

MICRO CENTER[®]

computers & electronics

PANDEMIC PLAYBOOK





DISCLAIMER

This Pandemic Playbook for conducting retail operations during the COVID-19 pandemic is for informational purposes only. The applicable federal, state, and local executive orders, laws, and regulations vary substantially from one jurisdiction to another and you should make sure to consult a lawyer for guidance regarding the applicable executive orders, laws, and regulations in the jurisdiction in which your retail operations are located. Micro Center is not responsible for the consequences if you choose not to heed this disclaimer.



TABLE OF CONTENTS

<u>MESSAGE TO MICRO CENTER CUSTOMERS AND ASSOCIATES</u>	4 – 5
<u>INFECTIOUS DISEASE CONTROL POLICY</u>	6 – 9
<u>MICRO CENTER ASSOCIATE TEMPERATURE CHECK-IN PROCESS</u>	10 – 12
<u>RETAIL STORE TASKS CONTINGENCY PLAN</u>	13 – 15
<u>STORE PANDEMIC OPERATIONS PHASE 1</u>	16 – 19
<u>CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY</u>	20 – 34
<u>CONTACTLESS TEXT AND WAIT (WAITWHILE APP)</u>	35 – 42
<u>BOOKINGS (WAITWHILE APP)</u>	43 – 48
<u>GREETER PROGRAM</u>	49 – 54
<u>SNEEZE GUARDS</u>	55 – 57
<u>STORE SIGNAGE</u>	58 – 60
<u>INVENTORY REPORTING LINK FOR MASKS, GLOVES, SHIELDS</u>	61 – 64
<u>JANI KING CHECKLIST</u>	65 – 66
<u>BULK DISINFECTANT SUPPLIES AND INSTRUCTIONS</u>	67 – 75
<u>CLEANING AND DISINFECTING COMPUTER EQUIPMENT, DISPLAYS, & DEMOS</u>	76 – 82
<u>CLEANING AND DISINFECTING VERIFONE DEVICES</u>	83 – 85
<u>PROCESSING RETURNS TO MINIMIZE INFECTION</u>	86 – 93
<u>MICROPHONE & HEADPHONE RETURN RESTRICTIONS</u>	94 – 97

MESSAGE TO MICRO CENTER CUSTOMERS AND ASSOCIATES





MESSAGE TO MICRO CENTER CUSTOMERS AND ASSOCIATES

To our valued Customers,

As a valued member of the Micro Center family, I appreciate the trust you place in us and our people when you shop at Micro Center.

In the current environment, it's important for all of us to shop smarter and more consciously. That's why I want to personally update you with the steps we are taking to ensure your health and safety in your Micro Center shopping experiences.

There is no higher priority to our entire Micro Center Family than the Safety of our Customers and Employees. We stay updated with the very latest information from the Centers for Disease Control (CDC), the World Health Organization (WHO), medical professionals, government agencies, and our own internal safety teams to stay on top of this evolving situation.

We are closely following the CDC's guidelines and recommendations on the steps we can take to help prevent the spread of coronavirus. We have shared specific instructions with our employees on the importance of washing their hands and staying home if they feel sick. A strict travel policy for our employees is in place, including for any who are returning from an area of the world identified as posing a coronavirus-related risk.

Per CDC recommendations, we will ask employees who have traveled to such locations or have been exposed to others who have traveled to such locations to self-quarantine for 14 days.

We want you to feel confident when shopping at Micro Center. As a result, we have enhanced some of our cleaning procedures in the interest of our Customers' and Employees' health and safety. We have stepped up our contracted cleaning services. We are also adding CDC-approved, hospital-grade hand sanitizer at the front entrances, exits, restrooms and at all cash registers. Sanitizing wipes are near workstations and counters so that our team can keep them cleaned at all times.

We also know that many of you have scheduled consultations, diagnostics, and repairs with us. If you have any concerns, to reschedule your reservation simply call your local store.

Be confident that we are monitoring and acting on this developing situation closely. We are prepared to navigate through these challenging circumstances with your safety and confidence in us at the forefront of everything we do.

Thank you for your trust in Micro Center. We look forward to seeing you soon.

For the latest information, please visit our website: <https://www.microcenter.com/site/customer-support/coronavirus-response.aspx>

INFECTIOUS DISEASE CONTROL POLICY





INFECTIOUS DISEASE CONTROL POLICY

Micro Center will take proactive steps to protect the workplace in the event of an infectious disease outbreak. It is the goal of our Company during any such time period to strive to operate effectively and ensure that all essential services are continuously provided and that all associates are safe within the workplace.

We are committed to providing authoritative information about the nature and spread of infectious diseases, including symptoms and signs to watch for, as well as required steps to be taken in the event of an illness or outbreak.

Preventing the Spread of Infection in the Workplace

Micro Center seeks to maintain a clean workplace, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, breakrooms, conference rooms, door handles and railings. As a Company, we will monitor and coordinate events around an infectious disease outbreak, as well as create work rules that could be implemented to promote safety through infection control.

We ask all associates to cooperate in taking steps to reduce the transmission of infectious diseases in the workplace. The best strategy remains the most obvious—frequent hand washing with warm, soapy water; covering your mouth whenever you sneeze or cough; and discarding used tissues in wastebaskets. We will be placing alcohol-based hand sanitizers throughout the workplace and in common areas.

Unless otherwise notified, our normal attendance and leave policies will remain in place. Individuals who believe they may face particular challenges reporting to work during an infectious disease outbreak should take steps to develop any necessary contingency plans. For example, associates might want to arrange for alternative sources of childcare should schools close and/or speak with their supervisor or Human Resources about other options in the unlikely event alternative arrangements are necessary.

Limiting Travel

All nonessential travel should be avoided until further notice. Associates who travel as an essential part of their job should consult with Human Resources on appropriate actions. Business-related travel outside the United States should be discussed with your VP who will consult with Human Resources, but keep in mind, it's likely that travel will not be authorized until further notice.

Rather than cancel meetings, teleconferencing options will be added in several conference rooms so you can continue to transact your business and be productive. We encourage you to utilize this option whenever possible and will let you know when they are available.



INFECTIOUS DISEASE CONTROL POLICY

Outside Vendors, Third Parties, Contractors

Any outside vendors, third parties, contractors and the like should provide their company's Infectious Disease Policy to you prior to travelling to our offices or locations. Please send that information to Human Resources so we have it on file. You may be asked to provide our policy as well and you are authorized to do so when needed.

Staying Home When Ill

Many times, with the best of intentions, associates report to work even though they feel ill. We provide paid Absence time and other benefits to compensate associates who are unable to work due to illness.

During an infectious disease outbreak, it is critical that associates do not report to work while they are ill and/or experiencing the following symptoms: fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills, and fatigue. Currently, the Centers for Disease Control and Prevention recommends that people with an infectious illness such as the flu remain at home until at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. Associates who report to work ill may be sent home in accordance with these health guidelines. The Company may determine that for your health and safety, as well as for the health of those around you, you need to either leave the workplace or remain at home.

Requests for Medical Information and/or Documentation

If you are out sick or show symptoms of being ill, it may become necessary to request information from you and/or your health care provider. In general, we would request medical information to confirm your need to be absent, to show whether and how an absence relates to the infection, and to know that it is appropriate for you to return to work. As always, we expect and appreciate your cooperation if and when medical information is sought.

Confidentiality of Medical Information

Our policy is to treat any medical information as a confidential medical record. In furtherance of this policy, any disclosure of medical information is in limited circumstances with supervisors, managers, Human Resources, first aid and safety personnel, and government officials as required by law.

Social Distancing Guidelines for Workplace Infectious Disease Outbreaks

In the event of an infectious disease outbreak, Micro Center may implement these social distancing guidelines to minimize the spread of the disease among the staff. During the workday, associates are requested to:

1. Avoid meeting people face-to-face. Associates are encouraged to use the telephone, online conferencing, e-mail or instant messaging to conduct business as much as possible, even when participants are in the same building.
2. If a face-to-face meeting is unavoidable, minimize the meeting time, choose a large meeting room and sit at least one yard from each other if possible; avoid person-to-person contact such as shaking hands.



INFECTIOUS DISEASE CONTROL POLICY

3. Avoid any unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops and training sessions.
4. Do not congregate in work rooms, pantries, copier rooms or other areas where people socialize.
5. Bring lunch and eat at your desk or away from others (avoid lunchrooms and crowded restaurants).
6. Encourage customers to request information and orders via phone and e-mail in order to minimize person-to-person contact. Have the orders, materials and information ready for fast pick-up or delivery.

Outside activities

Associates might be encouraged to the extent possible to:

1. Avoid public transportation (walk, cycle, drive a car) or go early or late to avoid rush-hour crowding on public transportation.
2. Avoid recreational or other leisure classes, meetings, activities, etc., where associates might come into contact with contagious people.

Our goal is to ensure we monitor the situation to ensure your health and safety. If you have any concerns about Micro Center's policy, please reach out to our Human Resources team.

MICRO CENTER ASSOCIATE TEMPERATURE CHECK-IN PROCESS



MICRO CENTER ASSOCIATE TEMPERATURE CHECK-IN PROCESS

Retail Stores – (Except North Jersey, Dallas, Denver, St. David's, both Maryland stores, and all New York stores)

1. Clinician asks associate if they answer yes to any of the 4 questions:

Section 1

Micro Center Associates - Please read the following health screening questions:

Have you:

1. Traveled internationally or taken a cruise in the last 14 days?

Yes ☐

2. Been in close contact, less than 6 feet, for a prolonged period of time, with a suspected or confirmed case of COVID-19?

Yes ☐

3. Been in close contact, less than 6 feet, for a prolonged period of time, with anyone who has been or had been in quarantine because they have tested positive for COVID-19?

Yes ☐

4. Experienced any flu-like symptoms or respiratory illness (cough, fever, shortness of breath or difficulty breathing, sore throat, diarrhea, chills, loss of sense of taste or smell OR headache or muscle pain together with fever, chills, sore throat, or loss of taste or smell) * If YES, then which ones? Advise the healthcare screening clinician.

Yes ☐

If any of your answers to the first four questions are YES, please discuss that response with the clinician.

We appreciate that you are providing invaluable assistance in carrying out Micro Center's special responsibility as an essential business. You are strongly encouraged to wear the mask made available to you by Micro Center based on the updated guidance from the CDC. To protect your own health and safety, as well as the health and safety of your fellow associates, it is important that you provide truthful answers to the above screening questions AND that you pass your temperature check scan prior to entering the facility. By authorizing the clinician to enter your name on this form, you are confirming that you have satisfactorily completed the pre-entry screening process prior to entering the facility.

MICRO CENTER ASSOCIATE TEMPERATURE CHECK-IN PROCESS

Retail Stores – (Except North Jersey, Dallas, Denver, St. David’s, both Maryland stores, and all New York stores) Continued

2. Clinician to enter name, temperature, whether the associate chose to take a face mask and/or gloves, notes, and submit. The default for taking a face mask will be set to YES, but if you answer NO, you must select a reason why, as shown below.

****Note:** The name is a drop-down list, and there is a search at the top to find by the last name. If associate not in the list, then select “(Not Listed)” at the top of the list, and this will enable the Name Box for you to manually enter the name. Please enter name Last Name, First name. Ex: Smith, John.

The screenshot shows a mobile application interface for 'Section 2'. It contains the following fields and controls:

- Section 2** (Header)
- Associate Info** (Section Header)
- Name**: A dropdown menu with a search icon and a right arrow.
- Temperature**: A text input field with the placeholder text 'Enter Temperature'.
- Did the associate take a mask today?**: A toggle switch with the label 'No'.
- Reason for not taking mask**: Two radio button options: 'Brought own' and 'Unable to wear based on medical condition/religious accommodation'.
- Did the associate take a pair of gloves?**: A toggle switch with the label 'No'.
- Notes**: A text input field.

RETAIL STORE TASKS CONTINGENCY PLAN





RETAIL STORE TASKS CONTINGENCY PLAN

Scenario – Store Open

1. A limited number of people allowed to be in the building based on gathering restrictions.
 - a. Store Management.
 - i. Prior to re-opening Jani-King will perform a complete deep cleaning with additional focus on disinfecting associate and customer touch points.
 - ii. Jani-King will complete their enhanced daily cleaning and disinfectant
 - iii. Ensure associates are compliant with hygiene and social distancing guidelines as set by the CDC or local government agencies.
 - iv. Monitor associate health and wellness.
 - v. Ensure applicable CDC hygiene related signs are posted throughout the building.
 - vi. Ensure hygiene stations are placed in associate and customers accessible locations throughout the building.
 - b. Cashiers and Front End Management.
 - i. Maximum occupancy guidelines being adhered to in all office space.
 - ii. Execute the Greeter program per communication.
 1. The greeter should be positioned just inside the front door all hours the store is open for business.
 2. Greet customers as they enter the store while maintaining the 6-foot separation recommendation as described by the CDC.
 3. Inform customers of CDC guidelines to maintain the 6-foot separation recommendation from the CDC.
 4. Inform customers that we can only accept credit cards and debit cards as forms of payment.
 5. Inform them of the hand sanitizer stations provided for our associates and customers located throughout the store.
 6. Offer customers a cart – The greeter will wipe the handle of the cart with sanitizing wipes prior to giving it to the customer.
 7. Ask customers who are dropping off their equipment for repair to disinfect their equipment with the provided solutions near the service department.
 8. Answer questions from our customers.
 - iii. Front End Management will enforce social distancing guidelines.
 1. To maintain social distancing guidelines, markers have been placed every 6 feet in the checkout queue
 2. Inform customers of social distancing guidelines prior to entering the queue.
 3. Inform customers of social distancing guidelines prior to approaching the cashier.
 - iv. Cashiers will enforce social distancing guidelines at time of checkout.
 1. Ensure checkout area is compliant with hygiene and social distancing guidelines as set by the CDC or local government agencies.
 - a. Ensure workstations are disinfected.
 - b. Communicate with customers about maintaining 6 feet of space.
 - v. Execute In-Store Pick Up - Curbside Pickup Option program per company guidelines as outlined in Ops Bulletin #0316.



RETAIL STORE TASKS CONTINGENCY PLAN

Scenario – Store Open Continued

- c. Warehouse
 - i. Comply with hygiene and social distancing guidelines as set by the CDC or local government agencies.
 - 1. Ensure work areas are disinfected.
 - 2. Communicate with customers and associates about maintaining 6 feet of space.
- d. Service
 - i. Ensure work area is compliant with hygiene and social distancing guidelines as set by the CDC or local government agencies.
 - ii. Communicate with customers and associates while maintaining 6 feet of space.
 - iii. Ensure work areas are disinfected.
 - iv. All customer equipment will be sanitized at time of check in and prior to customer pick up.
 - v. Refer to “Service Limited Occupancy” document.
- e. Sales
 - i. Comply with hygiene and social distancing guidelines as set by the CDC or local government agencies
 - 1. Ensure work areas are disinfected.
 - 2. Communicate with customers and associates while maintaining 6 feet of space.
- f. Security
 - i. Front Door Security Guard
 - 1. Control building ingress and egress of associates and customers in accordance with gathering restrictions set by local government.
 - 2. Maintain social distancing and hygiene recommendations for those entering the building
 - ii. Parking Lot Security Guard
 - 1. Maintain order and traffic flow in the parking lot
 - 2. Assist with crowd control and social distancing recommendations outside the building
- g. Store Signage
 - i. Limited hours sign posted at the front entrance.
 - ii. Social distancing guidelines posted at the entrance and throughout the store.
 - iii. Hygiene guidelines.
- h. Facility Regiments:
 - i. Store Signage
 - 1. Limited hours sign posted at the front entrance.
 - 2. Social distancing guidelines posted at the entrance and throughout the store.
 - 3. Hygiene guidelines.
 - ii. Deep cleaning and total disinfect daily.
 - iii. Carpet Cleaning (deep clean by Chem-Dry).
 - iv. Disinfecting and sanitizing daily.
 - v. Power wash sidewalks/building.

