

# The Warehouse Ltd

## Vendors in Stores Handbook

*August 2016*



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## Introduction

### Purpose of this handbook

This handbook has been designed to give you a basic resource covering what you can and cannot do while in our stores, and who you should contact if you need any help.

Copies of this handbook have also been provided to our Store Managers, to ensure that everyone has the same expectations when vendors or their representatives (you) enter our stores.

### Intended audience

The intended audience of this handbook are vendors and their suppliers who visit our stores *regularly*. This covers both single-supplier merchandisers/representatives, as well as multi-supplier merchandisers.

This document has also been shared with our Store Managers and Category Managers.

### Role of the Store Manager

Ultimately, our Store Managers have the accountability for any work that takes place in their stores. Nothing in this document overrides the directives you may be given by the Store Manager.

## 1. Induction



### 1a. Frequency, Timing and Reason of visits

If you visit our stores regularly, please maintain a consistent frequency and these need to correspond to store size and turnover. All stores in a similar size band should receive the same frequency of visits.

The first priority of our stores is customers and trading. Our stores' operating rhythms include a "customer focus period" that starts at 10am every day, where all team members and management are expected to be on the shop floor and available to customers.

**In order to support this key part of our operating rhythm, there are a number of tasks that cannot be completed during these times** unless you have made prior arrangements with the Store Manager (please confirm this time in each store with the Store Manager):

- Anything requiring Team Member or Management assistance (e.g. orders, credits, stock checks, ticket creation, etc.).
- Anything that has more than minimal impact on customers (e.g. dropping stock from tops, closing aisles, remerchandising bays).
- Setting up promotional ends.

The following tasks may be carried out during this time:

- Light filling and merchandising (maximum of one trolley of stock at a time).
- Installation of FSDUs (if they need to be built this must be done in the stockroom away from customers).
- Installation of point of sale.
- Pricing (including putting up tickets if these have been created in advance).

Understanding the reason for your visit and how it fits into our trading rhythm is important. Generally, we operate on trading weeks which commence on a Wednesday and conclude on a Tuesday. If you are visiting to set up a display for a promotion, that needs to happen on the Monday or Tuesday before the promotion starts. We cannot compromise this week's sales just because you have arrived too early to set up next week's promotion.

**If your visit is going to require assistance from the store (placing an order, crediting stock, merchandising assistance) then you should arrange this with the Store Manager or their representative in advance.** If you do not do this, there might not be someone available to help you.

**1b. Entry and Exit**

You must enter and exit our stores through the front door (customer entrance). In order to complete the work you have come in to do, you may have a need to pass in and out of the Stockroom during your visit. This is fine as long as all initial entry and final exit points are through the front door. If you need to exit the store via the Stockroom for any reason (i.e. to collect product/materials from your car), you must be authorised to do so from either the Stockroom team member or your contact person.

**1c. Signing in**

All visitors to our stores are required to sign in as soon as they arrive accept the conditions below.

In addition to signing into the store on arrival, if you need to access the Stockroom, you must also sign in here.

**Sign In Register - Welcome  
 Visitors / Merchandisers / Contractors**



**Welcome to The Warehouse Group**

As part of our commitment to our Core Purpose we want to ensure that no team member, contractor, visitor or customer is injured or their health endangered whilst on this site. The Warehouse Group team members are safety minded and they will be looking out for your safety, but they need your help.

1. On arrival to the store please sign in. By signing in you agree to abide by the conditions as shown below.
2. On signing in you will receive a visitor's badge or contractor identification. Please wear this in a conspicuous place at all times during your visit. Please return this badge when you sign out.
3. Please comply with all signs and instructions from the time you sign in.

