


RFID QUICK REFERENCE GUIDE	
RFID Objective	Improve inventory accuracy across multiple inventory systems using RFID technology as well as improving operational processes in the store.
Product Captured By RFID	Nike, Adidas, Jordan, and Under Armour from Depts. 100 Activewear and 400 Footwear (minus sandals). Does not include cleats.
Approved Inventory Cycle Counts	Adjustments will be made to XStore, XCenter and as400 on hands based on approved RFID scan. Approval is based on set thresholds around SKU accuracy and \$ cost thresholds. *Negative adjustments will be shrink at the time of an inventory.
What is my login credentials for the app and portal link?	Same as Store Portal login. ID: first.last@brand.com and PW: same as store portal. <i>*Login credentials are tied to your store. Mgt associates are to only log into the Halo app on their store's device. If log into a device at another store, the counts will be tied to the other store's inventory and the device will have to be reset.</i>
IMPORTANT KEYS TO SUCCESSFUL COUNTS	
Equipment Ready To Use	Mobile devices are to be charged nightly using the multi-port charging station. RFID sled should be docked and charging when not in use (check for green light on dock).
Inventory Cycle Count: Inventory Receiving Up To Date The Night Before	If product is not received, those items will not show in your on hands, which will create variances in your count as well as unnecessary inventory adjustments.
Inventory Cycle Count: Hold Feature	If there is product that is to be excluded from your count (unreceived or outgoing transfers/orders/hub transfers, onesie boxes), complete a Hold using the 'Hold & Release' icon within the Halo app before starting a cycle count. Do not release items until count has been approved in the Halo portal.
Inventory Cycle Count: Hold Feature Forgot To Do or Product Arrives During Count	Within the cycle count, select done and reject count in Halo portal. Start over. The task will no longer be present. Complete the 'Hold and Release' and then select 'Cycle Count' icon to complete a scan. <i>Note: Scan will not be captured in DSM Enterprise Reporting For Task Compliance. DSM can see the count by looking at Store View (Store Inventory Mgmt) > Cycle Count link.</i>
Inventory Cycle Count: Missing Common "Missing" Items- No RFID Tag	* Adidas footwear: RFID tag is located on the vendor tag on the left shoe. When putting on display, tear off the tag and place in the box. * Adidas Tiro Shorts & Jackets * Defectives & Soiled/Damaged * Re-ticketed/Returned merchandise. <i>*If missing RFID tag, encode an RFID tag using Inventory Encode icon in Halo app.</i>
Cycle Counts: Product Scan Trouble Areas	* Fixtures that have excess product (i.e., clearance rounders, large stacks of folded apparel) should be scanned slowly and within 2' to prevent any misses. *RFID tags laying directly on metal may not pick up during scan (i.e. bottom folded shirt on apparel table or metal shelf). Pick up and scan during count.
Inventory Cycle Counts: Carton Scans/Boxed Merchandise	* When scanning cartons for a count (i.e., launch product) or Hold (i.e., outgoing transfers/orders, unreceived shipment), scan around each carton individually. If no beeps, open box and scan items. *For Holds, items scanned will show as you scan in your Inventory Cycle Count in the app. However holds will not be reflected in your variances or dashboard view.
TROUBLE SHOOTING TIPS	
Hardware Issues	1. Ensure Zebra Scanner is fully charged. 2. Ensure mobile device is fully charged.
Halo Login Issue: Log in button in the Halo App not responding to user when attempting to log in <i>*If issue still persists after trying these 3, contact the RFID War Room.</i>	1st Potential Solution: 1. Reboot the device (power off and then power back on). 2. Login into Halo Dashboard from Store Portal. 3. Then attempt to login to the app. 2nd Potential Solution: Clear out any open windows on mobile devices and then attempt to login.

