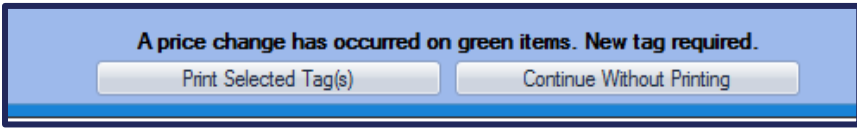
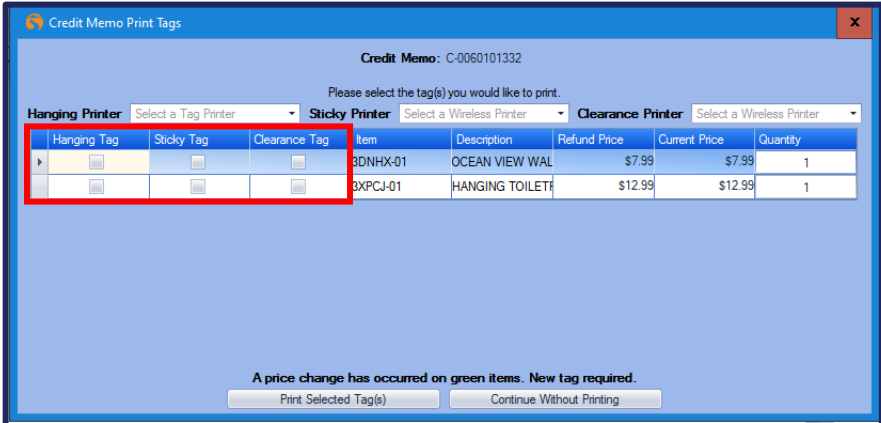


PURPOSE

This standard Operating Procedure provides stores with recommended best practices for properly researching and reticketing merchandise with an unreadable or missing Sierra price tag. Properly researching and reticketing merchandise is critical to maintaining the best customer experience, reducing shrink, and protecting pricing integrity.

RETICKETING - MERCHANDISE RETURNS

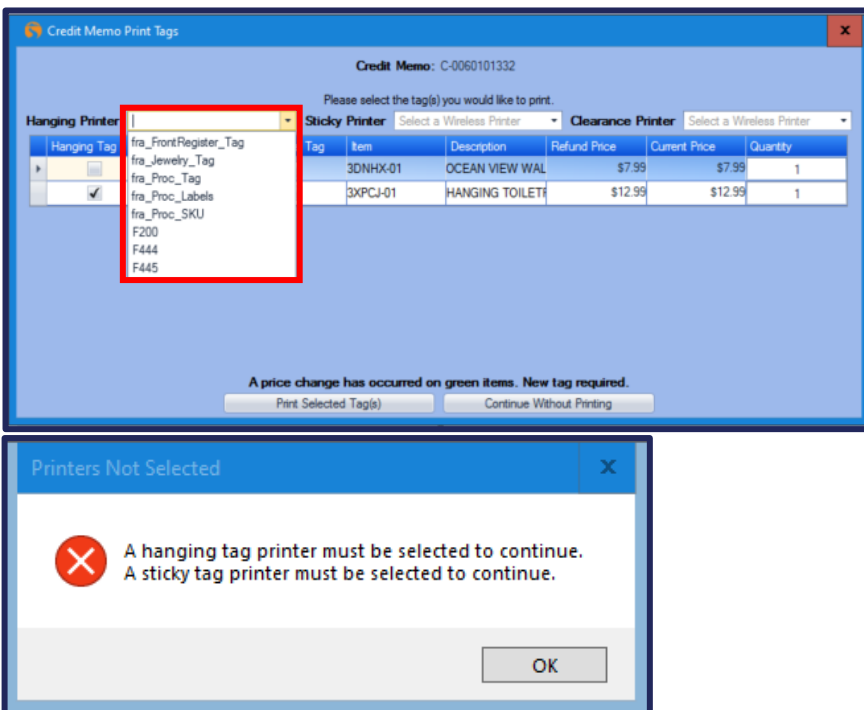
Immediately upon completing each return transaction, OMS will prompt the *Credit Memo Print Tags* screen to allow associates to reprint any tag(s) associated with the returned merchandise. **Associates are responsible for fully inspecting each returned item for missing tags and completing all necessary tag reprints via this function.**

