Staples

Store Closing Procedures and Guidelines

2020

Staples Closing

Pre-Call: made 24- 36 hours before Day 1 of Closing

- Confirm with Store Mgr team will be in store on Friday (date) at 8:00 AM to begin part 1 Inactive Pack up
- Ask for specific store contact for Day 1 of Closing
- Ask that the scan units be charged
- Ask How many scan guns will be available for team needs

Status of Supplies needed for closing:
Supplies arrived for closing

- # of pallets of empty totes red/ black
- # of pallets of yellow totes- this are the locking totes used for high ticket items
- # of pallets of gray totes
- # of boxes of shrink wrap
- # of empty pallets
- # of Bags of rubber bands
- 2 rolls of scotch tape
- 2 rolls of packing tape

Beginning Store Evaluation: Team Lead needs to be early to complete the following prior to Staples PM Skype Call which all team leads are to participate in

1. Pre-Close photos: Provides Apollo PM with status of condition of store
    a. Take 3 photos from different angles of sales floor; make sure to include mids and tops area
    b. Take 3 photos of backroom area
    c. Any areas of concern- ex: pre-toted merchandise
2. Determine approximate height of loading dock door
3. Determine that supplies are on site
4. Determine if Placards for closing have been printed
    a. 40- Toner Placards
    b. 40- Software Placards
    c. 60- Ink Placards
    d. 8- Hallmark Placards
    e. 40 Tech Inactive—bright green
    f. 60 O/S inactive--- red
    g. 200 full pallets (on white paper--- with store number)
    h. 200 totes (on white paper--- with store number)
    i. 100 RTV/RTW (on white paper with store number)
    j. Sister store transfers; have store print them up—let me know if you need sample

5. Notice how full the mids and tops are
6. Are there any remaining store displays for sale on the sales floor?

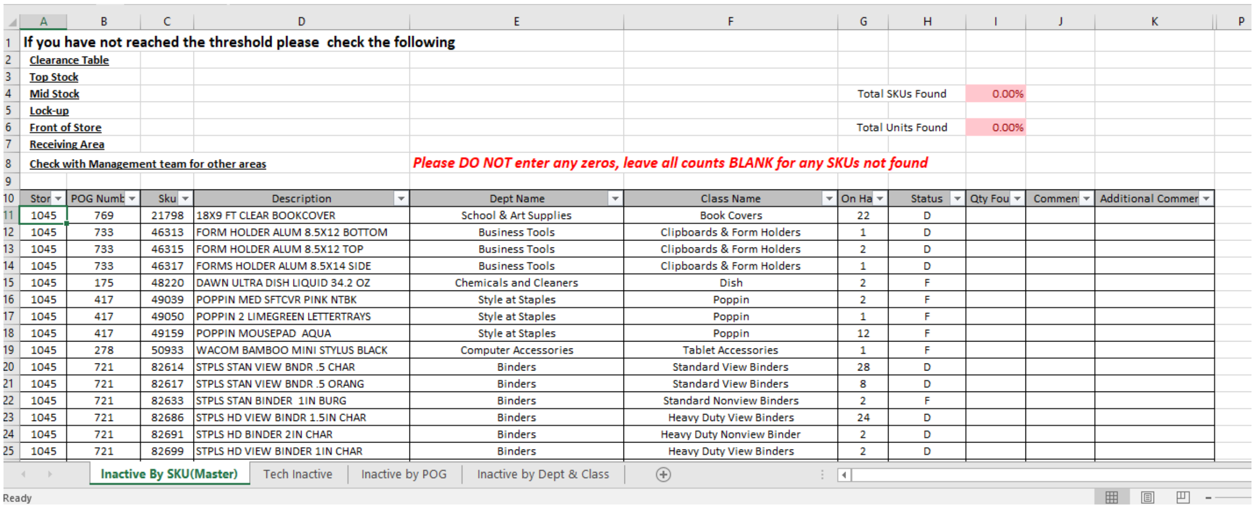
Part 1: Inactives

Goal: Using Specific Spreadsheet provided by Staples: Tote up Specific Sku's for separation from majority of store merchandise with minimum 85% completion

Supplies needed:

1. Excel sheets provided to TL by Staples store management
2. Pens or Pencils
3. 3 Clipboards
4. Post It notes (may have extras in Printer area)
5. 3 different colored highlighters (usually found in copy print area)
6. USB Drive; to back up- Inactive List in case of computer issues

Inactive List: Staples Management will provide you with an excel sheet that looks like this: the sheet will be sorted out by Sku Master from smallest to largest



If you have not reached the threshold please check the following

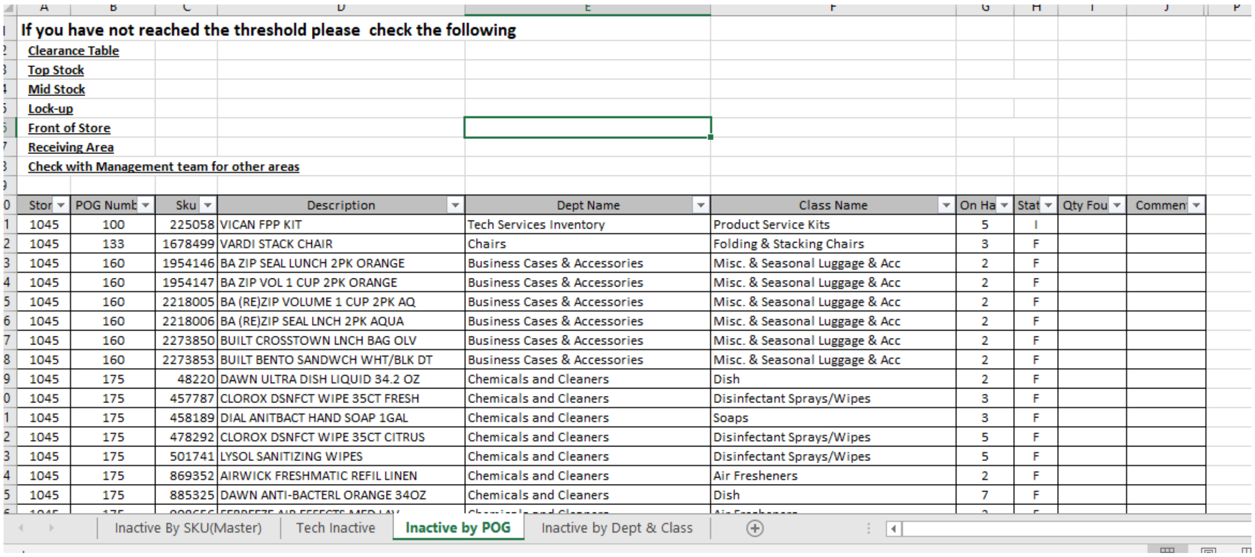
Clearance Table
Top Stock
Mid Stock
Lock-up
Front of Store
Receiving Area
Check with Management team for other areas