TROUBLE SHOOTING TIPS CONTINUED	
Halo Login Issue Continued: Log in button in the Halo App not responding to user when attempting to log in <i>*If issue still persists after trying these 3, contact the RFID War Room.</i>	3rd Potential Solution: 1. Open the chrome browser app 2. Go to the url: halo.checkpointsystems.com 3. Log in with user login in credentials 4. Use the back button on the mobile device to exit the chrome browser 5. Log into Halo with user log in credentials
Zebra RFID Scanner Bluetooth connectivity: RFID scanner will not connect to the Halo Application	1. Login to the Halo Application on the Store Mobile Device 2. Go to the drop-down menu on the top left of the Halo App Main Screen 3. Select Devices 4. In the top right of Devices, select the Barcode Scanner 5. Allow the device to use the camera 6. Take the RFID scanner off the docking station and power on the device 7. Hold the Bluetooth button on the left side of the RFID scanner until the button is flashing blue. 8. Scan the bar code that is located underneath the RFID scanner. The yellow trigger on the scanner must be held until fully connected.
Zebra RFID Scanner Bluetooth connectivity: RFID scanner won't stay connected to Halo Application	1. Remove the battery cover from the RFID wand. 2. Take out the battery, wait 10 seconds and then put the battery back in. 3. Replace battery cover. 4. Reconnect and pair the device.
RFID Tags Not Encoding	* Ensure item attempting to encode is part of the program. If not being captured as part of expected items, there will be an error stating "Product does not exist. Please Scan or enter another product." * RFID attempting to scan is not close to other RFID tags causing the error. * Follow correct steps. Must scan or enter UPC/SKU before scanning the RFID tag. * Try another RFID tag.
Issues w/ Equipment or Halo App/Portal	Call RFID War Room ASAP 205-912-7285 OR Email: RFIDWarRoom@hibbett.com
Locate Item or Show Item Not Scanning RFID Tags	Ensure Mode light (left hand side of RFID scanner) is off.
TRAINING	
Questions On Process	Refer to Workday Training. If still have questions, contact your SME (Subject Matter Expert) or DSM.
Workday Training Lessons	1. RFID-Setting Up Your Equipment 2. RFID Encoding, Display Cycle Count & Reporting 3. RFID Inbox Tasks 4. Quick Reference Guide Training can be accessed through: * Workday > Learning > My Learning > View Your Learning History > Learning History * Workday > Learning > Browse Learning Topics > Select Your Store's Brand > Type lesson in search bar > Select Lesson (If get no results, select "more categories" link and lessons should appear)
How can I see if my team has completed the training?	Workday > My Team Management > My Team's Learning. *DSMs will only be able to see the Store Manager.

STORE PROCESS	
Weekly Required Counts	<p>Complete an Inventory & Display Cycle Count by daily cut off time on scheduled day by using the Task Inbox within the Halo app on store mobile device.</p> <p>Tasks are:</p> <ol style="list-style-type: none"> 1. Complete a Hold On Items Not in Inventory ('Hold and Release' icon) 2. Complete an Inventory Cycle Count in app (directed to count from task) 3. Approve count in Halo dashboard (go to Portal via Store Portal) 4. Complete a Display Cycle Count (directed to count from task) 5. Release Hold after approving Inventory Cycle Count on Halo Portal ('Hold and Release' icon) <p><i>*Counts must be completed within the tasks to show in DSM Enterprise reporting > Task Compliance.</i></p> <p><i>*DSM can see the cycle counts by looking at Store View (Store Inventory Mgmt) > Cycle Count link. For Display variance, go to Store View > Display Variance.</i></p>
Do not see tasks in Task Inbox on count day.	<p>Complete an Inventory Cycle Count by following these steps:</p> <ol style="list-style-type: none"> 1. If you have product that is to be excluded from your count (unreceived or outgoing transfers/orders/hub transfers), compete a Hold using the "Hold & Release" icon in the Halo app. 2. Select the "Cycle Count" icon in the Halo app to start performing cycle count. 3. Once complete, approve count in the Halo Dashboard. 4. If a Hold was created, release those items in the "Hold & Release" icon. <p>Complete a Display Count by following these steps:</p> <ol style="list-style-type: none"> 1. Select the "Display Count" icon from Halo app to perform a Display Count. 2. Print and research variances from the Display Compliance link on the Halo dashboard. 3. Make displays and encode RFID tags for any styles not on display or missing a tag.