STORE PANDEMIC OPERATIONS PHASE 1





STORE PANDEMIC OPERATIONS PHASE 1

1. Overview

- a. The following is Phase 1 of our store operating plan. Please familiarize yourselves with the following operations changes. This phase is for stores that remain open.
- b. The main changes are 1) limiting customers in our stores, 2) prevention of lines outside the front of our stores, and 3) limiting payments to credit cards/debit-enabled cards, and A/R accounts (cash and check transactions suspended).

2. Limited Hours

- a. You will have already reduced the hours we are open to our customers to the following:
 - i. Normal Hours 10:00am to 9:00pm Monday through Saturday, Sunday 11:00am to 6:00pm.
 - ii. Reduced Hours 10:00am to 7:00pm Monday through Saturday, Sunday 11:00am to 6:00pm.

3. Limit to Customers Allowed in the Store

In a broad sense, we must limit contact in our stores. The actual number of customers allowed in your store should be determined by you and your Sales District Manager. Limiting the number of customers will be done through a queuing system and functions as follows:

- a. Signs limiting the number of customers allowed in our store will be placed at the front entrance. This number, which is different by store, is based on total square footage.
- b. The person limiting entry to the store is not the greeter. It can be whoever store management chooses it to be.
- c. You must secure a mobile device:
 - i. iPads are recommended. Ensure each device has a cellular-enabled (Verizon or AT&T) connection.
 - ii. Make sure you have power banks or an external power supply of some sort.
 - iii. Associates using the mobile device must wear sterile gloves.
 - iv. The device must be sure disinfected.
- d. Your GM or Operations Manager will receive an invite to join an app called “WaitWhile.”
 - i. Please see the screen captures at the end of this document.
 - ii. The invite will come from WaitWhile and Micro Center hello@waitwhile.com.
 - iii. Accept the invite, create a password (we are trying to create a common one for all stores), and you will receive a confirmation
 - iv. The app will ask you to verify your email, so be sure to click on the link.
 1. If you do not receive the initial verification email, ask the app to send it again (there is a link at the top of the screen to send the verification again).
 - v. There is a tutorial on the Invite Acceptance screen, but the app is very intuitive. To add a customer, simply click the **BLUE PLUS** sign at the bottom right-hand corner, and:
 1. Enter the customer’s first name and cell phone number.
 2. They will appear on the wait list.



STORE PANDEMIC OPERATIONS PHASE 1

- vi. Managing the customer list is easy:
 - 1. The **YELLOW BELL** will alert the customer in their car.
 - 2. The **RED X** will cancel the customer on the wait list.
 - 3. The **GREEN CHECKMARK** will indicate that the customer has come into the store.
- vii. As space in the store permits, we will use the WaitWhile App to text the customer when they can come into the store.
 - 1. They should be told to stay in their cars, but under no circumstances should they be allowed to form a line at the front of the store in order to avoid unnecessary contact.

4. Associates in the Building (see more guidelines at the end of this document)

- a. All associates will be temperature screened by a Medical Assistant prior to being allowed to work each day.
- b. All associates will be asked a series of questions before they are allowed to work that day
- c. Results of the screening must be entered on the Associate Screening Questions Form and kept on file.

5. Associate Hygiene and Spacing

- a. Our associates will follow all CDC guidelines for cleanliness.
- b. Management must ensure accessible disinfectant throughout the store
- c. Customer-facing associates may be required to wear a face covering or mask.
- d. Limit personal cell phone use (due to the touching of the cell phones)
- e. Management should provide regular, strict reminders about the spacing, social distancing, shaking hands, touching their faces, using disinfectant regularly and after each interaction. Further, the messages will be relayed as follows:

6. Cleaning Team

- a. Jani-King's responsibilities:
 - i. Jani-King will perform deep cleaning with additional focus on disinfecting associate and customer touch points daily.
 - ii. Jani-King will perform daily cleaning and disinfectant daily

7. Security Services

- a. Guards will be sourced from certified organizations by Loss Prevention in the store.



STORE PANDEMIC OPERATIONS PHASE 1

8. Store Operations

- a. Social Distancing
- b. In-Store Pick Up
- c. Cashiering
 - i. Management must enforce social distancing guidelines.
 - ii. Ensure checkout area is compliant with hygiene and 6-foot social distancing guidelines as set by the CDC or local government agencies
 - iii. Only accept credit cards/debit-enabled cards and A/R accounts as payment. Cash and check transactions are suspended at this point

9. Screening Associates Guidelines

For those employees who have to come in, each employee should have their temperature taken each day, and if they have a fever at or above 100.4 degrees Fahrenheit, that employee should be sent home.

Please remember to continue to follow preventative measures no matter how many employees are in the office— physical distancing, stay home when sick, use cough and sneeze etiquette, and practice hand hygiene as often as possible. Clean all high-touch surfaces regularly.

10. Service

- a. Consultations are suspended
- b. Service technicians must wear gloves at any time they are handling customer equipment.
- c. Customers will be instructed to disinfect their systems prior to hand-off to Service.
- d. Service technicians (with gloves) will check-in the computer and then do a second disinfection and cleaning prior to any work.
- e. Communication and contact should be done by text, if possible.
- f. Service technicians (with gloves) will complete a final disinfection prior to returning it to the customer.

11. Reporting

- a. Most reporting metrics will be suspended until further notice.
- b. One-on-ones have been suspended until further notice.

12. Facility Regimens

- a. Store Signage:
- b. Jani-King cleaning and disinfection will be done daily
- c. Chem-Dry will be scheduling a disinfection of every store.
- d. Power wash sidewalks/building as normal, if possible.

CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY



CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY

MicroCenter.com Home Page

Click on “Learn More” to view our COVID-19 updates

The screenshot shows the MicroCenter.com homepage. At the top, there's a navigation bar with links for 'Insider ACCOUNT: Sign in | Create Account', 'My STORE: Westbury Store Info | Change', and 'My CART: 1 items'. Below this is a banner for COVID-19 updates: 'Before You Shop: COVID-19 Updates on store hours, curbside pickup, payment options, and additional wait time to enter for all transactions. [Learn More](#)'. The MicroCenter logo is on the left, and a search bar is on the right. A red arrow points from the text 'Click on “Learn More” to view our COVID-19 updates' to the 'Learn More' link in the banner. Below the banner is a 'Products' dropdown menu with options like 'Refurbished Deals', 'Clearance', 'Special Ad Deals', 'Computers', 'Apple', 'Computer Parts', 'System Builder', 'Electronics', 'Networking', 'Accessories', 'Software & Gaming', 'Service & Repair', and 'Help'. To the right of the menu is a 'Brand Showcase' section featuring an Acer Aspire Desktop Computer for \$499.99, a Telemedicine Essentials section, an Acer Aspire 3 laptop for \$499.99, and an XPS 8930 Gaming Desktop for \$1,199.99. Below these is a section for 'Proud Provider of Information Technology to Support Critical Infrastructures' with links for 'About Us', 'Commercial Laptops', 'Networking', 'Servers', and 'COVID-19 Updates'. At the bottom, there's a 'MOST POPULAR CATEGORIES' section with images of various products like external hard drives, GPUs, laptops, servers, routers, and graphics cards.

CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY

COVID-19 Updates... Learn More



In-store Pickup or Curbside

You can now elect Curbside as an option to your In-store Pickup order. Look for the Curbside option in your confirmation email. With increased demand for work from home products and social distancing, you may experience longer delays for in-store pickup orders. Until further notice, we unfortunately cannot guarantee orders will be ready for pick up in 18 minutes. We apologize and appreciate your patience and understanding as our associates work hard to take care of all customers.

Please review our simple
In-store Pickup or
Curbside options

Curbside Pick Up...How it Works



Step 1

Place Order

Shop our site and add items to the cart. On the "My Cart" page simply select "Curbside Pickup" under shipping options and complete the checkout process. You'll receive an email when your order is ready for pick up.



Step 2

Wait for Email

When you receive your Reservation Ready email it's go time. Your Reservation Ready email will have an I'm Here button to let us know when you've arrived.



Step 3

Pick Up Order

Just pull into one of our Curbside designated parking spots and click the I'M HERE button from your reservation ready email. A Micro Center associate will deliver your order directly to your vehicle.



Text and Wait

To eliminate crowds, lines and to adhere to social distancing, we have implemented a text-based reservation and waitlist system. Please reserve a consultation appointment ahead of time [here](#). For those unable to reserve a consultation appointment, give your name and number to the greeter outside upon arriving to the store. You will be asked to wait in your car and you will receive a text when it is time to enter. We recommend arriving at least one hour before closing to ensure entry.



Expedite Your Trip

We are experiencing longer wait times than normal, so please plan additional time for your visit. We apologize for any delays and appreciate your patience. To help expedite your trip, you can check updated inventory on our product pages before visiting. Once inside the store, please be mindful of other customers waiting. Our associates are happy to help you find what you need quickly to expedite your time in store.

CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY

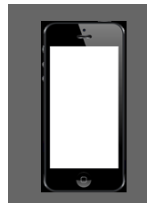
PAY NOW CURBSIDE PICK UP



Step 1

Shop!

Shop our site and add items to the cart. On the “My Cart” page simply select “Curbside Pickup” under shipping options and complete the checkout process. You’ll receive an email when your order is ready for pick up!



Step 2

Wait...

When you receive your Reservation Ready email it’s go time.



Step 3

Enjoy!

Pull into a Curbside parking spot and click the “I’M HERE” button on your Reservation Ready email. A Micro Center associate will provide prompt, courteous service!

CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY

Product Page

Shop by simply clicking ADD TO CART to fill your shopping cart

The screenshot shows the Micro Center website interface. At the top, there's a navigation bar with links for 'Insider ACCOUNT' (Sign in, Create Account) and 'My STORE: Brooklyn' (Store Info, Change). A banner below the navigation bar reads: 'Before You Shop: COVID-19 Updates on store hours, pre-paid curbside pickup, payment options, and additional wait time to enter for all transactions. [Learn More](#)'. The Micro Center logo is on the left, and a search bar with the placeholder 'What can we help you find?' is on the right. Below the navigation bar, there are tabs for 'Products' and 'Brand Showcase'. A breadcrumb trail reads: 'Home > Accessories > Cables & Adapters > Audio/Video Cables'. The product being viewed is an 'Inland HDMI Male to HDMI Male 24k Gold Plated Premium High Speed Cable 6 ft. - Black'. The price is '\$9.99'. A red arrow points from the 'ADD TO CART' button to the text 'Shop by simply clicking ADD TO CART to fill your shopping cart'. The page also includes a 'Zoom' button, 'My Wish Lists' section, and a bottom navigation bar with tabs: 'OVERVIEW', 'SPECS', 'REVIEWS', 'Q & A', 'WARRANTY & SUPPORT', and 'OPEN BOX'. A 'Feedback' button is visible on the right side.

CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY

Your Shopping Cart

Insider ACCOUNT: Sign in | Create Account

My STORE: Brooklyn Store Info | Change

My CART: 1 Items

MICRO CENTER computers & electronics

All Products

What can we help you find?

Products Brand Showcase

Customer Support | Online Catalog | Service & Repair

We appreciate your patience and understanding

With increased demand for work from home products and social distancing, you may experience longer delays for curbside pickup orders and to get into our stores.

Our associates are working very hard to take care of all customers.

Select a Pick Up Option

In-store Pickup

Curbside Pick Up



SUMMARY

Shipping Options: In-store Pickup, Curbside Pickup

Store Selection: NY - Brooklyn

Update Shipping Options

Subtotal: \$99.99

Tax: \$8.87

Grand Total: \$108.86

CONTINUE SHOPPING

CHECKOUT NOW

Payment Methods Accepted

MasterCard, VISA, AMEX, Discover, Diners

At Micro Center stores and Micro Center Online, you can shop using your MasterCard, VISA, American Express, Discover® Network Card, Diners Club and debit cards. Micro Center and Micro Center Online are based in the state of Ohio, USA.

When using a debit card as payment, the card is charged immediately following the authorization. The Issuing Bank determines when to release the hold on the dollar amount when merchandise is not shipped (backorder) or the order is cancelled.

Shopping Information

Web Only

Some items are only available on microcenter.com. These products can only be shipped from our warehouse and are not available in our retail stores.

Most of our products are available for Curbside Pickup at one of our local retail locations. Select Curbside Pickup as the shipping option and select your store. Each product will be labeled with its availability.

Cart Items

Selki SC-39HS950N 39" Class 38.5" Diag. 720p HD L...

SKU: 064444

Available for Curbside Pickup Only

10+ In Stock

Price	Total	Quantity
\$99.99	\$99.99	1

CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY

Curbside Pick Up Option

Select Curbside Pickup

Select Checkout Now

The screenshot shows the Micro Center website's checkout process. At the top, there's a navigation bar with links for 'Insider ACCOUNT', 'My STORE: Brooklyn', and 'My CART: 1 Items'. Below this is the Micro Center logo and a search bar. A prominent orange banner states: 'We appreciate your patience and understanding. With increased demand for work from home products and social distancing, you may experience longer delays for curbside pickup orders and to get into our stores. Our associates are working very hard to take care of all customers.'

The 'SUMMARY' section is divided into two columns. The left column shows 'Shipping Options' with 'In-store Pickup' selected and 'Curbside Pickup' highlighted in yellow. The right column shows 'Store Selection' as 'NY - Brooklyn'. Below these are buttons for 'Update Shipping Options', 'Subtotal', 'Tax', and 'Grand Total' (\$108.86). At the bottom of the summary are 'CONTINUE SHOPPING' and 'CHECKOUT NOW' buttons. A red arrow points from the text 'Select Curbside Pickup' to the 'Curbside Pickup' option, and another red arrow points from 'Select Checkout Now' to the 'CHECKOUT NOW' button.

The 'Cart Items' section shows a product: 'Seiki SC-39HS950N 39" Class 38.5" Diag. 720p HD L...'. It includes the SKU '064444', a note 'Available for Curbside Pickup Only', and a quantity of '10+ In Stock'. A table at the bottom shows 'Price', 'Total', and 'Quantity'.

On the right side, there's a 'Payment Methods Accepted' section with logos for MasterCard, VISA, AMEX, and Discover. Below this is a 'Shopping Information' section with a 'Web Only' badge and text explaining that some items are only available online and that curbside pickup is an option for many products.



CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY

3 Options to Checkout

Become a Micro Center Insider by selecting CREATE ACCOUNT

OR

Already an Insider? Just SIGN IN

OR

Just continue as a GUEST

The screenshot shows the Micro Center website's account login page. At the top, there's a navigation bar with 'Insider ACCOUNT: Sign in | Create Account', 'My STORE: Brooklyn Store Info | Change', and 'My CART: 1 items'. Below this is the Micro Center logo and a search bar. The main content area is titled 'Account Login' and is divided into three sections: 'Account Assurances' (Privacy, Security, Need Help?), 'Returning Online Users' (Sign In), and 'New Online Users' (Create Account). A red arrow points from the 'CREATE ACCOUNT' button to the 'CREATE ACCOUNT' text on the left. Another red arrow points from the 'SIGN IN' button to the 'SIGN IN' text on the left. A third red arrow points from the 'CONTINUE AS GUEST' button to the 'Just continue as a GUEST' text on the left. The bottom of the page features a footer with 'Sign Up for Special Offers', 'Satisfaction Guaranteed', and 'Service & Repair'.

Insider ACCOUNT: Sign in | Create Account

My STORE: Brooklyn Store Info | Change

My CART: 1 items

MICRO CENTER computers & electronics

All Products What can we help you find?

Products Brand Showcase

Customer Support | Online Catalog | Service & Repair

Insider My Account

Account Login

Account Assurances

Privacy Your Privacy is important to us. Learn how we use and protect your personal information.

Security Shop with Safety and Security. Your personal information is encrypted using industry standard encryption technologies.

Need Help? Create an account and get an insider within 2 business days. Live Chat - free and immediate answers

Returning Online Users

If you already have an existing Micro Center Insider Account please sign in below:

Email Address

Password * Forgot Password?

SIGN IN

Please review our Terms of Service if you have an account related concern.

