

e-Learning Storyboard

Module Title: Merchandise Return Training

Target Audience:

The target audience is cashiers and store supervisors, including seasoned employees and new employees who have completed onboarding within the last 90 days. This module also will be incorporated into new hire orientation for the same positions.

Learning Objectives:

1. Process or deny a refund based on company policy
2. Explain why an item does or doesn't qualify for a refund
3. Implement escalation procedures when warranted

Enabling LOs:

1. Cite company policy
2. Read the receipt
3. Inspect the item
4. Cite the reason(s) an item is ineligible for refund
5. Decide if a situation should be escalated to a supervisor
6. List the steps to escalate

Seat Time: *(optional)*

20 minutes

Outline:

1. Welcome / Navigation
2. Workplace Scenario
3. Learning Objectives
4. Policy & Requirements
5. Knowledge Check 1
6. 3-Way Receipt Match
7. Knowledge Check 2
8. Inform the Customer
9. Customer Loyalty Refunds
10. Knowledge Check 3
11. Summary
12. Review
13. About the Quiz
14. Congratulations

Font:

Century Gothic (Body)

See Global Comments for individual styles.

Color Palette:

Dark Blue #1F4C85
Teal #34A18D
Light Blue #
Purple #B071AD
Gray #DDD9C3

Directions:

Please review all fields. To leave feedback, please add a comment or track suggestions within the document text. Ensure your comments provide actionable feedback that can be implemented and aim to ensure the module is comprehensive and accurate. Ex. Instead of writing, “This is confusing,” please write, “This would be clearer if it said: _____,” (and suggest language that works better).

Global Comments:

- Design
 - Slide dimensions are 16:9 ratio with slide size (1280:720)
 - All slides and layers show a custom banner or header (title bar) that uses the custom color pallet unless otherwise noted.
 - Title bar is aligned top left, dark blue fill, with 6px double bar Light blue outline, and 24pt white font.
 - Use Storyline Classic Player.
 - Seekbar is visible and controllable on all slides and layers for learners.
 - Menu is “free” in Player properties.
 - Assume the Player Previous/Next buttons are present on each slide unless noted.
 - Slide numbers with letters (ex 3.2a) indicate layers for corresponding slide number.
- Graphics and audio assets
 - Use the custom color scheme for shapes throughout (see Storyboard cover sheet for Color Palette)

- Buttons have hover and visited states unless otherwise noted.
- Buttons are covered until audio or timeline ends unless otherwise noted.
- Text animations wipe from top.
- Images and avatar animations fade in/out.
- Captions fade out/in for text that's too long to display at once and are arranged sequentially on the timeline. Do not use scrolling text in captions.
- Narrator's voice is Danielle.
- Female employee's voice is Ruth and avatar is Rosie.
- Male employee's voice is Stephen and avatar is Brian.
- Text and fonts
 - Text in [brackets] should not appear on the slide or be recorded in voiceover (VO).
 - Text in **bold** should be bolded and in the same color font as the rest of the text line.
 - Banners: Century Gothic (Body) 32
 - Title text: 24 pt bold
 - Subtitle text: 18 pt bold
 - Text: Century Gothic (Body) 18
 - Bullet text: 16 pt
 - Instruction text: 12pt dark blue *italicized* font
 - Instruction text boxes are lt gray, height is 30px, 40px or 70px with 3pt white outline and placed to the right of the slide header unless otherwise noted.
 - Buttons: Century Gothic (Body) 24 Bold

Slide: 1.1 / Menu Title: Welcome			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background: Light blue with shopping bags Title: Motion title ribbon is Light blue across the center of the page. Title text is 24pt bold dark blue. Subtitle text is 18 pt Start button: Teal with white font Navigation button: Purple with	[Slide Title] Welcome [Text] for Cashiers and Supervisors [Instruction text] Click Start to begin the course. [Instruction text] Click Navigate for a navigation	<i>[Narrator]</i> Welcome to Merchandise Return Training! Retail return theft is a serious and costly issue. Nearly half of all returns in our stores don't qualify for refund! It's clear we must reduce the amount and unnecessary expense and loss from ineligible returns. As a cashier or supervisor you	Previous and Next buttons are hidden. Motion title text begins at slide midpoint and moves to left justified with slight buffer to offset from edge of slide when queued by audio. Start and Nav buttons are revealed with wipe down timed

white font Button size: 70 x	tutorial. [Button] Start [Button] Navigate	regularly handle refund requests. This training is designed to ensure you are equipped to apply our theft and fraud prevention policy accurately when you accept and process refunds. It should take approximately 20 minutes to complete. Please note! There are a few ungraded knowledge checks along the way. And there is a graded quiz at the end. You must score of 80% or better to pass the quiz. Click Start to open the training or click Navigate for a quick tutorial on how to move through the training before you begin.	with audio and instruction texts and have overlay until audio ends. Instruction text enters timed with buttons. Buttons have hover states. Start sends learner to slide 1.3. Navigate sends learner to slide 1.2
Notes:			