Daily Cut Off Time	As of 3/21/2022, counts are to be completed by 12 PM local time on scheduled day.
Denied Inventory Cycle Counts Notifications	Stores will receive an email if count was denied either due to large variances or count not reviewed. Stores will be emailed to complete another Inventory Cycle Count (there will not be a task in Task Inbox). Store will go to Cycle Count icon to compete the count.
Approved Inventory Cycle Counts Notifications	There will not be any notification when counts are approved. On hands will be adjusted upon approval. Adjustments to MMS/AS400 are visible on Inventory Charged Report. Only denied counts trigger an email notification.
Same Day Variance Review- Not Required	<p>Halo Portal > Inventory Comparison Variance.</p> <p><i>*Allows the store to see and print variances once the count is marked approved by the store.</i></p> <p><i>NOTE: Report is only accurate on the same day the count is approved due to the way the link is configured.</i></p> <p><i>*Encode RFID tags for any product physically in store but missing RFID tag.</i></p> <p><i>*If variances due to unreceived carton, receive carton in XStore. For those items, also do unit adjustments in XStore to offset the systemic adjustments. On hands will sync across systems upon next approved count.</i></p> <p><i>*Stores can see variances next day via Store Portal > Reports > Inventory > Inventory Comparison Report. This report will reflect the most recent count (no history at this time).</i></p>

STORE PROCESS CONTINUED	
Next Day Variance Review- Required If Count Denied	<p>Store Portal > Reports > Inventory Comparison Report.</p> <p>*If store is emailed count was denied, the store should complete a new cycle count before researching variances.</p> <p><i>*Review variances and adjust per the guidelines at the top of the Inventory Comparison Report.</i></p> <p><i>*If variances due to unreceived carton, receive carton in XStore. For those items, also do unit adjustments in XStore to offset the systemic adjustments by selecting 'Inventory not On Hand'. On hands will sync across systems upon next approved count.</i></p>
INVENTORY CYCLE COUNTS	
Which on hands is my RFID count comparing to in Halo?	XCenter inventory as of close previous night.
Can I complete 2 or more Inventory Cycle Counts in one day?	No. Stores are to only do 1 approved count a day.
What days can Inventory Cycle Counts be completed on?	<p>Monday-Friday by daily cut off time.</p> <p><i>*Friday should be exception than norm.</i></p>
Why do items I put in "Hold & Release" show in my unit variances?	As of 6/7/2022: Items in Hold will show as a scan in app during Inventory Cycle Count scan but will not be a variance in Halo Dashboard. App is configured differently during the dashboard.
Why would items show "Missing"?	<ul style="list-style-type: none"> * Product missed during scan (top row items, mannequins, floor fixtures). * Crowded racks or large stacks of folded apparel. * RFID tags laying directly on/touching metal may not pick up during scan (i.e. bottom folded shirt on apparel table or metal shelf). * Defective/Soiled & Damaged items without an RFID tag. * Adidas footwear missing RFID tag (RFID tag is on tag attached to the left shoe, tag should be placed in box). Adidas Tiro apparel also an issue. * No RFID tag (either not on Vendor tag or No tag at all). * Items are not physically in the store.
How to identify "Missing" items during scan?	Within the app, use "Dept" and "Name" before marking done. "Dept" provides insight into areas to rescan and use "Name" to see item description and total quantity missing. Focus on those items with 2 or more variances. Great way to catch racks skipped over, boxed product that didn't pick up all units (launches), styles without RFID tags.