Continue as Guest

You will have the option to create a Micro Center Online account after you Check Out.

CONTINUE AS GUEST

New Online Users

Create your online account now and get the Insider treatment.

CREATE ACCOUNT

Please review your benefits below.

- See your Order History to review past transactions, track your current orders, and customize your unique shopping experience.
- Enjoy a faster checkout in store, speed through In-store Pickup and securely store your credit card and address for a quicker online checkout.
- Deals! You'll automatically qualify for special coupons and sweepstakes, and get other special benefits only for Insiders.
- And more - Create product reviews, receive alerts, create and share Wish Lists, set up a profile and specify your preferences.

New activities are added frequently. Check back often; certainly before you shop.

Sign Up for Special Offers

As an email subscriber, you'll have premier access to our best offers, exclusive deals and more.

Satisfaction Guaranteed

We guarantee your satisfaction on every product we sell with a full refund in accordance with our return policy -- no receipt needed if you have a

Service & Repair

We're your trusted local service and repair professionals. How can we help?

CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY

Enter Credit Card Information

Enter your Credit Card number, expiration date, and CSV (3 digit code on the back of your credit card)

Be sure to click RESERVE NOW

Promo Savings

If you have any special offers or coupons, please enter the Promo Code here:

Credit Card

Credit Card Number *

Expiration Date * MM / YYYY

CSV *

Note - For your convenience, you may pay for your in-store pickup order at this time using a credit card. When using a debit card for Pay Now orders, please note that your card will be authorized for the total amount. If the order is cancelled, your bank or financial institution determines when the authorized amount will be released and funds made available.

A slight delay may occur when your billing information (Your State) does not match the pickup location selected.

Billing Address

Micro Center
4119 Leap Rd
Hilliard, Ohio 43026

In-Store Pickup

Micro Center - Brooklyn
850 Third Avenue
Brooklyn, NY 11232
(347) 563-9880
Monday - Saturday 11 to 6, Sunday 11 to 5

ITEM	QTY	TOTAL
Seiki SC-39HS950N 39" Class 38.5" Diag.) 720p HD L...	1	\$99.99
SKU: 064444		
Subtotal		\$99.99
In-store Pickup		\$0.00
Tax		\$8.87
Grand Total		\$108.86

Note: To allow for contactless pick up, your credit card will be authorized for the total amount of your order

CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY

Your Order Reservation Page

Avoid waiting! Wait until you receive your Reservation Ready email to go to the store

Don't forget to bring your ID and Credit Card

RESERVATION SUBMITTED

Thank you for your reservation!

Your reservation (# 10058238) has been submitted:
Tuesday, May 12, 2020


For a more convenient online shopping experience [create an account today!](#)

CONTINUE SHOPPING

We're rushing to get your reservation ready! Please wait to receive a copy of your **Reservation Ready** email before going to the store. While you're at the store, be sure to shop our unmatched selection. For your convenience, you only need to check out once with all of your items.

Please print and retain this reservation summary for your records.

Remember to bring a credit card or other form of payment and **identification** to the store. Why?



Questions?
[Click here for more information on In-store Pickup](#)

An email confirmation with all details will be sent shortly.
Please print and retain this summary for your records.

Important:
For rebates, you will need to use the **invoice** that comes with your purchase, **not** this summary.

SUMMARY

ITEM	QTY	TOTAL
Inland HDMI Male to HDMI Male 24k Gold Plated Prem... SKU: 405944	1	\$9.99
Subtotal		\$9.99
In-store Pickup		\$0.00
Tax		\$0.89
Grand Total		\$10.88
Payment:	XXXXXXXXXX4922	

CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY

“Your Pick Up Reservation is Ready” Email



Please take a moment to read the
Curbside Pick Up instructions



Curbside Pick Up...How it Works

Step 1

Bring your ID
and Credit Card

Step 2

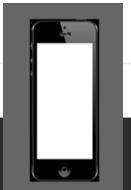
Bring this email

Step 3

Park in a
designated
Curbside Pick
Up spot and tap
I'M HERE

Step 4

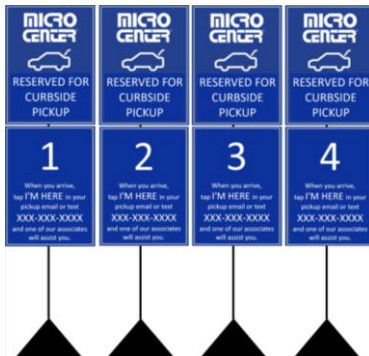
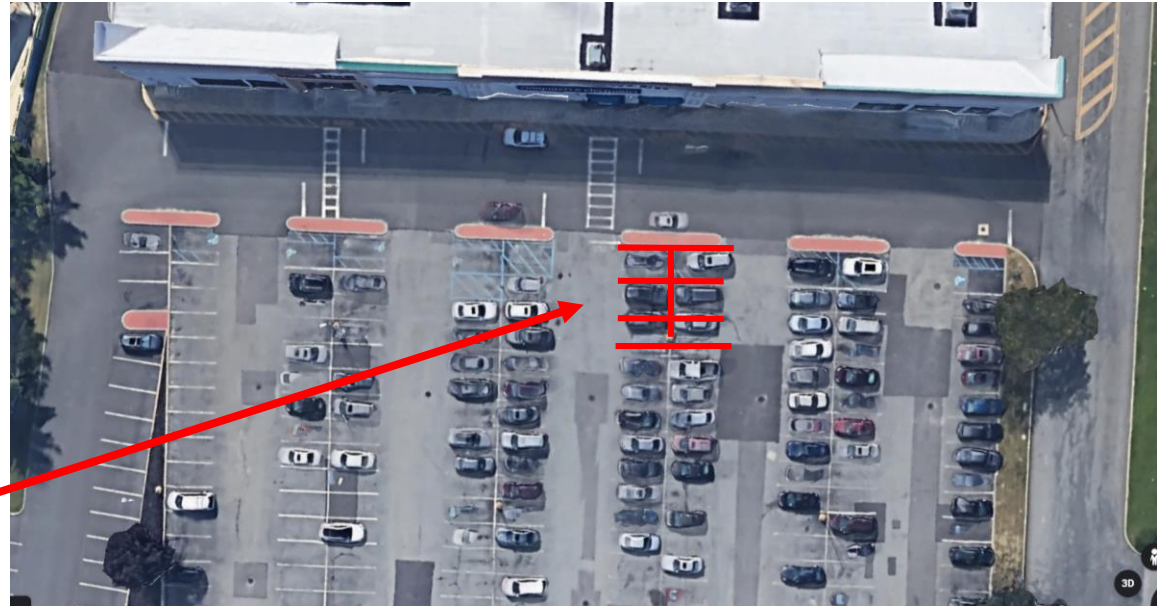
A Micro Center
associate will
deliver your goods
to your vehicle



CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY

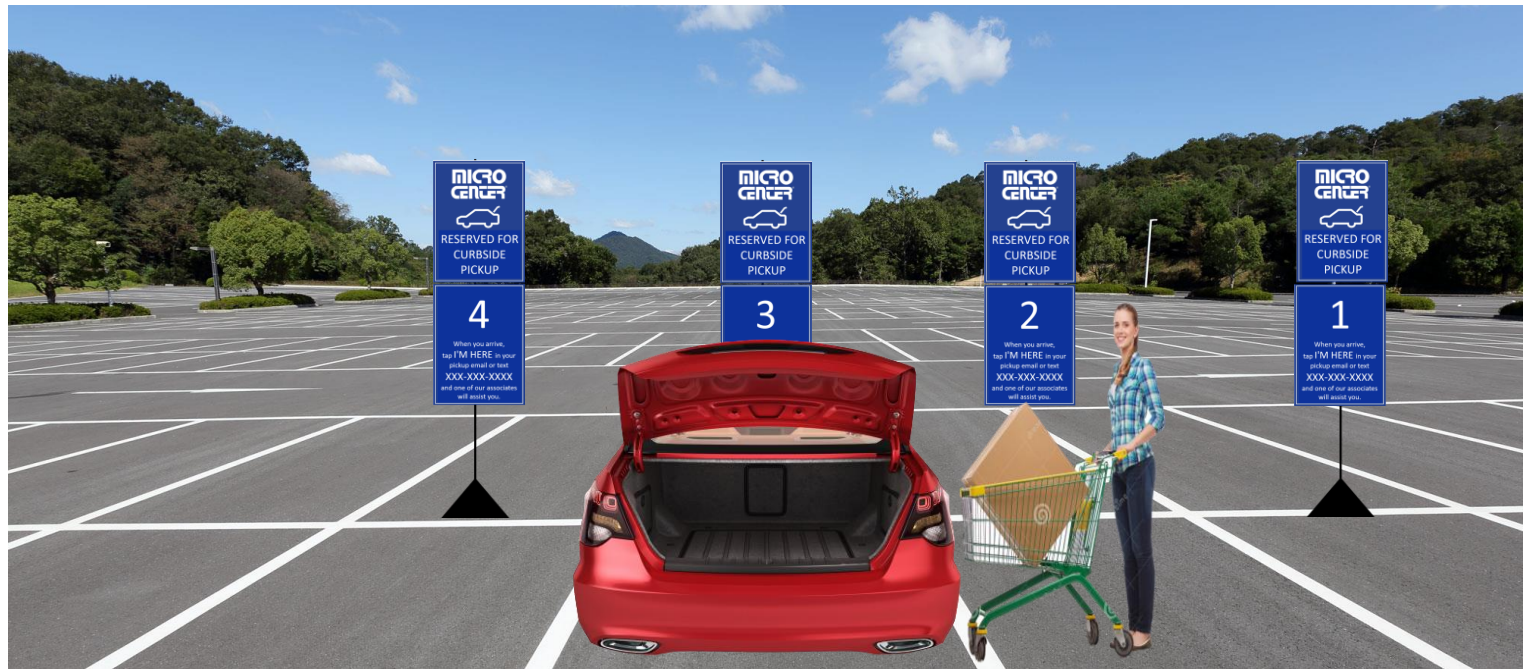
Arriving at the Store

Look for designated Curbside
Pick Up parking spots



CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY

Curbside Pick Up Order Delivery



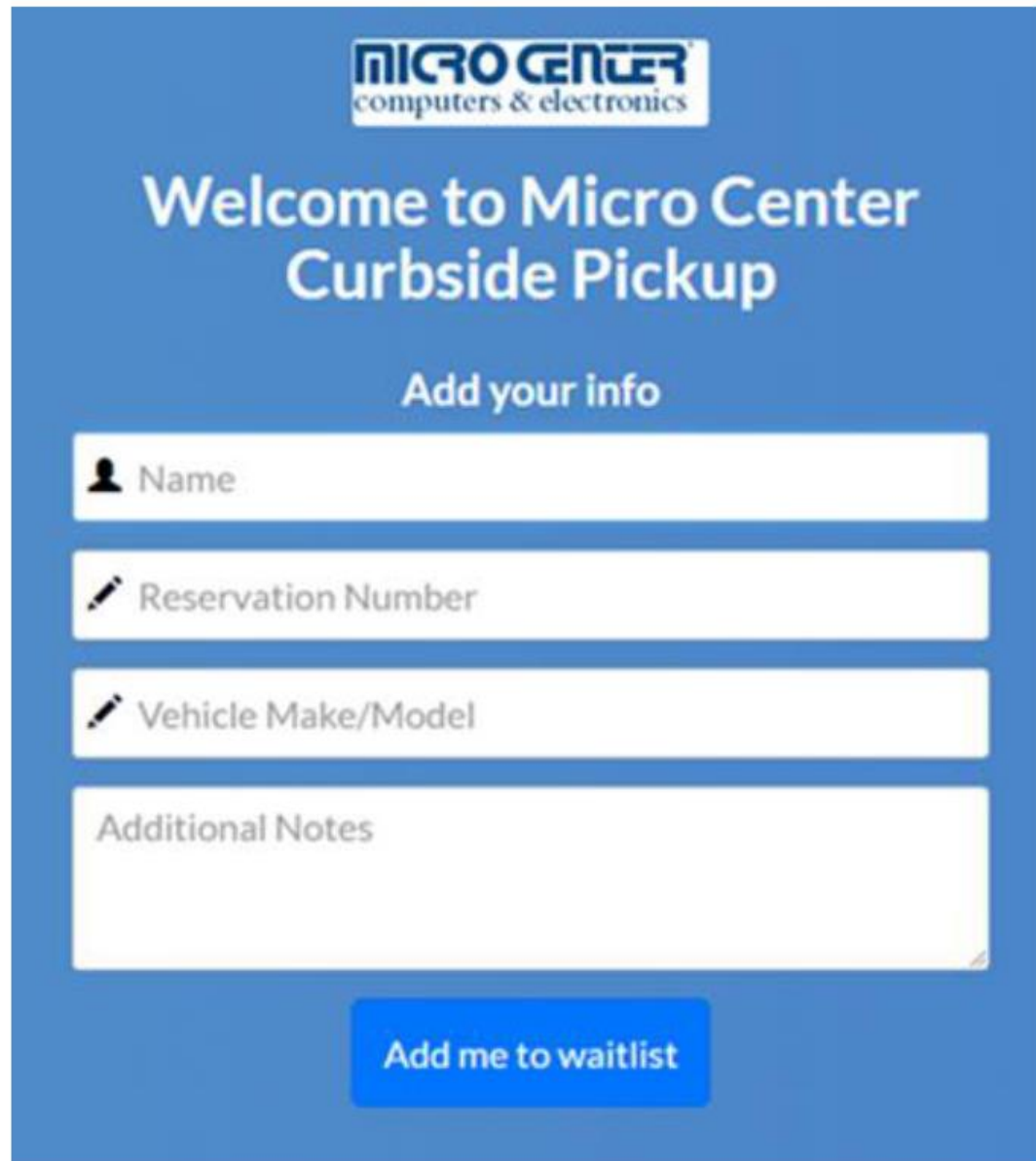
Park in a designated Curbside Pick Up spot and tap I'M HERE from your Reservation Ready email

A Micro Center associate will deliver your stuff personally

This ends the customer journey

CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY

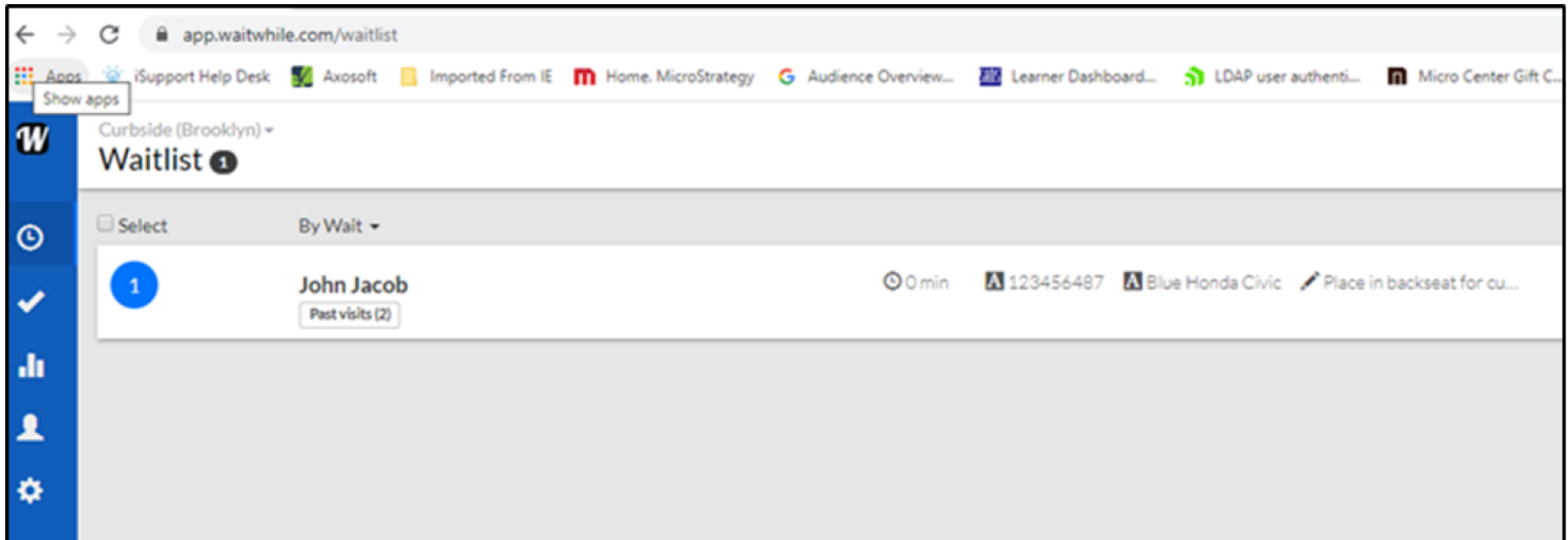
The Waitwhile app



The screenshot shows the Micro Center Curbside Pickup app interface. At the top is the Micro Center logo with the tagline "computers & electronics". Below the logo, the text "Welcome to Micro Center Curbside Pickup" is displayed. Underneath, the heading "Add your info" is followed by four input fields: "Name" (with a person icon), "Reservation Number" (with a pencil icon), "Vehicle Make/Model" (with a pencil icon), and "Additional Notes" (a larger text area). At the bottom right is a blue button labeled "Add me to waitlist".