Total SKUs Found 0.00%
Total Units Found 0.00%

Please DO NOT enter any zeros, leave all counts BLANK for any SKUs not found

Stor	POG Numb	Sku	Description	Dept Name	Class Name	On Ha	Status	Qty Fou	Commen	Additional Commer
1045	769	21798	18X9 FT CLEAR BOOKCOVER	School & Art Supplies	Book Covers	22	D			
1045	733	46313	FORM HOLDER ALUM 8.5X12 BOTTOM	Business Tools	Clipboards & Form Holders	1	D			
1045	733	46315	FORM HOLDER ALUM 8.5X12 TOP	Business Tools	Clipboards & Form Holders	2	D			
1045	733	46317	FORMS HOLDER ALUM 8.5X14 SIDE	Business Tools	Clipboards & Form Holders	1	D			
1045	175	48220	DAWN ULTRA DISH LIQUID 34.2 OZ	Chemicals and Cleaners	Dish	2	F			
1045	417	49039	POPPIN MED SFTCVR PINK NTBK	Style at Staples	Poppin	2	F			
1045	417	49050	POPPIN 2 LIMEGREEN LETTERTRAYS	Style at Staples	Poppin	1	F			
1045	417	49159	POPPIN MOUSEPAD AQUA	Style at Staples	Poppin	12	F			
1045	278	50933	WACOM BAMBOO MINI STYLUS BLACK	Computer Accessories	Tablet Accessories	1	F			
1045	721	82614	STPLS STAN VIEW BNDR .5 CHAR	Binders	Standard View Binders	28	D			
1045	721	82617	STPLS STAN VIEW BNDR .5 ORANG	Binders	Standard View Binders	8	D			
1045	721	82633	STPLS STAN BINDER 1IN BURG	Binders	Standard Nonview Binders	2	F			
1045	721	82686	STPLS HD VIEW BINDR 1.5IN CHAR	Binders	Heavy Duty View Binders	24	D			
1045	721	82691	STPLS HD BINDER 2IN CHAR	Binders	Heavy Duty Nonview Binder	2	D			
1045	721	82699	STPLS HD VIEW BINDER 1IN CHAR	Binders	Heavy Duty View Binders	2	D			

Or POG # as seen here:



If you have not reached the threshold please check the following

Clearance Table
Top Stock
Mid Stock
Lock-up
Front of Store
Receiving Area
Check with Management team for other areas

Stor	POG Numb	Sku	Description	Dept Name	Class Name	On Ha	Stat	Qty Fou	Commen
1045	100	225058	VICAN FPP KIT	Tech Services Inventory	Product Service Kits	5	I		
1045	133	1678499	VARDI STACK CHAIR	Chairs	Folding & Stacking Chairs	3	F		
1045	160	1954146	BA ZIP SEAL LUNCH 2PK ORANGE	Business Cases & Accessories	Misc. & Seasonal Luggage & Acc	2	F		
1045	160	1954147	BA ZIP VOL 1 CUP 2PK ORANGE	Business Cases & Accessories	Misc. & Seasonal Luggage & Acc	2	F		
1045	160	2218005	BA (RE)ZIP VOLUME 1 CUP 2PK AQ	Business Cases & Accessories	Misc. & Seasonal Luggage & Acc	2	F		
1045	160	2218006	BA (RE)ZIP SEAL LNCH 2PK AQUA	Business Cases & Accessories	Misc. & Seasonal Luggage & Acc	2	F		
1045	160	2273850	BUILT CROSSTOWN LNCH BAG OLV	Business Cases & Accessories	Misc. & Seasonal Luggage & Acc	2	F		
1045	160	2273853	BUILT BENTO SANDWCH WHT/BLK DT	Business Cases & Accessories	Misc. & Seasonal Luggage & Acc	2	F		
1045	175	48220	DAWN ULTRA DISH LIQUID 34.2 OZ	Chemicals and Cleaners	Dish	2	F		
1045	175	457787	CLOROX DSNFCT WIPE 35CT FRESH	Chemicals and Cleaners	Disinfectant Sprays/Wipes	3	F		
1045	175	458189	DIAL ANITBACT HAND SOAP 1GAL	Chemicals and Cleaners	Soaps	3	F		
1045	175	478292	CLOROX DSNFCT WIPE 35CT CITRUS	Chemicals and Cleaners	Disinfectant Sprays/Wipes	5	F		
1045	175	501741	LYSOL SANITIZING WIPES	Chemicals and Cleaners	Disinfectant Sprays/Wipes	5	F		
1045	175	869352	AIRWICK FRESHMATIC REFIL LINEN	Chemicals and Cleaners	Air Fresheners	2	F		
1045	175	885325	DAWN ANTI-BACTERL ORANGE 34OZ	Chemicals and Cleaners	Dish	7	F		

Team of 5 will split up into 3 groups:

Team A:

Using the Sku Master- Clearance area: scan each item to determine if sku number is listed; if found remove item, count quantity, place in tote, and record # found on sheet. Continue until all Clearance areas have been scanned.

Once all Clearance areas have been completed; turn in sheets to TL

Inactive by POG:

Using the Inactive by POG list; start going through the store aisle by aisle; looking for items on the list; be sure to check mids and tops- please remember that not all items on the list will have a Clearance tag

Team B:

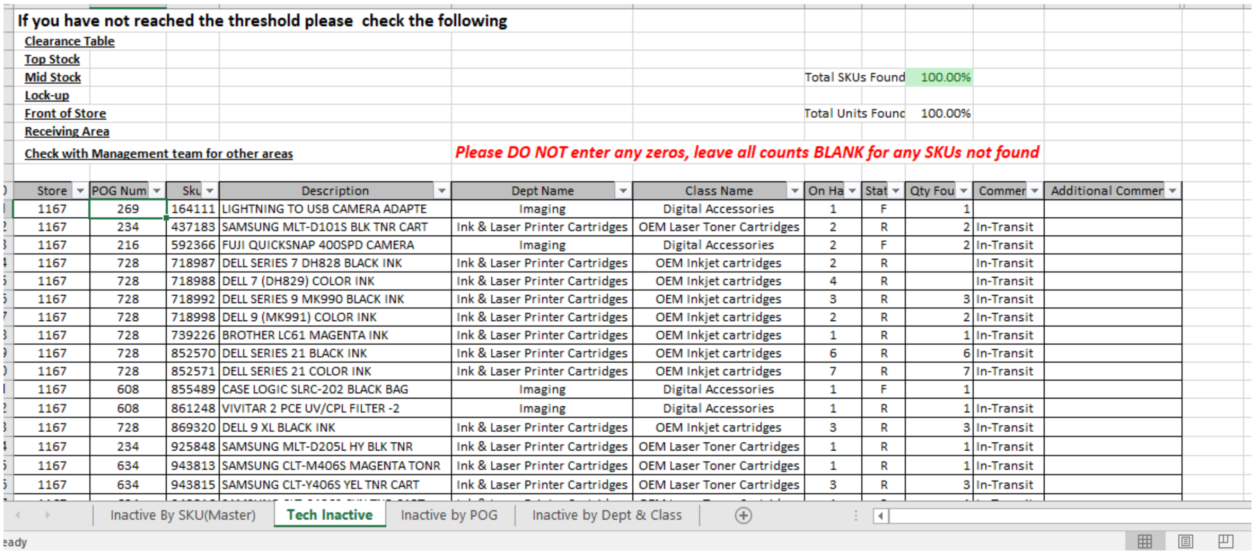
Using the Sku Master- Scan and identify all Damages, Returns; if sku number is listed; remove item, count quantity, place in tote, and record # found on sheet.

