

STAPLES® IT'S PRO TIMESM

Store Closure Playbook

Store #:

Location:

Closing Date: «Closing_Date»



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Closing Process Overview

Staples Store #			
Address			
Main Phone Line			
Store Closing Mgr.		Cell:	
General Mgr.		Cell:	
District Mgr.		Cell:	
Contacts	Staples Project Manager, Field Operations (Primary contact for the project)	Name:	
		Cell Phone:	
Store Fixture Disposition:			
Process Overview	<p>The process of closing an existing, operating Staples store has unique logistical challenges. We have developed an approach, to this process, that will accomplish the following goals:</p> <ol style="list-style-type: none"> 1. Don't lose the sales 2. Don't lose the customers. Customer Service Metrics are still counted. 3. Make it EASY for YOU, the store & field team, so you can take care of #1 & #2 <p>How we will do this:</p> <ol style="list-style-type: none"> 1. Inactive inventory (I, C, D, & F status) will receive automatic, aggressive markdowns to help you sell through this product 2. You will progressively mark down all displays to clear out this inventory & replace with boxed inventory 3. Marketing materials will be provided to help you retain our customers and encourage them to continue to shop Staples in nearby locations 		

Closing Store Manager,

The process of closing a store can be stressful for you, your associates, and your customers. With that in mind this Store Closing Playbook has been developed. The overall purpose of this playbook is to deliver on the following objectives:

1. **Do not lose the customer.** Through this closing process we will help our customer's transition to neighboring stores or other channels to continue to meet their business needs and Make More Happen.
2. **Do not lose the sales.** The method in which we sell down inventory is built with the customer in mind. You will see that throughout the closing process we will help you meet your customer's needs by focusing on the key categories and skus that drive our customer traffic.
3. **Reduce the inventory.** By staying in stock in key categories and driving customer traffic, your store will be able to quickly reduce overall inventory levels and displays.
4. **Make it easy for you to make more happen.** We want you to focus on your associates and your customer. This playbook along with your Project Manager, Field Operations will give you specific direction on how to complete the operational aspects of the closing process.

Take your time and familiarize yourself with each weeks focus activities. Reach out to your Project Manager, Field Operations and your District Manager if you have questions. Make sure that you keep your team focused on the task at hand and that is to help your customers Make More Happen.

How to respond to the question: Is your store closing?

General Associate

"Yes, this location is closing X weeks from now. Until then we are focused on our customers and making sure we can get you everything you need. We will have the essentials in-stock until we close. If there is something we do not have, we can get it sent to you from our online Kiosk with free shipping. The X location will also be open for you to shop as well."

Tech Associate with tech services customer

"Yes, this location is closing X weeks from now. Until then we are focused on our customers and making sure we can get you everything you need. We will be accepting computers at this location for in-store repair work until X date. After we close you can always use our X location as they will be open to assist you with your tech needs."

CPC Associate

"Yes, this location is closing X weeks from now. Until then we are focused on our customers and making sure we can get you everything you need. We will be accepting print orders at this location until X date. After we close you can always use our X location as they will be open to assist you with your copy and print needs."

Store Closing - Protecting the Customer Experience

Many of our customers are mission driven and come into our stores with a specific to-do and to-purchase list. They have clear expectations around the ease of transacting, product placement, pricing, and service quality that have been shaped by previous experiences with Staples. They have learned how to navigate the aisles and work within our processes and policies. Any change, even small ones, can be difficult for customers. Imagine how our customers feel when a store goes through a large-scale change, a **closing - relocation – remodel – downsize** process. Customers may become confused or even frustrated in the store – when this happens, they leave! We need to help our customers navigate through the changes occurring so they remain and complete their to-do list in stores!

The key element within our stores control is the **quality of service** during these construction events. Our engagement and selling standards do not change, nor does our fast and courteous check-out experience. In addition to our core approach, take service one step further - here are some tips to make sure the level of service remains exceptional despite the changes happening to the store:

- **Be a visible store leader** – customers dislike when their store closes and every team member's role is to help the customers transfer to another Staples location or to OMNI as seamlessly as possible.
 - Offer information regarding other locations
 - Engage with customers who are concerned a different location is no longer convenient - offer Rewards / More Account and explain benefits both online and in store of these accounts. Get them signed up if not already a Reward or More Account Member!
- **Post extra signage around the store**
 - Acknowledge the store closing
 - Map out nearby locations
 - Direct customers to the kiosk and online for Rewards sign up
- Where possible, **nearby store leadership should spend time in a closing store** to help with customer transfer to their Staples store

What happens to my satisfaction score reporting?

During any type of store construction, relocation, or closing, customers will still be able to provide feedback about their experience through the survey. When we have reviewed scores of stores that had construction or closed, the change in score is not significant and tend to remain flat when service levels are consistent. The expectation of Hot Alert action and overall use of the dashboard does not change - Hot Alerts resolution should be reached (attempted to be reached) within 48 hours. And the Satisfaction Reporting Tool still checked for driver changes and coaching moments.

The Customer Experience teams have created guidelines for score removal and adjustment - even in the case of construction, the only time challenged surveys will be **considered** for removal is if the comment is a personal and direct attack on our store teams. Scores will be re-assigned only if the comment clearly indicates the customer is referencing another store.

For closing stores, the satisfaction survey score reporting follows the same rules as finance:

- Stores that close in the first half of the year will be removed from the FY final scores
- Stores that close in the second half of the year remain in the FY final scores

Public Relations Process for Store Closings

Public Relations tracks internal notification from Real Estate for store activities -- openings/closings/relocations. Following is process followed to prepare for a closing.

- PR will contact DM just prior to employee notification to get the following questions answered.
 - How many employees affected?
 - Will they all be retained?
 - Have employees been notified already? If not, when?
 - Where are closest Staples stores? 2-3 locations, if possible.
 - Please provide the DM cell phone information.
 - Once announced please remind stores employees to forward all press inquiries to the PR team.
- PR will use the above information to create a store-specific media statement.
- Once all employees are notified, PR will follow-up with media who called and provide the media statement.
- **Any media inquiries should be directed to Staples PR Hot Line: 508-942-2266.**

Store Closure Safety Best Practices

Overview	<ul style="list-style-type: none"> Closing a store takes a lot of hard work. It is our goal to keep our customers and our associate's safe throughout this busy exercise.
Aisle Safety	<ul style="list-style-type: none"> Keep aisles free from tripping hazards; totes, product, trash, boxes, etc. Keep items stacked at least 3 feet when stocking the sales floor Make sure overhead product is stored firmly / securely on shelves Walk the store and look for tripping hazards prior to store opening and throughout the day
Moving or breaking down fixtures and shelves	<ul style="list-style-type: none"> Wear gloves when handling metal or glass fixtures Wear safety glasses and gloves when throwing items in the dumpster Wear safety glasses when handling chemicals or dusty items Use U-boats and dollies when moving fixtures. Avoid lifting and carrying if possible.
Pallet Safety	<ul style="list-style-type: none"> Stretch out your arms, back and legs before building pallets Avoid overhead lifting. Use ladders to place product at the top of the pallet Tightly wrap pallets so that they will not fall when moving When wrapping pallets, use extension bar and alternate arms to avoid over use Ensure totes are fully closed Use pallet jacks safely. Keep feet and hands away from moving parts /wheels Be alert for falling or shifting product. Do not try to catch falling /shifting items
Chemical Safety	<ul style="list-style-type: none"> Do not discard unopened or broken chemical containers, soda, energy drinks or sparkling water into the dumpsters or pour down the drain. Review Safety Data Sheets (SDS) prior to using any products for safe usage and personal safety precautions; e.g. ventilation, safety glasses, gloves, etc. Keep chemicals, food, and medicine separate
Ladder Safety	<ul style="list-style-type: none"> Inspect ladders before each use. Never use broken ladders. Place ladders close to the object or area being accessed. Never over reach! Make sure ladders are secure and stable during use Place chains across ladders when not in use Never CLIMB ON SHELVES Maintain 3 points of contact when transporting product up & down ladders
Exits and Fire Extinguishers	<ul style="list-style-type: none"> Do not block fire extinguishers Keep clear pathways to exit doors
Lifting Safety	<ul style="list-style-type: none"> Stretch out back, arms and legs before lifting Lift with your legs not your back Use team lifts when moving / lifting heavy or large sized items Use U-boats and dollies as often as possible
Incidents	<ul style="list-style-type: none"> Report all associate incidents to a manager immediately. Report all customer incidents to a manager. A thorough and detailed investigation is needed including photos, witness statements, evidence preservation, etc. See the Hub for "Third Party / Customer Incident Reporting" policy and procedure.

Insert Closing Calendar here

Hourly Labor Budget

(Pre-Closing Hours will be placed in the store's Hours Bank)

Budgeted for Pre-Work

Hours	Purpose	Start	End
24	Pre-work		
20	7 Weeks from Closing		
20	6 Weeks from Closing		
20	5 Weeks from Closing		
20	4 Weeks from Closing		
20	3 Weeks from Closing		
60	2 Weeks from Closing		
16	(2) Key Holders, 2 days, 4 hours/day – <i>inventory and reconciliation (subject to confirmation by Inventory Accounting)</i>		
48	(6) associates, 2 days, 4 hours/day – <i>inventory and reconciliation</i>		
20	1 Weeks from Closing		

Budgeted for After Closing

Hours	Purpose	Start	End
40	(1) associates, 5 days, 8 hours per day – <i>couponing</i>		
90	(2) Key Holders, 5 days, 9 hours/day – <i>pack-up and cleanout</i>		
80	(2) associates, 5 days, 8 hours/day – <i>pack-up and cleanout</i>		
478	Total		

If using part time associates, please schedule according the scheduling and work hour guidelines

- Additional labor hours must be PRE-approved by the Project Manager, Field Operations
- Post-closing hours budgeted for will be reported to DOM

Store Closing Project

Systems

Completed	What	Who	When
	Ship to Store and BOPIS gets turned off. Store discontinues accepting Easy Tech. ***If the store team places an order, the system will still allow them to select to store address. Do not use store address, use customer address.	IT	4 weeks prior to close
	Print and Marketing Services Web Submission gets turned off.	IT	4 weeks prior to close
	IT Hardware/Telecom gets de-installed and Shipped out. Store Manager onsite 8am day of de-install. Some equipment will need to be recycled. Do not send Recycle Gaylord back to DC until Fujitsu is complete.	Fujitsu/Telecom /Store Manager	Est 3 days post close
	** All IT hardware is accounted for and has a disposition. If you would like to repurpose any hardware, please email RetailSystems@staples.com with your request.		
	AMD's (RF guns) and GM iPad must be packed and sent back to corporate per procedures on page 63.	GM	Monday post close.
	Tekdry return. See page 64 for details.	GM	Monday post close.
	Print and Marketing equipment return Refer to email from PM.	Vendor	Monday/ Tuesday post close.
	Retail Radio amplifier return. See page 67 for details.	GM	Monday post close.

Human Resources Process

Please contact your DM with any questions you may have.

Completed	What	When
	<p><i>Store Notification</i> All Associates should be notified, speaking points will be available for you from your DM. You will receive information that you can distribute to your Associates to help support them as they process this information.</p> <p><i>Post Store Closing</i> All necessary associates selected to stay after the store closing date should be in a job code that is relevant to support the store closing process. In locations that consist of three Managers based on job responsibilities the Sales & Merchandising Manager would remain until broom swept date in order to support the store operational closing process.</p>	8 weeks prior to close
	<p><i>Severance & Benefits Information</i> In certain situations, the Company may determine that it is appropriate to offer severance benefits in order to provide associates with a reasonable economic bridge to new employment. Associates should keep in mind that the granting of severance benefits is discretionary and may be subject to the associate's signing a release. Severance pay is calculated using base hourly pay or base exempt salary only. No other form of compensation, including but not limited to commissions, bonuses, and travel or car allowances will be used to calculate severance, except for those associates in jobs in which the Company has established a benefit base rate. Commissions, bonuses, travel or other reimbursements or payments due to the associate prior to the commencement of the severance period will be paid as required under the terms of those pay plans and/or applicable law. You will receive Severance agreements for all Associates one week prior to your store closing from your District Manager <i>*Associates staying on through broom swept date must remain employed with Staples until that time to remain eligible to receive severance.</i></p> <p>Two weeks prior to Closing: DMs will be sent a spreadsheet of all associates in the closing store and they are required to communicate to the HRBC which associates have accepted a position at a neighboring store to the best of their knowledge. We will also require Associates that are staying on to complete the store inventory, as well as Associates remaining until the broom swept date. This is critical that the information is returned within the time frame that is requested.</p>	2 weeks prior to close
	<p><i>Employee roster update</i> DMs will be sent a spreadsheet of all associates in the closing store and they are required to communicate to the HRBC which associates have accepted a position at a neighboring store and should NOT be terminated. This is critical that the information is received no later than the Monday of the week your store is closing.</p>	1 week prior to close
	<p><i>Final Payment of Wages</i> Payroll for their last week of work will be automatically generated based on using standardized hours:</p>	