Slide: 1.2 / Menu Title: Navigation [hidden]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Black background matches classic player. Photo of a happy shopper outlined in blue border and placed in the center of the slide with entire player screen showing, including button labels which are Light blue outlined in 6 pt white border and have 3pt white connector lines leading to each button.	[Button labels]: Menu, Pause, Seekbar, Replay, Volume, Full Screen, Previous, Next [Instruction Text]: <i>Click the labels to hear the icon features.</i>	Take a moment to familiarize yourself with the controls that will help you to navigate within this training course. First, the three images in the middle of the screen may appear on some slides and not others. Click on each one to reveal its purpose. Next, click on each tag marker near an image to see the pop-up description.	Cover instructions and all buttons with transparent overlay until general narration ends. Pause audio on all other buttons before each button's individual audio plays. Next advances to slide 1.3 (Workplace Scenario)

		Click again to close the pop-up. These navigation features are available to you throughout the training. After you are comfortable with all of the navigation features, click the Next button on the bottom right to advance to the Objectives slide and resume the course. [Menu]: Track progress throughout the course. Click on a title to advance to a specific slide. [Play] Play, pause, and restart slide animation and audio. [Replay] Restart this slide from the beginning. [Audio] Mute and control volume. [Full screen] Enlarge the presentation. [Previous] Go back to the last slide. [Next]	
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		Go forward to the next slide.	
Notes:			

Slide: 1.3 / Menu Title: Workplace Scenario			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Store interior is semi-transparent. Avatar1 (Rosie) is in the center. Avatar2 (Brian) is on the right. Avatars' sizes are fit into the scene. Caption bubble is between them.	[Slide Title] Workplace Scenario [Captions that match Voiceovers]	[Brian/Stephen] Good morning, Rosie. Welcome back from vacation. We missed you around here! [Rosie] Thanks Brian. I missed everyone, too, but I'm not so sure I'm glad to be back. [Brian/Stephen] Oh no! What happened? [Rosie/Ruth] Our manager told me I processed a refund before I left for something that didn't qualify, and next time, it'll come out of my check! It was for a customer who didn't have a receipt and said she paid cash. The tags were on the items and they didn't look damaged, so I thought it was okay. [Brian/Stephen] Wow! I would have done that, too, before I took Merchandise return training.	Next button is hidden. Brian is in a greeting pose, facing toward the center of the screen and glides in a straight motion path in from right of screen. His stance changes to concerned once Rosie begins talking. He changes to listening after he asks his second question. He turns to face forward with a waiting or patient look when the narrator asks the final question. Rosie begins facing to the right of the screen with a confused or concerned look. Her stance changes to animated or frustrated as she talks. She turns to face forward with a patient or waiting look when narrator asks the final question. Slide advances to the next slide when audio completes.

		[Narrator] What about you?	
Notes:			

Slide: 1.4 / Menu Title: Workplace Scenario			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:Pla
Background is plain white. Question text is centered on the screen, in 24 pt black font. Instructions are left justified in relation to the question, and in 18 pt black font. 3 colored rectangles (buttons) are in a row and centered below the question and outlined with 6px border in darker shade.	[Slide Title] Workplace Scenario [Text] What should Rosie have done differently? Select the best answer. [Left rectangle] Tell the customer she can't get a refund. [Middle rectangle] Accuse the customer of shoplifting and call the police. [Right rectangle] Ask the customer if she has a store card.	[Narrator] What should Rosie have done differently? Select the best answer.	Next button is hidden. The 3 rectangles have hover states. They have covers until audio is complete. They advance to their corresponding layers (Slides 1.4a, 1.4b, 1.4c).
Notes:			

Slide: 1.4a / Menu Title: L-Incorrect (Hidden)			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Show all assets on the base layer.	[Slide Title] Workplace Scenario	[Narrator] Sorry, that's not right. Instead of	

	[Left Rectangle] Incorrect	denying the refund request, this is an opportunity to deepen the customer's loyalty. Please try again.	
Notes:			

Slide: 1.4b / Menu Title: M-Incorrect (Hidden)			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Show all assets on the base layer.	[Slide Title] Workplace Scenario [Middle Rectangle] Incorrect	[Narrator] That's incorrect. Although you can't give the customer cash without a receipt, there is another way to credit the refund amount to the customer. Please try again. Oh! And by the way for your safety and others', the proper procedure is to contact a supervisor immediately if you suspect shoplifting.	
Notes:			

