

RESET INSTRUCTIONS FOR STORES WITH ELECTRONIC SHELF LABELS (ESL)

FULL SHELVING CHANGE

a. Store closing time will be coordinated with the reset team. Normally a store scheduled for a full shelving change will close no-later-than (NLT) 2:00 p.m. the night of the pull down. This early closing is necessary to get ESL price labels and ESL rails removed prior to start of pull down. The following procedures must be followed:

(1) Commissary employees scheduled to work the pull down should be ready and available at time of store closing.

(2) Coordinate with shelf-stocking contractor to have a team of their employees arrive at store closing time to work the pull down.

(3) As soon as the store closes, all employees and contractors will begin removing all ESL labels and rails per procedures in paragraph b; all rails must be removed from existing shelving.

b. Preparation and procedures for removing of ESL labels prior to shelving pull down:

(1) All ESL labels will be pulled by category.

(2) Prior to the reset, enough boxes should be saved to hold the ESLs for each individual category. The cardboard trays sodas come in or thin cardboard boxes some vegetables are received in work well.

(3) When the store closes, remove ESL labels by category, place in one box, and label the box as to which category is in the box.

(4) Place labeled boxes of ESL labels on top of the frozen food cases; this location is preferred because it is necessary for the ESL labels to remain within the network communication range.

(5) Removal of ESL rails on shelving can begin after all ESL labels have been removed from a shelf or section. Keep rails separated by angles.

(6) After ESL labels and ESL rails have been removed from shelving sections, commissary employees and shelf-stocking contract employees will remove all product from the shelves. The ultimate goal is to begin removing product from the shelves NLT 5:00 p.m. and have the store completely pulled by 7:00 p.m. This will ensure the shelving contractor has sufficient time to complete their phase of the work.

c. On the day of the reset, the store will be set using paper labels.

(1) Coordinate with the zone manager to have a region/zone team of employees, preferably employees who assisted with the initial implementation of ESLs, arrive at noon. This team will assist the commissary with installation of ESL rails and ESL labels on the new shelving.

(2) Reinstalling ESL rails and ESL labels may take up to two days to complete.

d. Lessons learned:

(1) When ESL labels are removed prior to emptying the shelves of product, it is easier to identify where one category ends and another begins.

(2) Do not put more than one category in a box; keep each category's ESL labels separate and ensure box is labeled with the category.

(3) As ESL rails are pulled, they should be separated by angle and placed in a central location for easy access; this will speed up reinstallation.