	<p><i>Final Pay Process for Associates working until <u>store closing date</u></i></p> <ul style="list-style-type: none"> • Part time Non-Exempt Associates will be paid a standard 25 hours for their final work week (Please do not schedule associates any more than 25 hours you will not be able to change the 25-hour payout. If an associate works less than 25 hours, we will still pay them the standard 25) • Payroll will add any additional floating/vacation per State Requirements and ensure final pay is issued per State requirements • Full Time Associates will be paid a standard 37.5 hours for their final work week (Please do not schedule associates any more than 37.5 hours you will not be able to change the 37.5-hour payout. If an associate works less than 37.5 hours we will still pay them the standard 37.5) Payroll will add any additional floating/vacation per State Requirements and ensure final pay is issued per State requirements • Exempt associates will be paid their regular weekly salary for the final week worked. If applicable, payroll will add any additional Paid Time Off (PTO) per the policy and State Requirements and ensure final pay is issued per State requirements <p><i>Final Pay Process for Associates working until <u>broom swept date</u>:</i></p> <ul style="list-style-type: none"> • All FT & PT Associates (non-management) will be paid a standard 40 hours for their final week. It is imperative that associates do not work over 40 hours; their final payment of wages will be for 40 hours. If an associate works less than 40 hours we will still pay them the standard 40 hours for their final week. Payroll will add any additional floating/vacation per State Requirements and ensure final pay is issued per State requirements 	Final week of store operation
	<p><i>Final day of Associate</i></p> <ul style="list-style-type: none"> • If Associate applies for and accepts another role in a neighboring store, - GM must transfer the associate –use transfer code: Store Closing • Signed severance agreements need to be faxed to HR Services – Fax: (508) 305 -1300 • Questions regarding severance agreements can be directed to HR Services at Phone: (888) 490-4747 • Associate Files and I-9 form for those transferring will need to be transferred to the store associate transfers • For Terminated Associate files, process has been established to send to Iron Mt. 	Final day of store operation
	<p>Employee File Retention</p> <p>All stores scheduled for closing shall prepare all required records and employee records as noted within the Retail Record Archive Policy. The purpose of this policy is to ensure paperwork generated by stores is secured in accordance with legal, company and privacy guidelines. Refer to policy included in this playbook.</p>	Week after close date

Store Closing Project
Daily Plan: Store Pre-work

Completed	What	Who
	Sharing of Closing Decision/Dates with Associates: <ul style="list-style-type: none"> Consult with your DM and HR Manager on how to approach communication with your team 	Staples Managers
	Sharing of Closing Decision with your Customers: <ul style="list-style-type: none"> <i>Ensure that your associate team knows of the closing decision prior to communicating to your customers!</i> The objective is to keep all your customers and move their business to nearby stores and/or our website: <ul style="list-style-type: none"> Please see the index for sample marketing materials Go to the Hub (USR Home page – Popular Links – Construction Playbooks & Marketing Materials) to find the marketing materials for your store (make sure you use 4-digit store number) Print out the materials and begin distributing them to your customers 	Staples Managers
	Supply & Signage Transfers <ul style="list-style-type: none"> All store supplies must be sent to other stores within your district or disposed of. The district manager will need to identify up to 2 stores within the district to send the supplies to. Any signage at your store can be sent to those same stores. 	
	Fixture and Equipment Transfers <i>Refer to page 7 of this playbook for the disposition of the fixtures at your store. All fixture transfer requests must go through your Project Manager.</i> <ul style="list-style-type: none"> Abandon in place – Staples does not want the following store fixtures or equipment at your building: <ul style="list-style-type: none"> If a sister store does not want the following fixtures, they must be sent to the distribution center (See Page 66 for photos): <ul style="list-style-type: none"> Power Stock Lifter –SKU 1056228 7 Step Rolling Ladder – SKU 1056167 9 Step Rolling Ladder – SKU 1056168 Pallet Jack – SKU 1056912 Wire Shopping Cart – SKU 788910 Plastic Shopping Cart – SKU 784517 U-Boat w/ Metal Deck – SKU 1056169 Hand Truck – SKU 1056170 3 ft. Fiberglass Ladder – SKU 1056166 Radius Deluxe Sweeper – SKU 1056704 5 Step Rolling Ladder – SKU 1056226 Remove and Dispose– Fixtures will be left behind in accordance to our lease. Signage removal only. No fixtures can be removed without Project Manager consent. <ul style="list-style-type: none"> <i>No fixtures can be transferred to sister stores or sent to the distribution center!!</i> 	
	Save all totes and pallets from DC deliveries	Store Team

	Manager Office: <ul style="list-style-type: none"> • Dispose of all old records, binders, etc. (see record retention policy) • Dispose of any office supplies that are no longer being used (this includes all pens, paper clips, trays, etc.....) 	Store Team 8 hours
	Receiving: <ul style="list-style-type: none"> • Dispose of any outdated supplies • Organize remaining supplies • Clean and organize all areas of receiving 	Store Team 8 hours
	Iron Mountain: <ul style="list-style-type: none"> • Retention paper work will be sent out via Campus Ship; please see Retail Records Tracker form found on the Hub via USR Home - Construction Playbooks & Marketing Materials – Supporting Docs • Bins will be provided by Iron Mountain prior to closing; work with your local driver 	Store Team 8 hours
	Coke Machines <ul style="list-style-type: none"> • If you do not hear from Coke for register cooler 4 weeks, prior to closing to call 1-800 647 2653 and alert them and your Project Manager, Field Operations. • Break room vending machine companies should be called now and weekly until they are removed. 	Store Manager
	EasyTech: <ul style="list-style-type: none"> • Effective immediately, EasyTech Total Support subscriptions should no longer be sold • Contact customers to pick up abandoned computers. Refer to appendix for details 	Store Team
	Soda Stream <ul style="list-style-type: none"> • If stores need additional boxes, call SodaStream at 1-800-727-1835, Option 3; or send an e-mail to ordersusa@sodastream.com. Please include your store number, address and quantity of replacement boxes needed. 	Store Team

Store Closing Project
Weekly Plan: 7 Weeks prior to closing
Date: «M_7_Wks»

Completed	What	Labor Bank
	<p>NOTE: The objective is to leave as much product in full case packs as possible allowing for return to warehouse after the store closes. At the same time, the goal is to not allow outs to develop on the shelf. The process:</p> <ul style="list-style-type: none"> As product arrives from the DC in full cases, place the case in top stock if there is already some of the item on the shelf ONLY open the case if the shelf becomes out of stock The exceptions to this process are Ink, Toner & Paper (high velocity/turn products). <p><i>You will know the process is working if the mid stocks become empty while the shelves have minimum outs and the top stocks fill up a bit.</i></p>	N/A
	<p style="text-align: center;">In Stock for The Customer Process</p> <p>NOTE: The objective is to keep outs at a minimum without “packing” the shelves. The Process:</p> <ul style="list-style-type: none"> Do not complete ZB walk. Continue to complete “directed pulls” with one change.....do not seek to “pack” the shelves. The goal is to identify any merchandise that it is at risk of becoming out of stock Remove tag from any out of stock items and fill shelves, and pegs with like merchandise from same planograms from mid-stocks. Goal is to have little to no mid stock merchandise by closing. Once mid stock merchandise is depleted you can begin to fill in line with merchandise from promo locations like shippers, dump bins, pallet positions, and end caps. Scheduled Cycle Counts must be completed weekly. 	8 Hours
	<p style="text-align: center;">Clearance Shop</p> <p>NOTE: The objective is to merchandise C & F status product for maximum sell through</p> <ul style="list-style-type: none"> 3rd party vendor will set this up this week Tuesday through Saturday. Store responsibility to maintain go forward. Refer to How to Guide for set-up detail on pg. 48 System markdowns will be in print queue on Wednesday and Thursday mornings. 3rd party will locate and set up clearance shops from top stock, back rooms, etc. Inline clearance will stay. Store assist with back room or lock up merchandise. 	2 Hours Staples & Third Party on Weds and Thursday
	<p style="text-align: center;">Overstock Full case return for select POGs Full case RTW downloaded this week.</p> <ul style="list-style-type: none"> 3rd party will pull and palletize the returns. Store management will key returns Store team will load on next available Returns truck, if more than 5 pallets please contact PM for additional Returns pick up. Use placards for all pallets going back to DC. 	3 hours Staples And 3 rd party on Tuesday.

	<p align="center">Furniture/Supplies Categories</p> <p>NOTE: The objective is to sell off all furniture and office supply displays, at the highest margin possible, while maintaining overall furniture sales.</p> <p>The process:</p> <ul style="list-style-type: none"> • Using the 3X5 Clearance Signs, shown in the policy, mark down all Furniture displays by 50% (this includes all desks, bookcases, file cabinets, chairs, staplers, and punches) tags will be sent in from FF&E • As displays sell off: <ul style="list-style-type: none"> ○ DO NOT replace the display ○ If you still have boxed inventory, neatly stack the boxed inventory on the sales floor and print an 8 ½ X 11 sign to place on top of the stack (regular or Ad price) ○ For chairs, place one boxed chair in the place of any sold off display 	Third Party on Friday and Saturday.
	<p align="center">Technology Categories (NOT including tablets, laptops, computers, monitors)</p> <ul style="list-style-type: none"> • Using 3X5 Clearance Signs, shown in the policy, mark down all displays by 25% (this includes calculators) • Mark down any boxed dummy displays. Check printer overstock and lock up rooms. Place on tables or end caps in clearance shop. • As displays sell off: <ul style="list-style-type: none"> ○ DO NOT replace the display ○ If you still have boxed inventory, and MPP allows, neatly merchandise boxed inventory in the spot vacated by the sold off display ○ If MPP does not allow for boxed inventory to be live on the sales floor, flex the remaining displays to fill the set 	Third Party on Friday and Saturday.
	<p>Store Use supplies for the pack-up. These must be coded out with a code 13 in house supply code:</p> <ul style="list-style-type: none"> • (4) Packing tape (sku 467951) • (6) Bags of Rubber Bands (any combination of these skus 808659, 808634, 808618) 	1 hour

Store Closing Project
Weekly Plan: 6 Weeks prior to closing
Date: «M_6_Wks»

Completed	What	Labor Bank
	<i>All DSD replenishment is shut off. This is merchandise that needs to be PO received.</i>	
	Start preparing for Physical Inventory (Date TBD by Inventory Accounting)	
	<p style="text-align: center;">Truck Process:</p> <p>As product arrives from the DC in full cases, place the case in top stock if there is already some of the item on the shelf</p> <ul style="list-style-type: none"> ONLY open the case if the shelf becomes out of stock The exceptions to this process are Ink, Toner & Paper (high velocity/turn products). <p><i>You will know the process is working if the mid stocks become empty while the shelves have minimum outs and the top stocks fill up a bit.</i></p>	N/A
	<p style="text-align: center;">In Stock for The Customer Process</p> <ul style="list-style-type: none"> Do not complete ZB walk. Continue to complete “directed pulls” with one change.....do not seek to “pack” the shelves. The goal is to identify any merchandise that it is at risk of becoming out of stock Scheduled Cycle Counts must be completed weekly. Fill shelves and pegs from mid-stock 	8 Hours
	<p style="text-align: center;">Clearance Shop</p> <ul style="list-style-type: none"> Store responsibility to maintain clearance shop per guidelines on pg. 48. 	2 Hours
	<p style="text-align: center;">Furniture/Supplies Categories</p> <ul style="list-style-type: none"> Maintain display pricing. Tags may need to be replaced if lost or from weekly price changes. 	2 Hours
	<p style="text-align: center;">Technology Categories</p> <p style="text-align: center;">(NOT including tablets, laptops, computers, monitors)</p> <ul style="list-style-type: none"> Maintain display pricing. Tags may need to be replaced if lost or from weekly price changes. 	2 Hours

Store Closing Project
Weekly Plan: 5 Weeks prior to closing
Date: «M_5_Wks»

Completed	What	Hours Bank
	<p>Continue to pull RTV and RTW merchandise, but don't process the RTV/RTW.</p> <ul style="list-style-type: none"> As RTV and RTW information is downloaded in the AS/400, pull the merchandise and store it in or near the damages cage. Make sure to clearly segregate and identify it, so it can be packed up separate from the rest of the product in the store. Do not process the return, or send to the DC. IT is acceptable to be non-compliant. This merchandise will be counted during the physical inventory. 	N/A
	<p>Truck process:</p> <ul style="list-style-type: none"> As product arrives from the DC in full cases, place the case in top stock if there is already some of the item on the shelf ONLY open the case if the shelf becomes out of stock The exceptions to this process are Ink, Toner & Paper (high velocity/turn products). 	N/A
	<p>In Stock for The Customer Process</p> <ul style="list-style-type: none"> Do not complete ZB walk. Continue to complete "directed pulls" with one change.....do not seek to "pack" the shelves. The goal is to identify any merchandise that it is at risk of becoming out of stock Scheduled Cycle Counts must be completed weekly. Fill shelves and pegs from mid-stock 	8 Hours
	<p>Clearance Shop</p> <p>NOTE: The objective is to merchandise C & F status product for maximum sell through</p> <ul style="list-style-type: none"> Store responsibility to maintain clearance shop per guidelines on pg. 48. 	2 Hours
	<p>Furniture</p> <ul style="list-style-type: none"> Maintain display pricing. Tags may need to be replaced if lost or from weekly price changes. 	2 Hours
	<p>Technology Categories</p> <ul style="list-style-type: none"> Using 3X5 Clearance Signs, shown in the policy, increase the markdown to 50% for all remaining technology displays including calculators Maintain display pricing. Tags may need to be replaced if lost or from weekly price changes. 	2 Hours

Store Closing Project
Weekly Plan: 4 Weeks prior to closing
Date: «M_4_Wks»

Completed	What	Hours Bank
	<i>Store Ops will disconnect BOPIS and Ship-To-Store. Easy Tech no longer accepting orders. IF orders come in please contact PM Immediately. NOTE: Do <u>NOT</u> place an order from the Kiosk and choose "Ship to Store." There is currently no way to turn this feature off, so if an associate chooses it – your store will receive the package.</i>	
	<i>Print and Marketing Services Web submission will be shut off.</i>	
	Print the "We're Closing" banners from the Hub <ul style="list-style-type: none"> Located at US Retail Homepage, Popular links at bottom, Engineering and Construction link, navigate the site to Closing Marketing Materials. *Please note use 4-digit store number Print enough to replace all window banners, and 2 flanking the entrance. 	2 Hours
	Start bag stuffers at all registers	N/A
	Begin selling all soda stream cartridges at 50% off. Once the soda stream canisters have been marked down 50%, we should not do any more soda stream recycle trade ins. If we process the soda stream at the mark down price and use the recycle coupon code, the units will ring up at a \$0 price to the customers. <ul style="list-style-type: none"> The soda stream canisters should just be scanned and sold at the POS without the recycle coupon. 	1 hour
	Truck process: <ul style="list-style-type: none"> As product arrives from the DC in full cases, place the case in top stock if there is already some of the item on the shelf ONLY open the case if the shelf becomes out of stock The exceptions to this process are Ink, Toner & Paper (high velocity/turn products). 	N/A
	In Stock for The Customer Process <ul style="list-style-type: none"> Do not complete ZB walk. Continue to complete "directed pulls" with one change.....do not seek to "pack" the shelves. The goal is to identify any merchandise that it is at risk of becoming out of stock Scheduled Cycle Counts must be completed weekly. Fill shelves and pegs from mid-stock 	8 Hours
	Clearance Shop <ul style="list-style-type: none"> Store responsibility to maintain clearance shop per guidelines on pg. 48. 	2 hours
	Furniture <ul style="list-style-type: none"> Maintain display pricing. Tags may need to be replaced if lost or from weekly price changes. 	1 Hour
	Technology Categories <ul style="list-style-type: none"> Maintain display pricing. Tags may need to be replaced if lost or from weekly price changes 	1 Hour
	ALL OTHER TECHNOLOGY (Tablets, Laptops, Computers, Monitors) <ul style="list-style-type: none"> Using 3X5 Clearance Signs, shown in the policy, markdown to 25% off for all remaining technology displays including calculators 	2 Hours

