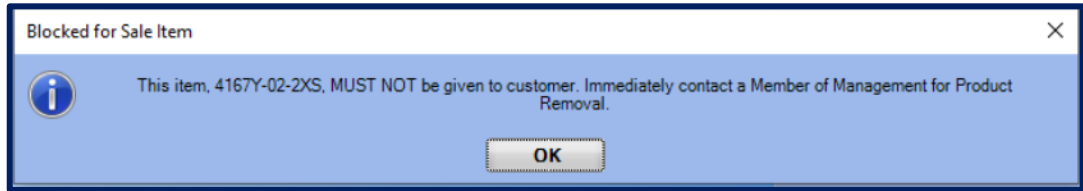


POLICY

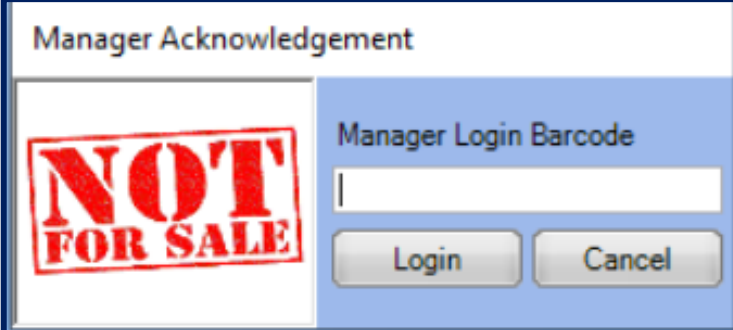
Merchandise may occasionally be recalled or blocked for sale. Following the OMS on-screen messaging and immediately contacting the MOD is vital to protecting our customers.

Please review the below scenarios where you may encounter a recalled or blocked for sale product.

PROCEDURE

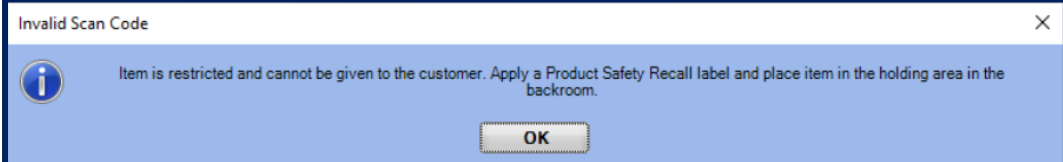
STEP	ACTION	PROCESS
1.	<p>Ship-To-Store If you encounter any of the error messages on the right when processing a ship-to-store pickup, immediately contact the MOD.</p> <p>NOTE Recalled or blocked for sale items MUST NEVER be given to customers.</p>	<ul style="list-style-type: none"> These pop-up messages indicate that an item in the ship-to-store order is recalled or blocked for sale. If one of these messages pop up when picking up a customer's ship-to-store order, please have a manager review immediately. Recalled or blocked for sale products MUST NOT be given to the customer. <div data-bbox="451 1024 1528 1222">  <p>Invalid Scan Code</p> <p>Item is restricted and cannot be given to the customer. Immediately contact a member of Management for product removal.</p> <p>OK</p> </div> <div data-bbox="451 1310 1528 1457">  <p>RECALLED ITEM - DO NOT SELL</p> <p>RECALLED ITEM - DO NOT GIVE. This item, 138JM-01-L, is RECALLED. Do not give to customer. Immediately contact a Member of Management for Product Removal.</p> <p>OK</p> </div> <div data-bbox="451 1537 1528 1726">  <p>Blocked for Sale Item</p> <p>This item, 4167Y-02-2XS, MUST NOT be given to customer. Immediately contact a Member of Management for Product Removal.</p> <p>OK</p> </div>

- This Manager Acknowledgement box appears after the above messages. By acknowledging, managers are ensuring that the product recall/blocked for sale item is removed from the package, returned, and placed in the backroom holding area.

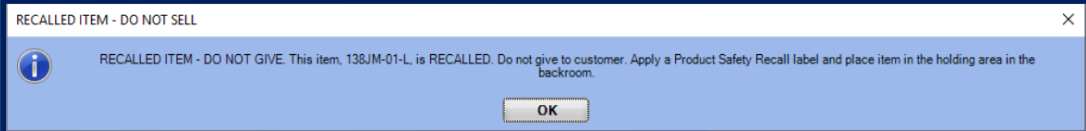


The dialog box is titled "Manager Acknowledgement". It features a red stamp that reads "NOT FOR SALE" on the left side. On the right side, there is a label "Manager Login Barcode" above a text input field. Below the input field are two buttons: "Login" and "Cancel".