STEP	ACTION	EXAMPLE
1.	<p>Item/Tag Selection</p> <p>a. If no items within the transaction require tag reprints, select the 'Continue Without Printing' button to proceed to the next transaction.</p> <p>b. If any item(s) are missing tags, you must first select the type of tag you wish to print for each affected item, based on merchandise tagging best practices: <i>Hanging Tag</i>, <i>Sticky Tag</i>, and/or <i>Clearance Tag</i>. (multiple selections are allowed)</p>	 

2. **Printer Selection**
- a. After selecting all necessary tag types, you must select the correct printer(s) from the appropriate drop-down menu(s).

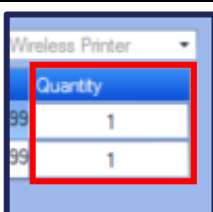
NOTE

If no printer is selected, an error message will display



The screenshot shows the 'Credit Memo Print Tags' window. At the top, it says 'Credit Memo: C-0060101332'. Below this, there are three dropdown menus: 'Hanging Printer', 'Sticky Printer', and 'Clearance Printer'. The 'Hanging Printer' dropdown is open, showing a list of printer models: fra_FrontRegister_Tag, fra_Jewelry_Tag, fra_Proc_Tag, fra_Proc_Labels, fra_Proc_SKU, F200, F444, and F445. A red box highlights this list. Below the dropdowns is a table with columns: Tag, Item, Description, Refund Price, Current Price, and Quantity. The table contains two rows: one for '3DNHX-01' (OCEAN VIEW WAL) and one for '3XPCJ-01' (HANGING TOILET). At the bottom, there are two buttons: 'Print Selected Tag(s)' and 'Continue Without Printing'. Below the main window, there is an error message box titled 'Printers Not Selected' with a red 'X' icon. The message reads: 'A hanging tag printer must be selected to continue. A sticky tag printer must be selected to continue.' with an 'OK' button.

3. **Quantity Selection**
- a. Enter the print quantity of each tag per item in the *Quantity* field.



The screenshot shows a 'Wireless Printer' dropdown menu. The dropdown is open, showing a list of printer models. A red box highlights the 'Quantity' field, which contains the number '1'.

4. **Print**
- a. Once all tag types, printers, and print quantities have been selected, select the *Print Selected Tag(s)* button.
- b. All tags will print from their respective printers.
- c. Secure all re-printed tags onto the merchandise.
- d. Remember to place all returned, ticketed items in the designated front-end location(s) so they may be returned to the sales floor in a timely manner.