CURBSIDE PICK UP OPTION – CUSTOMER JOURNEY

The Waitwhile app - store list



CONTACTLESS TEXT AND WAIT (WAITWHILE APP)



CONTACTLESS TEXT AND WAIT (WAITWHILE APP)

Step 1: Customer Scans the QR Code (Sign is an example only).

1. Every store's QR code can be found on the next page. Make sure you tailor the sign to your own store's operations.
2. Post the codes on signs outside your store (windows, pillars, stands, etc.), and have a stack of the instructions available for customers.
3. There is a step where the customer can select what area they need: Store, Pickup or Service.
 - a. If they select Service, please do not make them wait—escort them to Service and have their unit checked in.
4. You can force open the Wait List prior to opening (if you have cars in your parking lot). See the instructions attached.
5. You can force close the Wait List as well. Please note that it closes by default one hour before your store closes.
 - a. Make sure you remove the QR codes and signs when the Wait List closes.



MICRO CENTER
computers & electronics

***For your safety and others, we are limiting the number of customers into the store.
Thank you for your patience and understanding to help flatten the curve of COVID-19.

Directions to be added to the wait list to enter the building:

- 1: Open the camera app on your phone
- 2: Point the camera to the QR code below
- 3: Click the message which will direct you to the webpage
- 4: Follow the prompts and selections on your phone

NOTE: If you are having issues with the QR code, type in the below web address into your internet browser

NOTES:

Remain in your vehicle until you receive a text message to enter the building
All customers will be asked when entering the store to use the provided hand sanitizer
Remain 6 feet from all other customers and associates (Social Distancing)
ONLY accepting Debit/Credit and AR accounts at this time
LIMIT 5 PER PRODUCT CATEGORY/CUSTOMER
FOR SERVICE & REPAIR ONLY, PROCEED TO THE ENTRANCE
See an associate for details

TEXT 'MC25' to '33898' to apply for the *Micro Center Insider Card*

<https://app.waitwhile.com/checkin/microcenterwest>



CONTACTLESS TEXT AND WAIT (WAITWHILE APP)

Step 2: Customer Selects How Many are in their Party



The screenshot displays the Micro Center Waitwhile app interface. At the top, the Micro Center logo is visible, followed by the text "Welcome to Micro Center". Below this is a progress bar with three dots, the first of which is blue, indicating the current step. The main question is "How many are in your party?". There are ten white buttons arranged in two columns, each with a black border, containing the following text: "1 person", "2 people", "3 people", "4 people", "5 people", "6 people", "7 people", "8 people", "9 people", and "10 people". At the bottom, there is a footer with the Micro Center logo, the website "www.microcenter.com", a privacy link, and the Waitwhile logo with the text "Powered by".

MICRO CENTER
computers & electronics

Welcome to Micro Center

How many are in your party?

1 person 2 people

3 people 4 people

5 people 6 people

7 people 8 people

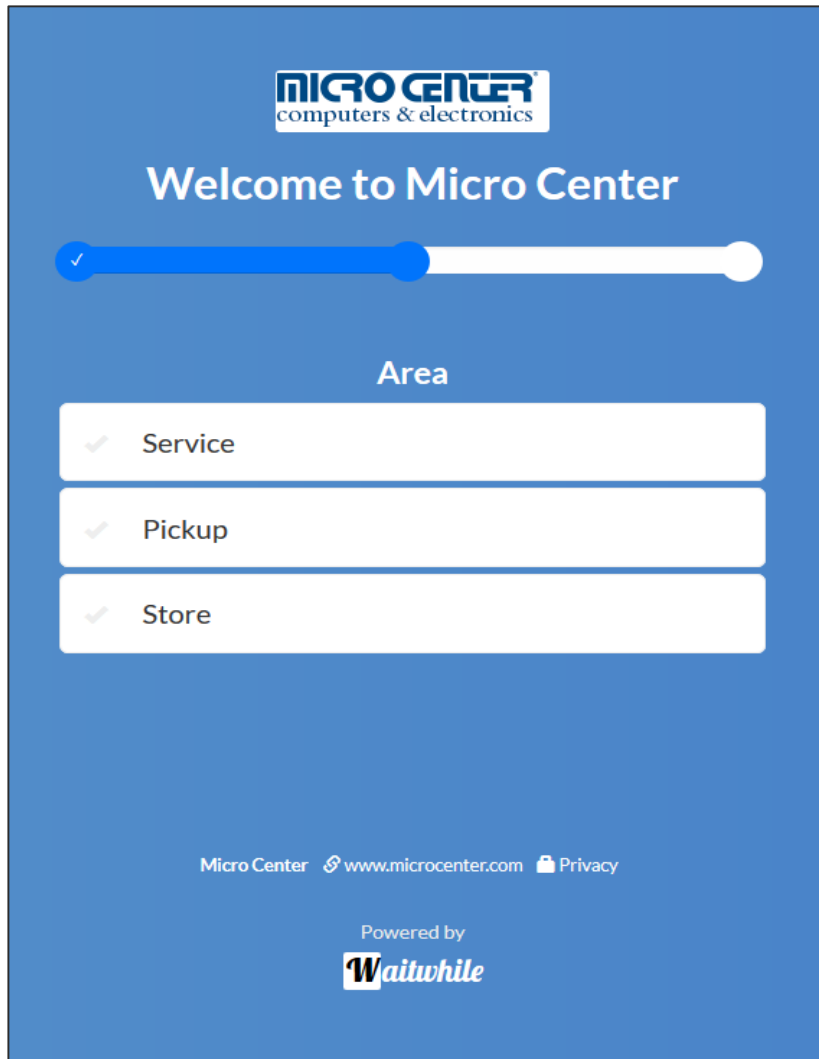
9 people 10 people

Micro Center www.microcenter.com Privacy

Powered by
Waitwhile

CONTACTLESS TEXT AND WAIT (WAITWHILE APP)

Step 3: Customer Selects What Area They Want (some stores have a drop down)



The screenshot displays the Micro Center Waitwhile app interface. At the top, the Micro Center logo is shown above the text "Welcome to Micro Center". Below this is a progress bar with a blue segment and a checkmark, indicating the current step. The main heading is "Area". There are three selectable options, each with a checkmark icon: "Service", "Pickup", and "Store". At the bottom, there is a footer with the Micro Center logo, the website URL "www.microcenter.com", a link to "Privacy", and the "Powered by Waitwhile" logo.

MICRO CENTER
computers & electronics

Welcome to Micro Center

✓

Area

✓ Service

✓ Pickup

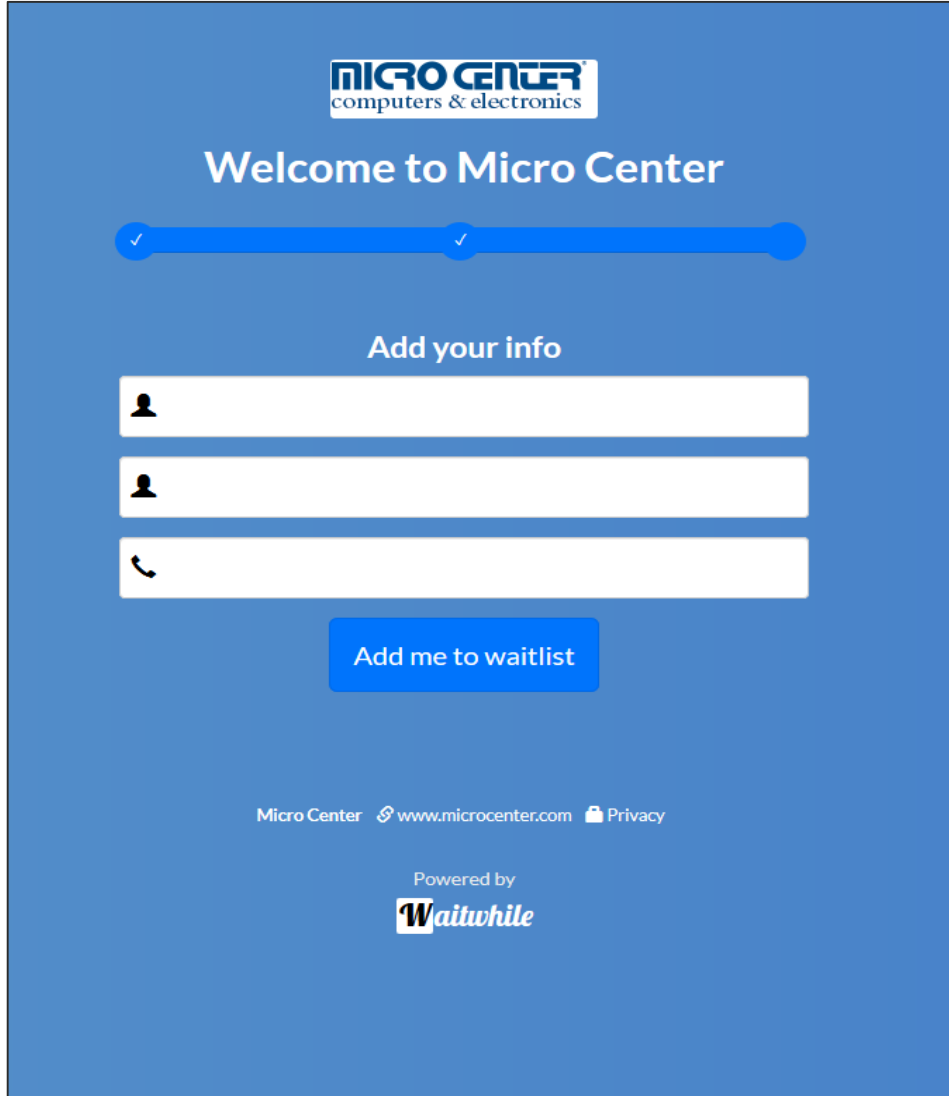
✓ Store

Micro Center www.microcenter.com Privacy

Powered by
Waitwhile

CONTACTLESS TEXT AND WAIT (WAITWHILE APP)

Step 4: Customer Enters Their Information



The screenshot shows a blue-themed mobile app interface. At the top is the Micro Center logo with the tagline "computers & electronics". Below the logo is the text "Welcome to Micro Center". A progress bar with three circles is shown, with the first two circles containing checkmarks. The third circle is currently active. Below the progress bar is the text "Add your info". There are three white input fields stacked vertically, each with a black icon on the left: a person icon for the first field, a person icon for the second field, and a telephone handset icon for the third field. Below the input fields is a blue button with the text "Add me to waitlist". At the bottom of the screen, there is a footer section containing the text "Micro Center" followed by a globe icon and the URL "www.microcenter.com", and a lock icon followed by the text "Privacy". Below this is the text "Powered by" followed by the Waitwhile logo.

MICRO CENTER
computers & electronics

Welcome to Micro Center

✓ ✓ ●

Add your info

●

●

☎

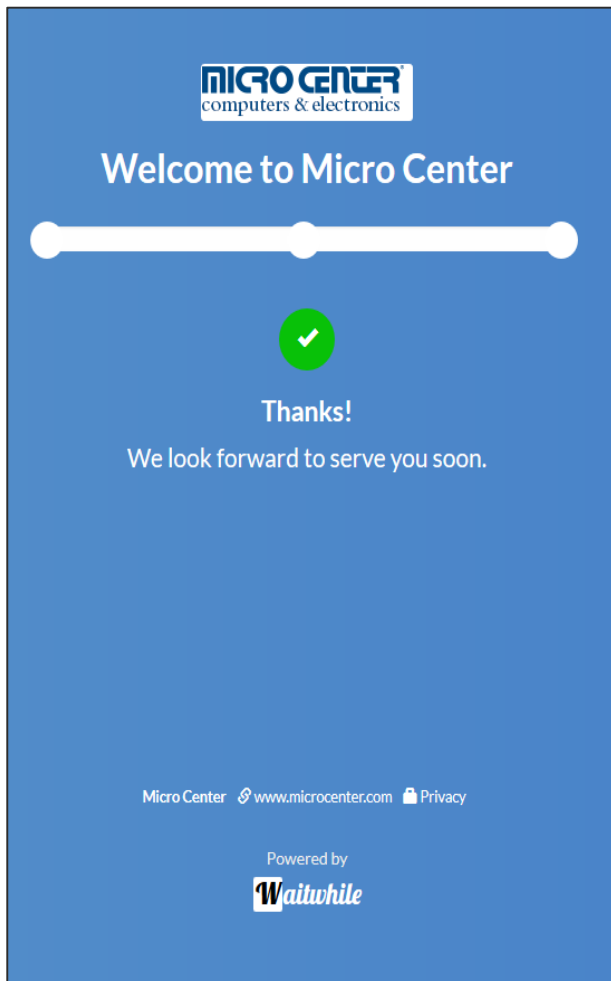
Add me to waitlist

Micro Center www.microcenter.com Privacy

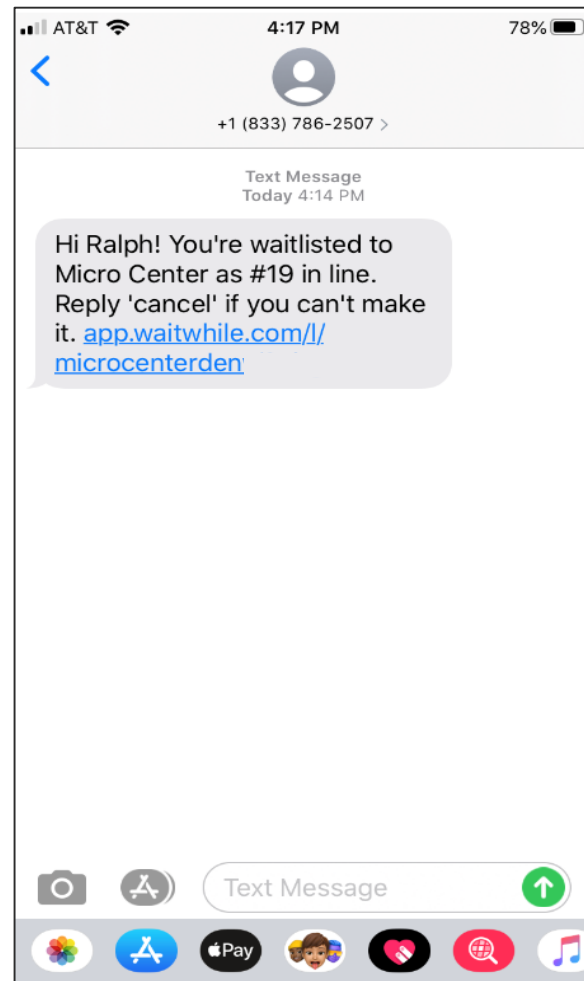
Powered by
Waitwhile

CONTACTLESS TEXT AND WAIT (WAITWHILE APP)

Step 5: Customer Receives Confirmation (a) and Text (b)