Store Closing Project
Weekly Plan: 3 Weeks prior to closing
Date: «M_3_Wks»

	What	Hours Bank
	Truck Process <ul style="list-style-type: none"> As product arrives from the DC in full cases, place the case in top stock if there is already some of the item on the shelf ONLY open the case if the shelf becomes out of stock The exceptions to this process are Ink, Toner & Paper (high velocity/turn products). 	N/A
	In Stock for The Customer Process <ul style="list-style-type: none"> Do not complete ZB walk. Continue to complete “directed pulls” with one change.....do not seek to “pack” the shelves. The goal is to identify any merchandise that it is at risk of becoming out of stock Flex and fill out of stocks with like product to keep shelves and pegs full Scheduled Cycle Counts must be completed weekly. Fill shelves and pegs from mid-stock 	8 Hours
	Clearance Shop NOTE: The objective is to merchandise C & F status product for maximum sell through <ul style="list-style-type: none"> Store responsibility to maintain clearance shop per guidelines on pg. 48. 	2 Hours
	Furniture <ul style="list-style-type: none"> Maintain display pricing. Tags may need to be replaced if lost or from weekly price changes. 	1 Hour
	Technology Categories (Excluding Tablets, Laptops, Computers, Monitors) <ul style="list-style-type: none"> Maintain display pricing. Tags may need to be replaced if lost or from weekly price changes. 	1 Hour
	ALL OTHER TECHNOLOGY (Tablets, Laptops, Computers, Monitors) <ul style="list-style-type: none"> Maintain display pricing. Tags may need to be replaced if lost or from weekly price changes. 	2 Hours

Store Closing Project
Weekly Plan: 2 Weeks prior to closing
Date: «M_2_Wks»

Completed	What	Hours Bank
	Begin working donation list. <i>(see HUB for policy)</i> <ul style="list-style-type: none"> Any items on the list of Donation Eligible items can be Code 44 adjusted and donated to local charities. This list can be found on Reports 2 Web. Donate the maps. 	12 Hours
	<p style="text-align: center;">Physical Inventory Prep</p> <p><i>Physical Inventory May take place Saturday of this week</i> <i>Date is to be confirmed by Inventory Accounting</i></p> <ul style="list-style-type: none"> Prepare the store for physical inventory, using the PI process on the Hub. Manager will need to verify all invoices in as/400 have been received prior to inventory and all items in aging report are closed. 	30 hours
	<p style="text-align: center;">In Stock for The Customer Process</p> <ul style="list-style-type: none"> Do not complete ZB walk. Continue to complete “directed pulls” with one change.....do not seek to “pack” the shelves. The goal is to identify any merchandise that it is at risk of becoming out of stock Flex and fill out of stocks with like product to keep shelves and pegs full Scheduled Cycle Counts must be completed weekly. Fill shelves and pegs from mid-stock 	8 Hours
	<p style="text-align: center;">Clearance Shop</p> <ul style="list-style-type: none"> Store responsibility to maintain clearance shop per guidelines on pg. 48. 	2 Hours
	<p style="text-align: center;">Furniture</p> <ul style="list-style-type: none"> Using the 3X5 Clearance Signs, shown in the policy, increase the mark down for all remaining Furniture displays to 75% off (this includes all desks, bookcases, file cabinets, chairs, staplers, and punches Maintain display pricing. Tags may need to be replaced if lost or from weekly price changes. 	1 Hour
	<p style="text-align: center;">Technology Categories (Excluding Tablets, Laptops, Computers, Monitors)</p> <ul style="list-style-type: none"> Using 3X5 Clearance Signs, shown in the policy, increase the markdown to 75% off for all remaining technology displays including calculators Maintain display pricing. Tags may need to be replaced if lost or from weekly price changes. 	1 Hour
	<p style="text-align: center;">ALL OTHER TECHNOLOGY (Tablets, Laptops, Computers, Monitors)</p> <ul style="list-style-type: none"> Using 3X5 Clearance Signs, shown in the policy, increase the markdown to 50% off for all remaining technology displays Maintain display pricing. Tags may need to be replaced if lost or from weekly price changes. 	2 Hours
	<p>Transfer to sister stores (transfers must be released and out of building before Close):</p> <ul style="list-style-type: none"> Stamps – regular orders will be sent to sister stores DM executes store-to-store transfer of stamp inventory. Any soda stream cartridges that did not sell need to be transferred via DM 	1 hour
	<p>Code out and destroy all gift cards using the system on-hands for quantities. Use a code 16 for these adjustments.</p>	2 hours

Store Closing Project
Weekly Plan: 1 Week prior to closing
Date: «M_1_Wk»

Completed	What	Hours Bank
	<p style="text-align: center;">Physical Inventory Reconciliation on Sunday</p> <ul style="list-style-type: none"> When Physical Inventory is completed in the closing store each section will have a section tag that will sync up to the Physical Inventory Variance Exception Report. Please have the store leave these section tags through the closure for 3rd party to use for packing up the Inventory once store has closed. 	
	<p>(90) pallets, (15) pallets of Totes, (8) cases of Shrink wrap, and (8) Gaylord's arrive for pack-up this week. Stage in receiving or furniture pad. Inspect Pallets of totes for damages and notify PM ASAP if there are many.</p>	
	<p style="text-align: center;">In Stock for The Customer Process</p> <ul style="list-style-type: none"> Do not complete ZB walk. Continue to complete "directed pulls" with one change.....do not seek to "pack" the shelves. The goal is to identify any merchandise that it is at risk of becoming out of stock Scheduled Cycle Counts must be completed weekly. Flex and fill out of stocks with like product to keep shelves and pegs full 	8 Hours
	<p style="text-align: center;">TekDry Return</p> <ul style="list-style-type: none"> Pack and ship TekDry machine to vendor per instructions on pages 63-65 Contact PM if you have not received shipping box and label from vendor. 	2 hours
	<p style="text-align: center;">Furniture</p> <ul style="list-style-type: none"> Maintain display pricing. Tags may need to be replaced if lost or from weekly price changes. 	1 Hour
	<p style="text-align: center;">All Technology Categories</p> <ul style="list-style-type: none"> Maintain display pricing. Tags may need to be replaced if lost or from weekly price changes. 	1 Hour
	<p>Spar scheduled to be on site to pack up and process Select-a-vision return. If not contact Project Manager.</p>	
	<p style="text-align: center;">Paperwork to Send Back to Iron Mountain for Retention</p> <ul style="list-style-type: none"> Respond to the email you receive from the Record Retention Department verifying you have received the: <ul style="list-style-type: none"> Barcode Labels and transmittal sheets Tracking spreadsheet Iron Mountain order # You will need these to properly ship all required documents back to Iron Mountain You may start packing up paperwork if you wish – but please note you will still need to include documents that will come after your store closes. Please refer to Page 59 "Store Closing – Sending Documents back to Iron Mountain" for complete details 	

	<p>Fill out and print out the pallet placards from the Hub (Located at US Retail Homepage, Popular links at bottom, Construction Playbooks & Marketing Materials link, use 4-digit store number)</p> <ul style="list-style-type: none"> • (200) of Full Case placard • (200) of Totes & Loose placard • (50) of RTV, Recycle, RTW & Damages placard. • (10) Inactive Status Placard on red paper 	1 hour
	Process all Ink and Toner recycling, etc. to clear out the damages area.	2 hours
	<p>At Close of Business on Friday evening, post the “We’ve Closed” window banners</p> <p>(Located at US Retail Homepage, Popular links at bottom, Construction Playbooks & Marketing Materials link, navigate the site to Closing Marketing Materials).</p> <ul style="list-style-type: none"> • Print enough to replace all window banners, and 2 flanking the entrance. 	2 hours

Store Closing Project
Daily Plan: Pre-Closing (Friday @ 8AM)
Date: «Friday_Before»
 Minimum Number of Associates = 5 (5 3rd Party)
 (5-3rd party reps start at 8AM to process inactive file)

Completed	What	Who
	<i>Attend Skype meeting outlining product transfer process scheduled by Project Manager Field Operations.</i>	Staples Managers, 3 rd Party Team, Project Manager and any other associate supporting the transfer process
	Process Tech Inactive and Inactive items – refer to appendix for direction <ul style="list-style-type: none"> Details will be discussed during Skype call Inactive file will be emailed separately. 	3 rd Party Team
	Input counts of items found (Use GM Computer) <ul style="list-style-type: none"> Spreadsheet will turn green if you can proceed Spreadsheet will turn red if you need to continue looking After counts have been added to spread sheet the TL will email the final counts to the PM assigned to store. 	3 rd Party Team Leader
	<i>Team will locate all food items and give to manager to code out using a code 16</i>	3 rd Party Team
	<i>Pull all Dated Goods/calendar items and place on separate pallet (clearly noted on placards DATED PRODUCT). They will need to locate items from planogram, shippers, dump bins and pallet positions etc.</i>	3 rd Party Team
	<i>Pull all Hallmark items and place in separate tote clearly labeled with the Hallmark Placard to be returned to the DC</i>	3 rd Party Team
	Paperwork to Send Back to Iron Mountain for Retention <ul style="list-style-type: none"> Let UPS know you will need a pickup for Monday (documents to go back to Iron Mountain). Note: These can't be shipped back prior to Monday as you will need to include documents through Saturday.	Staples managers 1 hour

Post Closing

**STORE CLOSES FRIDAY EVENING AT NORMAL
SCHEDULED TIME**

Store Closing Project
Daily Plan: Post Closing - Day 1 (Saturday 8AM – 5PM)

Date: «M_1_Day_Post»

Minimum Number of Associates = 14 (2 key holders, 2 associates, 10 3rd Party)
 (10-3rd party reps start at 8AM to finalize clearance and inactives. Pack up the store if ready.)

Completed	What	Who
	<i>Saturday morning store will do final deposits of ALL funds in the safe. Armored car picks up will be onsite Monday. All safe keys should be taped to top of the safe along with the Combination using placard in reference materials. Make sure you get safe key from armored car company. Notify Project Manager immediately if this does not occur.</i>	
	Assign 1 associate to hand out flyers (re-directing customers to nearby stores with offer) in front of store	Staples Associate
	Paperwork to send back to Iron Mountain for Retention: - Pack up all paperwork required to be sent back to Iron Mountain. Refer to Page 59 - "Store Closing – Sending Documents Back to Iron Mountain" for complete list of paperwork	Staples managers 1 hour
	Pack all loose product, per detail instructions in the Product Transfer section <ul style="list-style-type: none"> • Pallets must be packed a minimum of 8 feet high (check dock height for any height restrictions) • Secure with shrink wrap with 4 layers' minimum • Stage for pick-up • Stores sending back product on trucks with tailgates should only stack 6' high to avoid injuries loading pallets on the truck. • Dot com items that are returned to the store by customers will be disposed of after we have followed the company policy for returns 	3 rd Party Team
	Phone Systems: The store phone system will remain functioning until phone is forwarded to a sister store or closing message is loaded. Ensure ringing phone is answered in a timely manner.	
	Sales Floor <ul style="list-style-type: none"> • Shelf level signage must be removed and disposed of. • Price tags must be removed from shelving. • Acrylic tag holders must be removed from peg hooks. • Peg backers may be left on pegboard. • All merchandise including ink must be removed from Alpha boxes and spider wraps. • Alpha boxes should be packed neatly in Gaylord's and sent back to DC. Spider wraps should be sent to sister stores. 	3 rd Party Team
	Clean Receiving Area <ul style="list-style-type: none"> • Dispose of any old supplies • Clean receiving and dispose of any trash (Receiving must be left clean, free of trash and empty). The Fixture vendor will dismantle, and remove, all gondola and pallet racking. You may also leave excess shelving, peg hooks, cross bars, etc. in Receiving for the fixture vendor. Do not throw out any fixtures. 	3 rd Party Team and Staples Team

