

## HOW TO USE THIS FACILITATOR GUIDE

This guide is used to assist facilitators in delivering topics to learners in a clear and efficient manner. Facilitators will need to perform the following tasks prior to the start of the course.

- Read through the facilitator guide.
- Practice using the tools and resources to support the delivery of the key topics.
- Confirm you have access to the tools and resources.
  - Facilitator Guide
  - PowerPoint Presentation
  - Participant Guide

The Ready! content was designed with both **T-Mobile Corporate-Owned Retail (COR)** and **TPR employees** in mind. But there are a few **topics that apply to COR employees only**.

This guide will identify those topics in the **Topics, Tools, & Time** section and throughout the guide with **(COR ONLY)**. When a topic is identified as **(COR ONLY)**, TPR trainers are encouraged to use this time to deliver the topic objective as it aligns with their business.

Key Terms	What it Means for You
PURPOSE	Provides the <b>WIIFM</b> of the topic and/or activity.
TIME	Indicates the <b>approximate</b> time for the activity.
ASK	<b>Ask</b> the learners this question and <b>wait</b> for responses.
EXPLAIN	Use your <b>own</b> words to deliver the content.
ACTION	Indicates a <b>task</b> the facilitator must do.
INSTRUCTIONS	Provides steps on how to complete an <b>activity</b> .
DEBRIEF	Guided <b>discussion</b> to gauge knowledge retention.

## STANDARD MODULE FLOW



# Retail Inventory Serialization

## TOPICS, TOOLS, & TIME

Topics	Tools	Est. Time
<b>Intro</b>		0:10
Introduce the topic for today.		
<b>DIY Activity</b>		0:20
<ul style="list-style-type: none"><li>• Research</li><li>• Debrief</li></ul>	Inventory Training Hub ( <a href="#">441097</a> )	
Approximate Time: 0:30		

### PURPOSE

**What:** This module provides Mobile Associates (MAs) with an awareness of Retail Inventory Serialization (RIS) and its impact on the inventory management procedures MAs will need to follow in their home store.

**Why:** A basic understanding of RIS will set MAs up for success when working with inventory in their home store and provide the necessary context to be successful with this topic in Mobile Expert (ME) Certification.

### EXPLAIN



- In our stores there is a **TON** going on with our inventory every day.
- When we think about all the stuff that could possibly happen to a piece of inventory that T-Mobile would know about, we're thinking about that product's **lifecycle**.

### ASK

What are some things that can happen to one of our products during its lifecycle?

Sample answers:

- The product is **sent** or **received** from its distribution center
- We **sell** the product
- Someone **transfers** the product to another store
- The product is **returned** or **exchanged**
- A return is labeled **non-sellable** because it is opened, worn, or damaged

### EXPLAIN

What you're going to learn about today is something called Retail Inventory Serialization—RIS for short.

#### What is it?

- RIS is our process for managing our inventory by **tracking** a product end-to-end through its lifecycle.
- It's what makes it possible to tell what's in stock in your store without having to go to the back room, and what keeps your store stocked.

#### What does it mean for you?

- There are some key RIS inventory procedures that you'll need to follow to **Do It The Right Way** when it comes to inventory.

## INTRO

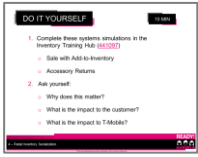
- You'll need to be aware of some RIS basics in order to be successful in your home store and in ME Certification.

### **The big takeaway:**

- When we manage inventory effectively, that results in savings gains that we can use for promos that delight our customers.
- In other words, Do It The Right Way and everybody benefits!

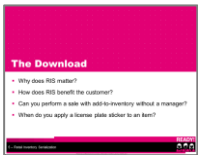
### INSTRUCTIONS

TIME: 10 min research, 10 min debrief



1. Direct learners to the Inventory Training Hub ([441097](#)) to complete the following systems simulations in the **Videos & Simulations** section:
  - Sale with Add-to-Inventory
  - Accessory Returns
2. Ask yourself:
  - Why does this matter?
  - What is the impact to the customer experience?
  - What is the impact to T-Mobile?

### DEBRIEF



- Why does RIS matter?
  - **Answers:**
    - It makes it easy for us to manage our inventory effectively.
    - It allows us to check the system to see what's in stock.
    - It helps ensure that our store doesn't run out of stock.
- How does RIS benefit the customer?
  - **Answers:**
    - Product can be added to inventory as it's being sold, so customers can buy something right when it arrives.
    - By helping us be efficient and save money we can delight customers through things like future promotions.
- Can you perform a sale with add-to-inventory without a manager?
  - **Answer:** No, you will need a manager override.
- When do you apply a license plate sticker to an item?
  - **Answer:** During the accessory return process.

### EXPLAIN

What you have learned in this module is just the basics of RIS. You'll be good to go once you get to your home store, and there will be more to learn in ME Certification.