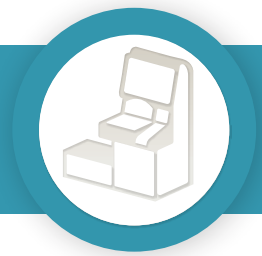


On-Site Self Checkout Training Agenda



New to Self Checkout Stores With Cash Recycler or Mixed (Cash/Cashless) Environment

Training Time: 3 Days

Day 1

| Time | Target Audience | Training Agenda |
|------------------------------------|---|--|
| 9:00 am (Approx. 1 ½ hrs) | SCO Attendants Head Cashier | Introductions & Review Agenda Attendant Responsibilities Hardware Overview <ul style="list-style-type: none"> • Customer Station (troubleshooting areas) • Attendant Station (if applicable) • Mobile Attendant • Processing Security Violations |
| 10:30 am | | Break |
| 10:45 am (Approx. 1 ½ hrs) | SCO Attendants Head Cashier | <ul style="list-style-type: none"> • Local Direct Mode • Direct Mode (w/Attendant Station) • Mini Direct Mode • Integro • Processing Customer Transactions |
| 12:15 pm | | Lunch |
| 12:45 pm | SCO Attendants Head Cashier | Opening Procedures <ul style="list-style-type: none"> • Front Load Coins and Bills • Test Dispense • Check Receipt Paper • Check Bag Racks • Sign On/Open Customer Stations |
| 2:00 pm (Approx. 2 ½ hrs) | SCO Attendants | Self Checkouts Open to Customers (On-site trainers to support) |
| 4:30 pm (approximately 30 min.) | SCO Attendants Head Cashier Cash Balancer | Self Checkouts Closed Closing Procedures (with training support) |

Day 2

| Time | Target Audience | Training Agenda |
|---------------------------------------|---|---|
| 8:30 am (approx.) | SCO Attendant | Opening Procedures by Attendant Provide training support |
| 10:00 am | Cash Balancer | Cash Balancing Procedures <ul style="list-style-type: none"> • Review reports and track against actual counts |
| 12:00 pm | | Lunch Close Self Checkouts |
| 12:30 pm | | Re-open Self Checkouts for Customers (On-site trainers to support) |
| 4:30 pm (approximately 30 min.) | SCO Attendants Head Cashier Cash Balancer | Self Checkouts Closed Closing Procedures (with training support) Note: If store chooses to remain open from 5pm – closing, there will not be any training of additional staff or on-site support. Trainer will return 1/2 hr before closing to go over closing procedures if needed. |

Day 3

Continued on-site support – Repeat of Day 2, Trainer on-site until 5 pm

Existing Self Checkout Stores With a Cash Recycler or Mixed (Cash/Cashless) Environment

Training Time: 2 Days

Day 1

| Time | Target Audience | Training Agenda |
|-------------------------------|--------------------------------|--|
| 9:00 am (Approx. 1 ½ hrs) | SCO Attendants Head Cashier | Introductions & Review Agenda Attendant Responsibilities Hardware Overview <ul style="list-style-type: none"> • Customer Station (troubleshooting areas) • Attendant Station (if applicable) • Mobile Attendant • Processing Security Violations |
| 10:30 am | | Break |
| 10:45 am (Approx. 1 ½ hrs) | SCO Attendants Head Cashier | <ul style="list-style-type: none"> • Local Direct Mode • Direct Mode (w/Attendant Station) • Mini Direct Mode • Integro • Processing Customer Transactions |
| 12:15 pm | | Lunch |

| | | |
|--|---|---|
| 12:45 pm (Approx. 1 ¼ hrs) | SCO Attendants Head Cashier | Opening Procedures <ul style="list-style-type: none"> • Front Load Coins and Bills • Test Dispense • Check Receipt Paper • Check Bag Racks • Sign On/Open Customer Stations |
| 2:00 pm (Approx. 2 ½ hrs) | SCO Attendants | Self Checkouts Open to Customers (On-site trainers to support) |
| 4:30 pm (approximately 30 min.) Store can close at 5 pm or choose to stay open until closing | SCO Attendants Head Cashier Cash Balancer | Self Checkouts closed or close down 1 lane Closing Procedures (with training support) Note: If the store chooses to remain open from 5 pm to closing there is no training of additional staff or on-site support. Trainer goes through the closing procedures for 1 lane with the Attendants. If the Attendants feel comfortable to close the remaining lanes at store close, the trainer will not return at night. If not, then the trainer will return ½ hour before to review closing procedures. |

Day 2

| Time | Target Audience | Training Agenda |
|---|---|--|
| 9:00 am (or when store opens) | SCO Attendant | Opening Procedures by Attendant Provide training support |
| 10:00 am | Cash Balancer | Cash Balancing Procedures <ul style="list-style-type: none"> • Review reports and track against actual counts |
| 12:00 pm | | Lunch Close Self Checkouts |
| 12:30 pm | | Re-open Self Checkouts for Customers (On-site trainers to support) |
| 4:30 pm (approximately 30 min.) Stores can close at 5 pm or choose to stay open until closing | SCO Attendants Head Cashier Cash Balancer | Repeat Closing Procedures (with training support) Close down one lane Trainer is on-site until 5 pm Note: If store chooses to remain open from 5 pm to closing, there will not be any training of additional staff or on-site support. |

Stores Implementing the Cashless Self Checkout

Training Time: 1 Day

| Time | Target Audience | Training Agenda |
|--|---|--|
| 9:00 am (Approx. 1 ½ hrs) | SCO Attendants Head Cashier | Introductions & Review Agenda Attendant Responsibilities Hardware Overview <ul style="list-style-type: none"> • Customer Station (troubleshooting areas) • Attendant Station (if applicable) • Mobile Attendant • Processing Security Violations |
| 10:30 am | | Break |
| 10:45 am (Approx. 1 ½ hrs) | SCO Attendants Head Cashier | <ul style="list-style-type: none"> • Local Direct Mode • Direct Mode (w/Attendant Station) • Mini Direct Mode • Integro • Processing Customer Transactions |
| 12:15 pm | | Lunch |
| 12:45 pm (Approx. 15 min) | SCO Attendants Head Cashier | Opening Procedures <ul style="list-style-type: none"> • Check Receipt Paper • Check the Bag Racks • Sign On/Open Customer Stations |
| 1:00 pm (Approx. 2 ½ hrs) | SCO Attendants | Self Checkouts Open to Customers (Trainers provide support) |
| 4:30 pm Net New Stores to close SCO @ 5 pm Existing store can close at 5 pm or stay open until closing | SCO Attendants Head Cashier Cash Balancer | Self Checkouts Closed Closing Procedures (with training support) Trainer is on-site until 5 pm Note: If the store chooses to remain open from 5 pm to closing, there will not be any training of additional staff or on-site support. |