	Clean out Cash Office <ul style="list-style-type: none"> • Dispose of any old supplies • Clean all appliances (any appliances left behind will be taken by the fixture vendor) • Clean break room and dispose of any trash (Break room must be left clean, free of trash and empty) • Teller Mate machines are to be sent to sister store 	Staples Team
	Print and Marketing Services: <ul style="list-style-type: none"> • Dispose of all outdated supplies • Ensure that all customers with completed jobs are contacted 	Staples Team
	Easy Tech Desk: <ul style="list-style-type: none"> • Dispose of all outdated supplies • Ensure that all customers with completed jobs are contacted 	Staples Team
	Clean out Manager's Office <ul style="list-style-type: none"> • Dispose of any old supplies and unwanted fixtures • Pack all records (reference Records Retention Policy) for Iron Mountain pick up • Clean room and dispose of any trash (Cash office and Manager's Office must be left clean, free of trash and empty) 	Staples Team
	Clean out Training Room <ul style="list-style-type: none"> • Dispose of any old training materials • Clean room and dispose of any trash (training room must be left clean, free of trash and empty) 	Staples Team
	Clean out Cashier Stations: <ul style="list-style-type: none"> • Pack up all remaining merchandise bags for transfer to a sister store • Dispose of all old supplies (paper clips, pads, etc.) • Clean all register stations (register stations must be left clean, free of trash and empty) 	Staples Team
	Clean out Customer Service Desk: <ul style="list-style-type: none"> • Pack up all remaining merchandise bags for transfer to a sister store • Dispose of all old supplies (paper clips, pads, etc.) • Clean all register stations (register stations must be left clean, free of trash and empty) • Pack up all sign stock for transfer to sister stores (leave ink and paper supplies for transfer processing) 	Staples Team
	Clean out Janitorial Closet <ul style="list-style-type: none"> • Dispose of any unwanted supplies • Hazardous chemicals will be picked up by Overland Supply. • Clean room and dispose of any trash (Janitorial closet must be left clean, free of trash and empty) 	Staples Team
	Associate break room: <ul style="list-style-type: none"> • Clean out refrigerator (dispose of ALL remaining food and wash interior) • Clean out microwave, coffee pot & toaster oven • Clean out associate lockers. Dispose of everything 	Staples Team
	<i>Wrap up the day by "walking" the entire building together, assessing progress, prior to contacting the Project Manager, Field Operations</i>	

Store Closing Project
Daily Plan: Post Closing - Day 2 (Sunday 8AM – 5PM)

Date: «M_2_Day_Post»

Minimum Number of Associates = 14 (2 key holders, 2 associates, 10 3rd Party)

Completed	What	Who
	Assign 1 associate to hand out flyers (re-directing customers to nearby stores with offer) in front of store	Staples Associate
	<ul style="list-style-type: none"> • Pack all full case product and product with a “ship pack” of 1 unit onto pallets. • Pack all loose product, per detail instructions in the Product Transfer section • Pack all materials on the Store Supplies, Fixture and Equipment disposition planner • Ensure no boxed dummy displays are returned. • Refer to Pack UP Playbook for details 	3 rd Party Team
	Sales Floor <ul style="list-style-type: none"> • Shelf level signage must be removed and disposed of. • Price tags must be removed from shelving. • Acrylic tag holders must be removed from peg hooks. • Peg backers may be left on pegboard. • Alpha boxes must be packed neatly in Gaylord’s and sent to DC. 	3 rd Party Team
	Key Sorting <ul style="list-style-type: none"> • Keys maintained in the building will be construction control key, baler keys, elevator keys, escalator keys, parapet door keys, mail box key, etc. 	Staples Manager
	Clean Receiving Area <ul style="list-style-type: none"> • Dispose of any old supplies • Clean receiving and dispose of any trash (Receiving must be left clean, free of trash and empty). The Fixture vendor will dismantle, and remove, all gondola and pallet racking. You may also leave excess shelving, peg hooks, cross bars, etc. in Receiving for the fixture vendor. Do not throw out any fixtures.	3 rd Party Team and Staples Team
	Clean out Cash Office <ul style="list-style-type: none"> • Dispose of any old supplies • Clean all appliances (any appliances left behind will be taken by the fixture vendor) • Clean break room and dispose of any trash (Break room must be left clean, free of trash and empty) • Teller Mate machines are to be sent to sister store 	Staples Team
	Print and Marketing Services: <ul style="list-style-type: none"> • Dispose of all outdated supplies • Ensure that all customers with completed jobs are contacted 	Staples Team
	Easy Tech Desk: <ul style="list-style-type: none"> • Dispose of all outdated supplies • Ensure that all customers with completed jobs are contacted 	Staples Team

	Clean out Manager's Office <ul style="list-style-type: none"> • Dispose of any old supplies and unwanted fixtures • Pack all records (reference Records Retention Policy) for Iron Mountain pick up • Clean room and dispose of any trash (Cash office and Manager's Office must be left clean, free of trash and empty) 	Staples Team
	Clean out Training Room <ul style="list-style-type: none"> • Dispose of any old training materials • Clean room and dispose of any trash (training room must be left clean, free of trash and empty) 	Staples Team
	Clean out Cashier Stations: <ul style="list-style-type: none"> • Pack up all remaining merchandise bags for transfer to a sister store • Dispose of all old supplies (paper clips, pads, etc.) • Clean all register stations (register stations must be left clean, free of trash and empty) 	Staples Team
	Clean out Customer Service Desk: <ul style="list-style-type: none"> • Pack up all remaining merchandise bags for transfer to a sister store • Dispose of all old supplies (paper clips, pads, etc.) • Clean all register stations (register stations must be left clean, free of trash and empty) • Pack up all sign stock for transfer to sister stores (leave ink and paper supplies for transfer processing) 	Staples Team
	Clean out Janitorial Closet <ul style="list-style-type: none"> • Dispose of any unwanted supplies • Clean room and dispose of any trash (Janitorial closet must be left clean, free of trash and empty) 	Staples Team
	Associate break room: <ul style="list-style-type: none"> • Clean out refrigerator (dispose of ALL remaining food and wash interior) • Clean out microwave, coffee pot & toaster oven • Clean out associate lockers. Dispose of anything that associates no longer want 	Staples Team
	<i>Wrap up the day by "walking" the entire building together, assessing progress/completion, prior to contacting the Project Manager, Field Operations</i>	

Store Closing Project
Daily Plan: Post Closing - Day 3 (Monday 8AM – 7PM)

Date: «M_3_Day_Post»

Minimum Number of Associates = 14 (2 key holders, 2 associates 10 3rd Party)

Completed	What	Who
	Assign 1 associate to hand out flyers (re-directing customers to nearby stores with offer) in front of store	Staples Associate
	(1) DC Truck arrives at 8AM and (1) DC truck arrives at 1PM for pickup. Load truck with completed pallets and floor stacks.	Staples Associates and 3 rd Party Team
	De-installation of IT equipment by Fujitsu and Telecom	Fujitsu
	Pack up all AMD's and accessories per procedure on page 62	Store Manager
	Remove and ship back to Retail Radio the amplifier. See photo and instructions on page 66	Store manager
	Pack all full case product and product with a "ship pack" of 1 unit onto pallets: <ul style="list-style-type: none"> Pallets must be packed a minimum of 8 feet high (check dock height for any height restrictions) Secure with shrink wrap with 4 layers' minimum Stage for pick-up Stores sending back product on trucks with tailgates should only stack 6' high to avoid injuries loading pallets on the truck. See detail instructions in Product Transfer Playbook	3 rd Party Team
	Paperwork to send back to Iron Mountain for Retention: Make sure UPS has picked up all your paperwork	Store Manager
	Pack up TekDry machine in box provided by vendor and call FedEx for pickup.	Store Manager.
	Verify lock boxes have been installed on outside of building	Store Manager
	Baler: Cardboard <ul style="list-style-type: none"> Crush all cardboard shippers, displays and trays in the baler. Make a final cardboard bale once you are completely done with the baler. 	Staples store team
	Sales Floor <ul style="list-style-type: none"> Shelf level signage must be removed and disposed of. Price tags must be removed from shelving. Acrylic tag holders must be removed from peg hooks. Peg backers may be left on pegboard. Alpha boxes must be packed neatly in Gaylord's and sent back to DC. 	3 rd Party Team
	Key Sorting <ul style="list-style-type: none"> Keys maintained in the building will be construction control key, baler keys, elevator keys, escalator keys, parapet door keys, mail box key, etc. 	Staples Manager
	Clean Receiving Area <ul style="list-style-type: none"> Dispose of any old supplies Clean receiving and dispose of any trash (Receiving must be left clean, free of trash and empty). The Fixture vendor will dismantle, and remove, all gondola and pallet racking. You may also leave excess shelving, peg hooks, cross bars, etc. in Receiving for the fixture vendor. Do not throw out any fixtures. 	3 rd Party Team and Staples Team

	Clean out Cash Office <ul style="list-style-type: none"> • Dispose of any old supplies • Clean all appliances (any appliances left behind will be taken by the fixture vendor) • Clean break room and dispose of any trash (Break room must be left clean, free of trash and empty) • Teller Mate machines are to be sent to sister store 	Staples Team
	Print and Marketing Services: <ul style="list-style-type: none"> • Dispose of all outdated supplies • Ensure that all customers with completed jobs are contacted 	Staples Team
	Easy Tech Desk: <ul style="list-style-type: none"> • Dispose of all outdated supplies • Ensure that all customers with completed jobs are contacted 	Staples Team
	Clean out Manager's Office <ul style="list-style-type: none"> • Dispose of any old supplies and unwanted fixtures • Pack all records (reference Records Retention Policy) for Iron Mountain pick up • Clean room and dispose of any trash (Cash office and Manager's Office must be left clean, free of trash and empty) 	Staples Team
	Clean out Training Room <ul style="list-style-type: none"> • Dispose of any old training materials • Clean room and dispose of any trash (training room must be left clean, free of trash and empty) 	Staples Team
	Clean out Cashier Stations: <ul style="list-style-type: none"> • Pack up all remaining merchandise bags for transfer to a sister store • Dispose of all old supplies (paper clips, pads, etc.) • Clean all register stations (register stations must be left clean, free of trash and empty) 	Staples Team
	Clean out Customer Service Desk: <ul style="list-style-type: none"> • Pack up all remaining merchandise bags for transfer to a sister store • Dispose of all old supplies (paper clips, pads, etc.) • Clean all register stations (register stations must be left clean, free of trash and empty) • Pack up all sign stock for transfer to sister stores (leave ink and paper supplies for transfer processing) 	Staples Team
	Clean out Janitorial Closet <ul style="list-style-type: none"> • Dispose of any unwanted supplies • Clean room and dispose of any trash (Janitorial closet must be left clean, free of trash and empty) 	Staples Team
	Associate break room: <ul style="list-style-type: none"> • Clean out refrigerator (dispose of ALL remaining food and wash interior) • Clean out microwave, coffee pot & toaster oven • Clean out associate lockers. Dispose of anything that associates no longer want 	Staples Team
	<i>Wrap up the day by "walking" the entire building together, assessing progress/completion, prior to contacting the Project Manager, Field Operations</i>	

Store Closing Project
Daily Plan: Post Closing - Day 4 (Tuesday 8AM – 7PM)

Date: «M_4_Day_Post»

Minimum Number of Associates = 6 (2 key holders, 2 associates, 2 3rd Party)

Completed	What	Who
	Assign 1 associate to hand out flyers (re-directing customers to nearby stores with offer) in front of store	Staples Associate
	Retail Radio <ul style="list-style-type: none"> Any equipment (amps or other equipment) can be disposed of by the store team. (Retail Radio is being dispatched to remove satellite and any cinder blocks associated to satellite only.) 	Staples Team
	DC Truck arriving at 8AM	
	Sales Floor <ul style="list-style-type: none"> Shelf level signage must be removed and disposed of. Price tags must be removed from shelving. Acrylic tag holders must be removed from peg hooks. Peg backers may be left on pegboard. Alpha boxes must be packed neatly in Gaylord's and sent back to DC. 	3 rd Party Team
	Key Sorting <ul style="list-style-type: none"> Keys maintained in the building will be construction control key, baler keys, elevator keys, escalator keys, parapet door keys, mail box key, etc. 	Staples Manager
	Clean Receiving Area <ul style="list-style-type: none"> Dispose of any old supplies Clean receiving and dispose of any trash (Receiving must be left clean, free of trash and empty). The Fixture vendor will dismantle, and remove, all gondola and pallet racking. You may also leave excess shelving, peg hooks, cross bars, etc. in Receiving for the fixture vendor. Do not throw out any fixtures. 	3 rd Party Team and Staples Team
	Clean out Cash Office <ul style="list-style-type: none"> Dispose of any old supplies Clean all appliances (any appliances left behind will be taken by the fixture vendor) Clean break room and dispose of any trash (Break room must be left clean, free of trash and empty) Teller Mate machines are to be sent to sister store 	Staples Team
	Print and Marketing Services: <ul style="list-style-type: none"> Dispose of all outdated supplies Ensure that all customers with completed jobs are contacted 	Staples Team
	Easy Tech Desk: <ul style="list-style-type: none"> Dispose of all outdated supplies Ensure that all customers with completed jobs are contacted 	Staples Team
	Clean out Manager's Office <ul style="list-style-type: none"> Dispose of any old supplies and unwanted fixtures Pack all records (reference Records Retention Policy) for pick up Clean room and dispose of any trash (Cash office and Manager's Office must be left clean, free of trash and empty) 	Staples Team

	Clean out Training Room <ul style="list-style-type: none"> • Dispose of any old training materials • Clean room and dispose of any trash (training room must be left clean, free of trash and empty) 	Staples Team
	Clean out Cashier Stations: <ul style="list-style-type: none"> • Pack up all remaining merchandise bags for transfer to a sister store • Dispose of all old supplies (paper clips, pads, etc.) • Clean all register stations (register stations must be left clean, free of trash and empty) 	Staples Team
	Clean out Customer Service Desk: <ul style="list-style-type: none"> • Pack up all remaining merchandise bags for transfer to a sister store • Dispose of all old supplies (paper clips, pads, etc.) • Clean all register stations (register stations must be left clean, free of trash and empty) • Pack up all sign stock for transfer to sister stores (leave ink and paper supplies for transfer processing) 	Staples Team
	Clean out Janitorial Closet <ul style="list-style-type: none"> • Dispose of any unwanted supplies • Clean room and dispose of any trash (Janitorial closet must be left clean, free of trash and empty) 	Staples Team
	Associate break room: <ul style="list-style-type: none"> • Clean out refrigerator (dispose of ALL remaining food and wash interior) • Clean out microwave, coffee pot & toaster oven • Clean out associate lockers. Dispose of anything that associates no longer want 	Staples Team
	<i>Wrap up the day by “walking” the entire building together, assessing progress/completion, prior to contacting the Project Manager, Field Operations</i>	

Store Closing Project
Daily Plan: Post Closing - Day 5 (Wednesday 8AM – 5PM)

Date: «M_5_Day_Post»

Minimum Number of Associates = 6 (2 Key holders, 2 associates, 2 3rd Party)

Completed	What	Who
	<i>Assign 1 associate to hand out flyers (re-directing customers to nearby stores with offer) in front of store</i>	Staples Associate
	<ul style="list-style-type: none"> • FINAL DC TRUCK ARRIVING AT 8AM These will be the last truck, so ensure that all pallets, empty pallets, empty totes, bales, Recycle Gaylord, etc. get loaded on this truck. • Meet fixture removal team on-site at 8AM • Provide one set of keys to the fixture removal team • Walk building with fixture removal team • Ensure building is “Broom Swept”. Do not leave trash behind for Fixture removal team. 	Staples Keyholder

Appendix

3rd Party responsibilities in Closing locations

- Pack all merchandise per “Product Transfer Process” playbook.
- Build, wrap, placard and load pallets onto DC trailers.
- Assist Staples team pack supplies to sister stores per playbook.
- Assist Staples team pack “approved” fixtures and equipment to sister stores and or DC’s.
- Remove and dispose of all shelf level price tags.
- Remove and dispose of all shelf level signage.
- Remove plastic tag holders only from peg hooks and discard.
- Assist Staples team empty supplies and fixtures from any Staples totes or baskets.
- Remove and replace all base decks to ensure all merchandise is found.
- Remove black channel sign inserts

3rd Party not responsible to remove

- Peg board backers
- Peg hooks from shelves or cross bars.
- Hanging, overhead, wall mounted signage.



