

Crew Training Guide

for Zippin-powered unattended stores

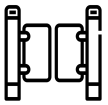
Checkout-free stores where shoppers can enter, shop and simply leave!

Store signage must educate shoppers on how to:



How to enter

- Signage should effectively inform shoppers: Tap your card. Anything you select will charge to that card. When you're done, there's no checkout, you can simply leave
- Inform shoppers that groups paying together can enter together
- Inform shoppers that a pre-authorization hold applies



Wait for entry gate to open

- Shoppers tap or insert valid payment method
- Once approved, the gate opens automatically
- Shoppers should NOT attempt to push gate open



How to get their receipt

- Receipts are processed AFTER exiting the store
- They are not processed or available immediately
- Visit shop.zippin.ai, enter card info and retrieve receipt

Stock products in their assigned location



Return misplaced products to their assigned location

- Crew must enter with the Zippin Crew App to clean, stock or tidy
- Use the Planogram tab in the Crew app to view lane assignments
- Always stock product to match the lane assignment



Avoid mishandling product - or shoppers may be billed incorrectly

- Receipts are generated based on shopper shelf interactions
- Do not leave unstocked product unattended for shoppers to select
- Don't hand items to shoppers - place items in their correct location for shoppers to pick up
- Do not let a shopper hand you an item