



X T SCAN ACTIVITY



Objective: Ensure all Team Members understand the XT process and the impact of providing insufficient information in the notes.

1. Have Cashiers Review the XT Scan process
2. Enter Practice Mode
 - a. ask Cashiers to complete the 2 search processes in Sitoo
 - b. Cashiers do a Mock XT scan and to show they know where to input the UPC or how to scan it into the Note section



TRAINER VALIDATION QUESTIONS

- **Validate all cashiers understands SKU integrity and how it impacts Inventory and shrink.**
 - a. SKUs (stock-keeping unit) is a Rally House Identifier unique to the item being sold with the correct price.
 - b. IF we sell an item under an XT scan but don't provide the information in Sitoo to make the adjustment on the backend, the system will show the sold item as available.
- **ASK how unresolved XTs negatively impact the Guests experience**
 - a. If the XT scan can not get corrected on the backend, the system shows that sold XT item as still available. It looks like we have an item to sell that we do not. This creates pick exceptions and negatively impacts the guest experience.
- **ASK why we need to re-ticket items that required an XT scan**
 - a. We do not want the same issue to continuously occur at the register and create further inventory discrepancies.
- **ASK why the UPC getting added to the notes is so important to the backend process?**
 - a. UPC is a universal 12 digit number to all sellers and is not Rally House Specific.
 - b. The UPC helps the Ops team identify the unknown Item and connect it to the Rally House SKU.