

U-Scan® Training Programs



Maximize your self-checkout investment

Self-checkout offers *numerous benefits* to retailers and customers alike: faster service, improved use of labor, a *competitive advantage*, to name just a few. Yet without the proper training program to accompany a self-checkout implementation, many retailers won't receive the maximum return on their *investment*.

That's why Fujitsu, in partnership with The MacLaren Group, offers a *complete training program* to help retailers successfully launch—and maintain—their self-checkout initiatives.



Using Best Practices and improving training can help to reduce staff turnover by 10%, which would equal \$2,000,000 annual savings for a 100-store chain.



Training Pays Off

Here are a few of the reasons a well-orchestrated training program makes sense for any organization rolling out self-checkout.

Ensures Implementation Success. Having an experienced trainer on-site when your store goes live helps to reduce anxiety and ensure that “best practices” are incorporated consistently across your stores.

Enhances Customer Service. When shoppers require assistance during self-checkout, a well-trained staff member will be better able to help them with quick, friendly service.

Reduces Help Calls. An effective training program leads to fewer calls to the help desk. A recent study of one U-Scan customer found that 57% of its help calls were procedural calls that could have been avoided with the appropriate training.

Improves ROI. Checkout lanes that are handled by well-trained personnel will experience less down time and accommodate higher customer throughput.

Increases Employee Retention. A good training program provides employees with the skills they need to perform their jobs well, which reduces frustration, minimizes turnover and cuts the costs of training new personnel.



Choose Your Program

With Fujitsu's Self-Checkout Training Solutions, you choose the option that best meets your needs.

Workshops. We offer both a Manager's Workshop (half-day) and an Attendant Workshop (full day), and customize them to meet your unique policies and processes.

Computer-Based Training (CBT). Ideal for both pre-launch and ongoing training, as well as for new or seasonal employees, you receive unlimited usage and annual updates for these four modules:

- Intro to U-Scan
- Supporting the Customers
- Store Attendant
- Troubleshooting

Available in CD-ROM, LAN-based or Web-based formats.

Train the Trainer. Empower your staff to train others. Our three-day “Train the Trainer” session is split between classroom instruction and on-site training at your store.

Documentation. If time and budget constraints are an issue, we offer three user manuals that you can refer to at your own pace. These include the Troubleshooting Job Aid, U-Scan Operator Job and Coach's Guide.

Consulting. Aside from hands-on training, we can help ensure your U-Scan deployment is a complete success through the following consulting services:

- Defining a deployment strategy
- Assisting in the creation of policies and procedures
- Developing change management and communication strategies

Why Outsource Training?

Using The MacLaren Group's experienced professionals to deliver training lets your employees stay focused on their core business functions. Because training facilitators have up-to-the-minute knowledge of U-Scan solutions, there's no need to maintain ongoing “train the trainer” programs. And training is geared for your needs, whether you require an in-depth system rollout program or refresher sessions for new employees.



We work with you to create the combination of training services for your organization's needs—at the right price.

For more information on U-Scan Self-Checkout Training Solutions, contact us today.

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