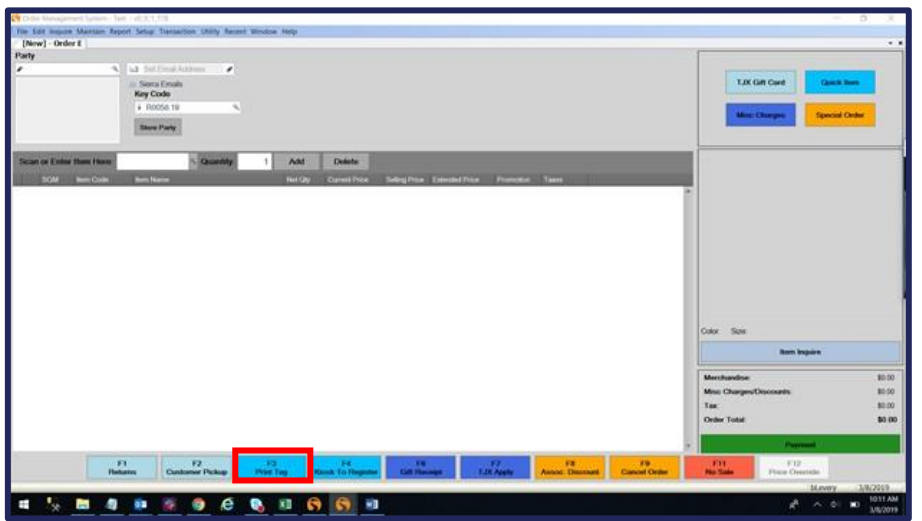
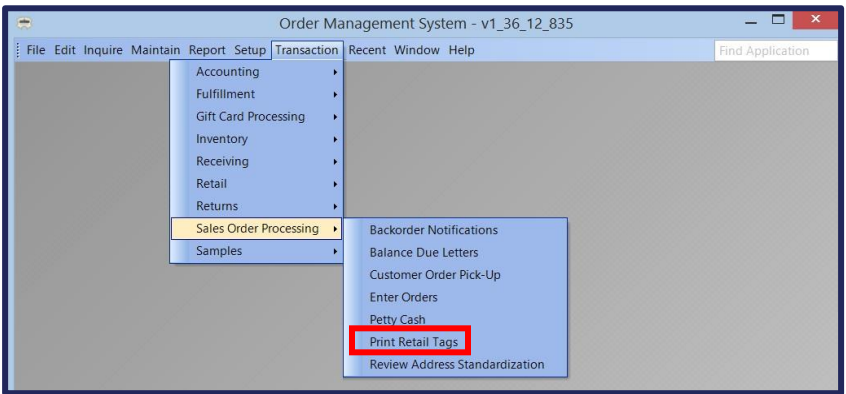
NOTE

If the returned item is missing its original tag and the *Credit Memo Print Tags* screen is prematurely closed, associates must follow