Abandon in Place Stores

*All mention of Staples should be removed from the building exterior
(except the "We've Closed" window signs)*

Please notify Staples Project Manager if any shopping carts, u-boats, ladders, and pallet jacks, that are in good and working condition, were not shipped back to DC.

30-yard dumpster supplied by Staples

Remove and discard:

1. All documents or paperwork that may have been left behind (the store team should have removed all paper work)
2. All price tags/product signs that may have been left behind
3. All trash
4. All store supplies (bags, toilet paper, paper towels, uniforms).
5. Everything in drawers, lockers, on shelves, or in cabinets

Notes:

- Review back door and dock shelter, If any mention of Staples is on the back door or dock shelter after sign vendor removes exterior lighted signage please notify Staples PM
- Remove any parking lot signs that reference Staples
- Do not use the cardboard baler (even if it is on-site), as we are removing the balers and have already picked up the bales.
- Safe should be unlocked with keys and combo tape to top, if not notify Staples PM.
- Burglar Alarm and Fire Alarm need to remain active. Staples PM will supply code.
- Upon exiting the building, please verify lights turned off after alarm was set. Notify Staples PM if lights do not turn off within 5 minutes.
- Sweep all floors and discard all debris.
- Vacuum (or leaf blow to a corner then shopvac) the carpeted areas and discard all debris
- Dumpster enclosure needs to be cleaned out. Notify Staples PM with any concerns.
- Restrooms and lounge fixtures will be cleaned by Staples vendor.
- Coke cooler should be removed by local Coca Cola office, if not notify Staples PM.
- Peghooks, wire dividers, and specialty fixtures can remain on the gondolas
- Ceiling Tiles, carpet stock, light bulb stock, paint can remain neatly on-site.
- If Staples dumpster or roll-off is required, please notify Staples PM or Cathy Pratt at cathy.pratt@staples.com

Store Closing Marketing Overview

OVERVIEW

The Store Closing Marketing Plan is designed to capture and retain customers and guide them to another Staples store after their store closes. For stores with online referral only (no referral store), direct customers to shop online at staples.com.

ACTION REQUIRED

- ☒ Ensure all associates are capturing email addresses and signing up customers for Rewards.
- ☒ Print all signage located by your store number on:
the Hub> USR Home> Popular Links> Construction Playbooks & Marketing Materials.
- ☒ Distribute flyers 4 weeks prior to closing.

WHO TO CONTACT

Any questions regarding marketing, please contact Barbara Kates at 508-253-1187 or barbara.kates@staples.com.

STORE CLOSING TIMELINE

Retail Referral Stores

	8-10Wks Prior	4Wks Prior	2Wks Prior	Store Closes	1Wk Post
Signage & Greeters		"We're Closing" <u>Window Signage</u> <u>In-store Signage</u> Stanchion Sign Tech Sign	<u>Front of Store Greeters</u> 3 rd Party	"We've Closed" <u>Window Signage</u>	
Customer Retention Assets	<u>Sign up Rewards</u>	<u>Flyers w/offer</u> Bag Stuffer P&MS Checkout <u>PRO Receipt w/offer</u> <u>Email Wave 1</u>	<u>Flyers w/offer & Giveaways</u> Greeters hand out	<u>Flyers w/offer</u> Greeters hand out	<u>Email Wave 2</u> <u>Direct Mail</u>
Operations Planning		<u>Review Transfer Report</u> DM/GMs review projected transfer sales report with management team <u>Empower Teams</u> GM holds rally meeting with store associates <u>P&MS Readiness</u>			<u>Transfer Updates</u> Ongoing, GM shares transfer sales report with team

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Store Closing Marketing Overview

Online Referral Stores

	8-10Wks Prior	4Wks Prior	Store Closes	1Wk Post
Signage & Greeters		"We're Closing" <u>Window Signage</u> <u>In-store Signage</u> Stanchion Sign Tech Sign	"We've Closed" <u>Window Signage</u>	
Customer Retention Assets	<u>Sign up Rewards</u>	<u>PRO Receipt</u> w/closing info, no coupon		<u>Email Wave 2</u> No coupon
Operations Planning		<u>Review Transfer Report</u> DM/GMs review projected transfer sales report with management team <u>Empower Teams</u> GM holds rally meeting with store associates <u>P&MS Readiness</u>		<u>Transfer Updates</u> Ongoing, GM shares transfer sales report with team

STORE CLOSING ASSETS & RELATED ACTIONS (BY TIMELINE)

DATA CAPTURE starts immediately

- Capture customer e-mail and/or sign them up for Rewards so we can identify all customers from the closing store.
- Alert the customers of the store closing and let them know where the nearest Staple store is or guide them to shop at Staples.com.

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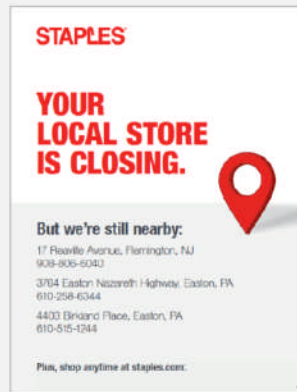
Store Closing Marketing Overview

CLOSING signage and stanchion (4 Weeks Prior)

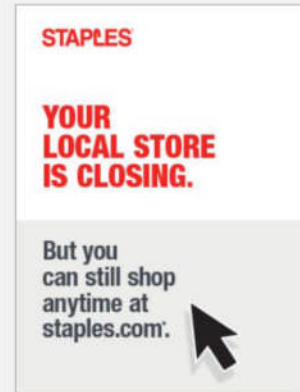
"We're Closing" window signs and Stanchion signs will be available for download and printing via [The Hub> USR Home>Popular Links> Construction Playbooks & Marketing Materials](#).

**Action for stores:
4Wks Prior:
Print window
signs (32x42) &
put them in the
front windows.**

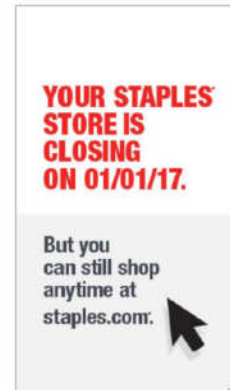
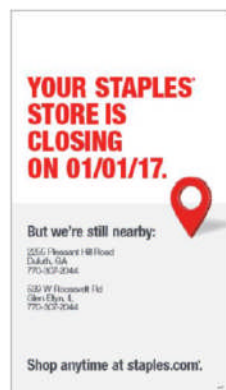
Retail Referral Stores



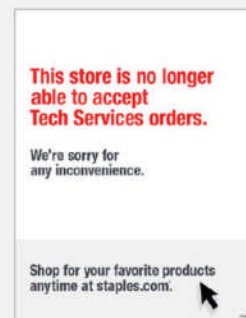
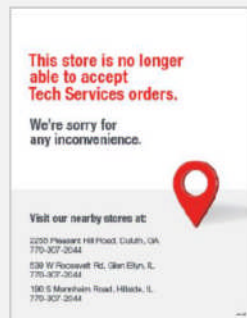
Online Referral Stores



**Action for stores:
4Wks Prior:
Print one
stanchion sign
(22 x 28) & put in
the stanchion
display in a high
traffic area.**



**Action for stores:
4Wks Prior:
Print one Tech
Services sign (8.5 x 11) & put in
front of the Tech
Services counter.**



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Store Closing Marketing Overview

CLOSING flyers (4 Weeks Prior)

Flyers will be mailed to closing stores 4 weeks prior to the closing.

**Action for stores:
4Wks Prior:**
**Put the flyer in
shopping bags at
every check-out &
P&MS check out
ensuring that
associates are
telling customers
of the closing and
refer them to the
referral stores.**

<u>Retail Referral Stores</u>	<u>Online Referral Stores</u>
 <p>Your Staples' store at 1800 Pine Island Road has closed.</p> <p>But we're still nearby:</p> <p>1601 Del Prado Boulevard South, Cape Coral, FL, 339-458-0038 2224 Forum Boulevard, Fort Myers, FL, 239-928-1225 7901-9 Cypress Lake Drive, South Fort Myers, FL, 239-486-5487</p> <p>Plus, shop anytime at staples.com</p> <p>\$10 off your next in-store purchase of \$20 or more. In-store only.</p> <p>\$15 off your next in-store purchase of \$30 or more. P&MS category only.</p>	<p>Qty: 4000</p> <p>Bag stuffer features 2 offers for use at referral stores:</p> <ul style="list-style-type: none"> • \$10 off \$20 storewide coupon • \$15 off \$30 P&MS category coupon <p>N/A</p> <p>Also used by store greeters at closing or post-closing.</p>

Other Assets (4 Weeks Prior)

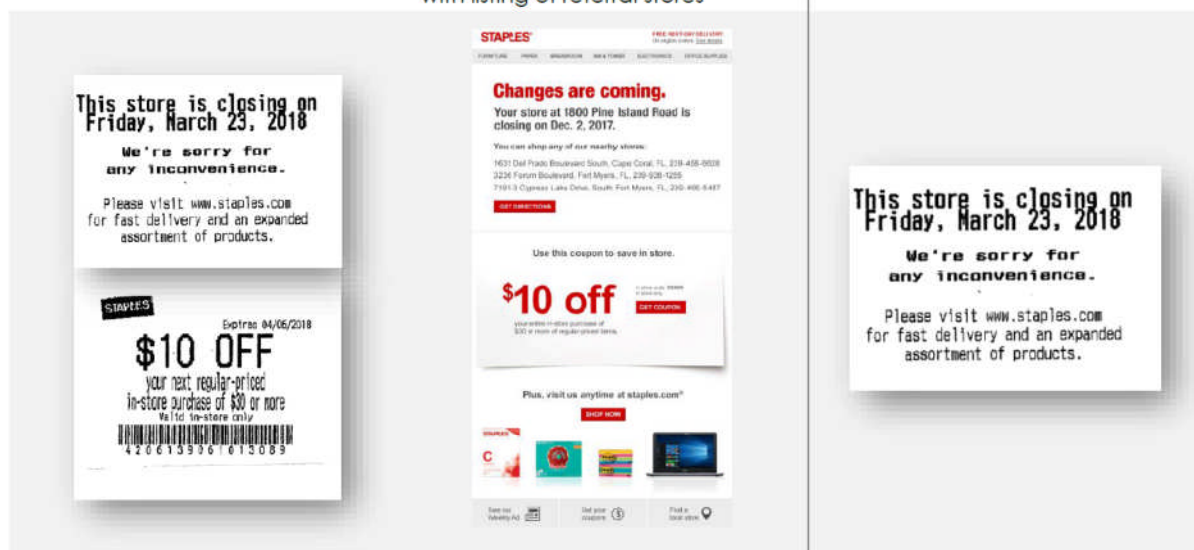
Retail Referral Stores

Pro Receipt w/offer
\$10 off 20 in-store coupon with message

Email Wave 1
Send to active & inactive customers; \$10 off \$20 coupon with listing of referral stores

Online Referral Stores

Pro Receipt
with store closing information



The image displays three marketing assets side-by-side. On the left is a 'Pro Receipt' featuring a \$10 off coupon for in-store purchases of \$20 or more, with an expiration date of 04/06/2018. In the center is an 'Email Wave 1' flyer announcing the closing of the store at 1800 Pine Island Road on Friday, March 23, 2018, and listing nearby referral stores with a \$10 off coupon. On the right is another 'Pro Receipt' with store closing information, also dated Friday, March 23, 2018, and directing customers to visit staples.com for fast delivery and an expanded assortment of products.

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Store Closing Marketing Overview

Other Assets (2 Weeks Prior)

Retail Referral Stores ONLY

3rd Party Greeters

- The Strat-Comm Group manages 3rd party representatives to greet customers
- Greeters are staffed in the closing store 2 weeks prior to store closure
- When a customer enters the store, their job is to let the customer know the store will be closing & and explain what other Staples store(s) are nearby for customers to shop.
- They provide customers with a flyer that has \$10 / \$20 in-store coupon and a \$15 off \$30 P&MS category coupon and offer them a give-away gift.



Your Staples store at 1800 Pine Island Road has closed.

But we're still nearby:
800 247-4646 (toll-free)
800 247-4646 (toll-free)
Plus, shop anytime at staples.com.