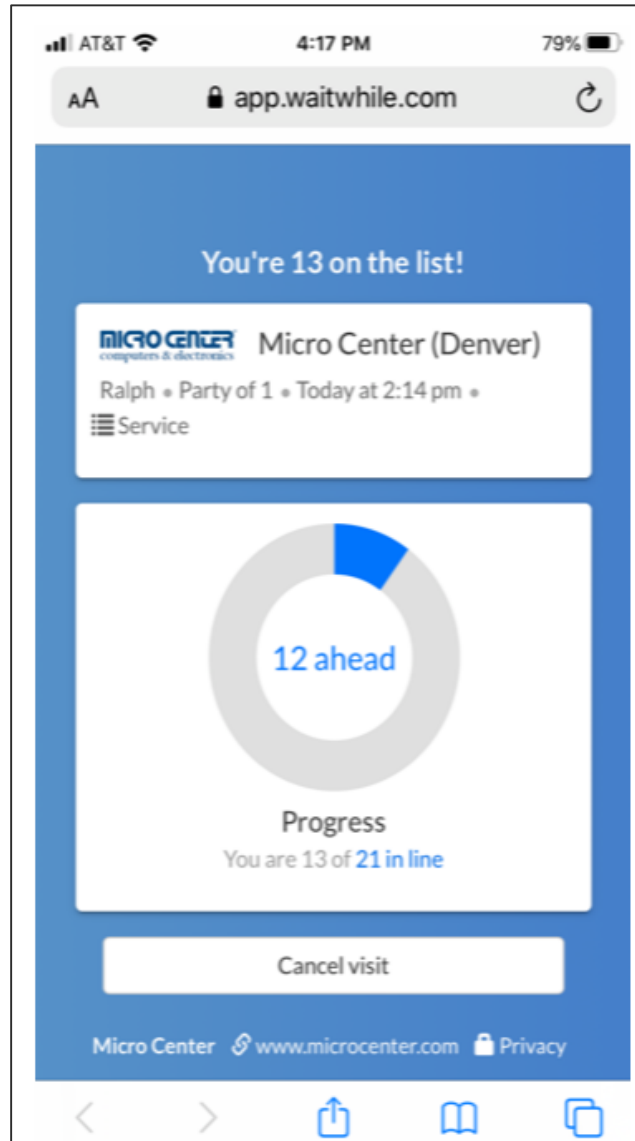
(a) Confirmation



(b) Text

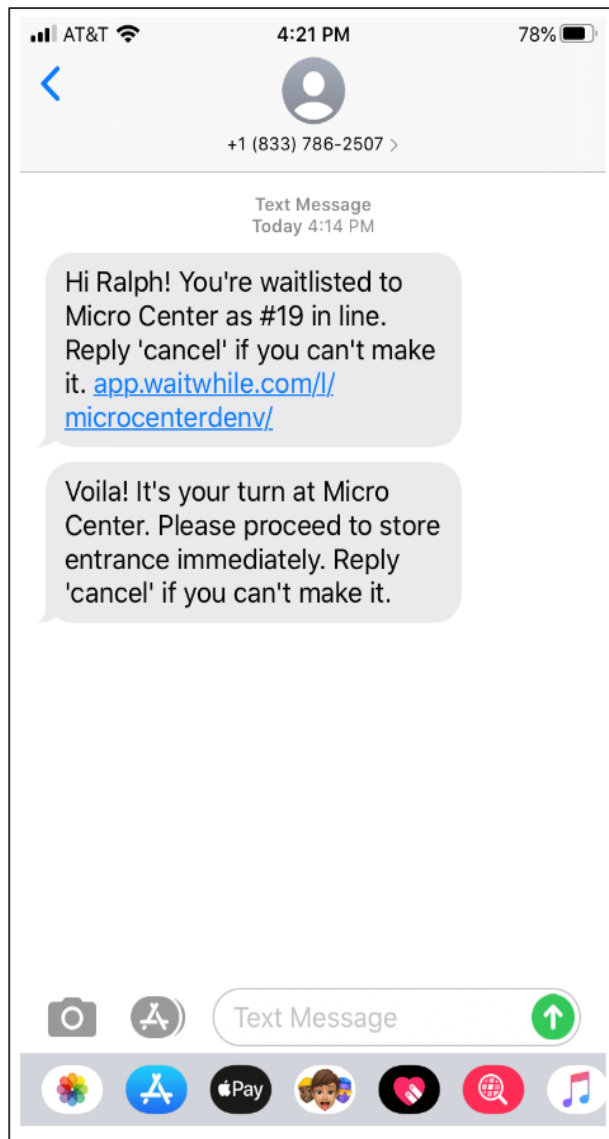
CONTACTLESS TEXT AND WAIT (WAITWHILE APP)

Step 6: If Customer Clicks on Link in the Text



CONTACTLESS TEXT AND WAIT (WAITWHILE APP)

Step 7: When the Customer Can Come in the Store, They Receive a Text



BOOKINGS (WAITWHILE APP)

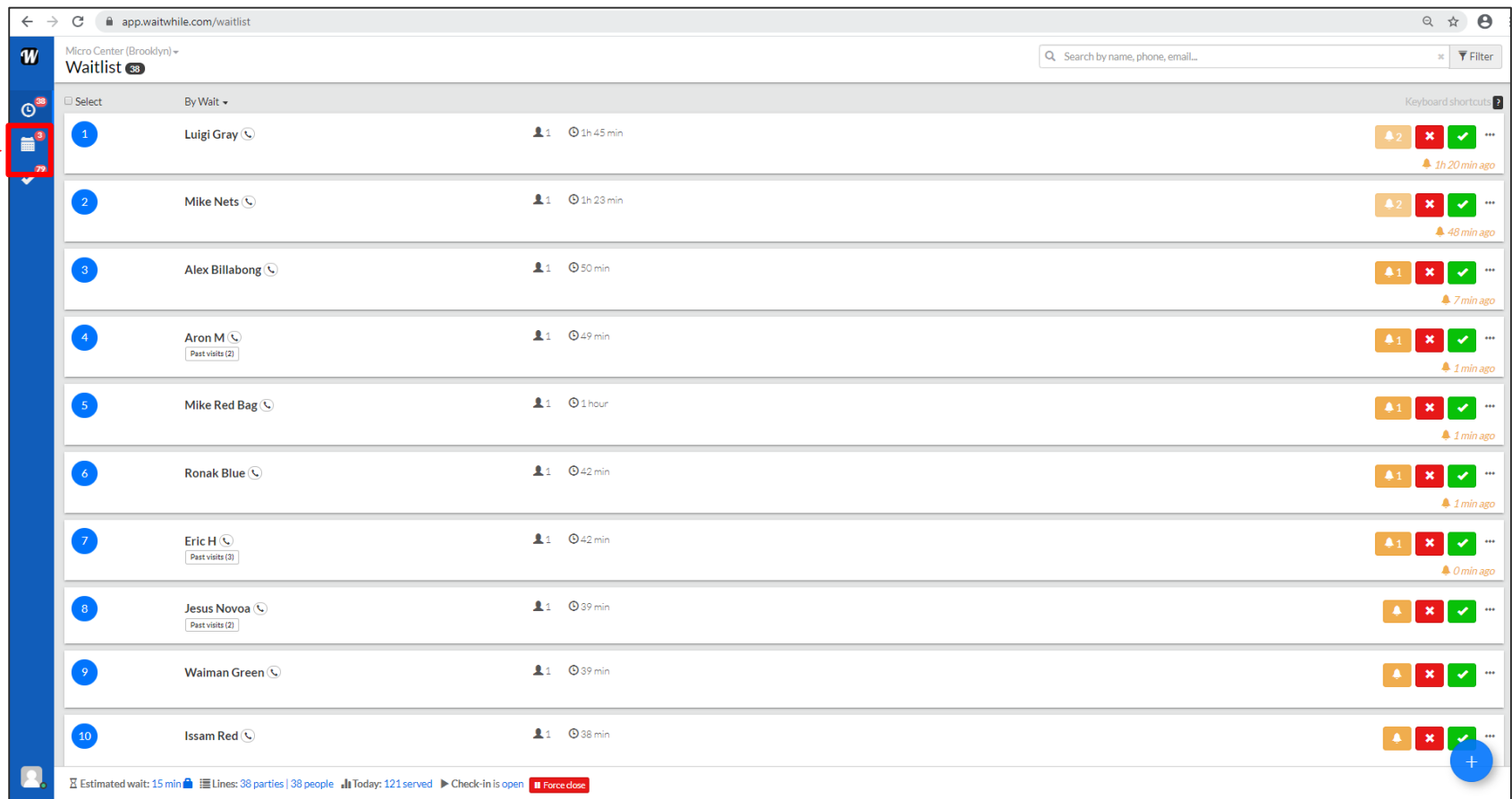


BOOKINGS (WAITWHILE APP)

Bookings

In select stores, customers can create an appointment using the Waitwhile app. This function is called Bookings. It's fairly simple, but someone with an appointment goes to the head of the line. If they arrive late, still put them at the head of the line. If they arrive early, then still put them at the head of the line. At any time if there is no line, just let them go in. BE SURE to check them off in green or red—once they are served/arrived, or at the end of the day if there are no shows. To access your store's Bookings within the Waitwhile app do the following:

Step 1: Click the Bookings Tab.



The screenshot shows the Waitwhile app interface for 'Micro Center (Brooklyn)'. The left sidebar contains a blue bar with icons for 'Waitlist', 'Bookings', and 'Check-in'. A red box labeled 'Bookings' points to the calendar icon. The main area displays a list of bookings with columns for 'Select', 'By Wait', and 'Keyboard shortcuts'. The list includes 10 bookings, each with a name, a status icon (person), a wait time, and a set of action buttons (bell, red X, green checkmark, and a three-dot menu). The bottom status bar shows 'Estimated wait: 15 min', 'Lines: 38 parties | 38 people', 'Today: 121 served', 'Check-in is open', and a 'Force close' button.

Select	By Wait	Keyboard shortcuts
1	Luigi Gray	1h 45 min
2	Mike Nets	1h 23 min
3	Alex Billabong	50 min
4	Aron M	49 min
5	Mike Red Bag	1 hour
6	Ronak Blue	42 min
7	Eric H	42 min
8	Jesus Novoa	39 min
9	Waiman Green	39 min
10	Issam Red	38 min

BOOKINGS (WAITWHILE APP)

Step 2: Select the Daily Weekly or Monthly view.

The screenshot displays the Waitwhile Bookings app interface. A red box highlights the view selection dropdown menu, which is currently set to 'Daily'. The dropdown menu options are 'Daily', 'Weekly', and 'Monthly'. The main content area shows a list of bookings for Thursday, April 30, 2020. The bookings are listed in a vertical column, with each entry showing a time slot and the number of spots left. The bookings are as follows:

Time Slot	Spots Left
3:00 pm	Odinger + 1
3:15 pm	1 spot left
3:30 pm	Donell + 1
3:45 pm	1 spot left
4:00 pm	
4:15 pm	
4:30 pm	
4:45 pm	
5:00 pm	1 spot left
5:15 pm	
5:30 pm	1 spot left
5:45 pm	

BOOKINGS (WAITWHILE APP)

Step 3: Once a view is selected you can view your Bookings

The screenshot shows the Waitwhile app interface for 'Micro Center (Brooklyn)'. The page title is 'Bookings'. The date is set to 'Thursday, Apr 30'. The time slot is set to 'Daily'. The list of time slots is as follows:

Time Slot	Booking Status
3:00 pm	Odinger + 1
3:15 pm	1 spot left
3:30 pm	Donell + 1
3:45 pm	1 spot left
4:00 pm	
4:15 pm	
4:30 pm	
4:45 pm	
5:00 pm	1 spot left
5:15 pm	
5:30 pm	1 spot left
5:45 pm	

BOOKINGS (WAITWHILE APP)

Step 4: To view Bookings click the desired time slot

- Once clicked the Bookings for the timeslot selected will appear.

The screenshot shows the Waitwhile app interface for Micro Center (Brooklyn). The top bar displays the Waitwhile logo and a search bar. The main area shows a list of time slots for Thursday, Apr 30, 2020. The 3:30 pm slot is highlighted in blue and contains the booking details for Donell Simmons and Curti Vergara. The booking details are shown in a modal window titled "Today at 3:30 pm".

Today at 3:30 pm

Donell Simmons

Curti Vergara

3:30 pm
Donell + 1

3:00 pm
Odinger + 1

3:15 pm
1 spot left

3:45 pm
1 spot left

4:00 pm

4:15 pm

4:30 pm

4:45 pm

5:00 pm
1 spot left

5:15 pm

5:30 pm
1 spot left

5:45 pm

BOOKINGS (WAITWHILE APP)

Step 5: To view a specific customer's Booking click the customer's name.

- To view Booking details click the customer's name.
- From this screen you can select



The screenshot displays the Waitwhile app interface. At the top, there's a header with the Waitwhile logo, the location 'Micro Center (Brooklyn)', and a search bar. Below the header, there's a navigation bar with a calendar icon, a date selector set to 'Thursday, Apr 30', and a 'Daily' filter. The main area shows a list of bookings for 'Thu Apr 30, 2020'. The bookings are listed in a vertical column on the right, with times and names. A modal window titled 'Today at 3:30 pm' is open, showing two booking cards: 'Donell Simmons' and 'Curti Vergara'. The 'Donell Simmons' card is highlighted with a red box. A red arrow points from this card to a 'Booking details' modal window, which is also highlighted with a red box. The 'Booking details' window shows the booking for 'Donell Simmons' at 'Today at 3:30 pm, 15 min'. It includes a 'See chat' button with the phone number '(718) 974-1987' and a 'Store' icon. At the bottom of the details window, there are three buttons: 'Serve' (green with checkmark), 'No-show' (red with X), and 'Edit' (blue with pencil). The background booking list shows times from 3:00 pm to 5:45 pm, with some slots marked as '1 spot left'.

GREETER PROGRAM





GREETER PROGRAM

1. Greeter Policy and Guidelines

At Micro Center, the safety of your customers and associates is our number one priority. This means that it is not negotiable, optional or otherwise subject to management discretion.

During the crisis, Greeters are the ambassadors of Micro Center. They are likely to be the first or second person a customer encounters during their visit to Micro Center. In times past, our greeters were mainly charged with ensuring a presence to welcome customers into our store, provide answers to common questions, and to prevent walk-outs.

2. Greeter Program

We must re-emphasize the safety of your associates and customers being at the forefront of our efforts as we continue to fill the essential needs of our communities. The crisis has changed a great deal in the shopping experience of our customers, and the Greeter program has also transitioned from a relatively scarce initiative to one that is currently in all stores.

In some stores, the Greeters are Micro Center associates such as CSRs. In other stores, they are Intelli-shop associates that have been trying to support us during this unprecedented period. We left the assignment of the Greeter to local store and operations management store to identify who those Greeters will be and how they will be trained.

One thing to keep in mind—the Greeters are the first signal to our customers about how far and how seriously we are taking the safety precautions. It's a very important job, critical to us.

The direction for this position is broken down into 2 categories: 1) the characteristics associates should have for this role, and 2) the role of this position.

3. Characteristics:

- Comfortable greeting customers
- Outgoing and friendly
- Able to tolerate a mask and gloves while on duty at the Greeter station
- Can articulate what we are trying to accomplish while reassuring customers
- Able to handle adversity and difficult customers
- Able to deliver a consistent message in a friendly and reassuring way throughout the day
- Comfortable with the duties

GREETER PROGRAM

4. Role of the position:

- The greeter should be positioned just inside the front door all hours the store is open for business.
 - The Greeter must wear a mask and gloves.
 - The Greeter should position themselves behind a table designed specifically with the Greeter in mind:
 - All required signs should be on the table and in plain sight.
 - OSHA-labeled disinfectant spray bottle.
 - Adequate supply of paper towels.
 - Masks.
 - Gloves (if your store is so equipped)
- Greet customers as they enter the store while maintaining the 6-foot separation (marked on the floor) recommendation as described by the CDC.
- Inform customers of CDC guidelines to maintain the 6-foot separation between people.
- Inform them of the cleaning stations provided for our associates and customers located throughout the store.
- Proactively ask the customers to sanitize their hands with the sanitizing spray.
- Effective May 8, 2020, require a mask to enter the store (more on this later).
- Offer customers a cart. If the customer wants a cart, the Greeter will wipe the handle of the cart with disinfectant prior to handing it off to the customer.
- Service customers dropping off their equipment for repair should be directed to the sanitizing station next to Service and instructed to disinfect their equipment with the provided solutions prior to drop off.
 - Technicians are always available to assist with this; do not hesitate to call on them.
- Answer questions from our customers.

