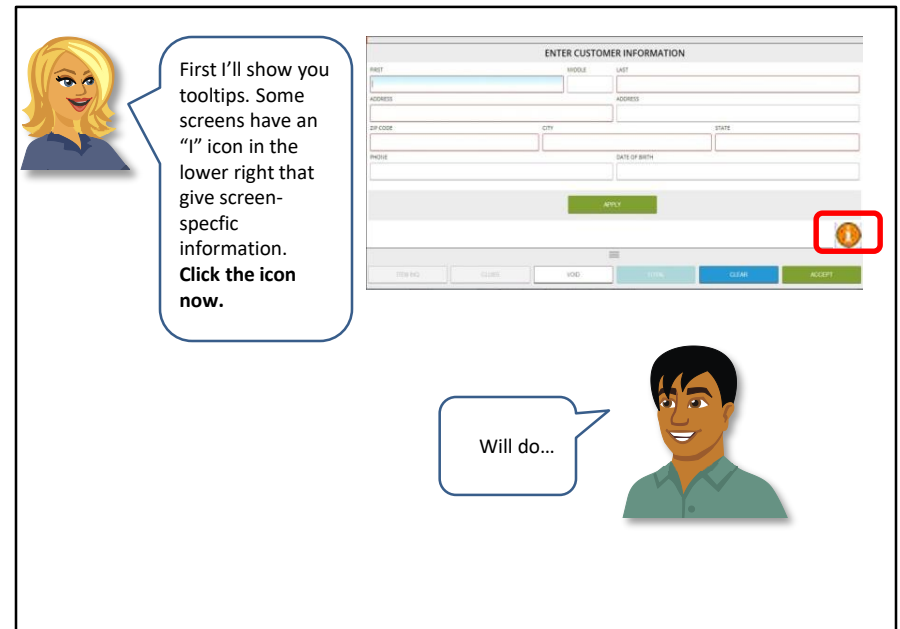


Manager explains which parts of the POS Help system she will be explaining to Newbie.



Manager explains tooltips to Newbie. Bold text instructions tell learner to click the "I" icon on the screen. Blinking box will appear around icon.



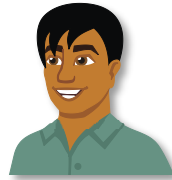
Text will slide in from the right providing special instructions on how to make entries on the screen. **Click the text to close it.**

ENTER CUSTOMER INFORMATION

FIRST	MIDDLE	LAST
<input type="text"/>	<input type="text"/>	<input type="text"/>
ADDRESS	ADDRESS	
<input type="text"/>	<input type="text"/>	
ZIP CODE	CITY	STATE
<input type="text"/>	<input type="text"/>	<input type="text"/>
PHONE	DATE OF BIRTH	
<input type="text"/>	<input type="text"/>	

Always verify that the name and address on the screen matches the name and address on the customer's photo ID.

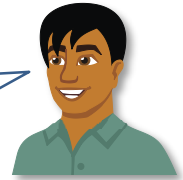
Okay...



ENTER CUSTOMER INFORMATION

FIRST	MIDDLE	LAST
<input type="text"/>	<input type="text"/>	<input type="text"/>
ADDRESS	ADDRESS	
<input type="text"/>	<input type="text"/>	
ZIP CODE	CITY	STATE
<input type="text"/>	<input type="text"/>	<input type="text"/>
PHONE	DATE OF BIRTH	
<input type="text"/>	<input type="text"/>	

Looks easy! But should I use this when I'm with a customer?



Manager explains more about tooltips. Bold text tells learner how to close the tooltip.

After closing tooltip, Newbie asks question that covers “when to use” objective for tooltips.



Good question!
Yes, especially if
you are on a
screen you've
never seen
before. It may
contain very
important
information on
how to fill it out.

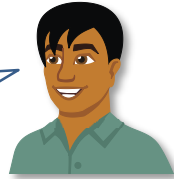
ENTER CUSTOMER INFORMATION

FIRST	MIDDLE	LAST
<input type="text"/>	<input type="text"/>	<input type="text"/>
ADDRESS		ADDRESS
OFF CODE	CITY	STATE
PHONE	DATE OF BIRTH	

APPLY

SEARCH CLEAR MORE **BACK** **GO** **ACCEPT**

Right, those Rapid
Credit screens can be
pretty detailed!



Now I'm going
to show you the
POS Help system.

POS Performance Support

Frequently Called Numbers Non POS Advanced Search Using Help What's New

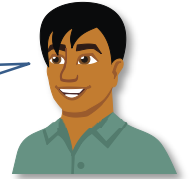
Purchase Return - Exchange Payment

Three easy ways to get help:

1. Tap one of the **three boxes above** to navigate through the tasks in each section.
2. Tap the **Menu icon** in the upper left corner to do a keyword search.
3. Tap the **Advanced Search** link in the menu above to search by category.