this document's **Reticketing - Print Retail Tags** section.

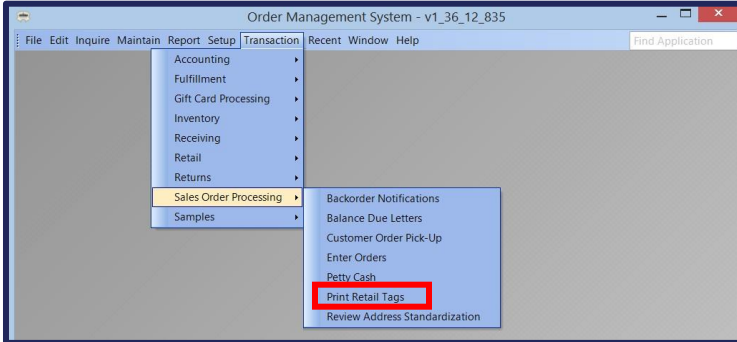
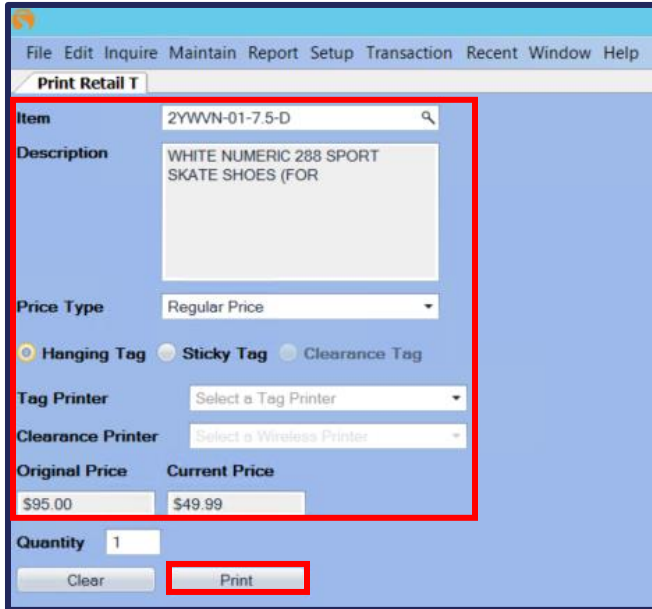
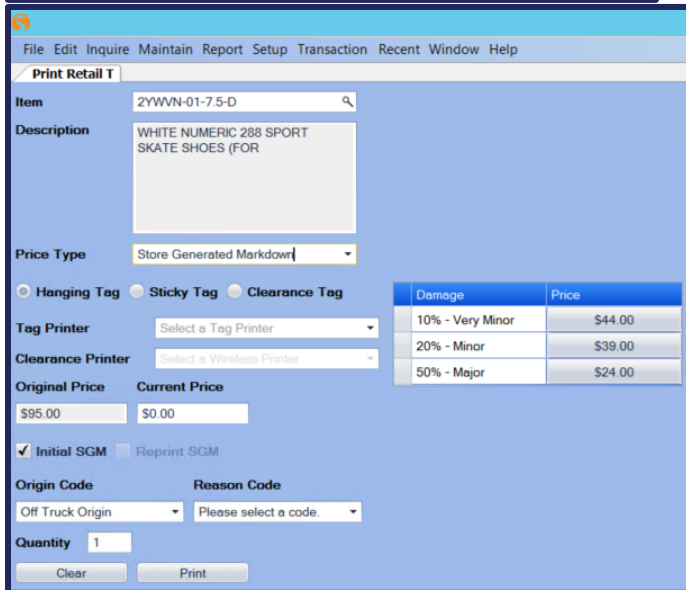
RETICKETING – PRINT RETAIL TAGS

