STAPLES® IT'S PRO TIME℠

Store Closure Playbook

Product Transfer Process

The Process Overview

Product Transfer Process Overview

The process of transferring the product, from a closing store, is designed to be easy for all teams involved as well as minimizing any opportunities for error and inventory shrinkage. The process is a partnership between Field Operations, Transportation and DC teams:

Friday Morning (8AM): *Five reps from 3rd party team will arrive to begin packing tech/inactive product. 3rd party team will gather all food and give them to manager to code out using code 16.*

Friday Morning: *The store managers and a 3rd. Party Merchandising Vendor team will attend a Skype meeting detailing the process of packing up the store. Project Manager will schedule.*

Friday Evening (Normal closing time): *The store closes for business. This will be the last day of business.*

Saturday Morning (8AM): *Five reps from 3rd party team will arrive to complete packing tech/inactive product.*

Saturday Morning (8AM): *Five additional reps from 3rd party team will arrive to assist with packing up store.* **Begin packing of key categories as outlined in the Specific Packing Instructions before packing other product**. *DO NOT PACK Rand Maps, AT Cross glasses, or Magnavision glasses.*

Saturday through Monday: *The team will pack all product, within the store, and arrange on pallets for transport to the designated Distribution Center. The product will be separated, and packed on pallets, in the following groups:*

1. *"Full Case" product (defined as all product still within its' original case pack (original outer- box for items shipped in case quantity such as binders and items with a case pack of (1) such as printers and some toner SKUs). This product will be scanned at the Distribution Center and relocated into the correct "slots" to be "picked" by the replenishment system.*
2. *All product not in original full case or not a case pack of (1). This product will be scanned at the Distribution Center and the Replenishment Team will determine a destination store for each pallet. The product will then be transported to the destination store.*
3. *All damaged product, RTV & RTW product. This product will be scanned at the DC and the returns area will process accordingly, including re-opening RTWs/RTVs where required.*
4. *All tech/inactive product*
5. *Hallmark (Needs to be packed in totes separate from all other product)*
6. *Dated Goods (Needs to be packed in totes separate from all other product)*
7. *Ink, Toner, Software (Needs to be packed in totes separate from all other product)*

System Process: *There will be no systemic transfer process required of the team packing the product. The Distribution Center will systemically transfer all product, in the store inventory, to a unique location or "slot" in the destination Distribution Center. **For this reason, it is imperative that once the Physical Inventory is completed, no inventory transactions (such as transfers, write- offs, etc.) occur. ALL product in inventory MUST be RETURNED to the Distribution Center.***

Specific Packing Instructions

By Area & Type of Product

Key Categories/Special pack up instructions

1. **A key category is a large high density, or high cube planogram.**
2. **The current key categories are;**
   a. **Writing Instruments – 710, 518**
   b. **Post-it Notes - 707**
   c. **Fasteners - 746**
   d. **Cleaning - 175**
   e. **Desk Accessories - 530**
   f. **Briefcases and Bags - 554**
   g. **Plastics – 718, 780**
   h. **Binders 721**
3. **These categories are to be <u>dispersed</u> across multiple pallets while packing.**
4. **They should be <u>dispersed</u> as follows;**
   a. **Writing Instruments – no more than 8' of product per pallet**
   b. **Post-it Notes – no more than 4' of product per pallet**
   c. **Fasteners - no more than 4' of product per pallet**
   d. **Cleaning - no more than 4' of product per pallet**
   e. **Desk Accessories - no more than 8' of product per pallet**
   f. **Briefcases and Bags – split evenly into two gaylords and top off with lightweight product, i.e. Paper towels, toilet paper, bubble wrap.**
   g. **Plastics – no more than 8' of product per pallet**
   h. **Binders- no more than 8' of product per pallet.**
5. **These categories are to be packed first and then topped off with the balance of loose product.**
6. **Ink, Toner, and Software categories must be packed up on separate pallets from any other product and shipped back using special placards from appendix.**

What is a Full Case?

1. **Full case product is defined as product that is in the original, unopened shipping carton. This product will be re-slotted in the Distribution Center and picked to replenish a store need.**

2. **Full case product also includes product that has a case pack of 1 unit. Examples of this product include:**
   a. **Laptops, Cameras, and Tablets**
   b. **Most printers**
   c. **Some Toner**
   d. **Most shredders**
   e. **Furniture**
   f. **File Cabinets**
   g. **Some large plastics**

3. **In most cases, the easiest way to identify an item that has a ship pack of 1 unit is to see if it has a DC shipping label on the product (see below)**

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

Building Pallets – Totes

Note: It is important that all pallets are built to a height of 8 to 9 feet. This will ensure that we utilize the full capacity of each trailer transporting the product from the closed store to the Distribution Center. Less trailers equals less overall cost.