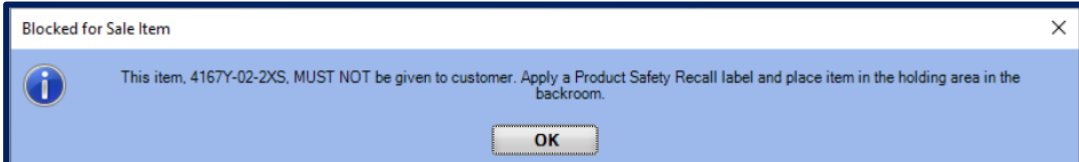
- After manager acknowledgment, the messages below pop up.



The message box is titled "Invalid Scan Code". It contains an information icon (i) and the text: "Item is restricted and cannot be given to the customer. Apply a Product Safety Recall label and place item in the holding area in the backroom." There is an "OK" button at the bottom.



The message box is titled "RECALLED ITEM - DO NOT SELL". It contains an information icon (i) and the text: "RECALLED ITEM - DO NOT GIVE. This item, 138JM-01-L, is RECALLED. Do not give to customer. Apply a Product Safety Recall label and place item in the holding area in the backroom." There is an "OK" button at the bottom.



The message box is titled "Blocked for Sale Item". It contains an information icon (i) and the text: "This item, 4167Y-02-2XS, MUST NOT be given to customer. Apply a Product Safety Recall label and place item in the holding area in the backroom." There is an "OK" button at the bottom.

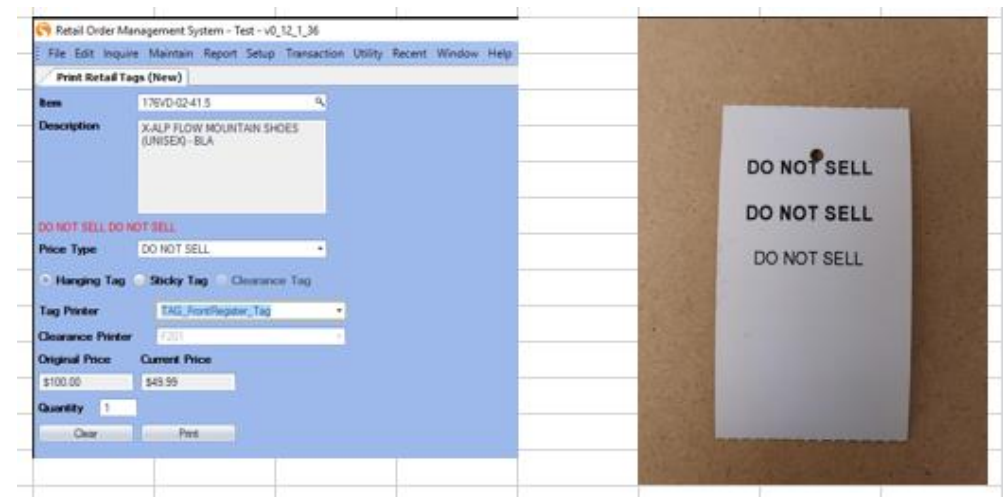
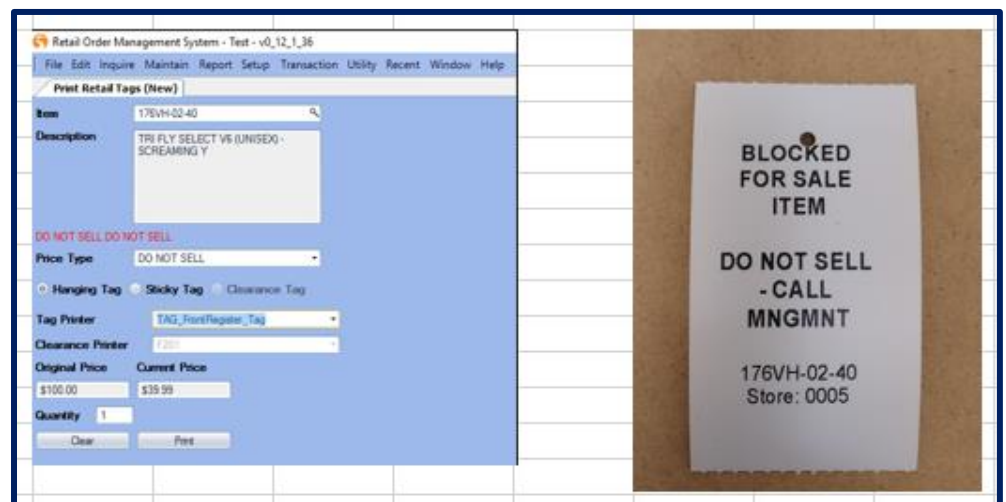
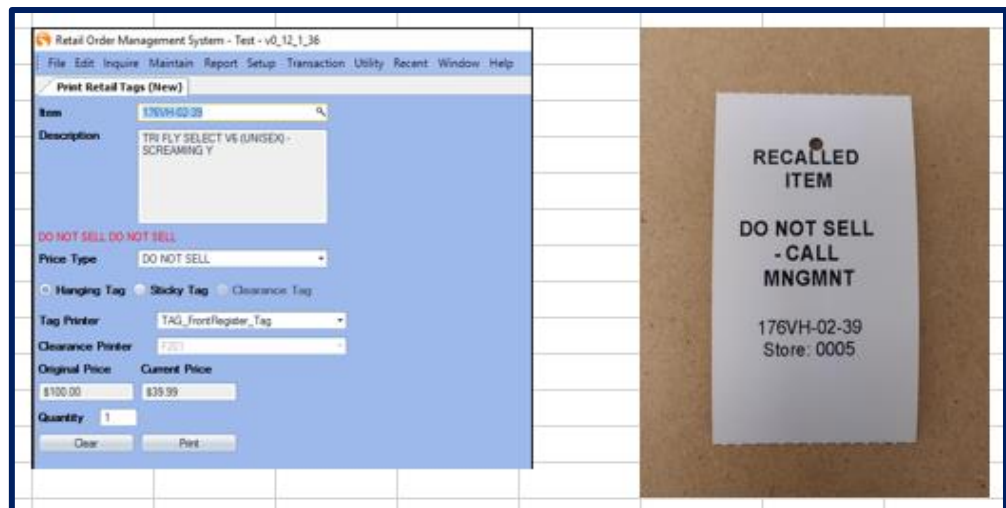
NOTE