Again, we are focusing on keeping our associates and customers safe during these unprecedented times while 1) keeping our valuable employees employed and 2) still providing the essential equipment that allows customers to utilize telehealth services, receive online education, and perform work from home when mandated.





GREETER PROGRAM

5. Greeter Scripts

Scripting is very important because we want and need a consistent approach to our message of safety and customer service.

To prepare for the day, the Greeter should understand that the primary concern is SAFETY:

- a. Safety of your Greeter.
- b. Cleaning protocols are critical. They enhance the safety factors in our stores.
 - i. Require the customer to accept a mask if they do not have one or aren't wearing a facial covering (more on this later).
 - ii. Strongly suggest and promote spraying the hands of every customer.
 - iii. Use sanitizing wipes or in lieu of wipes, use a disinfecting spray for carts. Spray the disinfectant into a paper towel and wipe down the cart handle and the upper edge of the cart.

Customers with or wanting a shopping cart:

- Welcome to Micro Center! We want to sanitize your hands before you start your shopping today (greeter should have the bottle in hand), let me spray them for you. We are also requiring a mask (Greeter should have the mask in hand) to protect all customers and our associates. Please practice social distancing, using the 6-foot separation, for everyone's safety while you are here today. Also, I have disinfected your Shopping Cart handle, so you are all set. Thank You!

Customers without or not wanting a cart:

- Welcome to Micro Center! We want to sanitize your hands before you start your shopping today (greeter should have the bottle in hand), let me spray them for you. We are also requiring a mask (Greeter should have the mask in hand) to protect all customers and our associates. Please practice social distancing, using the 6-foot separation, for everyone's safety while you are here today. Thank You!

Customers not accepting their hands sprayed with our disinfectant:

- Okay, there are many disinfecting stations throughout the store. Please be safe, be well and feel free to use any one of them. Thank you!

Customers refusing to accept or wear a mask:

- We strongly believe in wearing a mask for your safety and everyone else's safety. Please be safe in our store and if you change your mind, please feel free to come back and get one. Be well! Enjoy!



GREETER PROGRAM

6. Greeter Safety

There have been some recent incidents in other retailers that compel us to remind everyone that we are not police, and we are not in the security business. All we want to do is provide essential products to our customer base and allow them to work from home or anywhere else they need their essential products.

All of the policies regarding shoplifters and fraudsters apply to our Greeters. Please take the time to review this information in your leadership and morning meetings.

Follow the Do's and Don'ts

- **Do's:**
 - Be friendly and professional.
 - Be sure to treat everyone with the same courtesy and respect. People handle stressful times differently. Nothing is ever personal.
 - Try your best to sanitize hands and require a mask, but you should not press the matter in any way, shape or form.
 - Understand that some customers may have a medical condition that precludes their wearing a mask. Do not judge.
 - Get a manager involved if there is an escalation.
 - Be sure to wear a mask and gloves yourself. Nothing is more risky than not doing something you require others to do.
 - Create Incident Reports on any and all unusual or out of the ordinary events.
- **Don'ts:**
 - Do Not respond to any threat. Get a manager involved at once.
 - Do not physically engage with anyone, use profanity, or be unprofessional in any manner.
 - Some count on this to make themselves the victim.
 - Video can be put on social media and be subject to interpretation.
 - Do Not use accusatory language when customers do not accept the disinfectant spray and/or a mask.
 - Do Not leave your station at any time unless relieved.

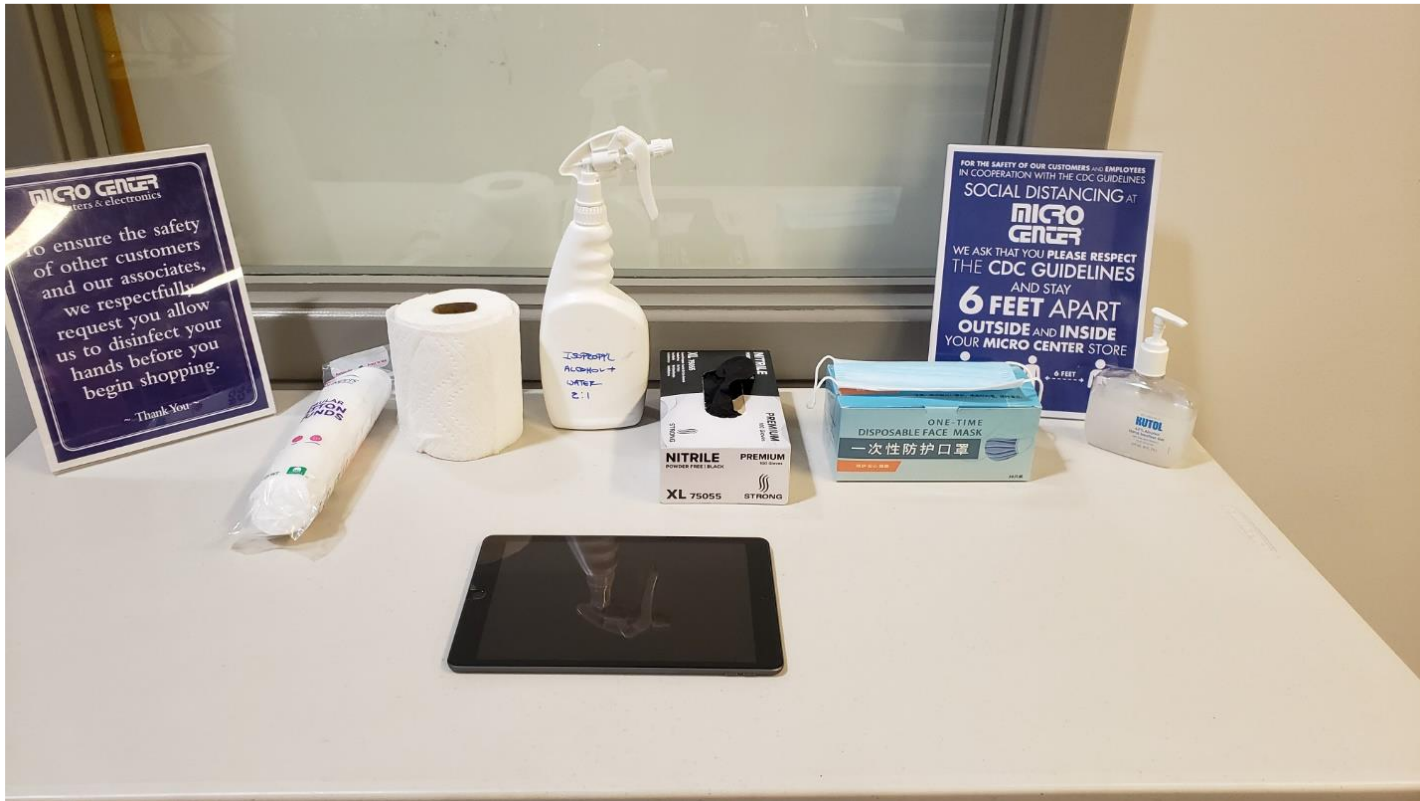
Remember to always play it safe! Never engage with a difficult customer as you do not know why they are difficult. It could be any one of a thousand reasons, but it will not be because of you. Doing so could result in bodily harm to you, your associates, customers in the store, and to the customer.

***Note:** All employees are expected to follow Company policies and procedures. Those who violate the policy guidelines may be terminated.*

GREETER PROGRAM

8. Greeter Table (With Gloves)

- a. Required supplies:
 - i. Hand Sanitizer
 - ii. Facemasks
 - iii. Gloves
 - iv. Paper Towels/Wipes
 - v. Isopropyl Alcohol & Water Mix 2:1
 - vi. iPad
 - vii. Signage E & O (see section titled Store Signage)



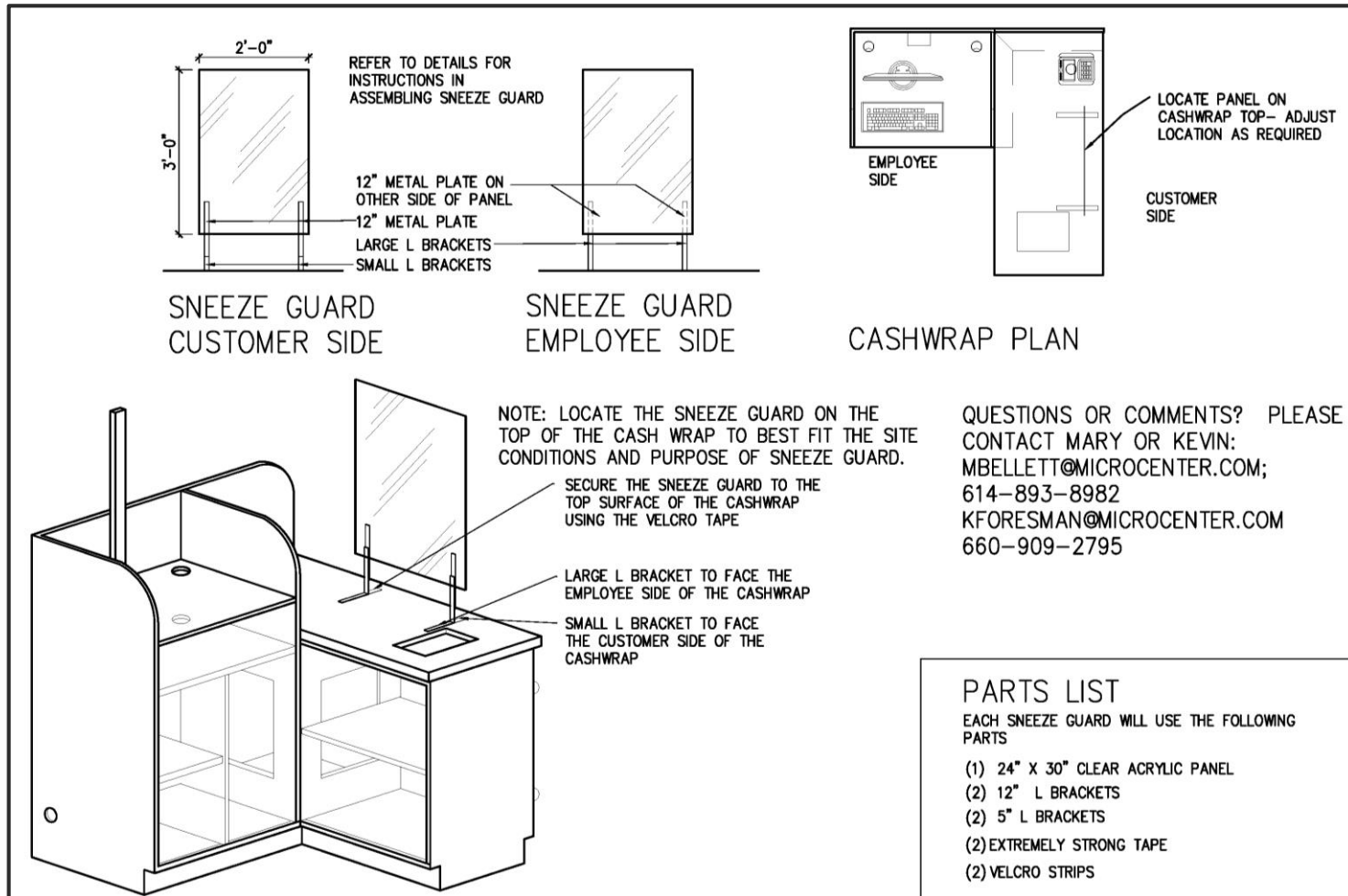
SNEEZE GUARDS



SNEEZE GUARDS

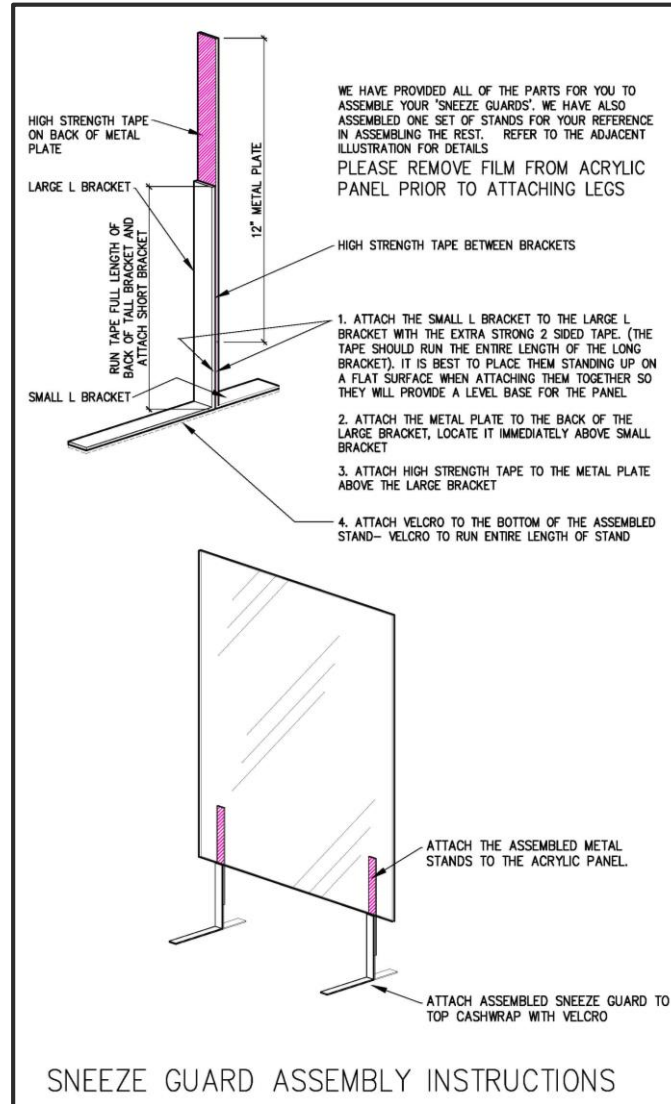
Sneeze Guards

Sneeze guard panels can be used at checkout, pickup, knowledge bar and service counters.



SNEEZE GUARDS

Sneeze Guards Continued



STORE SIGNAGE



STORE SIGNAGE

Store Signage

J. NO LONGER ACCEPTING CASH SIGN

- Place on each POS station
- 8.5" x 11"



K. ASSOCIATE & CUSTOMER PRECAUTION SIGN

- Place on front door
- 8.5" x 11"



L. CURBSIDE PICKUP PARKING POSTER

- Place in the parking lot
- 2 - 30" x 40"



CURBSIDE PICKUP ARROW SIGN

- Place in the parking lot
- 11"x17"



M. LAW ENFORCEMENT & PUBLIC SAFETY APPRECIATION OFFER

- Place on POS stations
- 8.5" x 11"



N. MC LEGAL SIGNS (STORE SPECIFIC)

- Place at the front door
- 11"x17"
- 2 - 30" x 40"



O. SOCIAL DISTANCING GUIDELINES SIGN

- Place poster at the front of the store and smaller signs around the store
- 8.5" x 11"
- 1 - 30" x 40"



INVENTORY REPORTING LINK FOR MASKS, GLOVES, SHIELDS



INVENTORY REPORTING LINK FOR MASKS, GLOVES, SHIELDS

Inventory Reporting Link for Masks, Gloves, Shields

Counts must occur 2x a week!

