

TERMINOLOGY – SALES FLOOR
 

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Terminology	Definition
Asset Protection (AP)	The team that helps monitor and prevent theft as well as keep our operations safe
Assignment Sheet	Used to keep track of break/lunch schedules, daily RSA project assignments, and other front-end operations tasks
Colorizing	Arranging clothing, linens, and shoes according to the color chart
Core Values	Trust, Collaboration, Engagement, Ownership, and Innovation
DA	Donation Attendant
Elbows	When hangers are sticking out or are out of place
Facing	In clothing and linens, the right side always needs to be facing outward
Grand Opening (GO) Condition	The desired appearance and standard for all our stores
Go backs	Putting misplaced rolled merchandise back in the correct location
Grouping	Placing like items together
LOWPRICES	Codes on merchandise that help identify the price of an item; codes are for internal use only
Mission	Empower individuals, strengthen families, and build stronger communities
Money Checker	A device used to detect counterfeit money
New Goods	Merchandise that Goodwill purchases for the sales floor that rarely goes on sale, such as soda, ice cream, and pillows
Over/Short Variance	Inconsistent cash handling or a drawer overage or shortage of \$5
Over and under	Cleaning the top (over) and the bottom (under) racks
Picture Process Maps (PPM)	Each department's set of unique guidelines for floor work, process, pricing tips, and tagging guidelines, when applicable
Pulls	Items that have been on the floor for a full stock rotation cycle
Recall item	An item that is not sellable because of safety reasons; every team member's should keep an eye out for these items
Re-tagging	Reprinting a pricing tag for an item without a tag; all items must have a proper tag before leaving the store
RMP	Retail Merchandise Processor
Retail Operations Center (ROC)	Where pulls, as-is, and recycling goes if not sold in stores; merchandise is sold by the pound
RSA	Retail Sales Associate
Sizing	Arranging items by size, starting with small to large
Toppers	Shelving on top of clothing racks that contain Miscel items
Vision	Ending poverty through the power of work