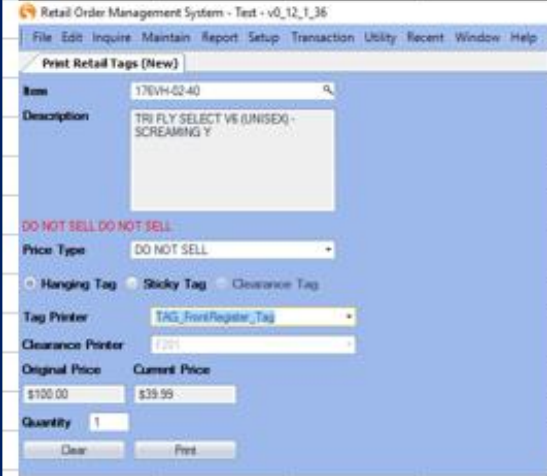
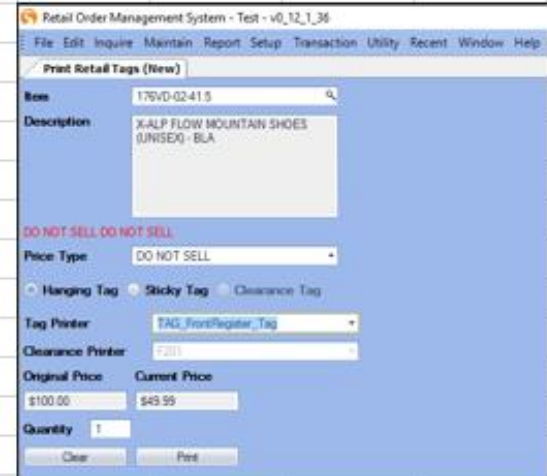

Recalled or blocked for sale items MUST NEVER be given to customers.

- Once the items have been returned, they must be placed in the designated holding area in the backroom.
- ALL effected merchandise must be immediately returned via the normal POS Return process.

2. Printing Retail Tags

- If you need to reprint a recalled or blocked for sale item's retail tag, you may follow the normal print retail tag steps. Here are some examples of the tags that will print:



3. Markdown Processing

- When scanning markdowns, if you encounter either of these errors below, immediately contact management for the product's removal from the sales floor. The product must be held in the designated holding area in the backroom.