Reporting:

- Use this link to submit your inventory counts every Sunday and Wednesday by COB
- Your inventory levels will be shared with the executive team every Monday and Thursday and will help us determine how quickly we're using our supply and when to replenish.
- If you (GM) cannot submit, designate another leader to do so.
- The numbers you report should be an accurate count and not an estimate:
 - Masks – cover face and nose, secured with ear loops.
 - Gloves.
 - Face Shields – plastic visor/face covering secured by a headband.

Inventory control:

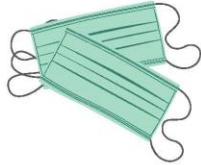
- Supplies should be locked in the GM or another secure office every night; every leader needs to understand why we are doing this and how to safeguard the supply.
- Please enter the number of masks and gloves distributed to associates during health screening via the iPads.
- In general, please issue 1 mask per associate per day.

Proper handling & disposal:

- Please enforce proper handling and removal to limit the spread of germs.
- Secure 1-2 close-bin trash cans for appropriate disposal of used supplies.

INVENTORY REPORTING LINK FOR MASKS, GLOVES, SHIELDS

Mask and Face Shield – How to Use



HOW TO USE A SINGLE-USE MASK

TO WEAR:

1. **Clean your hands** with soap and water or alcohol-based sanitizer.
 2. **Inspect the mask** carefully to ensure there are no tears or holes.
 3. **Do not touch the side of the mask that will sit against your face.**
 4. **Hold the mask by the ear loops** and secure the mask by placing the ear loops around each ear.
 5. **Cover your mouth and nose**, making sure there are no gaps.
 6. Replace the mask when it becomes damp.
- NEVER REUSE SINGLE-USE MASKS.**

TO REMOVE:

1. Clean your hands **before** touching the mask.
2. **Only touch the mask by the ear loops to remove.**
3. **Throw the mask away** in a closed-bin trash can.
4. **Immediately clean your hands** with soap and water or alcohol-based sanitizer.

FACE MASKS MAY HELP LIMIT THE SPREAD OF GERMS AND ARE MOST EFFECTIVE IF THEY ARE USED CORRECTLY AND IN COMBINATION WITH FREQUENT HAND-WASHING!



HOW TO USE A FACE SHIELD

TO WEAR:

1. **Clean your hands** with soap and water or alcohol-based sanitizer.
2. **Inspect the shield** carefully to ensure there are no tears or holes.
3. Remove the protective film before using.
4. Adhere the foam piece along the inside top edge of the shield.
5. **Do not touch the side of the mask that will sit against your face.**

TO REMOVE:

1. Clean your hands **before** touching the mask.
2. **Only touch the shield by the elastic band to remove.**
3. **Gently wash the plastic face shield with warm water and dishwashing soap.**
4. **Immediately clean your hands** with soap and water or alcohol-based sanitizer.

FACE MASKS MAY HELP LIMIT THE SPREAD OF GERMS AND ARE MOST EFFECTIVE IF THEY ARE USED CORRECTLY AND IN COMBINATION WITH FREQUENT HAND-WASHING!

INVENTORY REPORTING LINK FOR MASKS, GLOVES, SHIELDS

Gloves – How to Remove

How to Remove Gloves

To protect yourself, use the following steps to take off gloves



Grasp the outside of one glove at the wrist.
Do not touch your bare skin.



Peel the glove away from your body,
pulling it inside out.



Hold the glove you just removed in
your gloved hand.



Peel off the second glove by putting your fingers
inside the glove at the top of your wrist.



Turn the second glove inside out while pulling
it away from your body, leaving the first glove
inside the second.



Dispose of the gloves safely. Do not reuse the gloves.



Clean your hands immediately after removing gloves.

JANI KING CHECKLIST





JANI KING CHECKLIST

1. Jani King Checklist

We have worked with Jani-King to update the enhanced cleaning procedures at your store. The new procedures will include a daily cleaning/disinfection of Sneeze Guards. The cleaning of carts has been removed since that is being done on a more consistent basis by the store greeter. Please post the new updated checklist, attached, in your janitorial closet. Jani-King will continue to fill out the checklist daily and they should be collected and filed by store management weekly.

Initials of Jani-King Representative:
Front End
PlexiGlass Sneeze Guards
Countertops and ledges
Door handles
Drink coolers
Chair/Benches
Coffee Station (if applicable)
Warehouse
Dock door handles
Exit door handles
Padlocks
Compactor door handle
Desks
Sales Floor
Desk/Workstations
Countertops
Glass cases
Offices
Desks
Door Handles
Door push plates
Breakroom
Refrigerator door and handles
Microwave
Vending machines
Tabletops
Chairs
Coffee pot
Countertops
Towel dispenser
Sink and faucet handles
Restrooms
Drinking Fountains
Sinks and faucet handles
Countertops
Toilets/Urinals (Including Handles)
Partitions
Sanitary Paper Dispensers
Towel dispenser/Air Dryers
Door handles
Door push plates
Soap dispenser

BULK DISINFECTANT SUPPLIES AND INSTRUCTIONS



BULK DISINFECTANT SUPPLIES AND INSTRUCTIONS

1. Bulk Disinfectant Supplies and Instructions

Each store will be receiving a bulk shipment of disinfecting supplies. The shipment will include a large container of 100% alcohol and aloe gel and will be sent out from the DC on your next truck. You can use these items to make hand sanitizer based on the needs of your store. The key to keep the alcohol content of the end mixture over 60%, which is the percentage needed to ensure sanitization. Please see the directions below to create both mixtures.

a. Items shipping to the stores:

- i. 5-gallon container of alcohol.
- ii. 18 bottles of aloe gel
- iii. Strap wrench

b. Items to be sourced locally:

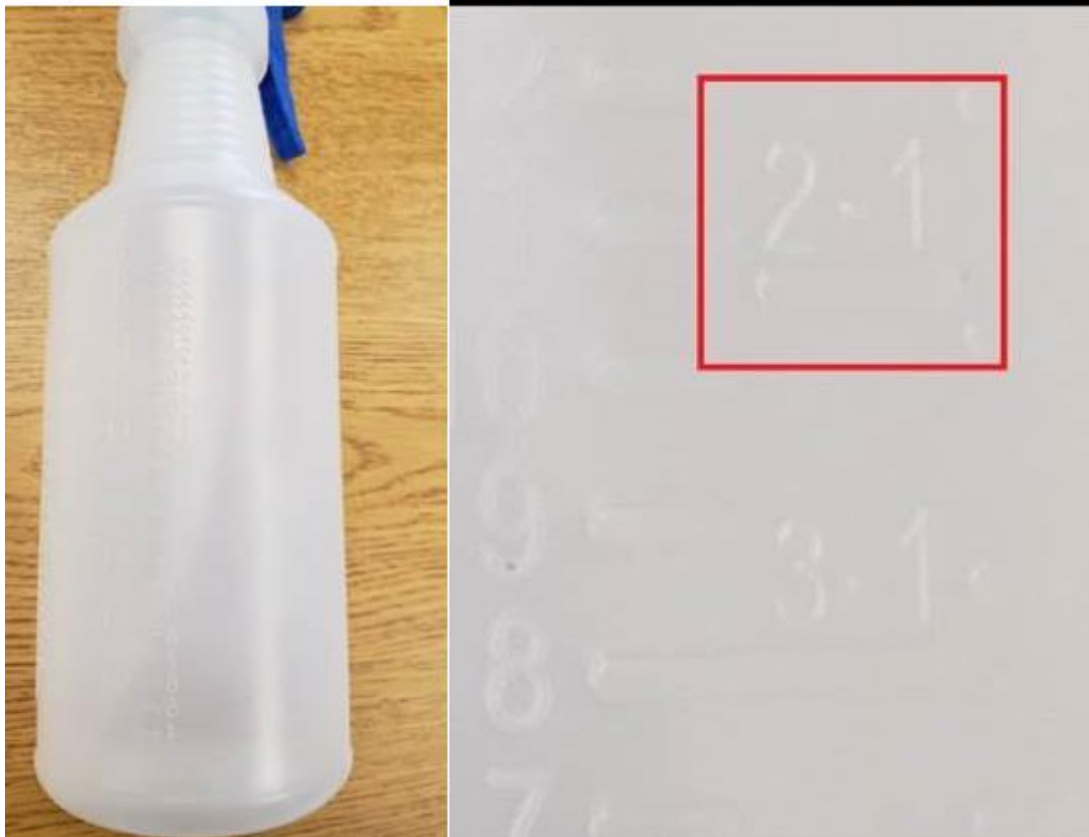
- i. Empty 1-gallon plastic jug
- ii. Funnel



BULK DISINFECTANT SUPPLIES AND INSTRUCTIONS

c. Disinfecting Spray

- i. To create the disinfecting spray, you need to mix 2 parts alcohol to 1-part water.
- ii. The spray bottles sent to the stores should be pre-marked to facilitate this mixture.
- iii. Fill the bottle with water up to the 2-1 line.
- iv. Fill the rest of the container with alcohol then shake to mix..



BULK DISINFECTANT SUPPLIES AND INSTRUCTIONS

d. Hand Sanitizer

- i. To create the hand sanitizer, you need to mix 2 parts alcohol to 1-part aloe gel.
 1. Lotion can also be used in place of aloe if needed or preferred.
- ii. Use the funnel to empty 2/3 of the existing aloe into the 1-gallon jug for later use.
 1. This equates to the bottom of the “n” on the provided aloe bottles.
- iii. Fill the rest of the bottle with alcohol then shake until mixed.
 1. For the aloe bottles fill to the top of the label.

Note: The hand sanitizer will be more fluid than store bought sanitizer, but it will still sanitize as normal.





BULK DISINFECTANT SUPPLIES AND INSTRUCTIONS

e. Bulk Hand Sanitizer

- i. Every location will be receiving a pallet of disinfecting supplies with the items outlined below. This will be shipping out of the DC starting tomorrow on your next company truck.
 - 2 – 5-gallon Hand Sanitizer Buckets
 - 1 – 5-gallon Lid with Pour Spout
 - 4 – 30 Count Paper Towel Pack
 - Individual Sanitizer Bottles
 - Varies by average associate count
 - 10 – 32 oz Bottles
 - 6 – Spray Nozzles
 - 3 – Pour spouts
 - 4 – Funnel
 - 1 – Siphon pump
 - 2 – 96 Count Individual Toilet Paper Case
- ii. Each store will receive 10 gallons of premixed hand sanitizer. This will be arriving in two 5-gallon buckets, which can then be transferred into smaller containers on an as need basis using the directions below. Please create a designated area in each store where this refilling station will be set up. It is important to ensure that each smaller container is labeled correctly using the hand sanitizing label document sent out previously.

BULK DISINFECTANT SUPPLIES AND INSTRUCTIONS

1. Dispensing Instruction:

- a. Remove the shipping lid from the container and replace it with the 5-gallon lid with pour spout.
 - i. A hammer may be required to install the new lid.
- b. Open the pour spout.
- c. Insert the siphon pump and use it to transfer sanitizer into smaller container.
- d. Once the smaller container is filled, drain the remain liquid from the siphon back into 5-gallon container.
- e. Reseal the pour spout.
- f. Label the smaller container and note the size on the bottle.



a

b

c

c

BULK DISINFECTANT SUPPLIES AND INSTRUCTIONS

f. Individual Hand Sanitizer Bottles

We have procured individual sanitizer bottles for our associates to use throughout their shifts. These 1oz bottles will be shipped in pieces that can be assembled as needed. Each store's allocation will be based on their average daily associate count. This will be enough for each associate to have one during their work shift, but not enough to issue one to every employee permanently. Please see the instructions below to fill.



Note: These bottles work on a vacuum system so they will not have a standard hose to be bottom of the bottle. When refilling these bottles, make sure to push the vacuum plunger down prior to refilling.

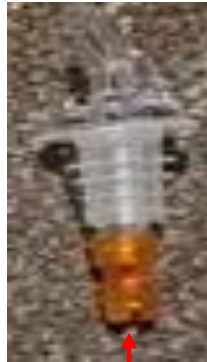
BULK DISINFECTANT SUPPLIES AND INSTRUCTIONS

i. Filling Instructions

1. Fill a 32 oz bottle with hand sanitizer.
2. Install a pour spout on the 32oz bottle.
3. Use the 32oz bottle with pour spout installed and a funnel to fill the individual bottles



1



2



3



BULK DISINFECTANT SUPPLIES AND INSTRUCTIONS

e. Labeling Disinfectant Bottles

- i. For safety reasons we need to ensure that all chemical bottles, including disinfectant and hand sanitizer, are properly labelled. Those labels need to clearly identify the product, the bottle size, a list of ingredients, and usage directions. This must be done to any spray bottles or hand sanitizer bottles that we have filled or reused ourselves. All bottles that have come from the vendor should already be prelabelled. The label files below can be printed on Avery 5163 labels and applied as needed.

1. [Bacstop 3 Bottle Labels](#)
2. [Ethyl Alcohol Bottle Labels](#)
3. [Hand Sanitizer Bottle Labels](#)
4. [Isopropyl Alcohol Bottle Labels](#)

CLEANING AND DISINFECTING COMPUTER EQUIPMENT, DISPLAYS, & DEMOS





CLEANING AND DISINFECTING COMPUTER EQUIPMENT, DISPLAYS, & DEMOS

1. Overview

Cleaning and disinfecting might seem like synonyms; however, they are two separate, but important steps involved in reducing the spread of viruses and bacteria. Cleaning generally refers to the removal of soil from a surface while disinfecting refers to the elimination of harmful viruses and bacteria from a surface. Each is important and the below process is taken directly from the CDC's Guideline for Disinfection and Sterilization in Healthcare Facilities (2008). This process will also be posted on the Micro Center Service site on Micro Center Online so customers can follow this process as well. Obviously, we will still follow this process ourselves, but by posting it many machines hopefully will have been cleaned and disinfected twice prior to us working on them.

2. Cleaning

To clean incoming computers, we need do the following:

- a. Use a disposable rag and wet it with screen or system cleaner.
- b. Wipe the unit down:
 - i. Laptops
 1. Screen
 2. Keyboard
 3. Top Case
 4. Bottom Case
 - ii. All in Ones
 1. Screen
 2. Case
 - iii. Desktops
 1. Case
- c. Dispose of the disposable rag.
- d. Allow the unit to dry before proceeding to Disinfecting.
- e. Remember the goal here is to remove any soil present on the machine.

CLEANING AND DISINFECTING COMPUTER EQUIPMENT, DISPLAYS, & DEMOS

3. Disinfection

- a. Using a NEW disposable rag with % Alcohol -OR- disposable Clorox wipes
 - i. Wet the disposable rag with the Alcohol rather than applying directly to the unit
- b. Wipe the unit down:
 - i. Laptops:
 1. Keyboard
 2. Top Case
 3. Bottom Case
 - ii. All in Ones
 - i. Case
 - iii. Desktops
 - i. Case
- c. Dispose of the disposable rag
- d. Allow the unit to dry before further handling

4. Computer Equipment, Displays & Demos

To mitigate the spread of any possible contagions, it is critical that all essential computer equipment, displays, and demos are cleaned regularly throughout the day, perhaps even after each customer. Additionally, "out of the way" demos or displays that are difficult to sanitize/disinfect throughout the day must also be added to your daily and hourly cleaning regiments.

In addition, to help reduce the spread of the virus and to take yet another step to protect our associates and customers, we are taking a step further. This details a safety measure by which we can sanitize our display and demo units in addition to the efforts being taken by our associates.

We have sourced Ryobi Foggers currently being used by the National Guard, the police and other organizations to sanitize environments and equipment. We will use these foggers to sanitize our display and demo units in areas of the store not staffed as heavily as our systems departments. These areas are primarily the display keyboard, mice, and headphone/microphone areas of the store.

Two foggers are being sent to each store along with a supply of 99% Isopropyl Alcohol. The foggers and isopropyl alcohol must be used in accordance with the instructions contained in this Operations Bulletin.

CLEANING AND DISINFECTING COMPUTER EQUIPMENT, DISPLAYS, & DEMOS



▲ HIDE CAPTION

A Georgia Army National Guard soldier walks down the hallway of a nursing home with a disinfection device. (National Guard photo)



Customer Responsibility:

Be fully aware that as a COVID-19 Safety Measure, Micro Center will be sanitizing certain areas on an hourly basis. The Ryobi Fogger is not a quiet device, however, and it will draw a considerable amount of attention when it is being used to sanitize the displays and demo stations.