Dated Goods aisle: using same system scan each item; once complete turn in sheets to TL

Using the Inactive by POG list; start going through the store aisle by aisle; looking for items on the list; be sure to check mids and tops- please remember that not all items on the list will have a Clearance tag

TL: Tech Inactive: Separate Pallet: Working with Tab B of the Inactive Excel Sheet: go through POG's Damages, Returns, and Lock up (with assistance from Staples management) to remove, count quantity, place in tote (or on pallet; for larger items), and record # found on sheet.

After all items located: input into excel sheet under Tech Inactive Tab: using store computer. ** be sure to back up file on USB drive in case of computer issue



If you have not reached the threshold please check the following

Clearance Table
Top Stock
Mid Stock
Lock-up
Front of Store
Receiving Area
Check with Management team for other areas

Total SKUs Found 100.00%
Total Units Founc 100.00%

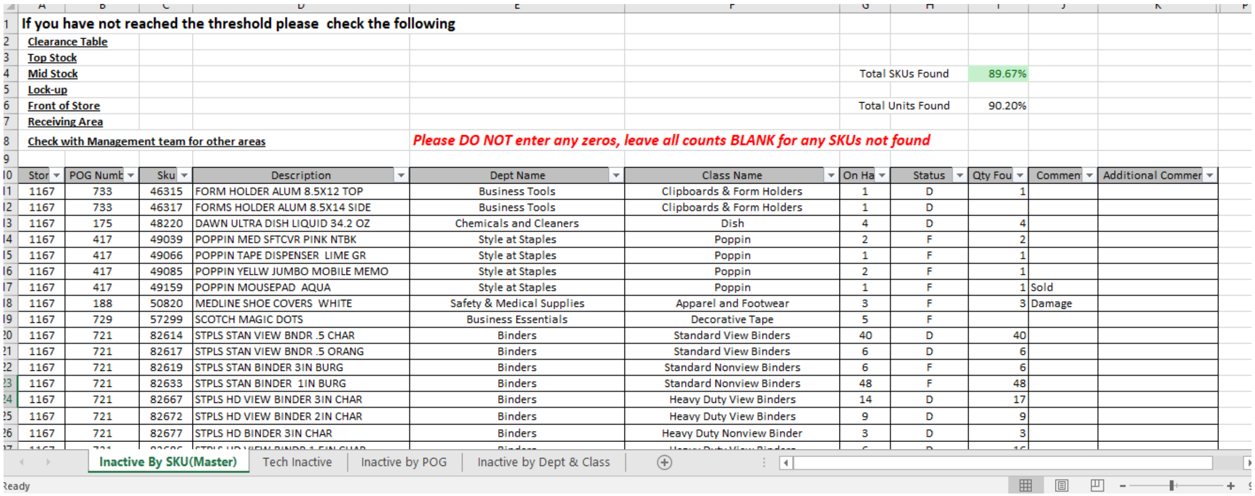
Please DO NOT enter any zeros, leave all counts BLANK for any SKUs not found

Store	POG Num	Sku	Description	Dept Name	Class Name	On Ha	Stat	Qty Fou	Commer	Additional Commer
1167	269	164111	LIGHTNING TO USB CAMERA ADAPTE	Imaging	Digital Accessories	1	F	1		
1167	234	437183	SAMSUNG MLT-D101S BLK TNR CART	Ink & Laser Printer Cartridges	OEM Laser Toner Cartridges	2	R	2	In-Transit	
1167	216	592366	FUJI QUICKSNAP 400SPD CAMERA	Imaging	Digital Accessories	2	F	2	In-Transit	
1167	728	718987	DELL SERIES 7 DH828 BLACK INK	Ink & Laser Printer Cartridges	OEM Inkjet cartridges	2	R		In-Transit	
1167	728	718988	DELL 7 (DH829) COLOR INK	Ink & Laser Printer Cartridges	OEM Inkjet cartridges	4	R		In-Transit	
1167	728	718992	DELL SERIES 9 MK990 BLACK INK	Ink & Laser Printer Cartridges	OEM Inkjet cartridges	3	R	3	In-Transit	
1167	728	718998	DELL 9 (MK991) COLOR INK	Ink & Laser Printer Cartridges	OEM Inkjet cartridges	2	R	2	In-Transit	
1167	728	739226	BROTHER LC61 MAGENTA INK	Ink & Laser Printer Cartridges	OEM Inkjet cartridges	1	R	1	In-Transit	
1167	728	852570	DELL SERIES 21 BLACK INK	Ink & Laser Printer Cartridges	OEM Inkjet cartridges	6	R	6	In-Transit	
1167	728	852571	DELL SERIES 21 COLOR INK	Ink & Laser Printer Cartridges	OEM Inkjet cartridges	7	R	7	In-Transit	
1167	608	855489	CASE LOGIC SLRC-202 BLACK BAG	Imaging	Digital Accessories	1	F	1		
1167	608	861248	VIVITAR 2 PCE UV/CPL FILTER -2	Imaging	Digital Accessories	1	R	1	In-Transit	
1167	728	869320	DELL 9 XL BLACK INK	Ink & Laser Printer Cartridges	OEM Inkjet cartridges	3	R	3	In-Transit	
1167	234	925848	SAMSUNG MLT-D205L HY BLK TNR	Ink & Laser Printer Cartridges	OEM Laser Toner Cartridges	1	R	1	In-Transit	
1167	634	943813	SAMSUNG CLT-M406S MAGENTA TONR	Ink & Laser Printer Cartridges	OEM Laser Toner Cartridges	1	R	1	In-Transit	
1167	634	943815	SAMSUNG CLT-Y406S YEL TNR CART	Ink & Laser Printer Cartridges	OEM Laser Toner Cartridges	3	R	3	In-Transit	

After completion of Tech Inactive: minimum of 85% - gather completed sheets from team and begin inputting data on Inactive Sku Master Tab: using store computer. ** be sure to back up file on USB drive in case of computer issue.