V1.15

How is that different
from the tooltips?

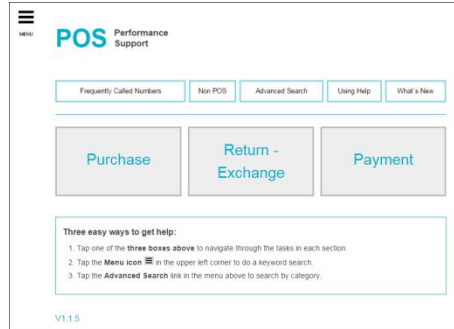


Manager explains appropriate time to use the tooltips.

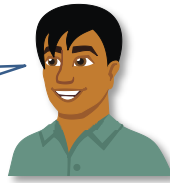
Introduce POS Help system.



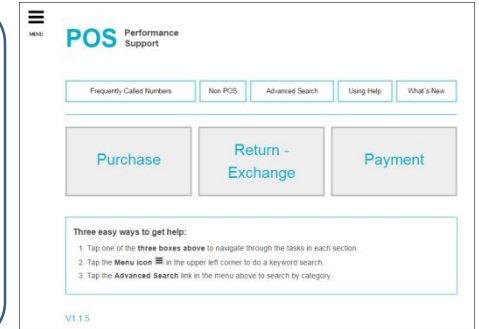
Use the POS Help system to learn common POS tasks and company policies.



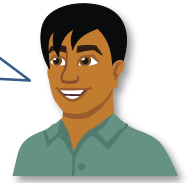
When is the best time to use the POS Help?



Ideally when there are **no** customers around and you want to learn more about a POS task. However POS Help is designed for quick access in case you **are** with a customer and need that task information fast.



Got it: Check Tooltips while with a customer, and check POS Help during down time. So how do I get to POS Help?

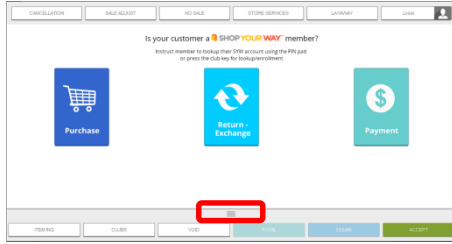


Manager explains difference between tooltips and POS Help.

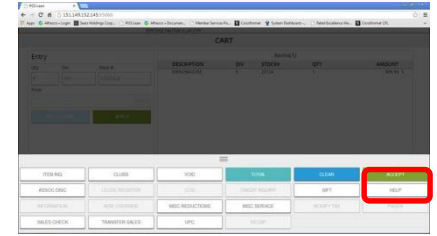
Explain best time to use POS Help.



To open POS Help, either press **<F1>** on the POS keyboard or open the system tray and click the **Help** button. **Try it!**



To open POS Help, either press **<F1>** on the POS keyboard or open the system tray and click the **Help** button. **Try it!**

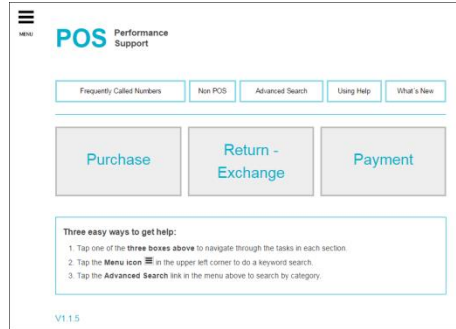


Manager explains how to open POS Help. Pause course until learner either presses **<F1>** or clicks the **Help** button on the system tray.

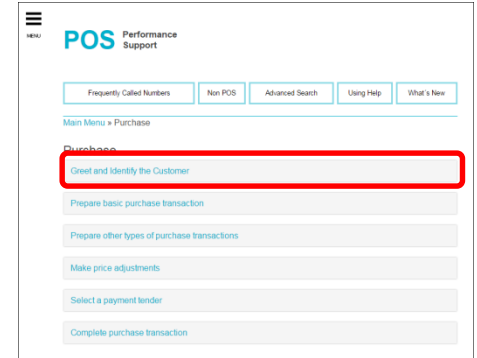
System tray displays if learner clicked the “tray” icon on previous page rather than pressing **<F1>**. Course continues after user clicks the **Help** button.



Notice how the POS Help screen is organized same as the POS register screen? There are boxes for Purchase, Returns, and Payments. **Click Purchase.**



Tasks are listed in the order in which you perform them. Each bar opens to step-by-step instructions, or more sub-tasks. **Click Greet and Identify the Customer.**



Introduce POS Help system. **Purchase** box will highlight for learner to click.

