SIERRA™

Processing Markdowns

Overview	Having fresh and new merchandise is part of our 'Treasure Hunt' experience. Markdowns are conducted routinely to ensure a continual rotation of merchandise. This guide will teach you about the markdown process and merchandising Clearance areas.
Impact	**Associate Responsibilities:** Being assigned to markdowns involves several responsibilities. Please ensure the following responsibilities are met as you go through the markdown process: • **Ensure markdown equipment remains with you and is never left unattended** • **Keep customer service top of mind** • **Communicate with Associate team and MOD on scanning and remerchandising progress** **Leader Responsibilities:** Store management is responsible for creating the markdown plan for each file, staffing the plan to ensure proper coverage for timely completion, and communicating the plan to all assigned Associates. In addition, MOD's should play an active role in markdown completion, checking-in with Associates on scanning progress throughout the day and ensuring that all appropriate fixtures and units are being scanned. Scanning participation may be required of an MOD, based on staffing and business needs.

Equipment	**Device Logon & Use**
	
	    Scanner
	
	1. Logon to the scanner using the passcode: **5025**
	2. Tap the *OMS Mobile* icon and enter/scan your AIN, then tap **Login**
	3. Select your printer from the printer listing
	4. Tap the **Item Code** box to ensure the merchandise you scan will be captured **Printer**
	
	    Printer
	
	1. Load printer with the proper color labels (red = regular markdown, yellow = seasonal markdown)
	2. Power on on the printer
	Note: if you experience issues with labels not printing, try to reboot the scan gun and printer, then pair the devices again (selecting the correct printer number on your scan gun) utilizing the steps above

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2. Scan the Sierra barcode on the merchandise and ensure it is captured in the Item Code box on the scanner. Remember to tap the item code box prior to your first scan.

3. If a markdown is needed on the item, the scanner will notify you on the screen and a clearance label will print.

4. Place the clearance label over the previous bar code, while still showcasing the original ticket price to the customer.

5. Remove all labeled clearance merchandise from the fixture/shelf and place it on your markdown carriage/rack/tank. These items must be re-merchandised into designated clearance areas. Remember to never keep clearance merchandise in with regular-priced items.
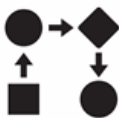
6. If an item is missing a tag, you cannot scan an item or you find a damaged item, remove it from the fixture/shelf and place it in a damages/re-tagging area. Remember to designate a space on you carriage/rack/tank for these items as you scan through the department.

7. Always scan for markdowns first from the wall, then scan all racks/gondolas, then scan all features, by category, to ensure completion of each department before moving on to the next. Remember to never move on to a new fixture or shelf if the previous is not 100% complete.

8. Ensure store merchandise recovery and customer service standards are maintained during all markdowns. Always ask for assistance, when needed, and partner with your MOD for re-merchandising techniques.

9. Communicate your scanning progress to your MOD before taking any breaks and prior to the end of your shift. Remember to return all markdown equipment to the Manager's office and place scanners back onto their docking station.