

Period 8 Huddle NOTES

Discussion:

*Please refer to Communication Board **AGAIN**. Tell Partners that they **NEED** to start looking at the communication board more often.

GOAL: We want our partners to be more aware of SHRINK LINKS and CASH VARIANCES.

1. Scan Voids vs. Line voids

- a. Why should we NOT do line voids?

2. Check 6

- a. What is check 6?
- b. What happens when the number written out is different from the number in the box?
- c. Can customers use checks to purchase gift cards?

3. Sub-Dept Entry

- a. Can we department key in items?
- b. What happens when we use the dept. key?
- c. How can we avoid using the dept. key?

4. Credit Cards

- a. Can we manually enter a credit card?

5. Suspended Order

- a. Suspended order process
- b. Make sure we get name, phone number, and time of return (tell partners to start putting this info on the back of the suspended order ticket)