*** 2:00 PM: provide an update to Apollo PM, DM, and DC on progress and % of items found.

Continue working on Inactive List till end of day- or team reached 85%



If you have not reached the threshold please check the following

Clearance Table
Top Stock
Mid Stock
Lock-up
Front of Store
Receiving Area
Check with Management team for other areas

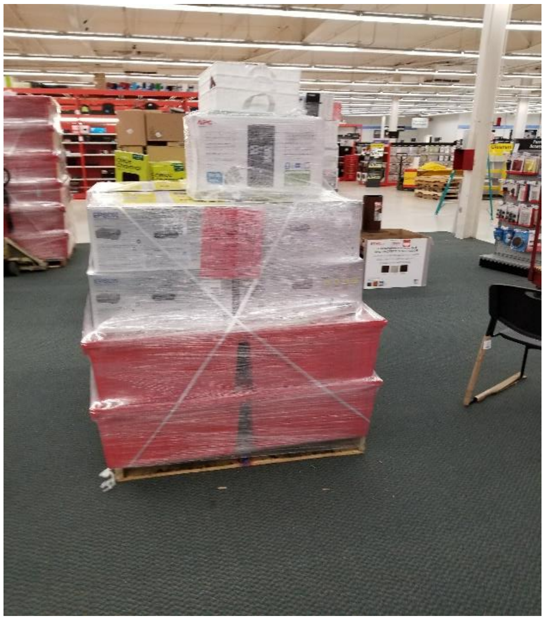
Total SKUs Found 89.67%
Total Units Found 90.20%

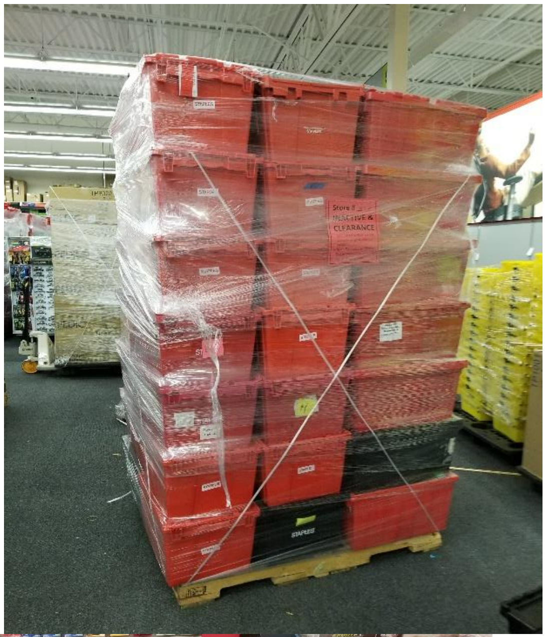
Please DO NOT enter any zeros, leave all counts BLANK for any SKUs not found

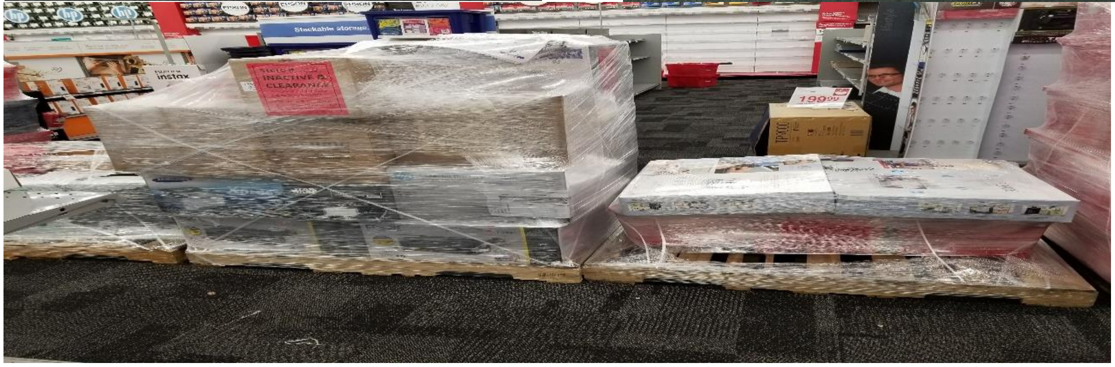
Stor	POG Numb	Sku	Description	Dept Name	Class Name	On Ha	Status	Qty Fou	Commen	Additional Commer
1167	733	46315	FORM HOLDER ALUM 8.5X12 TOP	Business Tools	Clipboards & Form Holders	1	D	1		
1167	733	46317	FORMS HOLDER ALUM 8.5X14 SIDE	Business Tools	Clipboards & Form Holders	1	D			
1167	175	48220	DAWN ULTRA DISH LIQUID 34.2 OZ	Chemicals and Cleaners	Dish	4	D	4		
1167	417	49039	POPPIN MED SFTCVR PINK NTBK	Style at Staples	Poppin	2	F	2		
1167	417	49066	POPPIN TAPE DISPENSER LIME GR	Style at Staples	Poppin	1	F	1		
1167	417	49085	POPPIN YELLW JUMBO MOBILE MEMO	Style at Staples	Poppin	2	F	1		
1167	417	49159	POPPIN MOUSEPAD AQUA	Style at Staples	Poppin	1	F	1	Sold	
1167	188	50820	MEDLINE SHOE COVERS WHITE	Safety & Medical Supplies	Apparel and Footwear	3	F	3	Damage	
1167	729	57299	SCOTCH MAGIC DOTS	Business Essentials	Decorative Tape	5	F			
1167	721	82614	STPLS STAN VIEW BNDR .5 CHAR	Binders	Standard View Binders	40	D	40		
1167	721	82617	STPLS STAN VIEW BNDR .5 ORANG	Binders	Standard View Binders	6	D	6		
1167	721	82619	STPLS STAN BINDER 3IN BURG	Binders	Standard Nonview Binders	6	F	6		
1167	721	82633	STPLS STAN BINDER 1IN BURG	Binders	Standard Nonview Binders	48	F	48		
1167	721	82667	STPLS HD VIEW BINDER 3IN CHAR	Binders	Heavy Duty View Binders	14	D	17		
1167	721	82672	STPLS HD VIEW BINDER 2IN CHAR	Binders	Heavy Duty View Binders	9	D	9		
1167	721	82677	STPLS HD BINDER 3IN CHAR	Binders	Heavy Duty Nonview Binder	3	D	3		

85%- Goal
Inactive Pallets are to be separate from regular merchandise and will have special placards:

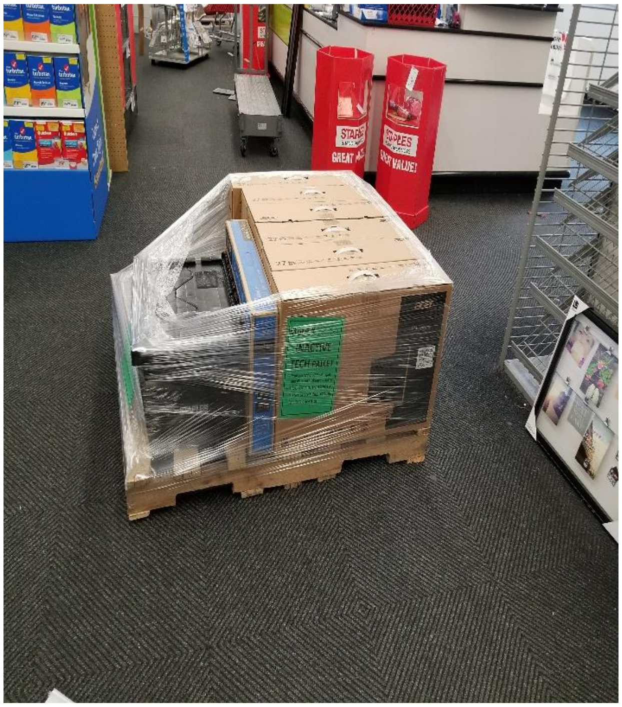
Inactive Pallet: Red Placard

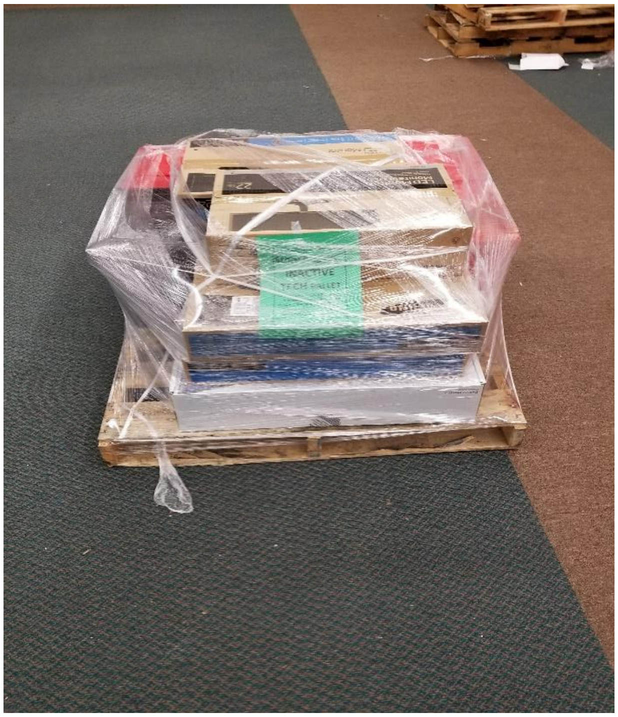


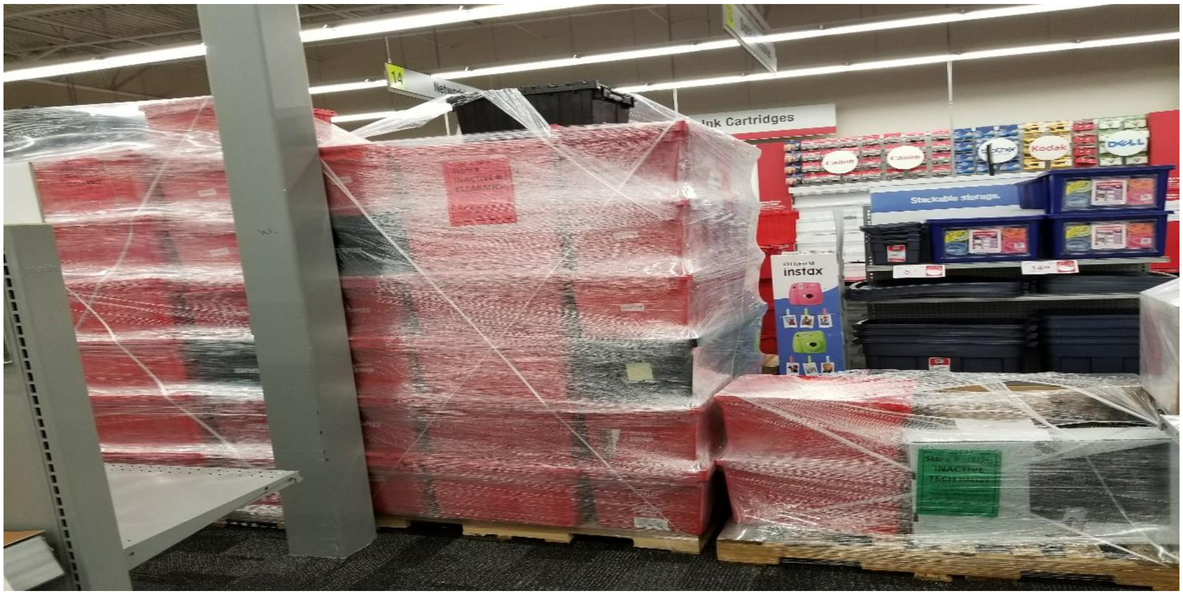




Inactive Tech: Green Placard


INACTIVE
TECH PALLET


INACTIVE
TECH PALLET


Ink Cartridges
INACTIVE
TECH PALLET

Please ensure the you count and photograph all Inactive Pallets; send count and photos with final Inactive List once store is 85% goal

Part 2: Pack Up

Goal: Utilizing Specific guidelines- tote and palletize entire sales floor, receiving, lock up, and all other spaces containing product.

Supplies needed:
Empty totes
Pallets
Shrink wrap
Scotch Tape
Store Placards
Rubber bands

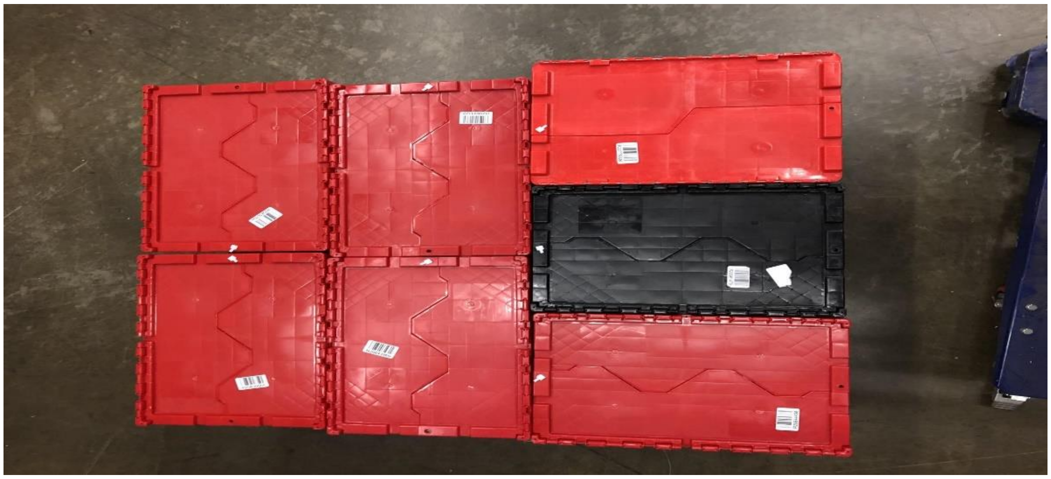
Refer to Staples Pack Up Process Book for detailed instructions on pack up

Types of Pallets:

1. Full Case 1 Item- this is product that has a shipping sticker 1
2. Full Case Multi Item- this is product in case quantity that has a shipping sticker of more than one
3. Toner- All toner is to be toted and placed on an individual pallet- with special placard
4. Ink- All Ink is to be toted and placed on an individual pallet- with special placard
5. Software- All software is to be toted and placed on an individual pallet with special placard
6. Hallmark- All remaining Hallmark cards are to be placed in totes on individual pallet with special placard
7. Dated Goods- All remaining dated goods are to be placed in totes on an individual pallet with special placard
8. Loose Product Totes- All remaining product toted
9. Gaylord- Used for Bags, Briefcases, Poster Board, large items that cannot be toted and will not be destroyed