Briefly explain how tasks are listed in the order in which they should be performed. Briefly explain accordion bars and how to open them.



Each task has 2-3 tabs: Quick Steps, Detail Steps, and Supporting Knowledge. Quick Steps are for those who need a quick reminder of the steps in a task. **Click Detail Steps.**

If the customer says...	Then...
Yes.	Ask customer to enter his/her email, phone number, or Shop Your Way Rewards number into the CTT device.
No.	Ask customer if he/she would like to enroll in the Shop Your Way Rewards program.



Detail Steps are for those who need more explanation and screen shots for each task. **Click Supporting Knowledge.**

1. Greet the customer.

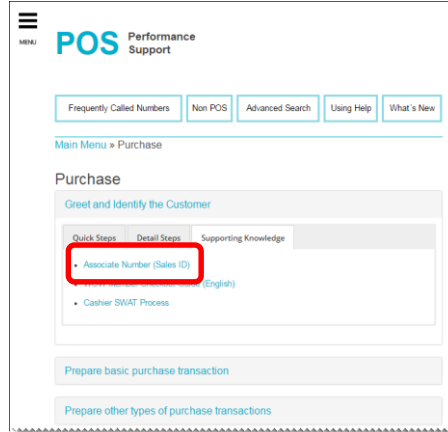
2. Tap Purchase on the Main Menu.

Briefly explain tabs and Quick Steps. After explanation, the Detail Steps tab will highlight. Tell learner to click **Detail Steps**.

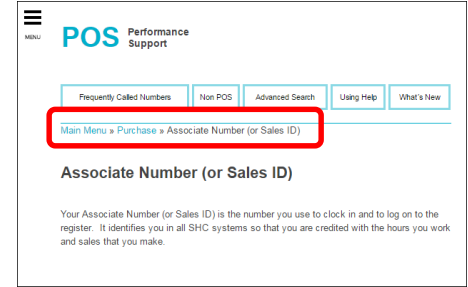
Explain Detail Steps. After explanation, the Supporting Knowledge tab will highlight. Tell learner to click **Supporting Knowledge**.



Supporting Knowledge tab displays reference information regarding the task, or links to related SHC policies. **Click Associate Number link.**



When you open another topic, you can easily go back to a previous topic by clicking the “breadcrumb” links at the top. These tell you where you’ve been. **Click the Purchase breadcrumb link.**



Briefly explain Supporting Knowledge. After explanation, the Associate Number link will highlight. Tell learner to click **Associate Number**.

Explain breadcrumbs. After explanation, the breadcrumb links will highlight. Tell learner to click **Purchase**.



The breadcrumb will take you back to the page and topic that you last viewed. **Click Next to continue.**

POS Performance Support

Frequently Called Numbers Non POS Advanced Search Using Help What's New

Main Menu > Purchase

Purchase

Greet and Identify the Customer

Quick Steps Detail Steps Supporting Knowledge

1. Greet the customer.
2. Tap Purchase on the Main Menu.
3. Enter your associate number (or sales ID) if you're not already logged on, and tap APPLY.
4. Ask customer if he/she is a Shop 'Your Way Rewards member.

If the customer says...	Then...
Yes.	Ask customer to enter his/her email, phone number, or Shop 'Your Way Rewards number into the CTT device.
No.	Ask customer if he/she would like to enroll in the Shop 'Your Way Rewards program.

Prepare basic purchase transaction



You can also access keyword search field by clicking **Menu** in the upper left corner, and category searches by clicking **Advanced Search** in the top toolbar. **Click Next to continue.**

POS Performance Support

Frequently Called Numbers Non POS Advanced Search Using Help What's New

Main Menu > Purchase

Purchase

Greet and Identify the Customer

Quick Steps Detail Steps Supporting Knowledge

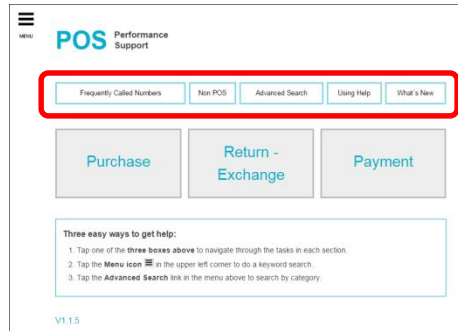
1. Greet the customer.
2. Tap Purchase on the Main Menu.
3. Enter your associate number (or sales ID) if you're not already logged on, and tap APPLY.
4. Ask customer if he/she is a Shop 'Your Way Rewards member.