**Sign In Register  
 Visitors / Merchandisers / Contractors**



Date	Name	Company	Visitor	Contractor	Merchandiser / Sales Rep	Task /Who Visiting	Time In	I have read, understood and agree to abide by the conditions outlined above. <i>(signature)</i>	Time Out

## **1d. Appearance, clothing & footwear**

All persons working in our stores are expected to maintain a sufficient level of professional appearance and personal hygiene. Some basic points to note:

- Footwear needs to be appropriate for the environment in our stores. High-heels, jandals, flip-flops, etc are not acceptable. Shoes should be sturdy and covered especially if you are working in or around the Stockroom.
- Clothing needs to be appropriate for the environment and nature of work you are going to be undertaking i.e. suitable for climbing ladders or moving stock in our Stockrooms.
- Some form of identification must be worn while working in our stores (e.g. a uniform, name badge, or identifying lanyard).

## **1e. Who to liaise with**

If you are new to the store or do not visit regularly, you must report to the Store Manager or their representative (duty manager) before commencing any work in the store. You will also need to complete a Health & Safety Induction.

If you are a regular visitor to the store, you should arrange with the Store Manager a regular contact person who you can report to. The Store Manager will decide who this is.

## **1f. Contacts, communication and escalation**

This handbook is about the relationship between vendors and their representatives in the field, and our team in stores. The starting point for all communication and escalation should be that problems are best dealt with locally and quickly.

In the event that issues cannot be resolved in the store, please escalate this to your 1-up manager who will raise via the appropriate channels (i.e. Support Office).

## **1g. Personal items**

Personal items (wallets & handbags) are not to be carried on the shop floor. If you cannot leave these in your vehicle, you should arrange with the Store Manager or their representative to hold them in the offices while you are in store.

## **1h. Tools of the job**

Different stores have different processes for storing and signing in/out RF Guns, iPods, Pricing Guns, etc. If you need any of these items, you should request them from your contact person. If you have trouble getting hold of the tools you need, speak with your contact person.

**You must comply with whatever security or tracking processes the store has for this equipment.**

RF and Pricing Guns are not to be left unattended on the shop floor, and they must be returned as soon as possible to wherever they came from.



## 2. Health & Safety

We take Health & Safety very seriously at The Warehouse and whilst you're working in our stores, you're expected to follow our policies and rules surrounding this.

### 2a. Safety Inductions

You must have a current "Merchandiser and Sales Representative Store Induction" document on file in the store. All new visitors to our stores will be required to complete this (it is unique to each store you visit), and regular visitors will be required to update it periodically.

This document covers off the following basic points (some of which is duplicated in this handbook):

- Signing In
- Hazards
- Equipment Use (signoff is required before you can use ladders, pallet jacks, or other specialised equipment)
- Housekeeping and storage
- High visibility clothing
- Emergency procedures
- First aid
- Incident reporting
- Drug and alcohol policy
- Acknowledgement

While you are working in our stores, we are responsible for your safety. **You must comply at all times with all safety directives in this handbook, and in store** (either through signage, or verbal directives from Team Members and Management).

**Any safety incidents or hazards must be reported to the duty manager in the store as soon as they occur or are identified.**

You should familiarise yourself with the store's health and safety policies, as well as evacuation procedures.

### Merchandiser and Sales Representative Store Induction



Welcome to The Warehouse Group. As a prior condition to commencing any work on our sites, merchandisers (and Sales Representatives) are required to read the following:

#### Sign In

Each time you arrive at the site, you are required to sign in prior to commencement of any work. If you are supplied with a visitor sticker you are required to wear this at all times. Visitor stickers must be removed when exiting the site.

#### Hazards

Any hazard created as a result of your work, whether as an expected outcome of the work or not, must be immediately eliminated. If you are not able to immediately eliminate, you must immediately isolate or minimise and then promptly report this to the site management team.

#### Equipment Use

If you need to use store equipment (ladders, pallet jack, etc) to complete your tasks, you must first participate in a training session conducted by a member of the store management team to ensure you know how to use the equipment correctly and safely.

## 2b. Stockroom & Fittings and Equipment

High visibility clothing is to be worn at all times while working in the Stockrooms – vests are provided.

Our Stockrooms can be high-risk environments. Suitable (covered) footwear must be worn and care taken.

