

## **D8/D830 – HARDWARE TECHNOLOGY OVERSTOCK STORAGE PROTECTION STANDARDS**

**Policy:** Overstock of D8/D830 Hardware Technology merchandise must be stored in a secured/locked area within the store.

*Overstock is defined as merchandise that can't meet current FHEG D8 protection standards on the sales floor. Note: During peak selling time periods when a stores on-hands of targeted items, are at maximum capacity, only the RM and RLPM can approve a change to this policy.*

### **Physical Security:**

- Secure/locked areas are defined as:
  - Locked storage cage.
  - Locked storage cabinet.
  - Locked storage stockroom.
  - Locked Fenced area (to ceiling or roof, link size too not allow hand to penetrate).
  - Office area (only with secured/locked area within office).
- All secure/locked areas must achieve a controlled, restricted access; controlled by SM and limited to key management personnel.
- CCTV will monitor overstock area (Apple Stores only, exceptions approved by RLPD/RLPM)
- Burglar Alarm will monitor overstock area (Apple Stores only, exceptions approved by RLPD/RLPM).
- Offsite Storage:
  - In the event of the need to store merchandise outside of the store, the Regional Loss Prevention Manager must be notified and receive approval prior to receipt of any merchandise.
  - Overstock merchandise stored outside of the store must be protected with appropriate keys/locks and burglar alarm.

### **Inventory Movement & Control:**

- Receiving:
  - Immediately upon delivery a manager\* (\*Store, Assistant, Trade, Computer) must be notified.
  - Accept delivery must occur to standard, with the manager validating unit accuracy. All discrepancies or missing items must be reported to the RM and RLPM immediately.
  - All merchandise must be immediately moved to the selling floor or placed in the stores designated secured overstock storage area by the manager\*.
  - The serial numbers for all D830 overstock merchandise must be documented and saved.
- Shipping:
  - All RTV's processed must have the manager validate unit accuracy prior to sealing of boxes.
  - All RTV merchandise must remain secured in the designated overstock storage area (not the S&R area) until time of pick-up.
- Weekly Unit Counts:
  - All stores will complete a weekly unit count on all D830 overstock merchandise, reconciling physical count to Back Office/MMS on-hands. Any variance unable to be reconciled will be reported to the RM and RLPM immediately.
  - The associated documentation of all weekly counts must be saved for twelve months.
  - Recommendations on weekly unit count strategies can be found at the following link:  
<http://quad.fheg.follett.com/administration/Lprevention/SEquip/CHDisplaySecurity/DocAccess.cfm>