Start with 4 totes in this orientation

Add 3 totes across the remaining space

Locking totes used where required (list & totes will be supplied)

Always place heavy totes on the bottom four rows

Continue to build upward, maintain the orientation of the totes

A full pallet of totes is 8 totes high

10

Building Pallets – Totes

Note: It is important that all pallets are built to a height of 8 to 9 feet. This will ensure that we utilize the full capacity of each trailer transporting the product from the closed store to the Distribution Center. Less trailers equals less overall cost.

Use twisted shrink wrap to "tie" the bottom 5 or 6 totes together for stability

Always place heavy totes on the bottom four rows

Wrap the entire pallet with shrink wrap

Wrap the entire pallet with shrink wrap

Ensure that all totes close completely – Do not overfill!!

Building Pallets – Mixed Boxes

Note: It is important that all pallets are built to a height of 8 to 9 feet. This will ensure that we utilize the full capacity of each trailer transporting the product from the closed store to the Distribution Center. Less trailers equals less overall cost.

Minimize space between items

Always place heavy totes on the bottom four rows

Heaviest items on the bottom

Lightest, fragile product on top

Use twisted shrink wrap to "tie" the boxes together to provide stability

Wrap the entire pallet with shrink wrap

Building Pallets – Mixed Boxes

Note: It is important that all pallets are built to a height of 8 to 9 feet. This will ensure that we utilize the full capacity of each trailer transporting the product from the closed store to the Distribution Center. Less trailers equals less overall cost.

Flat product on the bottom (cannot overlap pallet by more than a couple of inches!)

Always place heavy totes on the bottom four rows

Special Notes

Building a pallet with mixes boxes/product is a little like assembling a model or a puzzle. Use common sense and a few "rules":

- Heaviest on the bottom
- Lightest on the top
- Always tie together with twisted shrink wrap before wrapping the entire pallet
- Medium size, flat items (think medium bulletin boards/white boards) should be inserted upright in the middle of the pallet, sandwiched between boxes.
- Oversized/odd shaped items see next page

Building Pallets – Oversize/Odd Size Items

Note: It is important that all pallets are built to a height of 8 to 9 feet. This will ensure that we utilize the full capacity of each trailer transporting the product from the closed store to the Distribution Center. Less trailers equals less overall cost.

Packing oversized items like these, on pallets, will result in a partially filled trailer and damage to the product…. see next page for the solution…….

Building Pallets – Oversize/Odd Size Items

Note: It is important that all pallets are built to a height of 8 to 9 feet. This will ensure that we utilize the full capacity of each trailer transporting the product from the closed store to the Distribution Center. Less trailers equals less overall cost.
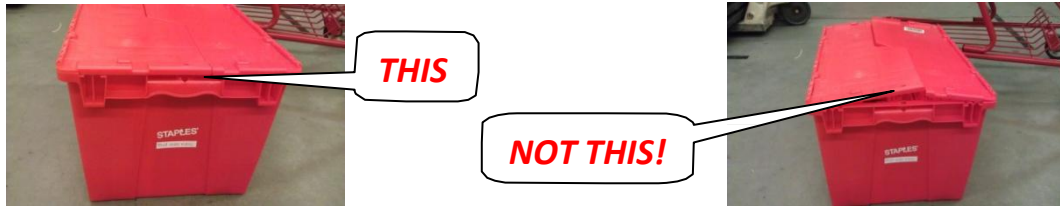

Pack oversized items standing on end in between pallets (called Floor Stacking).

Special Notes

If you have a large number of oversized pieces, "Floor Stack" them in the nose of the trailer prior to loading the pallets. Have the driver strap them in place. The pallets are loaded next, providing additional resistance to the items shifting during transport.

Building Pallets – Pegged Items

Note: It is important that all totes are filled to capacity (but NOT overfilled). This will ensure that we utilize the full capacity of each trailer transporting the product from closed store to the Distribution Center. Less trailers equals lower overall cost.

THIS

NOT THIS!

Keep same SKU together

Place barcodes up when possible

Pack all totes full and tight to minimize shifting of product and maximize trailer cube!

Elastic band same SKU together

Place barcodes up when possible

Building Pallets – Pegged Items

Note: It is important that all totes are filled to capacity (but NOT overfilled). This will ensure that we utilize the full capacity of each trailer transporting the product from closed store to the Distribution Center. Less trailers equals lower overall cost.

THIS

NOT THIS!

Keep Same SKU together

Pack all totes full and tight to minimize shifting of product and maximize trailer cube!

Elastic band same SKU together

Place barcodes up when possible

Building Pallets – Ink

All ink cartridges must be removed from Alpha boxes before packing.

Note: It is important that all totes are filled to capacity (but NOT overfilled). This will ensure that we utilize the full capacity of each trailer transporting the product from closed store to the Distribution Center. Less trailers equals lower overall cost.

