myOrders rollout training

TRAINING DESIGN OUTLINE
WEDNESDAY, DECEMBER 11

PROGRAM 1: RECEIVING (TO BE INCORPORATED INTO NEW CSR TRAINING LATER)

| MODULE	SECTION	MAT'L SOURCE	🕐	MM	WIREFRAME	INTERACTIVITY / NOTES
1.1 Introduction	▶️ 👆 Receiving Overview • overview of receiving • types of shipments • the receiving room		00:05	YES	HTML 5	one (1) video

1.2 Receiving Packages	▶️ 👆 The Receiving Process
	1. stage the shipment
	2. processing shipments
	   a. transfer receives
	   b. warehouse shipments
	   c. vendor shipments
	3. verify receipt
	4. check for first quality (ctl popup)
	5. recover merchandise (ctl popup)
			00:15	YES	HTML 5	five (5) video and two (2) ctl popups

	〰️ Knowledge Check		00:15		Quiz	
1.3 Exceptions	▶️ 👆 Managing Exceptions • status change • UPC not found • first-quality fail		00:05	YES	HTML 5	three (3) video popups
	〰️ Knowledge Check		00:10		Quiz	
1.4 Merchandise Recovery	✋ Recovering Received Merch. SOP Review		00:15		Slide Viewer	read merchandise recovery SOP and answer questions
	〰️ Knowledge Check		00:10		Quiz	
1.5 Certification	🖥️ The Certification Process		(04:00)*		Slide Viewer	describes what the manager should do to certify
	☑️ Manager Certification		00:10		Quiz	manager observes associate and verifies skill
Total Program Time *(not including certification shift)			**01:25**			

PROGRAM 2: SPECIAL ORDER PICKUPS (TO BE INCORPORATED INTO NEW CSR TRAINING LATER)

MODULE	SECTION	MAT'L SOURCE	🕐	MM	WIREFRAME	INTERACTIVITY/NOTES
2.1 Introduction	▶️ 👆 The Special Order Pickup Process		00:05	YES	HTML 5	one (1) video
	〰️ Knowledge Check		00:10		Quiz	
Total Program Time			**00:15**			

Total myLearning Training Time			**01:45**			

Learning Activity Types
🖥️ Slide   ▶️ Video   👆 Click-to-Learn   📱 Interactive iPad Activity   ✖️ On-Floor   ✋ Independent   👓 Independent Reading   Instructor-Led

Skill Validation Activity Types
〰️ Knowledge Check   Skill Practice   ☑️ Certification