Why would items show "Extra"?	<ul style="list-style-type: none"> * Negative on hands (excess XStore Unit Adjustments, item sold/transferred out but never received). Main reason. * Product scanned that isn't in the store's inventory (outgoing transfers/orders, shipment delivered same day as cycle count). * These items should have been put in a 'Hold' before starting the cycle count. * Discarded tag picked up in scan (sold item, old tag). <p>*TIP: Use 'Locate Item' to find extra items that have 0 on hand.</p>
Unable to encode an RFID tag to an item?	<ul style="list-style-type: none"> * Ensure item attempting to encode is part of the program. If not being captured as part of expected items, there will be an error stating "Product does not exist. Please Scan or enter another product." * RFID attempting to scan is not close to other RFID tags causing the error. * Follow correct steps. Must scan or enter UPC/SKU before scanning the RFID tag. * Try another RFID tag.

INVENTORY CYCLE COUNTS CONTINUED	
Which Vendors are in current scope?	Use Item Lookup and refer to Vendor # in the product screen. 
Do you RFID Tag mismates?	Yes. These items should have been moved to your Soiled & Damaged (S&D) bucket in XStore. S&D is included in your expected on hand file resulting in a variance if not counted.
Should Soiled & Damaged/ Defective items be RFID tagged?	Yes. S&D and Defective is included in the total on hand file that the store will scan against for variances. If the items are placed in those buckets in XStore, those items will stay in those buckets and not move to the store's on hands.
How is the accuracy % calculated in Halo portal?	100%- (missing + extra/expected)
Do you have to do an Inventory Cycle Count if having an inventory?	No. Inventory Cycle Count is not required the week before or week of an inventory. This is to allow you to prep and not create unnecessary adjustments before your inventory.
When do I resume completing Inventory Cycle Counts?	Once receive an email from Communications stating inventory has been updated, you can resume counts per required schedule.
DISPLAY CYCLE COUNTS	
What days can Display Counts be completed on?	Any day of the week.
Can I see Display Count variances in the app?	Yes. Go to the 'Display Replenishment' icon after completing the count. This will also include the product image if available.
Why did a display not show on display when it has an RFID tag encoded to it?	1. Check to ensure RFID tag was encoded correctly. In Halo app, select the 'Show Item' icon and scan RFID tag. * If states "On Display" then associated correctly using "Display Encode". If states 'Salesfloor' then RFID tag was encoded with "Inventory Encode" which is not correct for displays. 2. RFID tag is on the outsole of the sneaker and placed on a metal shelf/table. *Need to pick up the display and wand over display during count. (IE Infant sneakers).
Is there extra labor provided for Display Compliance?	Effective 6/13/2022, stores will receive an one (1) task hour each week to research display variances and ensure all applicable styles are on display once go live.
How is the accuracy % calculated in Halo portal?	100%- (missing/expected)
MISC.	
How is the inventory in 'Locate Item' determined?	Inventory reflects most recent submitted and accepted cycle count by the store. Not contingent on approved counts by SSC.
DSM INFO.	
How to view my store's execution on required Tasks?	Halo Portal > Application Dashboard (9 small squares in upper, right corner) > Enterprise Dashboard > Task Compliance *Can drill by selecting Summary Blocks or by selecting Links.
Enterprise Dashboard- Display Compliance Accuracy	Reflective of previous day at midnight. For day of visibility, must view each store individually for compliance at the store level view "Display Compliance".
Enterprise Dashboard- Cycle Count Accuracy	Matches exactly with the accuracy percent from the store view. No issues. This will include all inventory cycle counts completed during the time frame selected (task and non-task counts).
Store completed Cycle or Display Count but not in Task Enterprise reporting	If store performs a count not associated with a task, that count will not be visible in the enterprise reporting for Task Compliance. All cycle counts can be viewed in the 'Cycle Count' link & Display Counts will be visible in the 'Display Count' link from the 'Store Inventory Mgt' application dashboard in the Halo portal. Note the % accuracy is not accurate in the "Display Count" link. Go to "Display Compliance" for correct %.