

**Please read this brief carefully before completing the role**

**JOB: RETAILER NAME – check & fix new product launch for xxxx - complete by xxx - £11/call**

**RETAILER:** Insert retailer name

**PRODUCTS: Insert name of brand / products to check**

**COMPLETION:** Insert date to be completed by or dates from / to to complete
DO NOT COMPLETE ON A SATURDAY OR SUNDAY

**PAY:**  £11 (min we’d suggest)

**EXPENSES:** N/A – no purchase required

**It’s advisable for you to complete the 24/7 availability e-learning course which is available here . This will ensure you are clear on exactly what to do in-store and will maximise your results**

**OVERVIEW / BACKGROUND TO THE CALL**

We have just launched product / range X into XXXXs stores and we’re wanting to visit stores to check that the product is in-store and available for customers to purchase.

The store you’ve been asked to visit is ranged for the products so you will need to ensure the product is on shelf or ordered in before you leave. You may need to take the following actions to achieve this with a colleague

* Find stock in the warehouse & merchandise it on fixture (all stores have stock available so you MUST investigate.)
* Correct the book stock to 0 if no stock in-store, therefore triggering stock to be ordered
* Manually order more stock after correcting the book stock to 0

**WHAT DOES A GOOD JOB LOOK LIKE:**

Product X on sale with the correct price ticket – or stock ordered into store / book stock corrected.

Any relevant NEW point of sale / SELs in place to highlight the product onshelf

Please remember

* *****Make a difference in every store you visit*
* *Even if the product is on shelf when you get there doesn’t mean there isn’t a hidden issue with it*

**INSERT IMAGE/S OF FIXTURE to show what a good job looks like**

* + *always check the system with a colleague (you are given the TPN/Retailer code for every product so please use it)*
	+ *Merchandise all stock available from the warehouse, making sure it looks tidy*
* *Make sure you record ACCURATELY what actions have been taken in store as a result of your visit*
* *Always write in the comments who you have worked with in-store and what you’ve achieved.*
	+ *If you’ve ordered or merchandised stock, how many cases?*
	+ *If it’s a depot issue, what’s the issue & which depot?*
	+ *If you’ve corrected a bookstock, from what to what?*
	+ *If a product isn’t ranged, what is the system showing?*
* *Take a photo of the product on shelf on exit or a screen shot of what the system shows if not available*

**LOCATION IN-STORE**: **FIXTURE – INSERT WHERE IT WILL BE FOUND**

**PRODUCTS:**

INSERT table here with **retailer product code** / product name / pack size / weight / expected retail price

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**INSERT IMAGE/S OF YOUR PRODUCTS – it makes it easier for workers to find them in-store**

**STEPS OF THE CALL:**

1. **Sign In** at Customer Services *- Use the ID badge on your app if a store member asks you to provide identification*
2. Go to the XXX fixture and check if each of the products is available & has a price ticket (SEL)

**The store you are visiting is ranged for the products and is showing that there is stock in-store**

1. If there is **stock on shelf**, please take a photo. You will need to find a colleague in-store and ask them to check the system using the TPN/Retailer code – this is essential to make sure that the system is accurate and matches the stock levels you’ve found in store.
Please take screenshot of the system and what it says. You’ll need to add the details of the stock on the shelf to the comments section in your timesheet
2. If there is **no stock on shelf,** please take a photo. Check to see if there are any overstocks above the fixture. You will need to find a colleague in store and ask them to check the system using the TPN to see if there is any stock showing. Please take screenshot of the system and what it says
3. Head to the warehouse and locate the relevant stock

**IF YOU FIND STOCK** - Head back to the shop floor and **merchandise the stock onto the fixture**

**IF YOU CANNOT FIND THE STOCK** speak to a colleague in-store to find out what the system is saying (you will need the TPN/Retailer code for this which is detailed above).

If there is stock showing on the system but you have been unable to locate it in-store please ask the colleague to ZERO the stock file to correct the book stock error.

If stock is not automatically reordered, you will need to order units in

1. Record the name & position of the colleague you worked with and any information you have gathered. Take screen shots of what the system says if applicable
2. Ensure any NEW barkers / point of sale / SELs in place to highlight the product on shelf
3. Take a photo of the products on fixture on exit to show the difference you have made!
4. Make sure you let the store know the difference you’ve made and thank them for their help
5. Sign out, complete your report & submit your timesheet

**REPORTING QUESTIONS:**

1. What date did you visit store?
2. What time did you sign into store?
3. Photo of XXX range on fixture on entry
4. Was XXX SKU available?
5. Was there an SEL?
6. What interventions have you made in-store to resolve the DISTRIBUTION issue (select up to 3)?
7. System screenshot to show issue / action taken
8. Was XXX available on entry?
9. Was there an SEL on entry?
10. What interventions have you made in-store to resolve the DISTRIBUTION issue (select up to 3)?
11. System screenshot to show issue / action taken
12. Was XXX available on entry?
13. Was there an SEL on entry?
14. What interventions have you made in-store to resolve the DISTRIBUTION issue (select up to 3)?
15. System screenshot to show issue / action taken
16. Was there any NEW POS / Barker / SEL present to highlight the product to the customer on the fixture?
17. Photo of any NEW POS / Barker / SEL
18. Photo of XXX range on fixture on exit (tidied up & looking great!)
19. Name & position of the colleague you worked with
20. What did they say? If you have not taken any action in-store we need to know the reasons why in your comments & an upload of any photos to support this.
21. Any other comments or feedback for us about this call?
22. Time you signed out of store
23. Other relevant photos

**PLEASE SELECT WHICH INTERVENTIONS YOU HAVE MADE– PLEASE SELECT UP TO 3 PER PRODUCT THAT ARE RELEVANT TO THE ACTIONS YOU’VE TAKEN IN-STORE**



Once we have verified this, you will be paid on the next payroll according to your preferences.

Thanks for being a part of the revolution! Don't forget to tell your friends/family about redwigwam & BRAND NAME

Many thanks,

**The INSERT BRAND NAME Team**

**PLEASE DELETE THIS SECTION BEFORE SAVING YOUR FILE AS A PDF (remember to reduce the images as max file size is 5MB)**

To get your job loaded & live please log into your account <https://hirer.redwigwam.com/login/>

On your dashboard go to JOBS – ADD A JOB, Select Sector – RETAIL, Select Job Type – MERCHANDISER, Select template job - Retail - NPD (sign in) - complete XXXX - £11/call

You will then need to update the job according to your requirement and also ensure you amend the products / pricing in the reporting section too from XXXXs / ABC.

If you need help then please pop onto live chat or email catherine@redwigwam.com