When an associate finds merchandise with a missing ticket during truck processing, while scanning markdowns, on the sales floor, or at the front end, they must complete the appropriate research to find the associated ticket for each item found and then use the *Print Retail Tags* function in OMS to complete the re-print of the ticket. *Print Retail Tags* is accessible from both the OMS POS screen and the OMS Sales Order Processing menu.

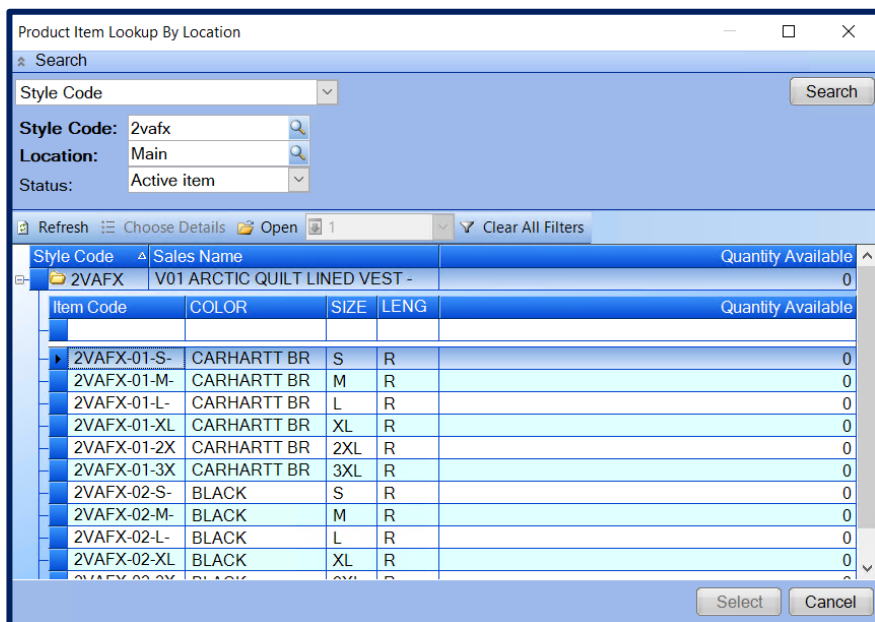
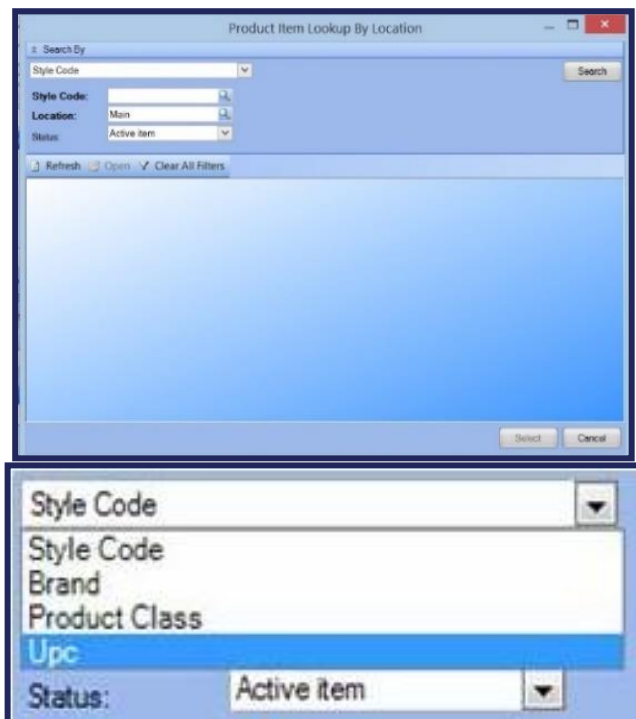
Navigation