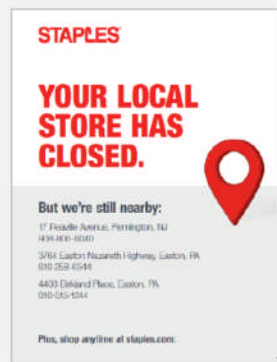


CLOSED signage (Day of Closing)

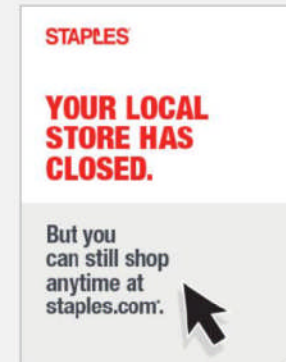
"Your Local Store Has Closed" window signs will be available for download and printing via **The Hub> USR Home>Popular Links> Construction Playbooks & Marketing Materials.**

**Action for stores:
Day of Closing:
Print window
signs (32x42) &
put them in the
front windows.**

Retail Referral Stores



Online Referral Stores



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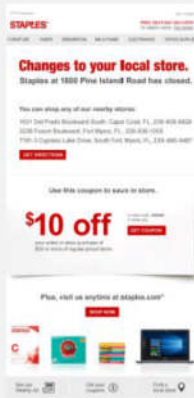
Store Closing Marketing Overview

Other Assets (1 Week Post)

Retail Referral Stores

Email Wave 2

Send to active & inactive customers the Thursday after the store closes with \$10 off 20 coupon



Direct Mail

Send to active (\$10 off \$20 coupon) & inactive (\$10 off \$10 coupon) customers



Online Referral Stores

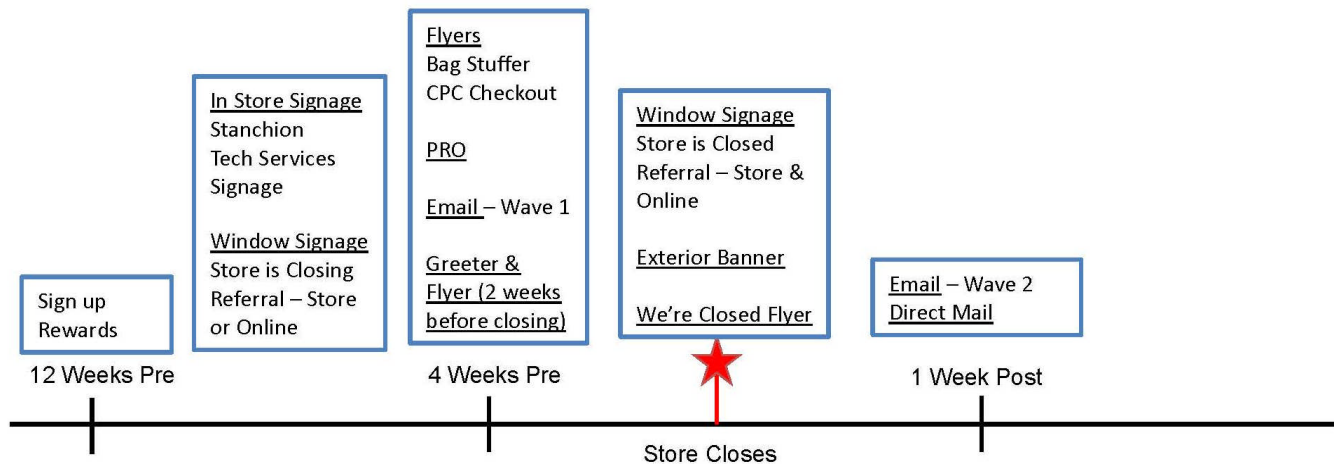
Email Wave 2

Send to active & inactive customers the Thursday after the store closes

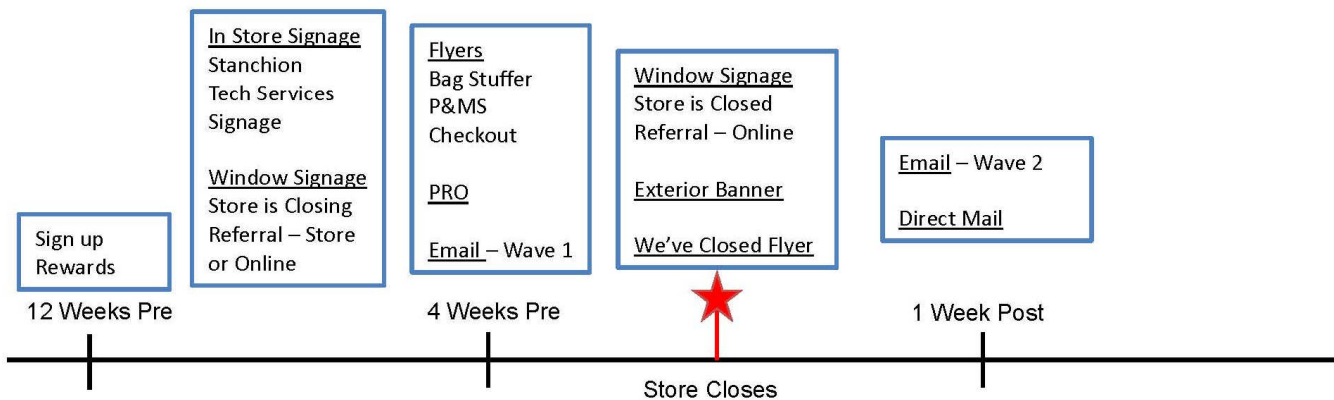


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Store Closing Marketing Timeline: STORE REFERRAL



ONLINE REFERRAL



Process to Identify & Record

Inactive product in closing stores

1. Inventory Control/Management provides an Excel File with a list of all SKUs to be pulled
 - a. The list, for “supplies” is sorted in three ways (Technology is a much shorter file and is only sorted by SKU number.... follow the processes noted below for this list as well):
 - i. SKU number order, smallest to largest
 - ii. POG number order and then by SKU number within each POG, both smallest to largest
 - iii. Department description and then by Class description, both in alphabetical order
 - b. The top of the first tab/sort (by SKU number) has two progress counters in the upper right-hand corner
 - i. % of SKUs found
 - ii. % of units found
 - c. There is a “Comments” column on the far right. Entries in this field are via a drop-down menu. Please select one if appropriate (this is NOT required if you found the item, only if you have identified a reason why the item is not available). The options
 - i. Donated
 - ii. Sold
 - iii. Damaged
 - iv. In-transit
 - v. Other (if this option is selected, please explain in the additional comments column)
2. Process for pulling & packing inactive inventory involves two teams of two associates (***NOTE: If you do not find the SKU on the list, DO NOT include with the inactive product. SKU is likely active in destination stores***):
 - a. Team 1
 - i. Use the list that is sorted by SKU number (first tab)
 - ii. This team should work on any clearance tables, end caps, inactive totes in back room, dump bins, high risk lock-up.... any area where inactive product is out of the POG
 - iii. One associate scans the product and provides the SKU & quantity to the second associate as they place the product in a tote (or on a pallet if oversized)
 - iv. The second associate finds the SKU number on the sheet and enters the quantity found
 - v. Process continues until all areas “out of POG” have been searched (clearance tables, end caps, inactive totes in back, dump bins, high risk lock-up)
 - b. Team 2
 - i. Use the list that is sorted by POG ID
 - ii. This team should work through each in aisle POG
 - iii. One associate scans all merchandise with clearance tags and provides the SKU & quantity to the second associate (don’t forget to check in top stock) as they place the product in a tote (or on a pallet if oversized)
 - iv. The second associate finds the SKU number on the sheet and enters the quantity found
 - v. After all clearance is recorded, check the POG for any items listed, that have not been found, by description and SKU

- vi. Process continues until all POGs have been reviewed
- 3. After all inactive/clearance product is identified and pulled/packed the lists need to be consolidated into one list for entry into Excel:
 - a. Use the list that is sorted in SKU number order as the “master”
 - b. Transpose the counts from the list sorted by POG to the list sorted by SKU.
 - c. Enter the consolidated list into Excel using the GM PC
 - i. **DO NOT enter zeroes for SKUs that no inventory was found, leave the cell empty**
 - d. Have the store General Manager provide you with a copy of the In-Transit Report. Cross reference this report with the Excel file sorted in SKU number order
 - i. Identify any SKUs on this list by selecting “In Transit” from the drop-down menu in the comments column
 - e. Have the General Manager provide you with the print-outs from any donation completed in the past 7 days. Cross reference this report with the Excel file sorted in SKU number order
 - i. Identify any SKUs on this list by selecting “Donate” from the drop-down menu in the comments column
 - f. Use the Comments section, as appropriate, for any SKUs not found
- 4. You are now ready to look at the progress counters at the top of the Excel file (the tab sorted by SKU number).
 - a. If the % is green (85% or more found) provide this information to the Project Manager, Field Operations and your supervisor.
 - i. You are “good to go”! You can begin packing the rest of the product
 - b. If the % is red
 - i. Double check all areas listed in the upper left-hand corner of the form including:
 - 1. Clearance table
 - 2. Top Stock
 - 3. Mid Stock
 - 4. Lock-up
 - 5. Front of Store
 - 6. Receiving area
 - 7. Dump bins
 - 8. Floor stacks
 - ii. Contact your supervisor and Project Manager, Field Operations after double checking all areas for next steps

Questions? Contact your supervisor or the Staples Project Manager, Field Operations.

Store Closing Clearance Shop

How to Guide

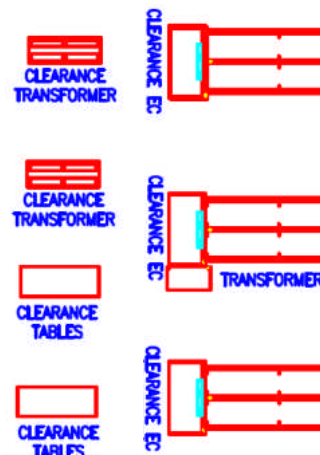
What is a Clearance Shop?

An area in your store creatively merchandised for maximum sell through of C & F status inventory. This shop will only be set in stores that are scheduled to close.

It is **NOT** acceptable for another store to transfer Clearance product into closing stores.

Clearance Shop at a Glance:

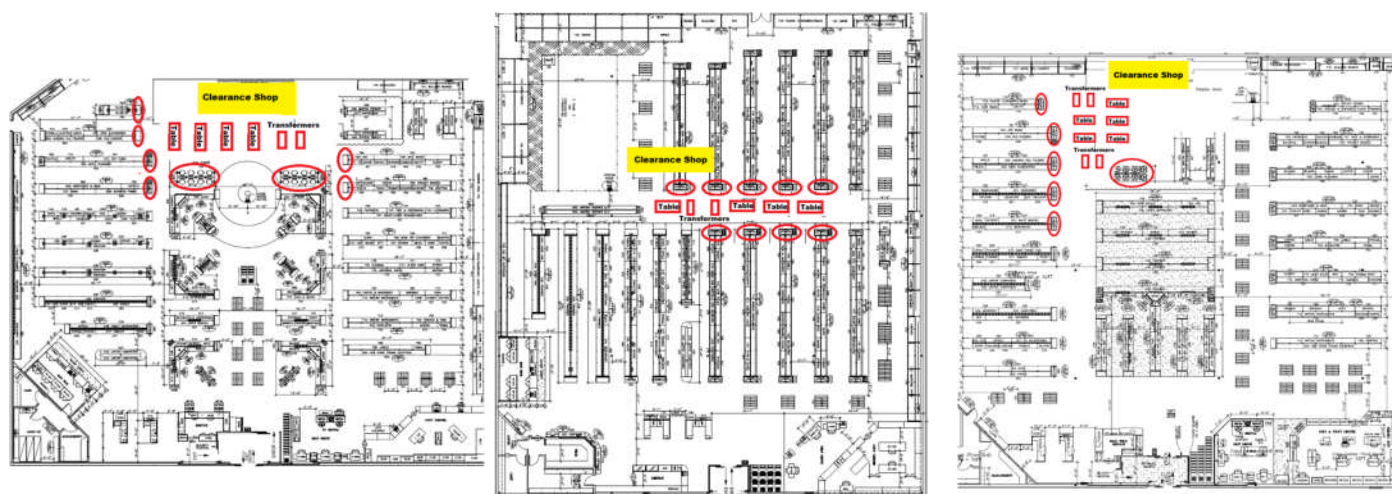
- Merchandise only Clearance product on the displays
- Group like product together keeping the display well merchandised and organized
- Do not block aisles – keep aisles clear for customer traffic as you normally would when setting incremental positions
- Use "Clearance" or "Staples" branded tablecloths - ensure "Clearance" table cloths are used on the most front facing tables for maximum clearance impact
- Depending on product type and quantity use a combination of:
 - Double transformers with header
 - Single transformer as a wing
 - 6' tables with clearance table cloths
 - End caps
 - Stackable rolling wire baskets adjacent to clearance end caps
 - Dump bins adjacent to clearance end caps
 - In line (if a designated inline Clearance area is on your store specific map)
 - Wing stacks of larger product



Where to Put Your Clearance Shop:

Location will be determined by your store layout. Generally, you want to find a space where you can merchandise clearance endcaps, tables & transformers together, preferably toward the back of the store, but visible from the front of store.