Integrity of Pallets:

1. Tote pallets 7 per layer
2. X on all four sides secured to the pallet
3. 5-layer thickness of shrink-wrap
4. Correct store placard on all 4 sides
5. 8- 8 ½ foot tall pallets (determine height based on receiving door height)



DATED
GOODS
Store #
1776
STAPLES

Tape & Fasteners
5
Post-it Notes
Poppin
More @ staples.com
8
7
CROWN

Part 3: Debrand and Removal : Remove and Dispose or Abandon in Place

Goal: Ensure the entire store up to 8 ½ feet or top of all shelving is completley clean and all Staples merchandise and brand is removed

Debrand: Removal of all to 8 ½ feet or top of shelving

Cleanliness: All Stores

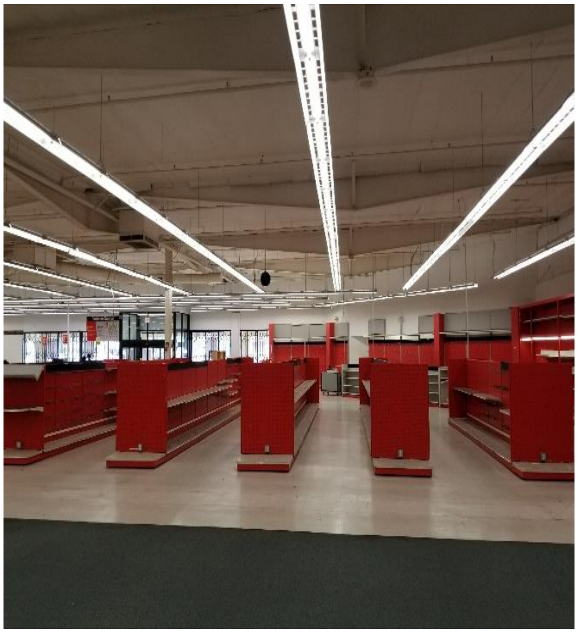
1. All product is packed and and palletized for return to distribution center
2. Ensure all basedecks have been raised and checked for merchandise
3. All floors vacuumed or broom swept
4. Shelves free of paper and plastic
5. Backroom and/or Receiving free and clear of all merchandise and trash
6. Trash is in dumpsters or neatly organized (with approval of Staples PM) in receiving

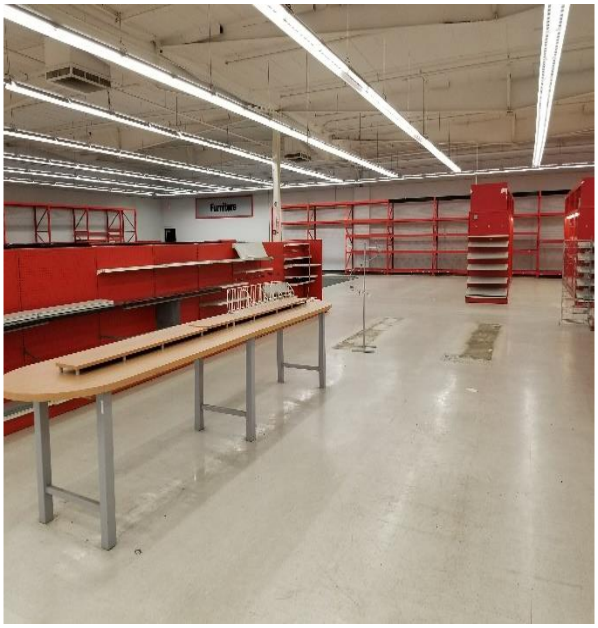
Remove and Dispose:

1. Ensure all objectives for Debrand and Cleanliness have been completed

Abandon In Place:

1. Ensure all objectives for Debrand and Cleanliness have been completed
2. Ensure all Staples name and Staples signage has been removed or covered on all areas
3. Remove all Signage from Store- with exception of: Front Window “We are Closed” signs
4. Remove all outdoor signs- ex: movable parking signs with Staples name
5. All shopping carts: including broken ones need to be removed from store

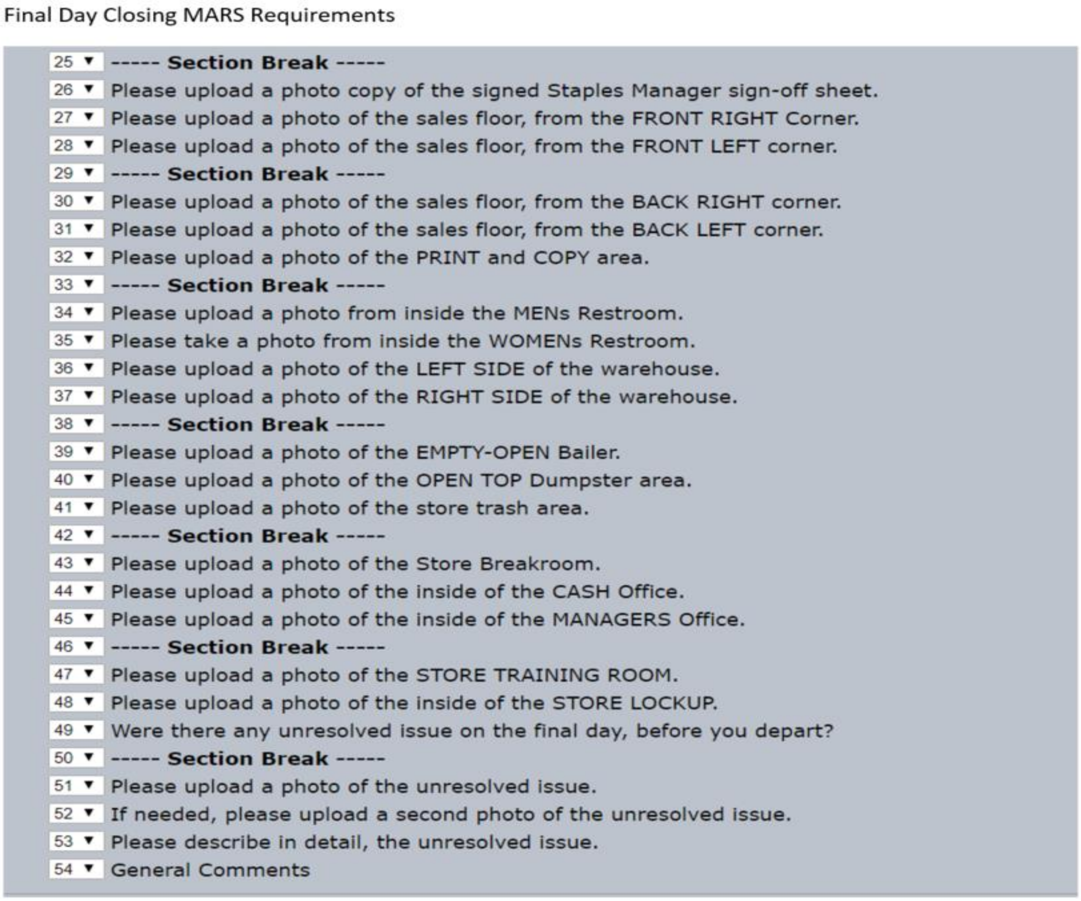




1 Pens & Pencils
2 Cleaning & Breakroom

2 Cleaning & B
Printers
3 Facilities Supplies
4 Envelopes & Labels
Paper

Final Walk Thru:
Final Photos:



Final Day Closing MARS Requirements

25 ▼ ----- **Section Break** -----
26 ▼ Please upload a photo copy of the signed Staples Manager sign-off sheet.
27 ▼ Please upload a photo of the sales floor, from the FRONT RIGHT Corner.
28 ▼ Please upload a photo of the sales floor, from the FRONT LEFT corner.
29 ▼ ----- **Section Break** -----
30 ▼ Please upload a photo of the sales floor, from the BACK RIGHT corner.
31 ▼ Please upload a photo of the sales floor, from the BACK LEFT corner.
32 ▼ Please upload a photo of the PRINT and COPY area.
33 ▼ ----- **Section Break** -----
34 ▼ Please upload a photo from inside the MENs Restroom.
35 ▼ Please take a photo from inside the WOMENs Restroom.
36 ▼ Please upload a photo of the LEFT SIDE of the warehouse.
37 ▼ Please upload a photo of the RIGHT SIDE of the warehouse.
38 ▼ ----- **Section Break** -----
39 ▼ Please upload a photo of the EMPTY-OPEN Bailer.
40 ▼ Please upload a photo of the OPEN TOP Dumpster area.
41 ▼ Please upload a photo of the store trash area.
42 ▼ ----- **Section Break** -----
43 ▼ Please upload a photo of the Store Breakroom.
44 ▼ Please upload a photo of the inside of the CASH Office.
45 ▼ Please upload a photo of the inside of the MANAGERS Office.
46 ▼ ----- **Section Break** -----
47 ▼ Please upload a photo of the STORE TRAINING ROOM.
48 ▼ Please upload a photo of the inside of the STORE LOCKUP.
49 ▼ Were there any unresolved issue on the final day, before you depart?
50 ▼ ----- **Section Break** -----
51 ▼ Please upload a photo of the unresolved issue.
52 ▼ If needed, please upload a second photo of the unresolved issue.
53 ▼ Please describe in detail, the unresolved issue.
54 ▼ General Comments

Part 4: Daily Communication

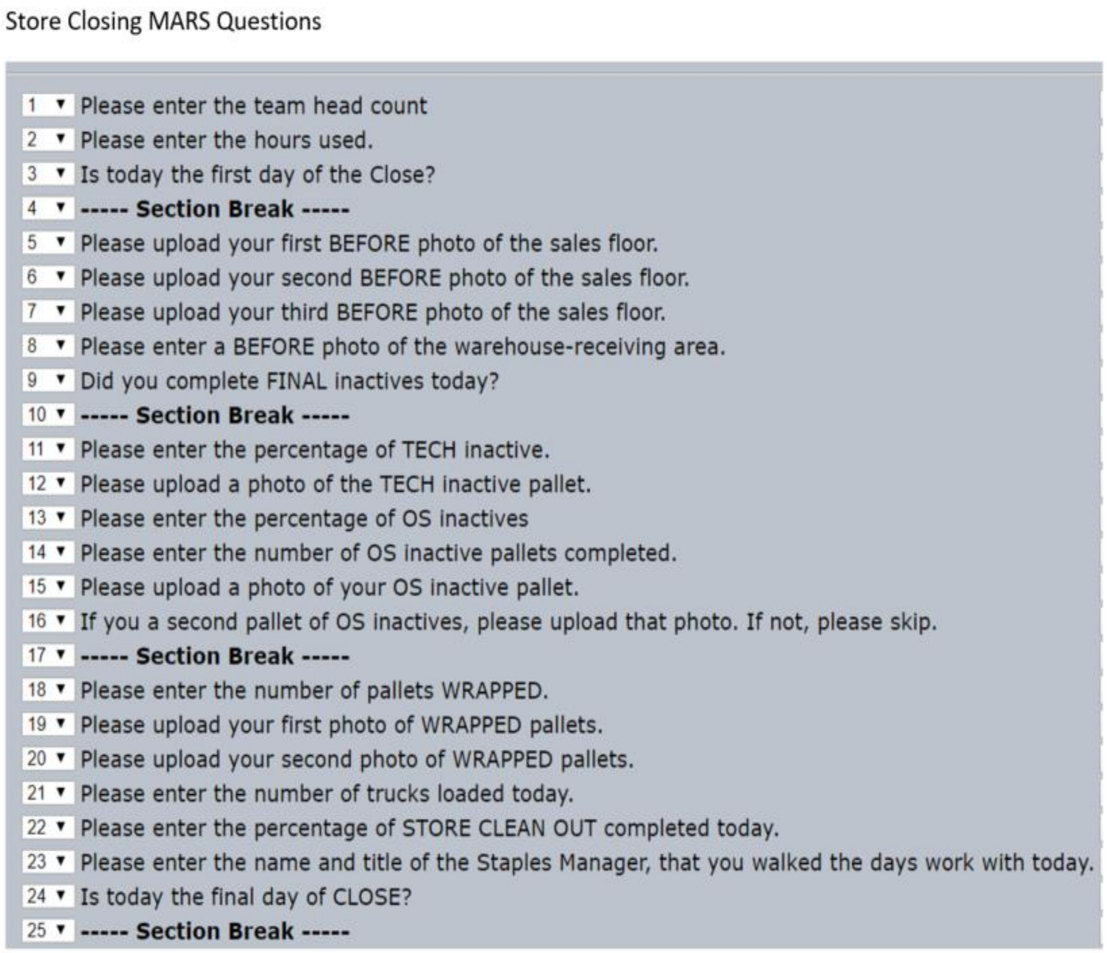
1. **Beginning of Shift Check In**

   Each day at beginning of shift TL upon arrival will complete within 20 minutes of start of shift:

   Beginning of Shift Check In: with DM/DC

2. **End of Day Recap: Day 1-6**

   Each day BEFORE LEAVING THE STORE TL will complete MARS Recap;