Be aware that we are using the same type of sanitizing liquid as we use to spray on our customers' hands when they come into our store. In other words, a mix of isopropyl alcohol and water that evaporates very quickly.



CLEANING AND DISINFECTING COMPUTER EQUIPMENT, DISPLAYS, & DEMOS

Store Associate Responsibility:

1. Unpack the foggers carefully, being sure to keep the manuals.
2. Assembly of the foggers is easy:
 - a. Plug the charging station into an outlet and charge the battery.
 - b. Mix the Isopropyl Alcohol and water in a 2:1 mix. Two parts isopropyl alcohol to one part water.
 - c. Fill the fogger, but do not overfill it because it will cause problems with operating the fogger. The fogger is marked with a “Max Fill” line. It will accept ½ gallon of liquid.
 - d. Be sure to screw the cap on tight. If the cap is not screwed on tight, the fogger will not operate; it functions by pressurizing the liquid reservoir.
 - e. Attach the 18-Volt rechargeable battery after it has been fully charged.
 - i. Note: Each store will receive two foggers. Be sure to keep the batteries charged.
3. Use of the fogger on the salesfloor:
 - a. Create a routine of sanitizing every hour.
 - b. Be sure no customers are in the aisle or area being sanitized. Although the mixture evaporates very fast, some people are sensitive to the smell of alcohol.
 - c. Stand at approximately a 45-degree angle to the display/demo being sanitized. Keep the fogger level.
 - d. Press the trigger, and using a slow, back and forth motion, fog the area being sanitized.
 - e. Do not soak the product. If it looks wet like paint, then you have used too much. It should be a misting that disappears within 30 seconds or so.
 - f. Walk down the aisle and complete the sanitizing.
 - g. When you turn it off, the fogging will continue for a few seconds. This is normal, so keep that in mind.
4. Fogger use and timing:
 - a. When tested at Mayfield Heights, it took the store roughly 4 minutes to cover 160 square feet.
 - b. The recommended timing is every hour.

CLEANING AND DISINFECTING COMPUTER EQUIPMENT, DISPLAYS, & DEMOS

Store Responsibility:

1. Train the associates on the proper method of a) mixing the 2:1 isopropyl to water mixture, and b) using the Ryobi™ fogger to sanitize our displays and demo stations.
 1. Do not use any other chemical or solution without the approval of Home Office Operations.
2. Be able to answer any questions or concerns coming from customers.
3. Ensure the rechargeable batteries are fully charged; a single battery will not last the day.
4. Secure the foggers every day.
5. Troubleshooting:
 - a. If the spray pattern is more like a sprayer and not a fog:
 - i. Fogger is tipped too far forward. Keep it level.
 - ii. Fogger is being shaken or moved too fast. Go in a slower sweeping motion.
 - b. Fogger will not spray, or sprays erratically:
 - i. Reservoir tank is overfilled. Do not fill past the “Max Fill” mark.
 - ii. Reservoir tank is not pressurized. Be sure that the reservoir cap 1) has its rubber O-ring, 2) is on properly, and 3) is tight.
 - c. Fogger spits solution after trigger is released:
 - i. If it last for a few seconds, this is normal.
 - ii. Only use the isopropyl alcohol and water solution. Anything more viscous will cause a failure in the fogger.
 - d. Fogger sprays little, or the fog is very weak:
 - i. Only use the isopropyl alcohol and water solution. Anything more viscous will cause a failure in the fogger.
 - e. Fogger runs for a short period and then shuts off:
 - i. Rechargeable battery needs recharging, or needs replacement.
 - ii. Only use the isopropyl alcohol and water solution. Anything more viscous will cause a failure in the fogger.





CLEANING AND DISINFECTING COMPUTER EQUIPMENT, DISPLAYS, & DEMOS

During pandemics, you may be instructed to shut down specific demos (i.e., Retro Arcade demos, Virtual Reality demos, Gaming demos, etc.). Anytime you are notified to shut down demos, you must create a sign to the effect of:

- *"Off until further notice; sorry for the inconvenience. Thanks for your patience and understanding."*

This will help us avoid unwarranted comments about shopping and help mitigate contact through surfaces likely to be utilized by multiple people. If you have any other demos that would not be considered essential and are in places not frequented by associates with their sanitizing supplies, please shut those down at your discretion.

CLEANING AND DISINFECTING VERIFONE DEVICES



CLEANING AND DISINFECTING VERIFONE DEVICES

Cleaning Tips

Verifone®

Cleaning Tips for Your Verifone Devices

Follow these directions to minimize the possibility of damaging your device(s).



CLEANING AND DISINFECTING VERIFONE DEVICES



DO NOT pour liquid
on the terminal.



DO NOT put hand
sanitizer on the terminal.



DO NOT spray the
terminal directly.



DO NOT scrub the
terminal.



For detailed cleaning instructions,
navigate to <https://www.verifone.com/en/us/insight/how-clean-verifone-devices>.



For helpful information on how
to protect your business from
COVID-19, explore the [https://
www.cdc.gov/coronavirus/2019-
ncov/index.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html).

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PROCESSING RETURNS TO MINIMIZE INFECTION



PROCESSING RETURNS TO MINIMIZE INFECTION

Cleaning, Sanitizing, and Disinfecting



Terms:

Cleaning, sanitizing, and disinfecting are often used in overlapping contexts.

However, the general distinction is:

- Cleaning refers to scrubbing with detergent, mild soap and water. It aims to remove visible smudges, spots, stains, and debris from surfaces.
- Sanitizing and Disinfecting aims to kill germs and bacteria via chemical means:
 - Sanitizing reduces the amount of bacteria, virus and fungus on a surface by 99.9% or more.
 - Disinfectants kills virtually everything on the surface.

Quarantine: A state of forced isolation. For our purposes, it will be a designated area where customer returns not eligible for Service or RTV are held for 7 days to help prevent the spread of the virus.

PROCESSING RETURNS TO MINIMIZE INFECTION

Micro Center Returns

To maintain a safe and healthy environment for our associates and customers, we will outline evidence-based recommendations on the preferred methods for cleaning, sanitizing and disinfecting customer units and returns. Moreover, this safety measure specifically addresses the need to quarantine products associated with certain customer returns to help mitigate the spread of the virus.

1. Returns through Service
2. RTV's
3. Return to Stock

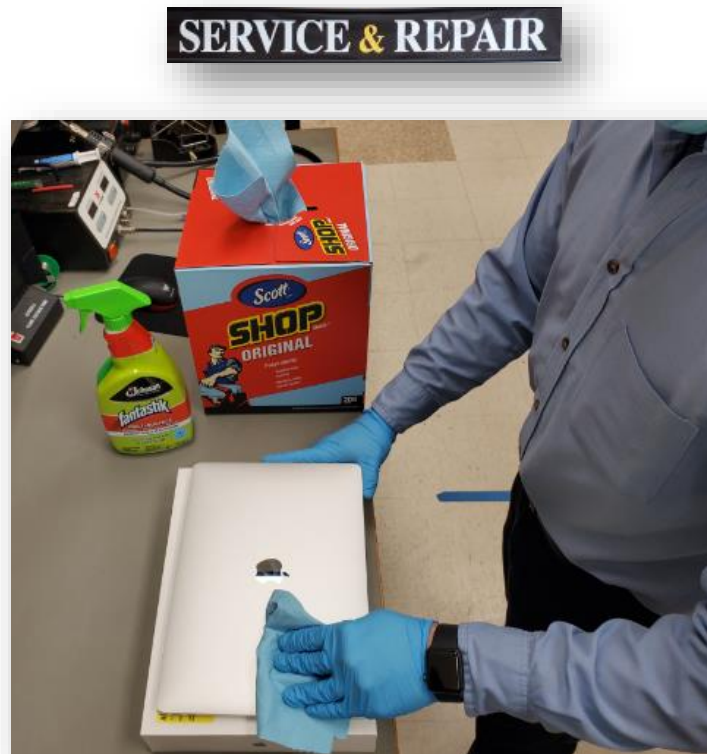


PROCESSING RETURNS TO MINIMIZE INFECTION

Returns – Service Repairs

1. Returns Through Service

- a. Customer units and service returns are cleaned and sanitized with disinfectant upon entry and exit from the Service Department. Service Techs are required to use appropriate PPE, i.e., gloves and mask when handling and cleaning customer units and Store Stocks.



PROCESSING RETURNS TO MINIMIZE INFECTION

Returns – Back to Stock

1. RTVs

- a. These return products flow through the “Simplified Returns” POS module and are processed for shipment to the DC. Due to the length of time from the return, transport, and delivery to the DC, and the time spent in RTV before processing, extra cleaning and/or quarantine measures are not necessary. The active lifespan of COVID-19 is short and cannot sustain a long period of exposure outside of a host.



PROCESSING RETURNS TO MINIMIZE INFECTION

Returns – RTVs

1. Return to Stock

- a. Return to Stock – Returned products that do not meet Service and/or RTV/RMA requirements are typically clearanced/yellow tagged and returned to stock. However, to safeguard our associates and customers from potential exposure these products will be quarantined for 7 days & released on the 8th day.





PROCESSING RETURNS TO MINIMIZE INFECTION

Clearance Quarantine Operating Guidelines

Processing Service Returns to Minimize Infection

Summary:

To maintain a safe and healthy environment for our associates and customers, this guideline outlines evidence-based recommendations on the preferred methods for cleaning, sanitizing, and disinfecting customer units and returns. Moreover, this safety measure specifically addresses the need to quarantine products associated with customer returns to help minimize the spread of the coronavirus.

Store Return Product Journey: A Three-Step Path

1. Service Repairs
 - a. Customer units are cleaned and sanitized with disinfectant upon entry and exit from the Service Department. Service Techs are required to use appropriate PPE, i.e., gloves and mask when handling and cleaning customer units. The current process for these units is already sufficient to mitigate any potential spread of the virus.
2. RTVs
 - a. These return products flow through the POS “Simplified Returns” module and are processed back to the DC. The length of time from the return, transport, and delivery to the DC (and time spent in RTV), preclude extra cleaning and/or quarantine measures. The active lifespan of COVID-19 is short and can’t sustain a long period of exposure outside of a host.
3. Return to Stock
 - a. Returned products that do not meet Service and/or RTV/RMA criteria are clearanced/yellow tagged and returned to stock. To safeguard our associates and customers from potential exposure, these products will be quarantined for 7 days and released back to stock on the 8th day. The quarantined space must accommodate 7 days worth of returned/quarantined merchandise.

PROCESSING RETURNS TO MINIMIZE INFECTION

Clearance Quarantine Operating Guidelines

1. When an item is returned, the CSR will put all product in clearance and then place them in a tote labeled “Secure”.
 - a. If the item is new, select “Yes” when the POS asks if the product was opened.
 - b. Mark the product “Complete” and then type “NEW” in the memo field.
2. All cleared product will not be shown on the web for 7 full days.
 - a. Similar to the 24-hour rule for truck acknowledgements, IT will keep quarantined products off the website for 7 full days.
3. Totes are accumulated as needed throughout the day and placed on a designated pallet in the warehouse/other designated area. There must be room for 8 pallets, but spacing is not critical.
 - a. An effort should be made to keep the daily pallet(s) to an absolute minimum to protect space.
4. At the end of the evening, the pallet is shrink-wrapped and labeled with the start and end date of the quarantine (see picture on slide #6).
5. Once the end date is reached, the quarantine status is released and inventory is available for sale.
 - a. Product will be available for sale on the website on the 8th day.
 - b. On the 8th day, remove the labels of all product with “New” in the description field, and then remove them from Clearance. This will avoid the markdown on new, unopened product.
6. During inventory, these items will be manually counted the same as product on the ESOL using the Quarantined Inventory Report.



MICROPHONE & HEADPHONE RETURN RESTRICTIONS



MICROPHONE & HEADPHONE RETURN RESTRICTIONS

Cleaning, Sanitizing, and Disinfecting

In uncertain times, such as the COVID-19 pandemic, we have had to adjust and adapt our daily operations to ensure strict compliance with the CDC's guidelines and recommendations, including the necessary steps to help prevent the spread of infectious diseases.

This document details a safety measure we are taking to avoid reintroducing a product back into the store that could have the virus on it as we cannot guarantee the safety and cleanliness of products that have been taken out of our stores.

As a COVID-19 safety measure, starting 05/08/20, we have decided to temporarily suspend all returns of microphones and headphones, which include earbuds, AirPods, over-the-ear headphones. At this time, we have decided not to include Apple watches or phones, but we will be evaluating the policy regularly.

The following sign should be placed where customers shop, have access to these devices, and at the registers if you so desire.

**MICRO
CENTER**

**RETURNS
RESTRICTIONS**

AS A COVID-19 SAFETY MEASURE

**HEADPHONES &
MICROPHONES**

AIRPODS EARBUDS OVER THE EAR MICROPHONES

ARE **NOT** ELIGIBLE FOR RETURN
UNTIL FURTHER NOTICE.
Sorry for the inconvenience.

MICROPHONE & HEADPHONE RETURN RESTRICTIONS

Receipt Messaging

Until further notice, receipt messaging will reflect the following anytime a microphone or headphone is purchased.

Microphone Receipt Message

TEXT

```
*****  
As a COVID-19 Safety Measure, until  
further notice the following products  
are not eligible for return: Microphones
```

Headphone Receipt Message

TEXT

```
*****  
As a COVID-19 Safety Measure, until further  
notice the following products are not  
eligible for return: Headphones, including  
Airpods, Earbuds and Over-the-Ear Products
```

Returns

As mentioned throughout this bulletin as a COVID-19 Safety Measure, until further notice, Microphones & Headphones, including Airpods, Earbuds, and Over-the-Ear. Products are not eligible for return.

1. Purchases within the last 30 days
 - a. Customers purchasing these devices within the last 30 days should be accommodated.
- a. Purchases on or after 05/08/20
 - a. Customers who purchased Microphones & Headphones, including Airpods, Earbuds, and Over-the-Ear Products on or after 05/08/20, are not permitted to return the item unless the item is defective.
- b. Exchanges
 - a. Any exchanges will be subject to the temporary suspension of returns.
- c. Customer Satisfaction Exceptions
 - a. As with all Micro Center customer interactions, we provide world-class customer service. You are free to make exceptions, as you always have.
 - i. However, any returns must be immediately RTV'd.



MICROPHONE & HEADPHONE RETURN RESTRICTIONS

Customer Responsibility:

1. Be fully aware that as a COVID-19 Safety Measure, until further notice, Microphones & Headphones, including AirPods, Earbuds, and Over-the-Ear Products are not eligible for return.

Sales Associate Responsibility:

1. We are not extending any return periods as we are open, so please qualify the customers carefully and let them know about the return restrictions prior to purchase.
2. Be fully aware that as a COVID-19 Safety Measure, until further notice, Microphones & Headphones, including AirPods, Earbuds, and Over-the-Ear Products are not eligible for return.
3. Be able to answer any questions or concerns coming from customers.

CSR Responsibility:

1. We are not extending any return periods as we are open, so please qualify the customers carefully and let them know about the return restrictions prior to purchase.
2. Be fully aware that as a COVID-19 Safety Measure, until further notice, Microphones & Headphones, including AirPods, Earbuds, and Over-the-Ear Products are not eligible for return.
3. Be able to answer any questions or concerns coming from customers.
4. Transact sales and returns per guidelines outlined above.

Store Responsibility:

1. Be fully aware that as a COVID-19 Safety Measure, until further notice, Microphones & Headphones, including AirPods, Earbuds, and Over-the-Ear Products are not eligible for return.
2. Be able to answer any questions or concerns coming from customers.

Home Office Responsibility:

1. Support and Provide stores with all relevant information on Return Restrictions related to Microphones & Headphones, including AirPods, Earbuds, and Over-the-Ear Products.
2. When the pandemic subsides, we will evaluate when we will be taking the returns again.