If you need fixtures or equipment (prongs, shelves, etc.), you will find these in the Stockroom. **It is essential that you maintain the store's system for organising these items if you are accessing them** – put things away where they belong.



**2c. Store – Moving Stock**

When moving stock, you must use the correct equipment and consider the safety and comfort of yourself, our team members, and our customers. **Remember that while the store is trading, customers take priority.**

If possible, please try to avoid using customer trolleys to move or work stock. Use flat decks or rear-store trolleys if they are available.

Before using a pallet jack, ensure you have received the appropriate health & safety signoff during your induction.



If you need assistance moving or working stock, ask the Stockroom Team Member or your contact person in store.

**Only take the stock you need. This should be no more than one flat deck trolley at a time. We need to keep our customer space clear during trading hours.**

**2d. Maintaining a clean, tidy & safe work area**

During trading hours, aisles and bays need to be kept clear for customers to access and shop. Any work you are doing must not get in the way of this.



## 2e. Accessing stock on tops or picking shelves

Where possible, accessing stock on tops or picking shelves should be minimised during trading hours to avoid disruption to our customers. If you do need to access stock in these locations, you need to consider both safety and minimising possible disruption.

Before using a ladder, ensure you have received the appropriate health & safety signoff during your induction.

Use the right ladder for the job:



*Picking Shelf Ladder*



*Tops Ladder*

Some rules for the safe use of ladders:

- Engage the brake on picking shelf or tops ladders before using.
- Ensure that picking shelf or tops ladders are the correct way around in the aisle – the handrail should face away from the aisle you are accessing stock from.
- Always face forward when ascending or descending the ladder.
- Only one person is to be on a ladder at any one time.
- Do not move the ladder with stock on the top of it.
- Do not stand on the top step of stepladders.
- When you are finished with the ladder, you must put it back where you found it, engage the brake, and attach a closure net over the steps to prevent customers accessing it.

If you are doing any significant work dropping stock from tops, you will need to close off the aisle on both sides using area closure nets to ensure the safety of customers. This will need to be arranged with the Store Manager in advance and an appropriate time agreed.



If the area you were accessing stock from had tops/picking shelf nets, you must close these as soon as you are finished.



**2f. Cleaning up**

Once you have finished, or if you need to leave your work area for any reason, you must make sure the area is left 'customer ready':

- Empty boxes & other packaging cleared away
- Excess stock returned to storage
- Unused fixtures returned to their correct place
- Equipment returned to its correct place
- Ladders stored correctly (nets & brakes in place)
- If you have any damaged or out-of-package product you should see your contact person in store to find out how to deal with this.



Once you have made the shop floor area customer ready, you also need to make sure that the Stockroom is 'team ready':

- Put any cardboard you have used into the bailer correctly
- Put fixtures and other equipment away in the correct place
- Return flat decks/trolleys/cages, etc. to wherever they belong
- Return any other equipment you have borrowed



### 3. Customer Interaction



The Warehouse will make a difference to peoples lives by making the desirable affordable and supporting New Zealand's communities and the environment.

By putting the customer first, we will succeed. Everything we do flows from this principle.

We enjoy success through working together as one team.

People choose to work for us because we care about and recognise individuals.

*where everyone gets a bargain*

At The Warehouse, customers are at the heart of everything we do. Though you don't work for us and do not wear our red shirts, customers will still see you working and ask for help.

We try to live by our Love Your Customer (LYC) philosophy – this means understanding our customer, acting in their interests and delivering a great outcome. This will hopefully ensure our customers get a good feeling and a 'bargain' feeling by visiting our stores. We have certain enablers in place that go above and beyond the expectation of our customers so please ask one of our team members if you have a customer who requires assistance that you are not able to give.

You must do everything you can to assist customers who approach you. Help them find what they're looking for, answer their questions, or find them someone who can. **As long as you are working in our stores, in our customers' eyes, you are representing us as a business.**

## 4. Merchandising/Filling/Working Stock

### 4a. Location of stock

Stock that is held aside specifically for merchandisers will have its own location in the Stockroom (rep bay), and will be separated & labelled by supplier.