Store Closing MARS Questions

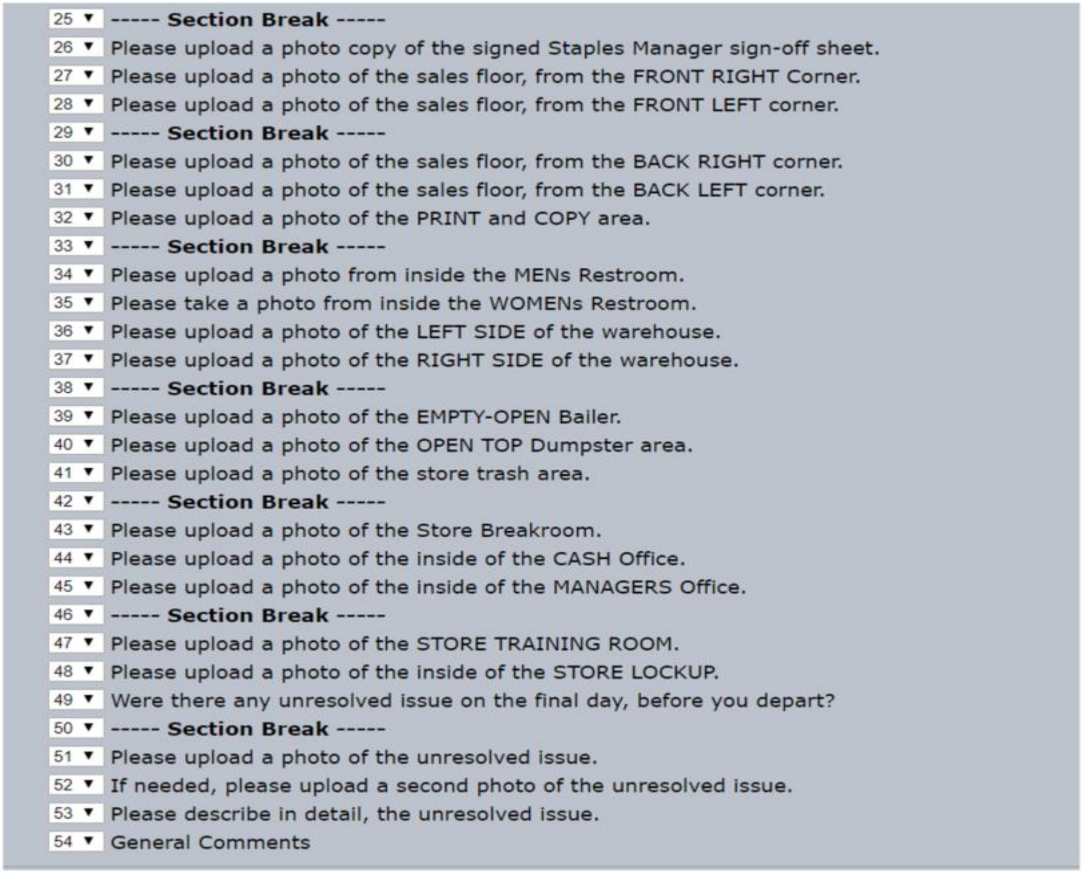
1 ▼ Please enter the team head count
2 ▼ Please enter the hours used.
3 ▼ Is today the first day of the Close?
4 ▼ **----- Section Break -----**
5 ▼ Please upload your first BEFORE photo of the sales floor.
6 ▼ Please upload your second BEFORE photo of the sales floor.
7 ▼ Please upload your third BEFORE photo of the sales floor.
8 ▼ Please enter a BEFORE photo of the warehouse-receiving area.
9 ▼ Did you complete FINAL inactives today?
10 ▼ **----- Section Break -----**
11 ▼ Please enter the percentage of TECH inactive.
12 ▼ Please upload a photo of the TECH inactive pallet.
13 ▼ Please enter the percentage of OS inactives
14 ▼ Please enter the number of OS inactive pallets completed.
15 ▼ Please upload a photo of your OS inactive pallet.
16 ▼ If you a second pallet of OS inactives, please upload that photo. If not, please skip.
17 ▼ **----- Section Break -----**
18 ▼ Please enter the number of pallets WRAPPED.
19 ▼ Please upload your first photo of WRAPPED pallets.
20 ▼ Please upload your second photo of WRAPPED pallets.
21 ▼ Please enter the number of trucks loaded today.
22 ▼ Please enter the percentage of STORE CLEAN OUT completed today.
23 ▼ Please enter the name and title of the Staples Manager, that you walked the days work with today.
24 ▼ Is today the final day of CLOSE?
25 ▼ **----- Section Break -----**

3. **Day 2: Inactive Final Email-**

   Inactive Final: Day 2: Final Inactive Excel Sheet- 85% Goal Emailed to Apollo PM, DM, DC
   TL will send by end of Day 2
   Subject: Staples # Final Inactives with Photos
   Tech Inactive Pallets: ##
   Inactive Pallets: ##
   Email must include completed inactive excel file and a photo of each inactive pallet

4. Final Sign Off Recap – Apollo Staples team must approve final MARS entry prior to TL leaving the store

Final Day Closing MARS Requirements



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33 ▼ ----- **Section Break** -----
34 ▼ Please upload a photo from inside the MENs Restroom.
35 ▼ Please take a photo from inside the WOMENs Restroom.
36 ▼ Please upload a photo of the LEFT SIDE of the warehouse.
37 ▼ Please upload a photo of the RIGHT SIDE of the warehouse.
38 ▼ ----- **Section Break** -----
39 ▼ Please upload a photo of the EMPTY-OPEN Bailer.
40 ▼ Please upload a photo of the OPEN TOP Dumpster area.
41 ▼ Please upload a photo of the store trash area.
42 ▼ ----- **Section Break** -----
43 ▼ Please upload a photo of the Store Breakroom.
44 ▼ Please upload a photo of the inside of the CASH Office.
45 ▼ Please upload a photo of the inside of the MANAGERS Office.
46 ▼ ----- **Section Break** -----
47 ▼ Please upload a photo of the STORE TRAINING ROOM.
48 ▼ Please upload a photo of the inside of the STORE LOCKUP.
49 ▼ Were there any unresolved issue on the final day, before you depart?
50 ▼ ----- **Section Break** -----
51 ▼ Please upload a photo of the unresolved issue.
52 ▼ If needed, please upload a second photo of the unresolved issue.
53 ▼ Please describe in detail, the unresolved issue.
54 ▼ General Comments

STAPLES
Make More Happen

Staples 3RD Party Manager Final Sign Off- Store Closing

Program #:			
Program Name:	Staples Store Closing		
Staples Store Number:		**Visit Date:**	/ /
City:		**State:**	

Program Objective:

Work with the Manager on Duty on the following:

- ☐All product has been palletized and sent to DC
- ☐All Returns, Recycles, and Damages have been sent to DC
- ☐Entire Store has been debranded
- ☐All remaining supplies have been returned to DC; including emprty totes and pallets
- ☐All trash has been placed in dumpster and/or other store specific trash areas
- ☐Baler is 100% cleaned out and left open
- ☐All Closing Objectives have been completed

Were ALL Objectives above completed: ☐ Yes ☐ No (please explain in comments below)

Comments:

Did General Manager or Manager on Duty walk POG with 3rd Party Rep? ☐ YES ☐ NO	General Manager Or Manager on Duty Initials ___________

Signature	***Print Name***	***Date***
Staples Store Manager - Signature	Staples Store Manager – Print Name	_______/_______/_______
3rd Party Field Agent – Signature	3rd Party Field Agent – Print Name	_______/_______/_______