Sample Clearance Shops by Store Layout:



How to print Clearance AS400 Reports:

To obtain a current listing of C & F status products complete the following steps in AS/400:

1. Option 3 Sales & Margin Menu
2. Option 5 Inventory Position Inquiry/Report

3. Option 3 Inv. SKU Detail Rpt by Store/Status
4. Enter the *Status Code* for the report – "F"
5. Press the F7 key to submit the report
6. The report will be in your AS/400 output queue
7. Follow steps above to print "C" Status reports by changing "F" in step 4 to "C"

Run Date:10/31/14 Job:IPS SKURPT Staples, Inc. Program:IPS061 Page: 7
Run Time:15:46:46 User:STOR0798 INVENTORY POSITION SKU DETAIL REPORT Report:IPS061RP
STORE: 798 WESTLAKE VILLAGE, CA SKU STATUS:'F' FIELD

DIV: 2 Business Machines	DPT: 23 MOBILE PHONES AND ACCESSO	CLS: 236	PRE-PAID HANDSETS					
SKU	DESCRIPTION	ON HAND QTY	EXTENDED COST	UNIT COST	CURRENT RETAIL	PREVIOUS RETAIL	DATE LAST PRICE CHG	DAYS SINCE LAST CHG
852065	USB760 PREPAID MOBILE BROADBND	1	95.97	95.97	19.50	29.50	8/15/12	808
858560	MOTOROLA W408/W409/NET10 LG300	1	24.00	24.00	5.00	15.50	8/21/13	437
860969	TMO SPARQ/SPARQ II PREPAID	4	165.48	41.37	9.00	19.50	9/17/14	45
DIV: 2 Business Machines	DPT: 23 MOBILE PHONES AND ACCESSO	CLS: 278	BLUETOOTH DEVICES					
526450	MOTOROLA H730 BLUETOOTH HEADST	2	67.52	33.76	7.00	11.50	5/14/14	171
1052517	JAWBONE ERA MIDNIGHT	1	49.26	49.26	55.50	77.50	10/08/14	24

How to Merchandise your Clearance Shop:

- Create a display "story" by placing like products together
- To maintain symmetry and create a visual impact, products should be striped vertically top to bottom or left to right by color, size, category
- Maintain current MPP Policy
- **Smallest Products:** Place in Transformer bins by price point, or endcap peg hooks
- **Larger Boxed products:** Place single items on tables (if room), lower shelves of endcaps, or wing stacks (ex. lamps, printer, file cabinet, etc.)
- **Tech Clearance Tower:** Product should remain inaccessible (i.e. laptops, digital cameras). Place 3x5 price tag on tower – keep live product in lock up
- **Boxed Furniture:** As you sell of your displays, set up a clearance location on your furniture pad to stack boxes of furniture. Keep as close to your clearance shop as possible.
- **Open Box Tech:** Place one 6 ft. table at front of the store near the tech drive aisle (based on available space) – floor model tech should remain inline – follow markdown direction in closing playbook

TAKE ACTION! (7 weeks prior to close)

- ☐ Identify an area for your Clearance Shop towards the back of the store utilizing endcaps, drive aisle & furniture pad/chair run space.
 - Do not plan to set more Clearance end caps/pallets than the space allotted. This is to avoid having your store look "liquidation center" type in appearance. Partner with your DM if necessary.
 - Do not set more Clearance endcaps/displays than you have product for
- ☐ Pull ALL clearance from backroom, mids & overheads to be merchandised in the Clearance Shop – use AS400 reports to help identify.
 - If your store has more Clearance than space allotted, NEATLY stack them in totes in the receiving area and label "CLEARANCE." Work these into your Clearance center each day until the totes are gone.
- ☐ Use existing fixtures & supplies to create your Clearance Shop – Reference sample pictures below for inspiration!
- ☐ Follow merchandising direction as outlined in this document for endcaps, tables, transformers, dump bins & baskets
- ☐ Set your displays by consolidating end caps /pallets to make room for the Clearance shop
- ☐ Print & post clearance price tags through sign solutions per tagging instructions in this document
- ☐ Identify a "Clearance Captain" responsible for pricing, filling, sorting & adjusting the area as needed
- ☐ Research Donation Eligible List – write off & donate per normal policy
- ☐ Designate a location for High Risk Clearance SKUs in lock-up easily identified when needed. The goal is to completely sell through all C & F status inventory prior to closing

Price Tagging

- **Transformer Bins:** Single price point each bin
- **Pegs:** 2x3
- **Shelf:** 2x3
- **Wing stack:** 8.5x11
- **Dump Bin:** 3x5
- **Stacking wire baskets:** 3x5 per basket
- **Single smaller items:** 1x3, 2x3 or 3x5 affixed to the physical product when you only have a one of a SKU left

Single price points on

Transformer bins

\$1	\$5	\$8
\$2	\$6	\$9
\$3	\$7	\$10
\$4		

2x3 Peg Hook



2x3 Shelf



- **Floor Model/Open Box Sign:** Use for furniture, printers, etc. - any floor sample you are looking to sell.

Signs will be sent to you via DC truck 7-8 weeks prior to close.



- **Furniture/Chairs/Other Large Open Box:** 3x5 and "Clearance! Last One!" sign linked above with WAS & NOW price and sku written with black marker – follow markdown direction in closing playbook
- **Other Open Box Large Items:** "Clearance! Last One!" sign linked above with WAS & NOW price and sku written with black marker – follow markdown direction in closing playbook



- **Printer Displays** (follow markdown direction in closing playbook):
...with an Open Box

- Place component parts into original box, sealed shut, and clearance tagged in the upper right corner

...without a Box

- Ensure the parts and accessories are bagged, tagged and placed into lock-up
 - Affix a clearance tag to the printer itself and place the printer on an upper shelf of an end cap
 - "Clearance! Last One!" sign linked above with WAS & NOW price written with black marker with sku – follow markdown direction in closing playbook

- **Computers/Laptops/Tablets/Cameras:**

Open Box -

- Empty boxes only on display. Actual product and accessories should be removed from boxes, bagged up, labeled with SKU and description and placed into lock-up
- 1. Affix price tag to empty box and "Clearance! Last One!" discount tag – follow markdown direction in Closing Playbook
- 2. Place a Staples EasyTech Open Box sticker on the box. Complete the sticker with the restorer's name, the date of the restore (date certified) and the product SKU.
 - EasyTech Open Box Computer and Tablet Stickers can be located on The Hub > My Groups > Technology Merchandising > Technology Merchandising Documents > PC and Printer Returns



Floor Model -

- 3x5 and "Clearance! Last One!" sign linked above with new price written with black marker – follow markdown direction in closing playbook

Merchandising Examples:

Endcaps:



Tables:



Transformers:



Basket:



Dump Bin:



Furniture:



Closing Store Equipment Transfers



SKU 1056228-Power Stock Lifter



SKU 1056167-7 Step Ladder w 24IN Steps



SKU 1056912-WESCO Pallet Jack



SKU 788910-Wire Shopping Cart (pictured)
SKU 784517-Plastic Shopping Cart



SKU 1056168-9 Step Ladder
w 24IN Steps



SKU 1056169-U Boat w Metal Deck



SKU 1056170-Hand Truck



SKU 1056166-3FT Fiberglass
Platform Ladder



SKU 1056171-Radius 280 Deluxe Sweeper



Print & Marketing Services - Closing Stores Process

Operational Support

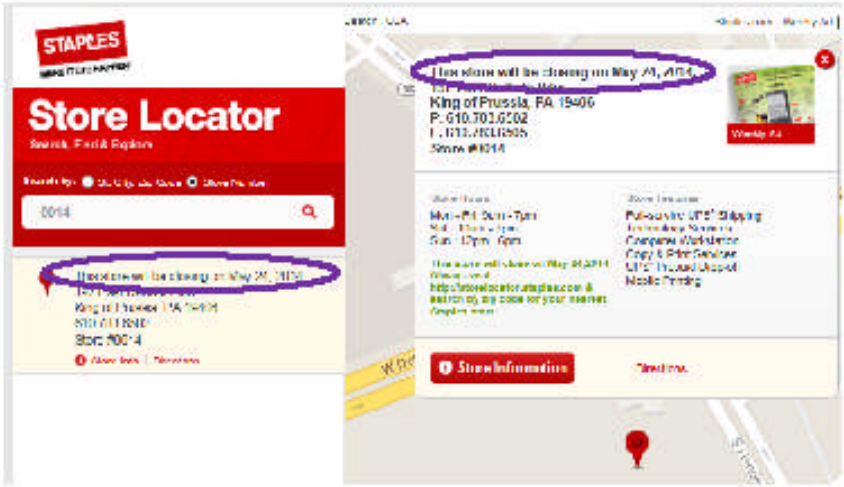
Item	Details
Store Email	<p><u>Store emails will remain live until the store is closed.</u></p> <ul style="list-style-type: none"> Continue to use your email to work with customers and your sister store location on current and open orders. It is important to start transitioning customers to your sister store at least two weeks before your store closes. Two weeks before your closing date, your Bounce Back email will change to a "Closing" message, and then to a "Closed" message once the store is closed. The Bounce Back email will contain a link to the store locator on staples.com, the main customer service phone number and a coupon. <ul style="list-style-type: none"> Make sure to respond to each email, communicating to the customer whether you can produce the order or to suggest handing it off to your sister store.
	<div> </div> <div> </div>

Last updated: 1/16/2019 Business Services



Print & Marketing Services - Closing Stores Process

Operational Support

Item	Details
Online Orders	<p><u>Web Submission (documents.staples.com) and PNI (design.staples.com) orders will be turned off two weeks prior to the store closing.</u></p> <p>Some 3rd party vendors use our store locator to route orders to the correct store within a surrounding area, and to allow a customer to select a pick up location.</p> <ul style="list-style-type: none"> 4 weeks before the store closes, a header will go up on the store locator alerting customers of the closing date and shows a list of surrounding stores. 2 weeks before the store closes, it will be removed from the locator and this will shut off all 3rd party orders being routed to and through the store. <p>Note: For any order that cannot be completed within time and quality parameters at your store, please contact the customer immediately to discuss options. Work closely with your sister store to ensure all orders through the transition.</p> 
USPS Stamps (Select stores only)	<p><u>Stamp inventory must be transferred to another USPS stores within your district.</u> In order to ensure proper security and execution, the District Manager should coordinate this transfer.</p> <ul style="list-style-type: none"> Keep stamps locked in the cash office safe until needed <p>To complete the stamp transfer process:</p> <ol style="list-style-type: none"> DM validates stamp on-hand quantities in the closing store. Adjust inventory to accurate levels based on cycle count. DM executes store-to-store inventory transfer

Last updated: 1/16/2019 Business Services



Print & Marketing Services - Closing Stores Process

Operational Support

Item	Details
Open & Abandoned Orders	<p><u>2 weeks prior to closing, reach out to all customers with open orders.</u></p> <ul style="list-style-type: none">○ Inform them of your closing date and start to transition them to your sister store location where their order can be picked up after your closing date. <p>Review all orders in production and ensure the turnaround time can be met.</p> <ul style="list-style-type: none">○ After your store is closed, orders will be relocated to the sister store location.<ul style="list-style-type: none">• The District Manager should bring all open and abandoned orders to the sister store location and ensure organization into bins.• All paperwork for Abandoned orders should be moved to the sister store also, and any originals left behind.○ All paperwork (including payment tickets and production tickets) should stay with these orders. Attach the paperwork to each order if possible.○ Once relocated to the new sister store, all orders should be organized into the bins.○ Sister stores should reach out to all customers for order pick up. <p>For any orders older than 60 days (past completion date) refer to the Wiki on the Hub. Copy&Print Wiki > Production & Quality > Handling Abandoned Orders.</p>
Paperwork Retention	<p><u>All UPS paperwork and Paid Online order confirmations need to be prepared for archival at Iron Mountain.</u></p> <ul style="list-style-type: none">○ Refer to the Retail Records Archive section of this Store Closing Playbook for detailed instruction and retention policy.
Media Destruction & Shredding	<p><u>Reminder: Do not keep the customers' media (flash drive, CD, etc.) when they drop off an order. Save their file to the MPS and hand the media back to the customer right away.</u></p> <p>For any media mistakenly left behind, follow the process for secure disposal.</p> <ul style="list-style-type: none">○ Copy&Print Wiki > Production & Quality > Handling Abandoned Orders○ Iron Mountain will dispose of any media left behind for more than 6 months.<ul style="list-style-type: none">• Do not review or share any content on these drives• Do not use them for store or personal use. <p>Iron Mountain will do a final pick up of all shredding bins and customer media no later than the Tuesday after closing.</p>

Last updated: 1/16/2019 Business Services



Print & Marketing Services - Closing Stores Process

Operational Support

Item	Details
Top Customer Development Retention	<p><u>Use your Sharepoint Customer Development List to identify and reach out to your top customers inviting them to visit a nearby location (your sister store).</u></p> <p>5 Steps to an Effective Call (Don't forget to smile... it comes through the phone! ☺)</p> <ol style="list-style-type: none"> <u>1. Introduction:</u> simple – your name and where you're from "Hello, may I please speak to (insert customer name)?" <i>Pause</i> to either wait for the customer to confirm they are who you are calling for or to get that person on the phone, then, "Hi, my name is (insert your name), I am the (insert position, i.e. Print & Marketing Supervisor) at the (your store location) Staples." <u>2. Pattern Interrupt:</u> quick question to get their attention "Do you have a minute?" <i>Pause</i> again to make sure the customer confirms they have time. <u>3. Reason for calling:</u> direct, quick, letting them know why you're calling "The reason I am calling is that I wanted to first thank you for your business and to also let you know that we are closing this location in (enter #) weeks." <u>4. Solution Statement:</u> what benefits can you give to them? "I will be transferring to the (new location) store and I want to invite you to visit me there!" <i>Pause</i> again to see if the customer has any questions. OR, if you aren't transferring to the other location, "You are one of our most valued customers and we appreciate your business. Our (sister store location) is only about (time, i.e. 20 min) away and (Supervisor at other location name) over there is excited to meet you and learn about your business! Is it okay for him/her to reach out to you?" <u>5. Final Statement:</u> recap next steps and thank them for their time "Again, thank you for your business and we hope to see you soon at the (new location) store. Have a great rest of your day."
Fixtures	<ul style="list-style-type: none"> o Fixtures/tables/chairs/etc. <ul style="list-style-type: none"> • All fixtures will be handled and allocated to other stores by the Retail Development Team with the rest of the store fixtures.
Supplies	<ul style="list-style-type: none"> o All supplies (ordered or written off) should be moved to a sister store(s). <ul style="list-style-type: none"> • 2 weeks before closing, you should drastically cut down on supply orders. Make sure you have the essentials, but don't order any extra

Last updated: 1/16/2019 Business Services



Print & Marketing Services - Closing Stores Process

Operational Support

Machines	<ul style="list-style-type: none"> If you have an abundance of supplies, before your final DC truck arrives, call 877-877-COPY (Ext 5, then Ext 2) and select your DC from the menu. <p><u>All printers, finishing equipment, and PC hardware will be handled by the appropriate vendor and / or IT partner after the store is closed. No action is required by the store team unless specified.</u></p> <ul style="list-style-type: none"> Do not move or transfer <u>ANY</u> equipment on your own, including finishing equipment. 		
	Machines	Group	Vendor
	FS & SS	P&M Equipment Operations	Xerox
	WF	P&M Equipment Operations	HP
	Finishing Equip.	P&M Equipment Operations	ACCO / GBC
	Stamp Machine	P&M Equipment Operations	Taylor
	CWS	Staples IT	HP
	MPS & RIK	Staples IT	HP
	Kiosk	Staples IT	Staples
	Desktop Printers	Staples IT	HP
Contacts	<p>Shipping</p> <p>Vendor / 3rd Party</p> <p>Vendor / 3rd Party</p> <p>Vendor / 3rd Party</p> <p>Store to Ship (See attached pdf)</p> <p>Vendor / 3rd Party</p> <p>Vendor / 3rd Party</p> <p>Vendor / 3rd Party</p> <p>Vendor / 3rd Party</p>		
	<p>Operations</p> <p>Mike Verticchio 508-253-1996 Michael.Verticchio@Staples.com</p> <p>Dave Pekarsky 508-253-2372 David.Pekarsky@Staples.com</p>		
	<p>Print & Marketing Equipment Operations</p> <p>Paul Cunniff 508-253-4319 Paul.Cunniff@Staples.com</p> <p>Allen Lenton 508-253-7382 Allen.Lenton@Staples.com</p>		
	<p>UPS / USPS / Ship Center</p> <p>Elizabeth Terchunian 508-253-8651 Elizabeth.Terchunian@Staples.com</p>		
	<p>Iron Mountain Document Shredding</p> <p>James Campanale 508-253-1409 James.Campanale@Staples.com</p>		

Last updated: 1/16/2019 Business Services

Returned, Refused, or Abandoned UPS Packages

(On the Print and Marketing community on the HUB there is a wiki with all the details of how to handle)

It is the store's responsibility to attempt to contact the customer by any means necessary to let them know when returned or abandoned packages are at the store and need to be picked up.