Ensure you maintain rotation of your stock – work the oldest boxes first.

Damaged or creditable stock should not be stored in the Stockroom. Ask the store’s Stockroom Team Member to assist with processing this.

Only stock that has been receipted can leave the Stockroom. If you see some of your stock that *has not* been put into the rep bay, you must check with the Stockroom Team Member before removing it.



### 4b. Location of POS & other materials

Point of Sale, FSDUs or other materials that have been delivered to the store specifically labelled for merchandisers will be held aside in its own location in the Stockroom. Where possible, this will be part of or adjacent to the rep bay.

**Stores will only hold these items for a maximum of two weeks before disposing of them.**

Please ensure that anything you need arrives as close as possible to the time that you are going to be in-store to set it up.

Where possible, this label template should be used to identify items that the store needs to hold aside for you:

 <b>Merchandiser Point of Sale</b>	
<b>Contents:</b>	Dollar Deals Discs
<b>Promotion:</b>	Dollar Deals wk9-10
<b>Install Date:</b>	Tuesday 24 September
<b>To be installed by:</b>	Crossmark Merchandiser
<b>Removal Date:</b>	Tuesday 8 October
<b>To be removed by:</b>	Store team
<b>Disposal Method:</b>	Keep in store for future promotions. <i>Please keep this Point of Sale in your designated POS bay in the stockroom ready for collection.</i> <i>Maximum holding time for all Point of Sale is 2 weeks.</i>

#### 4c. Getting assistance

If you need help with anything, you should talk to your contact person in the first instance. They may need to find someone else to help you but please be patient, as the store has a number of different workload considerations to balance at any one time. If your contact person is not available, you should find their Team Leader (ask at the Service Desk).

#### 4d. Tier-1, tier-2, and tier-3 space management

At The Warehouse, merchandise space is managed at one of three “tiers”:

**Tier-1:** Planogram – Generally only in Health & Beauty, Grocery, and Petcare areas. Layouts are fixed and cannot be changed by the store. You must adhere to the planogram if you are working any stock in these areas.

- Up to 10 versions of each planogram are produced. We have five range classes (which determine the range of stock a store has for each department) and generally plan for two different racking types. Planograms are not customised to individual stores – it is up to the store to interpret the planogram that most closely matches their configuration.
- We generally try to leave 10% flex space in our planograms to accommodate clearance or opportunity buy products. This is achieved by over-facing Key Volume Driver (KVD) lines which can be condensed where necessary to fit other products in.
- All our planograms are read and displayed left-to-right as the customer would look at the bay. We **do not** ‘flip’ our planograms depending on customer flow.
- Clearance lines stay in the bay until they sell, even if they have been deleted from the planogram.
- We do not leave gaps for out of stock products – gaps should be faced over with adjacent products or clearance/opportunity buy lines.

**Tier-2:** Display Guides (or Merchandising Principles) – This covers most of the store. Stores are provided with guides as to how departments and bays should be laid out, but they are not product-specific like planograms.

**Tier-3:** Feature Space – This covers our front and back ends, event canyon and racetrack. Stores are provided with a Space Plan that indicates what should be displayed in these areas, and for key events they are sent Management Information Packs (MIPs) which go into detail about how products should be merchandised. Required end displays in stores are listed on our Space Plan, which is published and sent to stores weekly. Other required promotional displays (e.g. racetrack quads) are listed on our Manager’s Trading Plan, which is also published weekly.

If you arrive to set up a display that is not listed on these documents, the store may turn you away. You will need to liaise with your contact person in our Merchandise team (generally, the relevant Category Manager) to resolve the problem.

The key point is that all merchandise space in our stores is managed to a greater or lesser degree by guides and plans produced in our Support Office and provided to stores. The level of flexibility that stores have increases from tier -1 to -3.

#### 4e. FSDU Set-up

Stores will only allow you to set up Free Standing Display Units (FSDUs) that are listed on our Space Plan, which is published and sent to stores weekly. This document also specifies where the FSDU is to be located in store.