THIS

NOT THIS!

Place barcodes up when possible

Pack all totes full and tight to minimize shifting of product and

Do not zip tie these totes...the DC will tie once they are scanned

Building Pallets – Paper Reams

Note: It is important that all totes are filled to capacity (but NOT overfilled). This will ensure that we utilize the full capacity of each trailer transporting the product from closed store to the Distribution Center. Less trailers equals lower overall cost.

THIS

NOT THIS!

Always place heavy totes on the bottom four rows

Pack all totes full and tight to minimize shifting of product and maximize trailer cube!

Building Pallets – Toner

Note: It is important that all totes are filled to capacity (but NOT overfilled). This will ensure that we utilize the full capacity of each trailer transporting the product from closed store to the Distribution Center. Less trailers equals lower overall cost.

THIS

NOT THIS!

Pack all totes full and tight to minimize shifting of product and maximize trailer cube!

DC ship label indicates a case pack of (1)….should go on full case pallet!

Remove Spider Wraps to make for easier packing

DC ship label indicates a case pack of (1)….should go on full case pallet!

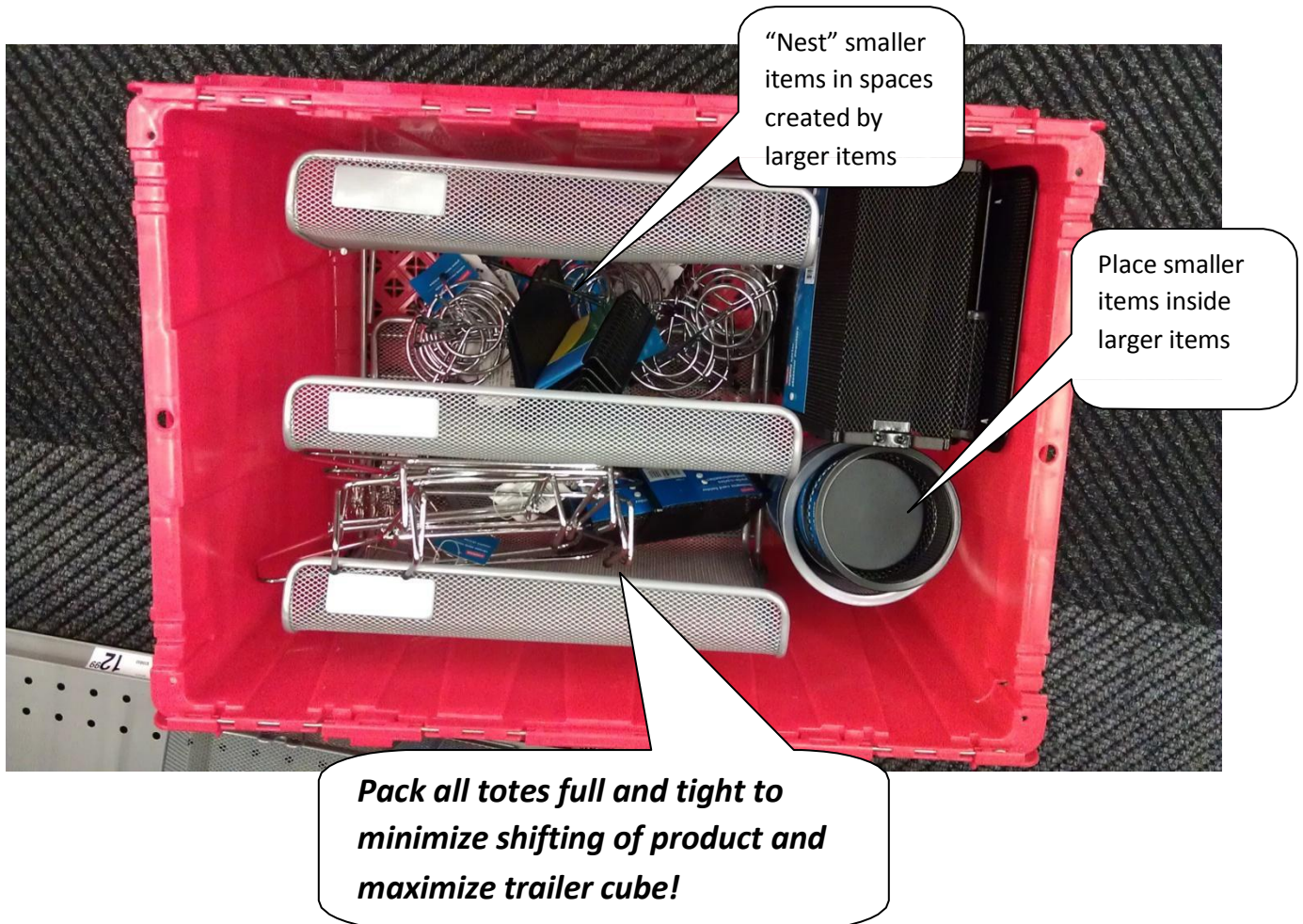# Building Pallets – Cleaners/Liquids

Note: It is important that all totes are filled to capacity (but NOT overfilled). This will ensure that we utilize the full capacity of each trailer transporting the product from closed store to the Distribution Center. Less trailers equals lower overall cost.

