

OFFICE DEPOT SERVICE VISIT - SKU EXCEPTION CODE LIST

When Reporting SKU Exception in the computer, be careful since there is no delete button when you enter the SKU Exceptions.

You may only enter SKU Exceptions about any item(s) listed on your call report. Your call report and Planograms should have the same items. If for some reason it is not on the call report, then there is no way to report on the display item.

In addition, it is extremely important to not mix-up the **Display Status and Corresponding Resolution Code** SKU Exceptions and either of the **Point of Purchase (POP) Status and Corresponding Resolution Code** SKU Exceptions.

DISPLAY ISSUES - Use these SKU Exceptions when there is an issue with a display. Look on the call report for Display SKU numbers (6 -7 digits, just numbers) .	
Display Status Code	Display Resolution Codes – (For Display issue)
1- needs repair	6 – Parts Ordered
2- Display Missing	9 - Out of Stock 11 - Manager Refused- POG or Space Limitations 12 - Manager Refused - same model on display in an alternate color 13 - Manager Refused- Assembly Costs 14 - On Hand/Could not locate in store 18 - New item not yet arrived in store 20 - Hutch in stock but not on display because desk is out of stock/not on display 51 - Assembled Metal File Cabinet 76 - Assembly Requested/Work Order Created
3- Display Damaged Beyond Repair	9 - Out of Stock 11 - Manager Refused- POG or Space Limitations 13 - Manager Refused- Assembly Costs 14 - On Hand/Could not locate in store 76 - Assembly Requested/Work Order Created
5 – POG not 100 set	81 - Space - Store Displaying Extra Items or Multiple Displays of same sku 82 - Clearance SKUs not moved or sold off

PLEXI SIGN HOLDER ISSUES - Use these next SKU Exceptions when you report on missing plexi sign holder issues. Look on the call report for Plexi sign SKU numbers (each end with –plexi, it must have the –plexi to use these exceptions) . They are at the beginning of each planogram section on the call report. Note: TAT's attached to a plexi sign holder are reported by using the Display SKU#-TAT and not by using the Plexi SKU Number.	
POP Status Code	Point of Purchase (POP) Resolution Codes – (For Plexi Sign holder issues)
130- POP or Plexi sign holder missing or damaged.	131 - Plexi Sign Holder Missing – Reporting tells the store to Order via ASK Signage link on Portal 132 - Plexi Sign Holder Damaged – Reporting tells store to Order via ASK Signage link on Portal 133 - Front Plexi Insert Missing – Reporting tells the store to Print from Portal 134 - Rear Plexi Insert Missing – Reporting tells the store to Print from Portal 136 - Brochures Out of Stock – Store - Print from Portal, Order via ASK Signage link on Portal 137 - Brochures Back stock Low – Reporting tells the store to Order via ASK Signage link on Portal 138 - Pricing Sheet Missing – Reporting tells the store to Print from AccessVia

TAT (TAKE-A-TICKET) ISSUES - Use these SKU Exceptions when you are reporting missing Take-A- Ticket issues. Look on the call report for the Display SKU numbers with –TAT at the end. (it must have the –TAT to use these exceptions) Please also look at the type of display it is and use the appropriate POP Resolution Code. Note: The price at the bottom of the TAT pouch on Chairs and File Cabinets is a BIN Label. At this time, Office Depot Corporate is not asking us to gather information for when those are missing. So if you find missing BIN Labels, do not report as Pricing Sheets , the only option is to ignore them.	
POP Status Code	Point of Purchase (POP) Resolution Codes – (For Take-A-Ticket issues)
130- POP or Plexi sign holder missing or damaged	139 - Filing TAT Missing – Reporting tells the store to Print from AccessVia 140 - Chair TAT Missing – Reporting tells the store to Print from AccessVia 143 - Furniture Display TAT Missing – Reporting tells the store to Print from AccessVia