**If you arrive to set up an FSDU that is not listed on this document, the store will turn you away.** You will need to liaise with your contact person in our Merchandise team (generally, the relevant Category Manager) to resolve the problem.

#### 4f. FSDU Disposal

Unless approved in advance and communicated to the stores through our Operations team, stores will remove and dispose of FSDUs at the end of their booking.

FSDUs which are damaged or depleted in stock (with no replenishment stock available) will be disposed of by the store before the end of their booking.

If you are installing an FSDU that cannot be disposed of by the store, you must ensure that the following occurs:

- The method of disposal or other specific instruction must be approved by TWL Operations (via TWL Merchandise) so that it can be communicated to stores.
- You must speak to the Store Manager when you install the FSDU and ensure they understand the requirements.
- If you set up an FSDU, you must liaise with your contact person in store or the Store Manager to ensure that it is priced correctly and with urgency. **Note that you will not be required to generate tickets yourself – it is the store's responsibility to generate these** (see the Pricing & Ticketing section for further details).

## 5. Pricing & Ticketing

Price integrity is very important to us – customers need to be able to quickly and easily see the price of any item on our shelves. To support this, we have a number of different pricing mechanics and frameworks.

You are responsible for ensuring that any display you create or change is correctly priced for our customers in the right way.

### 5a. SEL Departments

Products which are not individually priced are generally priced using Shelf Edge Labels (SELs). **Vendors or their representatives are not permitted to generate SELs. It is the store's responsibility to generate these.** You should talk to your contact person in store in the first instance, but they may refer you to another team member.

- All hangsell products are priced using a Half SEL label (excludes products that are pre priced).
- All products merchandised on shelves are priced using a Full SEL label unless the product is smaller than a Full SEL (excludes products that are pre priced).
- One SEL per product, per shelf, placed at the left hand edge of the leftmost product (applies to both hangsell and shelved products).



## 5b. Non-SEL Departments

Products which are individually priced (e.g. Toys) all follow the same pricing guidelines. If you are displaying product that needs to be individually priced, **it is up to you to complete this**. See your contact person in store if you need help getting a pricing gun.

- White stickers for everyday price; yellow stickers for clearance prices; pink stickers for advertised discounts (only use pink stickers with the permission of the store).
- Price stickers are placed in the top right-hand corner of the product.
- Only one white-sticker price is to be visible on the product. If the price changes, the old price needs to be removed first.
- Yellow or pink-sticker prices go directly beneath the white-sticker price. There is only ever to be one of these visible (i.e. a max of two prices in total: the white original price, and the yellow or pink current price).



## 5c. Promo Space

Products in promotional space (racetrack, front & back ends, etc.) are generally priced with tickets in a range of sizes. They may also be individually priced. **Vendors or their representatives are not permitted to generate tickets. It is the store's responsibility to generate these.** You should talk to your contact person in store in the first instance, but they may refer you to another team member.

The standards for promo pricing are varied, so you should ask your contact person in store what the specific requirements for your display are. The important thing is that everything **must be priced**.



### 5d. Price Changes

Unless specifically engaged for the task, price changes are not the responsibility of vendors or their representatives.

### 5e. Clearance

We identify clearance products in store through their pricing. Prices ending in either a 7 or an 8 (e.g. \$2.97; \$2.98) indicate clearance products.

**2.98**

“Eights” are our first stage of clearance. Pricing is controlled by the Category Team at Support Office. Products may be further reduced, or promoted through category discounts. These decisions are made centrally. Stores are not able to make further price reductions.

**2.97**

“Sevens” are the final stage of clearance. Pricing is controlled by the Store Manager. Where products are not selling, Store Managers have a framework within which they can make further price reductions to clear stock.

Generally, when a product goes to clearance it remains in location and is identified to customers by:

- Pricing with a yellow “Reduced to Clear” sticker; and
- Ticketing using our “clearance” stationery.

There are some exceptions to this where we make an “event” out of clearance (e.g. CDs and DVDs, Apparel, etc.).