Packages may be returned due to incorrect address or refused by recipient, or drop-off (prepaid) packages may be left on the counter without a valid UPS shipping label.

How to Handle Abandoned Packages

First, confirm that the package is not damaged or already in claim status. Contact the Staples Claims dept. at 800-797-5924 or UPS at 800-PICK-UPS to verify.

If the returned package is damaged, contact the customer and have them submit a damage claim with the Staples Claims Center (800-797-5924).

If the returned package is not a damage claim, follow the steps below.

Make sure to store the package in a secure location in which there is NO Customer Access.

For 30 days from time the package is returned to the store, the store will attempt to contact the customer by phone and request they pick up their package.

After 30 days with no contact from the customer, the store must:

Send a letter to the customer advising that they have 30 days from the date of the letter to pick up the package before it is discarded.

Use the Ship Center – Returned or Abandoned Package Letter template.

Fill in all bold information in brackets (store location, customer name and address, etc.)

The store must maintain a copy of this letter in the same file as the daily Ship Center receipts.

After the letter has been sent, tape or staple a copy of this letter to the package as a reminder of when the package can be discarded.

If, after 30 days from the date of the letter, the customer (shipper) has not picked up the package, the store can discard the box.

When the Customer Returns to Pick Up a Package

Verify the customer's information with a valid ID to ensure they are the original shipper of the package.

Packages that are returned to the store should only be given back to individual who shipped the package from the store - they should not be given back to the receiver or anyone else that may attempt to pick up the package that is not the actual shipper.

Valid government-issued identification must be presented.

Picking Up a Refused or Returned Package

For packages returned due to invalid address provided by the customer or the recipient refusing delivery, a \$10 fee is to be charged upon the customer's pickup of the package. UPS charges this fee for return of the package.

To charge the customer this fee, enter SKU 389788 and enter \$10.00 when prompted for price

Store Closing – Sending Documents Back to Iron Mountain

How-To Guide

In the event of a Store Closure, select documents are **required** to be sent back to Iron Mountain for proper retention. The Store Manager is responsible for sending these documents to Iron Mountain the Monday after the store closes as outlined below.

Documents to send back to Iron Mountain:

The following documents must be sent back to Iron Mountain the Monday after the store closes:

Document Title	Timeframe	Notes
Terminated Employee Files	7 years	For any associates that are transferring stores – please UPS file to the new store (Attn: GM)
I-9 Files	All I-9 forms within: <ul style="list-style-type: none">• 3 years after date of hire, OR• 1 year after the date the employment ends (whichever is later)	
Easy Tech Work Orders	3 years	Work orders should include: Signed service invoice showing work requested and work performed, copy of system analysis report, and copy of sales receipt showing purchase
Online Order (BOPiS & STS) Completed Order Sheets	1 year	
Daily Ship Center Customer Receipt	1 year	
Daily Ship Center EOD Summary Reports	1 Year	

All other paperwork not on this list can be shredded (can use gray locked Iron Mountain bin)

Sending Documents back to Iron Mountain:

1 week prior to the store closing, you will receive the following (either delivered directly from Iron Mountain, or shipped via UPS):

- Barcode labels and transmittal sheets
- Tracking spreadsheet
- Iron Mountain order number

An email will also be sent to you from the Record Retention Department verifying you have received the information.

1. Code 13 – SKU 825695 – 10 pack Storage Boxes. These boxes will be used to send back the records to Iron Mountain. If you don't have the SKU in stock, utilize empty paper boxes.
2. Box up paperwork
 - Put 1 year per box if possible. If not, continue in another box.
 - Be sure to box up neatly and sure lid properly.
3. Place the barcode label on the boxes.

4. Remove the barcode strip below the label and place it on the transmittal sheet. On the transmittal sheet:

- Write B1760 in the Customer ID field
- Write Staples in the Customer name field
- Write 2295 as the Department ID
- Write your store number, what is in the box, and the date range of the documents under description
- Complete this process for all boxes

Transmittal Sheet

Page 1 of 2

Customer ID: B1760 Customer Name: Staples Department ID: 2295

Store # XXX EASY TECH RECORDS

Store # XXX TERMED EE FILES

Store # XXX SHIPPING & CASH OFFICE

Your Signature: [Signature] Date: 11/10/14

5. Fill out the tracking spreadsheet (sent in the email from Records Management) and email it to Recordsmanagementsupport@staples.com and cc: Michael.Wohlers@staples.com. Title the email: Store XXXX Records.

RETAIL RECORDS ARCHIVE CHECKLIST - COMPLETE ALL COLUMNS

STORE #: []

PREPARED BY: []

Barcode Box #	Tracking #	Barcode Label # on Box	Corresponding Barcode on Transmittal Sheet	Transmittal Sheet information complete	Transmittal Sheets taped to one (or first) box	Box taped securely	Description	Year	Range
Example 1	122345678910	Yes	Yes	Yes	Yes	one box only	Easy Tech Service Invoices	2013	Jan-Dec

UPS Pickup:

Once all the boxes are packed up and ready for pickup:

1. Use UPS Campus Ship to ship UPS Ground. Be sure to let UPS know to pick up the Monday after the store closes (as the last scheduled pickup is the Friday prior).
 - Enter the order number you were sent in the email from Records Management in the UPS Reference Field.
 - Ship to the following address:
Iron Mountain
Attn: NEW BOX INBOUND
175 Bearfoot Road
Northborough, MA 01532

Prior to starting the abandonment process, there must be a minimum of three attempts to contact the customer to pick up their unit over a two-week period. All transactions regarding attempts to contact the customer, certified letters, and disposal notices with specifics must be thoroughly documented in the work order and EasyTech service form/envelope. *This limits any legal liabilities to Staples.*

Processing The Abandonment

What To Do If The Customer Picks Up The Unit

What To Do If Junk Out Is Approved

Processing The Abandonment:

1. If, after three attempts to contact the customer over a two week period have been made and the customer doesn't pick up their unit, the store can submit the work order for abandonment. This is done by clicking on the "Mark Abandoned" button at the bottom of the applicable work order. **Please Note:** The order must be in an updated status in order to access the "Mark Abandoned" button. This will start the process and transmit the work order to the administrator to send out the certified letter.
2. The Staples Administrator will send a certified letter to the customer informing them that they have thirty days to pick up their equipment. Once this is done, important information will be updated within the work order to provide updated statuses. The date that the letter was sent/received and tracking number will be entered into work order notes.
3. If the customer does not respond to the certified letter within 30 days from the date the letter was received by the customer, the work order will show up on the stores Dashboard under the status of "Junk Out". The work order will also be updated to show the Junk Out being approved. A PC CANNOT be disposed of prior to the status changing to Junk Out YES.
4. USPS will make three attempts to deliver the letter. If a letter is sent back to the Staples Administrator as unclaimed by a customer the work order will show up on the stores hot list as "ok to junk out" thirty days from the date that the letter was received back at the Home Office.

What To Do If The Customer Picks Up The Unit

- If at any point during the abandonment process the customer picks up their unit, it is very important to handle this properly.
 1. Cancel the Abandonment using the Cancel button in the work order.
 2. Complete the work order as normal, including the Closing notes of the services performed.
 3. Print out the Pick Up paperwork
 4. Complete the Pick Up process as you normally would

What To Do If Junk Out Is Approved

- Once the junk out is approved you will need to take the following steps:
 1. Box up the unit
 2. Write the corresponding work order # on 3 sides of the box
 3. Create a UPS label using Campus Ship-Backroom shipping and account # W9466X
 4. All units should be shipped to:

ReverTech Staples Abandonment Returns
WO# _____
110 Fordham Rd.
Wilmington, MA 01887

Associate Mobile Device – Stratix iPods and GM IPADs

All Associate Mobile Devices (AMD's) and GM IPADs must be reclaimed directly to Retail Implementation due to their PCI capabilities. They cannot be moved amongst stores as done so in the past. They will not function properly and will never be supported by Staples ITSC.

First locate the iPods, 5-bay charger and charger power cable & brick. Below are examples of each item.



You will need to print the Pre-Paid UPS label sent to the store's email and/or Construction PM from Peter Warren from Retail Implementation. Labels will be emailed to the store and Construction PM on the first Monday of each month. You will then need an empty copy paper box or equivalent sized box, bubble wrap & clear packing tape. Securely wrap the iPod and charger with bubble wrap to prevent damage in shipping. Package all components in the shipping box. Prepare the box for shipping and tape the pre-paid label onto the top of the box. Finally, bring the box to another Staples store or UPS store for shipment. Please get a receipt for the package drop-off, this ensures proper custody chain. Email a picture or copy of the receipt to peter.warren@staples.com.

Closing Playbook: Phone Repair Program (TekDry and Screen Repair)

Shipping TekDry Machine – level of effort 15 minutes, 2 people

1. Stores will receive packaging materials and a preprinted label direct from TekDry
2. TekDry return boxes will be labeled ATTN general manager and call out that they are for returning the TekDry machine
3. Remove from the box:
 - a. sheet of instructions
 - b. 2 pieces of packing material (leaving the bottom packing foam inside)
 - c. return shipping label
 - d. small box for the metal beads
4. Unplug the unit
5. Transfer all the beads into the small box and tape the small box shut (they damage the unit if they fall out in transit). If you did not receive the small box, then dispose of all the metal beads. Do not return the machine with the beads still in it.
6. It is recommended that two (2) people move the 80-lb. machine. Carefully remove the machine from the counter and put into large return shipping box, seating the bottom of the unit into the packing foam
7. Put the top two pieces of packing foam in place and put the cord and box of metal beads inside the box
8. Close box top and tape shut
9. Stick FedEx label over previous shipping label
10. Call FedEx for pickup

Closing Playbook: Phone Repair Program (TekDry and Screen Repair)

Photos of Phone Repair Items to Remove from Closing Store



1: TekDry Machine, red larger version (limited stores from pilot program)



2 TekDry Machine, blue smaller version (most stores)

3: Phone Repair Tools (includes non-SKU items screwdrivers, adhesive heat gun, screw sets, adhesives, anti-static mat, anti-static bracelet, protective gloves)



Closing Playbook: Phone Repair Program (TekDry and Screen Repair)



Magnetic Screw Mats – Helps keep track of small screws by brand/model.



Safety Glasses – Protects eyes when working with broken glass



Magnetizer – Magnetizes screw drivers to help attract small screws.



Retractable Charger – Charge phones to ensure functionality tests can be completed.



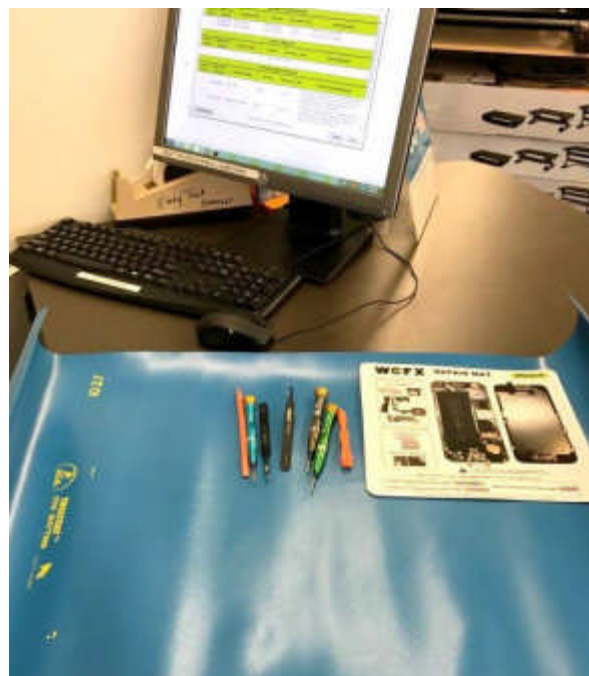
Toolkit – Contains a variety of approved tools to assist with repairs by device.



Adhesive Gun – Melts adhesive so parts are easier to pull apart without damage.



Anti-Static Mat – Transfers static charges from work surface to ground.



Retail Radio

Please pack and return the amplifier only to:

Retail Radio

7921 Kingswood Drive

Citrus Heights, CA 95762

Attention: Bill Louie or Venessa Skinner