THIS

NOT THIS!

THIS

Ensure ALL liquids are packed upright to prevent spills/leaks!

NOT THIS!

Building Pallets – Small Items

Note: It is important that all totes are filled to capacity (but NOT overfilled). This will ensure that we utilize the full capacity of each trailer transporting the product from closed store to the Distribution Center. Less trailers equals lower overall cost.
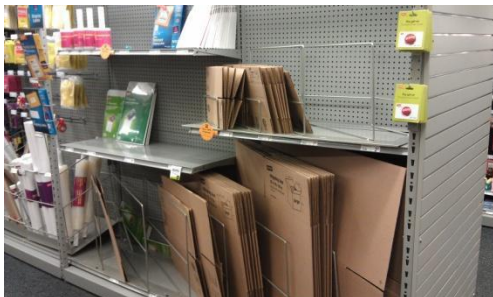

THIS

NOT THIS!

"Nest" smaller items in spaces created by larger items

Place smaller items inside larger items

Pack all totes full and tight to minimize shifting of product and maximize trailer cube!

Building Pallets – Floor Stack Items

Also includes:

- **Oversized Furniture boxes (greater than 48 inches)**
- **Oversized cork/white boards**

Building Pallets – Flat Items

Shrink wrap **same SKUs** together prior to packing on the top of pallets

Building Pallets – Flat Items

Note: These items should be rolled and secured with elastic bands prior to placing on top of the pallets of totes. This will ensure that we utilize the full capacity of each trailer transporting the product from the closed store to the Distribution Center. Less trailers equals lower overall cost.

Roll & secure with elastic bands, same SKUs together prior to packing on the top of pallets

Small items pack in totes

Building Pallets – Luggage

Note: Each store will be supplies with one gaylord for luggage. This will ensure that we utilize the full capacity of each trailer transporting the product from the closed store to the Distribution Center. Less trailers equals lower overall cost.

Note: Pack all luggage (briefcase, backpacks, slip cases) neatly (keep same Skus together) in the supplied gaylord. Ensure that the pallet is built to full height by adding light weight product (paper towel, toilet paper, etc.).

Pallet Placards

Place on ALL FOUR SIDES of each pallet (inside the shrink wrap)

Store

_____

Full Case Product Pallet

- Original packaging only
- Build pallet to 8 feet high
- Attach this placard on all 4 sides
- Heavy items on the bottom
- Lighter items on top

Pallet Placards

Place on ALL FOUR SIDES of each pallet (inside the shrink wrap)

Store

_____

Totes & Loose Product Pallet

- Elastic band same SKU together
- Full totes only
- Stack totes on pallet 8 high
- Attach this placard on all 4 sides
- Heavy items on the bottom
- Lighter items on top

Pallet Placards

Place on ALL FOUR SIDES of each pallet (inside the shrink wrap)

Store

_____

RTV, Recycle, RTW & Damage Product Pallet

- DO NOT KEY OUT PRODUCT!
- Build pallet to 8 feet high
- Attach this placard on all 4 sides
- Heavy on bottom, light on top

Pallet Placards

Place on ALL FOUR SIDES of each pallet (inside the shrink wrap)

Store

_____

INACTIVE STATUS PALLET

– Print placard on RED paper and place on all 4 sides of pallet

– RDC: Do not transfer to Sister Store!! Scan to file for IC Disposition

Pallet Placards

Place on ALL FOUR SIDES of each pallet (inside the shrink wrap)

Store # _____

INACTIVE

TECH PALLET

– Print placard on GREEN paper and place on all 4 sides of pallet

– RDC: Do not transfer to Sister Store!! Scan to file for IC Disposition

Pallet Placards

DATED GOODS Store

_____

(Print placard on ORANGE paper and place on all four sides of pallet)

Pallet Placards

Hallmark

Store

_____

– Print placard on ORANGE paper and place on all 4 sides of pallet

Safe Codes
External Code

_____

Internal Code

_____

– If Delay on Internal Timer please indicate how long. _____
– Place Both Safe Keys in Safe.
– Replace All Batteries.

Ink

Store

_____

Print Placard on White Paper
and place on all 4 sides

Software

Store

_____

Print Placard on White Paper
and place on all 4 sides

Toner

Store

_____

Print Placard on White Paper
and place on all 4 sides