STEP	ACTION	EXAMPLE
1.	<p>Within POS</p> <p>a. From the Transaction> Sales Order Processing> POS screen, select the “F3 Print Tag” button or press the F3 key on the POS keyboard.</p> <p>b. The Print Retail Tag function will then launch in a new tab.</p>	
2.	<p>Standalone</p> <p>Navigate to the menu marked “Transaction”</p> <p>Select “Sales Order Processing”</p> <p>Select “Print Retail Tags”</p> <p>a. Make sure that the cursor is in the item box and scan the current tag or type the entire item number.</p> <p>b. The item’s information will populate.</p>	

Functionality

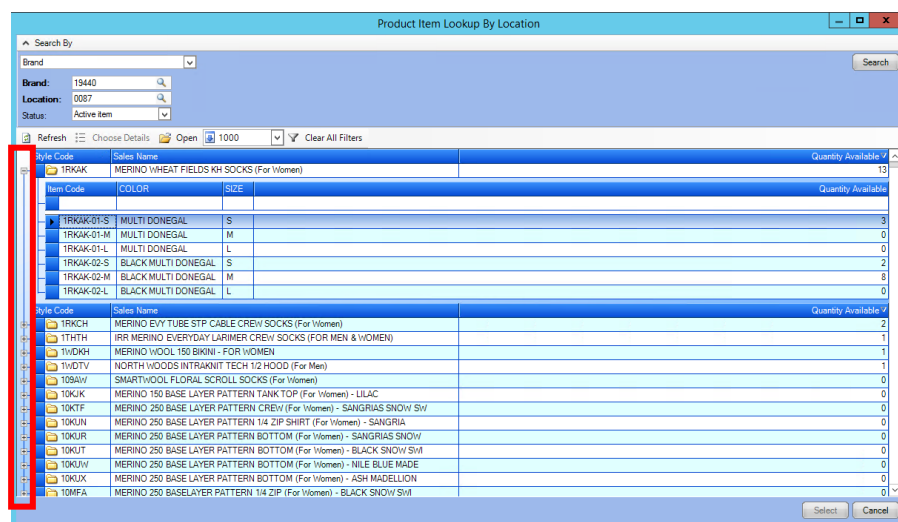
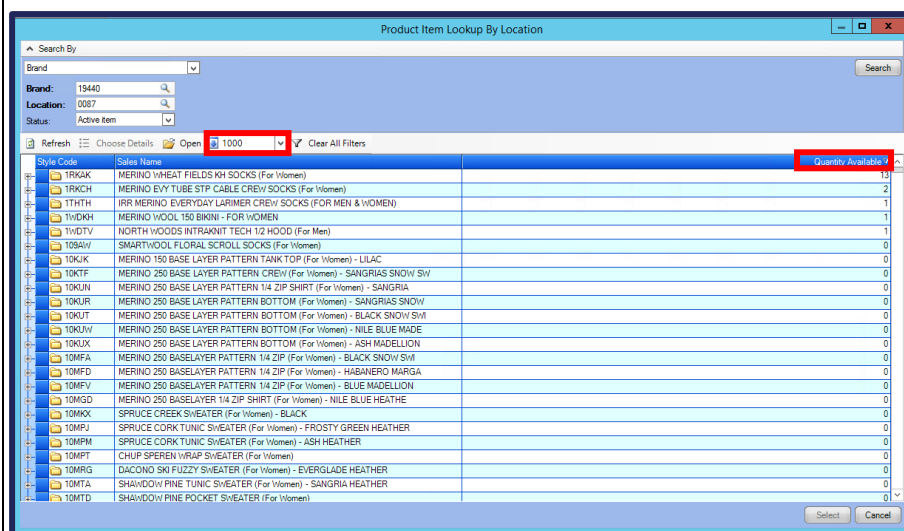
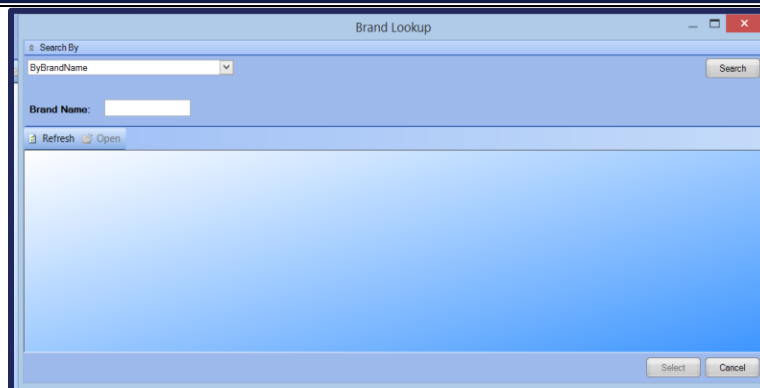
STEP	ACTION	EXAMPLE
1.	<p>Print Retail Tags</p> <p>Navigate to the menu marked “Transaction”</p> <p>Select “Sales Order Processing”</p> <p>Select “Print Retail Tags</p> <ol style="list-style-type: none"> Make sure the cursor is in the item box, scan the current tag, or type the entire item number. The item’s information will populate. Select your tag type before selecting your price type. Regular price is the default price type. Selecting a markdown printer will print a markdown ticket. Store Generated Markdown is only available for Managers in case of damaged or mis-mate products. Ensure the correct quantity is entered before selecting “print”. 	  

