

*Processing and Troubleshooting***EQUIPMENT CHECK**

Equipment Video click [HERE](#).

1. **RFID scanner and mobile devices are charged.**
(Both should be docked and charged nightly/when not in use. Check for greenlight on dock to ensure RFID scanner is charging when docked.)
2. **Attach mobile device to the scanner using Quad Lock.**
3. **Ensure Mobile device and scanner are powered on.** (The power light is green on right side of RFID scanner)
4. **Login to Halo app using Store Portal credentials.**
(ID: first.last@brand.com and PW: same as Store Portal) If you experience an issue, see below:

Tip 1:

1. Reboot device (power off and back on).
2. Log into Halo Dashboard from Store Portal.
3. Attempt to log into the app.

Tip 2:

1. Clear all open windows on mobile device and attempt to log in.

Tip 3:

1. Open Chrome app on mobile device.
2. Go to: halo.checkpointsystems.com
3. Log in with your credentials.
4. Exit out of the chrome app (use back button).
5. Log into Halo app with your credentials.

5. **Mobile device connected via Bluetooth to RFID scanner.** (Bluetooth light is blue which is located on left side of the scanner).

Tip: Zebra Scanner Bluetooth Connectivity

1. Log into the Halo app on the mobile device.
2. Go to the top left of the screen and tap the three horizontal lines.
3. Select Devices.
4. Select the barcode scanner.
5. Allow the device to use the camera.
6. Turn on the RFID scanner.
7. On the left side of the RFID scanner, hold the Bluetooth button until it flashes blue.
8. Scan the barcode that is located underneath the RFID scanner. The yellow trigger on the scanner must be held until fully connected.

If you have completed all the troubleshooting steps and still have issues with the equipment and/or the Halo App/Portal, call RFID War Room ASAP at 205-912-7285 or email RFIDWarRoom@Hibbett.com.

RFID INBOX TASK

Task 1: Complete a HOLD on items not in inventory.

Inbox Task Video click [HERE](#).

1. Tap Task Inbox and mark Hold task as complete.
2. Tap the Hold & Release icon in the Halo App.
3. Tap + to create a new Reservation
4. In the "Scan or enter ORDERID" bar, type the date of the count and tap NEXT. "Inventory to exclude" should be selected under "Select a reason". If you must complete another hold on the same day, give it an alternate name EX: 1) 3112022 2) 3112022v2.
5. Pull the trigger on the Zebra wand (or tap the grey bar labeled trigger to lock it), then wave the wand over boxes and items you want to hold.
 - The range is limited to 3 feet. As items are scanned the number of products will increase on the device. You should hear a loud beep every time an item is scanned and see any images available.
6. Once completed, tap DONE on the Pick Items Screen in the top right corner. If you do not complete a hold for items that aren't in your inventory, your cycle count will come back with a positive variance.
7. Select back arrow to get back to main screen.

Task 2: Complete an Inventory Cycle Count

Inventory Cycle Count Video click [HERE](#).

1. From Task Inbox, tap the Cycle Count notification from the task.
2. Move slider to the right of Trigger Lock to lock the trigger.
3. Scan the merchandise by waving the wand up and down (like painting a wall) over walls, floor fixtures, and mannequins. The beeping will decrease as you complete the count.

Tip: How to identify missing items during scan

In the app, use "Dept" (shows areas to rescan) and "Name" (shows the item description and total quantity) before marking done.

Tip: Common "Missing" items

- Items not physically in store.
- Adidas: Select apparel (I.E. Tiro shorts, jackets, and footwear)
 - Footwear: RFID tag is on the vendor tag on the left shoe. When putting a shoe on display, tear off the tag and place it in the box. If previously on display, make sure there is an RFID Inventory tag.
- Defective, Soiled/Damaged, Re-ticketed/Returned merchandise.
- Product missed during scan (ex. top row items, crowded racks, tags laying on metal racks)

Tip: Scanning Trouble Areas

- Crowded fixtures (ex. clearance rounders and large folded stacks) should be scanned within 2ft, slowly.
 - RFID tags laying directly on metal. Pick up and scan.
4. Before tapping DONE, walk the perimeter of the store and backroom to make sure ALL items were scanned. To identify missed scans, look at the information under "Missed" and "Expected" under "Department" and "Name".

Task 3: Approve count in Halo dashboard (go to Portal via Store Portal)

Approve_Counts Video click [HERE](#).

1. Once you have completed the Inventory Cycle Count, you must approve or reject it in the Halo Portal. To access the Halo Portal, log into the Store Portal and click the Halo Portal link under the Quick Links menu.
2. From the Halo Portal Dashboard, click the Pending Needs Approval number (in red), to view your latest cycle count.
3. Review the variances for the count.
4. Click the box next to the count in red, and then select either approve or reject. If you believe items were missed, complete a new cycle count, and reject count.
5. Once submitted, the store's inventory will be adjusted if approved. If your count is rejected by IAO, you will be notified by email to complete another cycle count next day.

Tip: Reasons why an item would show as "Extra"

- Negative on hands (ex. excess XStore Unit Adjustments, item sold/transferred out but never received).
- Product scanned but isn't in store's inventory (ex. outgoing transfers/orders, shipment delivered same day as cycle count). A Hold & Release should be completed for these items.
- Items not put in a "Hold" before starting count.
- Discarded tag(s) picked up in scan (ex. sold item, old tag).

6. Tap Task Inbox and mark task as completed.

Task 4: Complete a Display Cycle Count

Complete a Display Cycle Count Video click [HERE](#).

1. From the Task inbox, tap the Display Cycle Count notification.
2. After you've walked the shoe walls, walls, and fixtures; tap Done in the top right corner. The device will beep when an encoded display RFID tag is scanned.
3. Once the count is complete, log into the Store Portal and click on the Halo Portal link under Quick Links.
4. Log into the Halo Dashboard using your Store Portal credentials, then click on Display Compliance on the left-hand side to view your latest count results.
5. Change the filter status in the top right corner to "Missing".
6. Click the printer icon. When the pop-up appears, click Print. Use this list to find any missing display shoes and encode them.

Notes:

- Use the Display Replenishment icon in the app to see styles not on display.
- When a display shoe is sold, you can remove the RDIF and display sticker to place in the replacement shoe (same style).
- RFID tags cannot be used for another style once they have been encoded.

Task 5: Release hold after approving Inventory Cycle Count on Halo Portal.

Release and Hold Video click [HERE](#).

1. After completing both Cycle Count tasks, tap the Release Hold task in the Task Inbox and mark task complete.
 - Do not release items on Hold until after the latest Cycle Count has been approved or rejected on the Halo Portal.
2. Tap the Hold and Release icon in the app and select the Hold.
3. Tap the 3 vertical dots on the top right of the Hold and Release Details screen.
4. Tap Release.

No Task in Inbox

Inventory Cycle Count

1. If you have product to be excluded from your count (unreceived or outgoing transfers/orders/hub transfers), complete a Hold using the Hold and Release icon in the Halo app.
2. Select the Cycle Count icon and start performing a cycle count.
3. Once complete, approve count in the Halo Dashboard.
4. If a Hold was created, release those in the Hold and Release icon.

Display Count

1. Select Display Count icon from the Halo app.
2. Print and research variances from the Display Compliance link on the Halo dashboard.
3. Variances can also be viewed from within the Halo app using the Display Replenishment icon.
4. Make display and encode RFID tags for any styles not on display or missing a tag.