Slide: 1.4c / Menu Title: R-Correct (Hidden)			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Show all the assets on the base layer.	[Slide Title] Workplace Scenario [Right Rectangle] Correct	[Narrator] Right! It's best to ask the customer if they have or want to open a store card. If the customer doesn't have the receipt, a supervisor can credit the original purchase	Show Next button when the audio or timeline ends. Next advances to slide 1.5 (Objectives).

		amount to their account. Rosie should have only issued a cash refund if the customer presented a receipt which showed the merchandise was purchased with cash.	
Notes:			

Slide: 1.5 / Menu Title: Objectives			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Slide begins with 8-10 second video of a happy customer, which is outlined and takes up the entire slide. After video, background is the same store setting as the Workplace Scenario slide (1.3), and avatars of 3 shoppers are placed to scale within the store. Rosie is to the far left, facing center in a thinking pose. Brian is to the far right. Instruction text box is on the top right. A large, Light blue text box for Objectives is in the center.	[Slide Title] Objectives [Text box] - Process or deny a refund based on company policy. Explain why an item does or doesn't qualify for a refund. - Implement escalations procedures for customer loyalty refunds. [Instruction text] <i>Click the Next button to continue.</i>	[Narrator] A positive customer experience can demonstrate our commitment to their satisfaction. Happy customers are loyal customers! Properly handling returns can keep customers coming back and lower costs. The purpose of this training is to help you be successful. Let's listen to Brian explain. [Brian] First, you need to know the policy so you can determine if you should process or deny a refund request. Customers deserve a transparent merchandise return policy that's applied consistently. Recall from new employee training and in practice that the policy is posted on our website, on signs in our stores, and on the receipt.	Next button is hidden until the end of the audio or timeline. As video fades out at the end of the first audio, fade-ins occur synced with remaining audio: - store background - shopper avatars fade in one by one - Rosie and Brian fade in together Brian initially is in the same pose he ended the Workplace Scenario slide, facing front. Brian transitions to face center, gesturing toward the Objectives box as he begins his audio and the first objective bullet begins. Objectives bullets wipe down timed with audio. Next advances to slide 1.6 (Policies & Requirements).

		It's equally important to clearly and professionally explain the reasons why we accept or sometimes have to decline customers' requests for refund. Every cashier is empowered to process qualified refunds at each register. However, there are a few occasions when part of the normal requirements are not met but the policy allows for a cashier to escalate a request to a supervisor, who may accept and process it.	
Notes:			

Slide: 1.6 / Menu Title: Policies & Requirements			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Store background. Rosie in same position and size as last slide and Brian is on the far right, facing front. Caption boxes between them. Instruction text box is to the right of the title bar. 3 rectangles centered in between Rosie & Brian, stacked horizontally and colored teal, light blue, purple.	[Slide Title] Policies & Requirements [Instructions] Click on each policy button in order. [Top Rectangle] Time Window [Middle Rectangle] Item Condition [Bottom Rectangle] Proof of Purchase	[Rosie] I need to learn the policy requirements better, since I got reprimanded for refunding cash to that customer who didn't have a receipt. [Narrator] Let's listen as Brian shares these now. [Brian] The requirements are organized into color-coded policy groups and packaged together so they may be easy to remember. The groups are: the time window. The condition of the actual item. And	Next button is hidden. When Rosie finishes audio and Narrator begins, caption box fades and is replaced by 3 rectangles. Each rectangle pulses at the time Brian's audio mentions them. Instruction text wipes in with narrator's second audio. Initially no rectangles are clickable. The Time Window button is available for the user to click on

		Proof of purchase. [Narrator] Click on each policy button to see specific requirements.	after the final audio is finished. The Time Window button leads to layer 1.6a.
Notes:			

Slide: 1.6a / Menu Title: Time Window			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background, avatars, title, and instructions, and Time Window button show through from base layer. A light teal text box is under the Time Window button for text and the calendar image. The Item Condition and Proof of Purchase buttons are moved down, below the Time Window text box.	[Slide Title] Policies & Requirements [Buttons] Time Window Item Condition Proof of Purchase [Text box] ✓ 30 calendar days [Image] A calendar with two dates, 30 days apart, circled or highlighted.	[Brian] The time window policy requires that the item was bought within the last 30 calendar days. [Narrator] To keep going click the Item Condition button.	Once Brian's audio is complete, the Time Window button shows a check mark in front of the text and is not clickable. Once the narrator's audio is complete, the Item Condition button is available for the user to hover and click on. Item Condition button leads to layer 1.6b.
Notes:			

Slide: 1.6b / Menu Title: Item Condition			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background, avatars, title, and instructions, Time Window and Item Condition buttons show through from base layer.	[Slide Title] Policies & Requirements [Buttons] ✓ Time Window	[Brian] To meet the Item Condition policy requirement, the item must be new and in the sealed package it came in. However, we	Once Brian's audio is complete, the Item Condition button shows a check mark in front of the text and is not clickable.