If the customer says...	Then...
Yes.	Ask customer to enter his/her email, phone number, or Shop 'Your Way Rewards number into the CTT device.
No.	Ask customer if he/she would like to enroll in the Shop 'Your Way Rewards program.

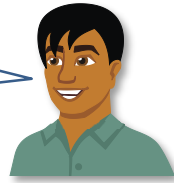
Prepare basic purchase transaction

Describe how the breadcrumb will display the same page and open topic that the learner was previously on. Tell learner to click **Next** to continue.

Briefly explain keyword search via Menu, and category search via Advanced Search (both buttons will highlight during explanation). Tell learner to click **Next** to continue.



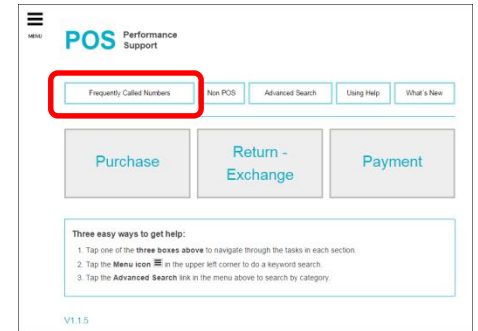
What about the other buttons at the top of the screen?



Begin explanation of toolbar buttons.



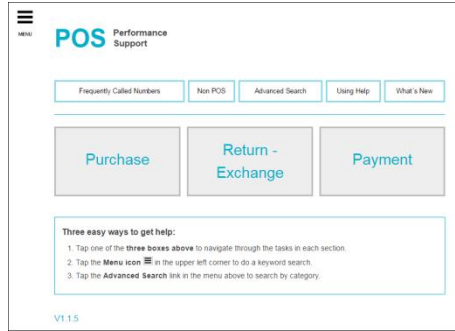
Frequently Called Numbers is the one you'll likely use the most. It lists all the important phone numbers you may need to call while assisting members, like the Helpdesk, credit assistance, or ShopYourWay help.



Explain Frequently Called Numbers.



Now I'm going to show you MiniLearn. This is something you **definitely** should **not** do when there are customers around.



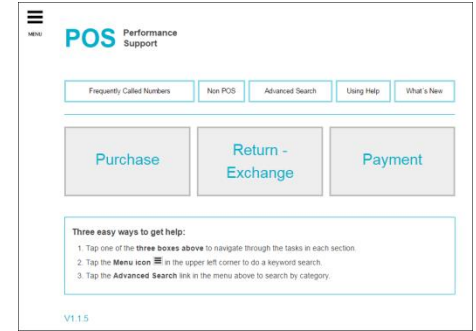
What is MiniLearn?



Introduce MiniLearn.



Each week a new set of questions will display in POS Help. If you answer them correctly, you'll get points in Segno. They only take a minute or two to answer.



How do I get to MiniLearn?



Define MiniLearn and point out how learners can get Segno rewards for answering questions.




[Explain how to get into MiniLearn. Tell learner to try it.]

Sears accepts which the following Credit Cards

- Sears Master Card
- Barclay Card
- Bank of Mars
- Any Visa Card

Explain how to open MiniLearn. Tell learner to **Try It**.



[Explain components of MiniLearn.]

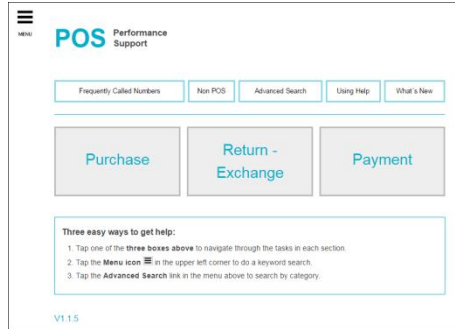
Sears accepts which the following Credit Cards

- Sears Master Card
- Barclay Card
- Bank of Mars
- Any Visa Card

Display screen shot of MiniLearn. Briefly explain components.



Now that we've discussed the components of Tooltips, POS Help, and MiniLearn, let's see what you've learned.



I'm ready!



Introduce Knowledge Check.

Knowledge Check Questions

1. How do you open Tooltips?
2. When should you use Tooltips?
3. How do you open POS Help?
4. When should you use POS Help?
5. What is the difference between Tooltips and POS Help?
6. What kind of rewards do I get for answering MiniLearn questions?

Present Knowledge Check questions.



Here is what you should now be able to do:

- Open Tooltips and the POS Help from the POS register screen.
- Explain the proper times in which to use each.
- Navigate the POS Help bars, tabs, and buttons.
- Answer MiniLearn questions from the POS register to earn Segno rewards.

Thanks for showing me!



List the learning objectives that were covered in the course.