RESEARCH - IDENTIFYING NON-TICKETED MERCHANDISE

STEP	ACTION	EXAMPLE																																																							
1.	<p>Search by Style Code</p> <p>You can search for a product by style code.</p> <p>a. When using the Product Item Inquire screen, always select your store from the location field before searching for items.</p> <p>b. Go to Style Code and type in the code.</p> <p>c. Once you've found the correct item, you can bring that style code to the Print Retail Tags menu.</p>	 <p>The screenshot shows the 'Product Item Lookup By Location' window. The 'Style Code' field is set to '2vafx', 'Location' is 'Main', and 'Status' is 'Active item'. The search results table lists items with columns: Item Code, COLOR, SIZE, LENG, and Quantity Available. The first item is '2VAFX-01-S- CARHARTT BR S R' with a quantity of 0.</p> <table><tr><th>Item Code</th><th>COLOR</th><th>SIZE</th><th>LENG</th><th>Quantity Available</th></tr><tr><td>2VAFX-01-S-</td><td>CARHARTT BR</td><td>S</td><td>R</td><td>0</td></tr><tr><td>2VAFX-01-M-</td><td>CARHARTT BR</td><td>M</td><td>R</td><td>0</td></tr><tr><td>2VAFX-01-L-</td><td>CARHARTT BR</td><td>L</td><td>R</td><td>0</td></tr><tr><td>2VAFX-01-XL</td><td>CARHARTT BR</td><td>XL</td><td>R</td><td>0</td></tr><tr><td>2VAFX-01-2X</td><td>CARHARTT BR</td><td>2XL</td><td>R</td><td>0</td></tr><tr><td>2VAFX-01-3X</td><td>CARHARTT BR</td><td>3XL</td><td>R</td><td>0</td></tr><tr><td>2VAFX-02-S-</td><td>BLACK</td><td>S</td><td>R</td><td>0</td></tr><tr><td>2VAFX-02-M-</td><td>BLACK</td><td>M</td><td>R</td><td>0</td></tr><tr><td>2VAFX-02-L-</td><td>BLACK</td><td>L</td><td>R</td><td>0</td></tr><tr><td>2VAFX-02-XL</td><td>BLACK</td><td>XL</td><td>R</td><td>0</td></tr></table>	Item Code	COLOR	SIZE	LENG	Quantity Available	2VAFX-01-S-	CARHARTT BR	S	R	0	2VAFX-01-M-	CARHARTT BR	M	R	0	2VAFX-01-L-	CARHARTT BR	L	R	0	2VAFX-01-XL	CARHARTT BR	XL	R	0	2VAFX-01-2X	CARHARTT BR	2XL	R	0	2VAFX-01-3X	CARHARTT BR	3XL	R	0	2VAFX-02-S-	BLACK	S	R	0	2VAFX-02-M-	BLACK	M	R	0	2VAFX-02-L-	BLACK	L	R	0	2VAFX-02-XL	BLACK	XL	R	0
Item Code	COLOR	SIZE	LENG	Quantity Available																																																					
2VAFX-01-S-	CARHARTT BR	S	R	0																																																					
2VAFX-01-M-	CARHARTT BR	M	R	0																																																					
2VAFX-01-L-	CARHARTT BR	L	R	0																																																					
2VAFX-01-XL	CARHARTT BR	XL	R	0																																																					
2VAFX-01-2X	CARHARTT BR	2XL	R	0																																																					
2VAFX-01-3X	CARHARTT BR	3XL	R	0																																																					
2VAFX-02-S-	BLACK	S	R	0																																																					
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2VAFX-02-L-	BLACK	L	R	0																																																					
2VAFX-02-XL	BLACK	XL	R	0																																																					
2.	<p>Search by UPC/Brand</p> <p>If you find an item that is missing its retail tag and it's the only one we have:</p> <p>a. When using the Product Item Inquire screen, always make sure to select your store from the location field before searching for any items.</p> <p>b. Select Style Code in the drop-down menu and then UPC if the merchandise still</p>	 <p>The screenshot shows the 'Product Item Lookup By Location' window with the search criteria dropdown menu open. The dropdown menu lists 'Style Code', 'Brand', 'Product Class', and 'Upc'. The 'Status' field is set to 'Active item'.</p>																																																							

has a barcode. From here, you can scan or enter the 12-digit UPC and find its matching Style Code.

- c. You may now click the “quantity available” column header to sort by store inventory.
- d. You may need to expand to 500 or 1000 rows before seeing in-stock numbers.
- e. Once you find items with available quantities, select the style code with a description that best matches the product you are looking for. Consider color, style, material, and size when determining which product to select.
- f. Once you’ve found a matching style code, click the plus icon on the left to expand and select the appropriate size (if needed).
- g. You can then copy and paste the style code to the Print Retail Tags menu.