### 5f. FSDUs

FSDUs should be ticketed using A7 tickets to the left of each product. If your FSDU uses hangsell prongs, they must be designed in a way that will hold a Shelf Edge Label (SEL).



## 6. Other

### 6a. Conducting database checks

Our stores do not have the facility to allow you to complete database checks electronically. If you do need to conduct a database check, you will need to complete this on paper.

Price	Barcode	Desc	Location Name	GLENFIELD	MALL	SOH
2	08718158260239	DISHWASH BRUSH		106	94	+12
5	09420039503203	NEC DUSTPAN 3PC SET		64	72	-8
10	08718158247438	MOP SET 10 LTR		70	72	-2
5	08718158247377	BROOM ELIZABETH			60	
2	08718158260192	DISHWASH BRUSH		60	59	+1
12.99	09415257020052	MOP AQUA SQUEEZE - RHP P			55	
4.49	09415257020089	MOP REFILL AQUA SQUEEZE P			40	
10	09417648669598	DBLE BROOM INDR/OUTDR - RED			34	
4.99	09417648669028	PURPLE CLOWN DISHBRUSH			33	
3	09420039503081	NEC NAIL BRUSH SET NEC			25	
4.99	09310205230227	SABCO BASIC DUSTPAN & BRUSH		27	25	+2

Stock on hand reports can be generated either for a specific supplier (you will need to know your supplier code) or for any level of our product hierarchy (department, sub-department, class, sub-class).

**If you intend to complete a stock check, you need to arrange this in advance with the Store Manager.** Generating manual stock on hand reports is a cumbersome process for the store, and they will need some notice that you require one. You should also take this opportunity to discuss requirements with the Store Manager to ensure you conduct the check in a way that will give them confidence in the result.

**Stock checks must be completed before 10am on weekdays to avoid complications with stock being sold and confusing the database.**

Our inventory systems do not differentiate stock based on where it is located (on the shelf, on tops/pickings, in the stockroom, etc.). **If you are conducting a database check, you need to be prepared to check all possible locations where the product may be.**

Once you have completed a database check, you should give the results to either the Store Manager or their representative. **Note that ownership of the store’s inventory database rests with the Store Manager. If they do not have confidence in the accuracy of the count, or want to conduct their own further investigation into discrepancies, they will not approve any adjustments.**

## 6b. Removing stock from the store

**No stock is to leave our stores for any reason without the approval of the Store Manager (or their representative).** While the Stockroom or Administration Team Members or your contact person in store may assist you with creditable stock, they are not authorised to allow you to leave with it.

Whenever you remove stock from the store for credit, you must follow the stores process – please enquire with your contact person as to what that is.

Damaged, expired, or other unsaleable stock should be brought to the attention of either your contact person in store or the Stockroom Team Member for processing. Under no circumstances are you to “swap” stock from the store (e.g. if you have car stock, you cannot use it to exchange for store stock).

## 6c. Placing orders – VENRF suppliers only

This section applies only to approved Vendor Refill (VENRF) suppliers. If you are not a VENRF supplier and you want to order stock, you will need to do this via the Category Manager. Most stores do not have the ability to place their own stock orders.

If you need to place an order for product(s) while in our stores (vendor refill), you will need to contact whoever it is in the store who processes vendor refill orders (generally either the Stockroom or Administration Team Member).

**There will not always be a team member available to process orders for you.** If you are a regular visitor to the store and you place vendor refill orders often, you should make a regular appointment with the person who processes them for you to ensure they have time available.

**If you do not regularly place orders, or need to place an order outside of your regular appointment time, you must call ahead to book a time.**

If someone is not available to process an order for you, you must be prepared to leave the order with the Store Manager (or their representative), along with instructions as to what needs to happen. This will be completed when someone is available to do it. **Make sure you leave your contact details** so the team member completing the order can contact you if they have any questions.

Note that all vendor refill orders are subject to the approval of the Store Manager or their representative. You may not place orders without the approval of a TWL Team Member or member of the Store Management Team.