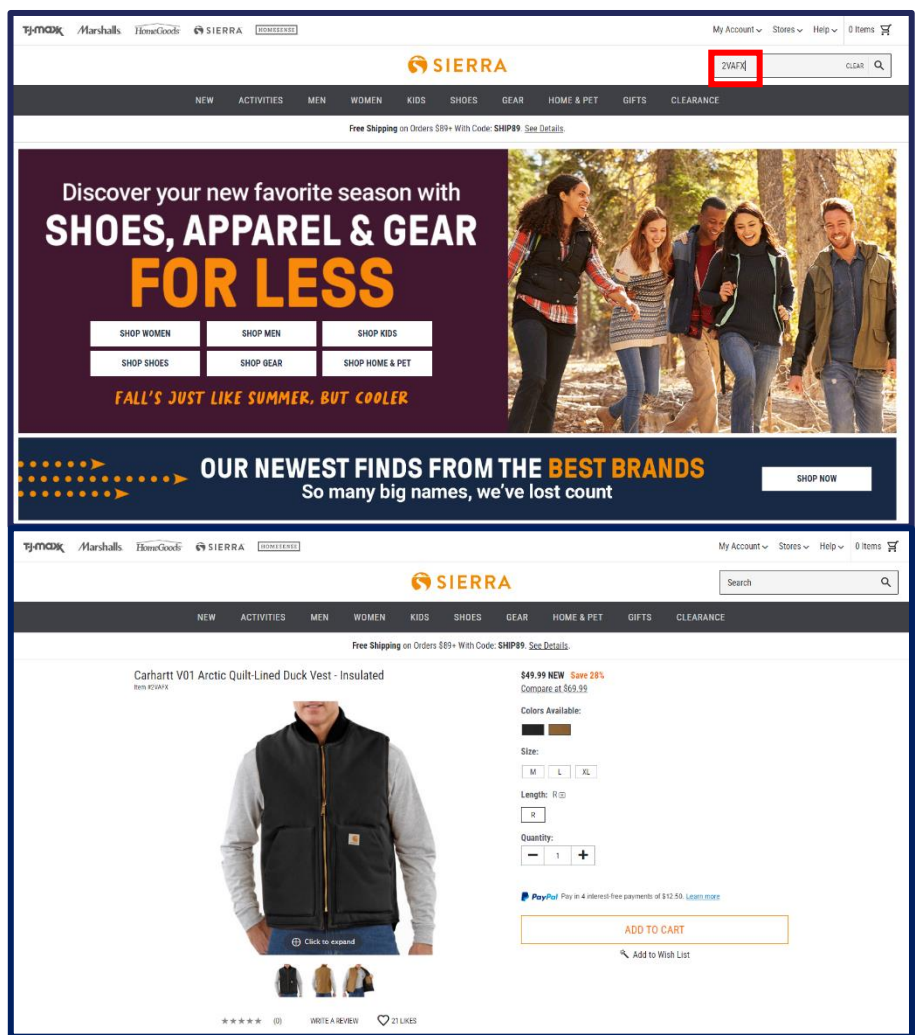


3.

Search Sierra.com

You can search Sierra.com with a specific style code.

- Type the style code into the search bar in the screen's top right corner.
- If a product is found, it will show on the screen.



4.

Check the Sales Floor

If you are unable to determine the price of the item after utilizing the above search options, you should attempt to search for the item on the sales floor by:

- Locating an identical item
- Locating a similar item (use same price, vendor, fabrication, and/or size as a guideline)
The item must be the same price.

- c. Once an identical/similar item is found, ensure you use the same ticket information when making the new ticket.

NOTE

Remember to change the size at the end of the code (if applicable).