The Time Window button has a check mark in front of the text. A light blue text box is under the Item Condition button for text. The Proof of Purchase button is moved down (in the same position as Slide 1.6a), below the Item Condition text box.	Item Condition Proof of Purchase [Text box] ✓ New and unused ✓ Original packaging ✓ No swim wear, underwear, cosmetics, or final sale items	do NOT refund swimwear or underwear, cosmetics, or items with a red “final sale” sticker. [Narrator] Click the final policy button to continue.	Once the narrator’s audio is complete, the Proof of Purchase button is available for the user to hover and click on. Proof of Purchase button leads to layer 1.6c.
Notes:			

Slide: 1.6c / Menu Title: Proof of Purchase			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background, avatars, title, instructions, and all three buttons show through from base layer. The Time Window and Item Condition buttons have check marks in front of the text. A light purple text box is under the Proof of Purchase button for text.	[Slide Title] Policies & Requirements [Buttons] ✓ Time Window ✓ Item Condition Proof of Purchase [Text box] ✓ Photo ID ✓ Original form of payment* ✓ Receipt* ✓ Price tag* * Customer Loyalty Refunds with ID	[Brian] To satisfy the proof of purchase policy requirement and ensure that the item was bought at one of our stores. The customer must present a government-issued photo ID, the original form of payment, the receipt, and the price tag must be attached. A refund should be issued to the same form of payment that is shown on the receipt. If the receipt shows the item was paid for with cash or it was a gift, a cash refund will be issued. And in circumstances when one piece of information is missing. A supervisor may determine if a customer loyalty refund can be issued.	Once Brian’s audio is complete, the Proof of Purchase button shows a check mark in front of the text and is not clickable. Once the narrator’s audio is complete, the Next button is available. Next advances the learner to slide 1.7 (Knowledge Check 1).

		[Narrator] Click the Next button to move on.	
Notes:			

Slide: 1.7 / Menu Title: Knowledge Check 1			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Table top background, 85% transparent. Images of 3 large shopping bags are arranged horizontally and take up most of the slide, colored teal, light blue, and purple. Subtitle at the top of each bag, with 3 text boxes (tags) under each subtitle. Tags colors match but are a different brightness from their bags. Instruction box centered over the bags.	[Slide Title] Knowledge Check 1 Instruction text: Choose the requirement tag(s) that support each policy group. [Left bag subheader] Time Window [Left bag tags] 30 days 28 days 45 days [Middle bag subheader] Item Condition [Middle bag tags] Warranty Tag Sales sticker [Right bag subheader] Proof of Purchase [Right bag tags] Photo ID Form of Payment Gift Wrap	[Narrator] Let's do a quick check in. Select all of the requirements that belong in each policy group below, then click Submit. We won't keep score, and you can try again if you need a second chance.	Next button is hidden. Pick many quiz. Tags are unclickable until narrator's audio is complete. Tags have hover and selected states. Submit button is available. When the learner clicks Submit, it will show either the correct or try again feedback layer on the first attempt. The answers do not reset for the second attempt. The learner may select another. After the second attempt, the learner will see either the correct or incorrect layer.

Notes:

Correct answers are:

Time Window = 30 days

Item Condition = Tag

Proof of Purchase = Photo ID, Form of Payment

Slide: 1.7a / Menu Title: Correct (hidden)

LO: Process or deny a refund based on company policy

Visual / Display:**Slide Text:****Narration / Voiceover:****Animation / Interaction:**

The Knowledge Check layer shows through faintly with a gray overlay.

White rectangle is in the center and takes up about $\frac{1}{2}$ the slide.

Rosie is on the left facing front in a celebratory pose. She's partially outside the white rectangle.

Brian is on the right facing front in a celebratory pose. He's partially outside the white rectangle.

Inside and centered near the top of the rectangle is a blue circle with a large checkmark.

Subheader text is below the circle.

Correct text is below the subheader.

Continue button is at the bottom center of the white rectangle.

[Slide Title is hidden]

[Subheader]
Correct!

[Text]
That's right!

[Button]
Continue

[Narrator]
You're right! Good job! Let's continue.

Next button is hidden.

Continue button advances to the next slide (1.8)

Notes:

Slide: 1.7b / Menu Title: Incorrect (Hidden)			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The Knowledge Check layer shows through faintly with a gray overlay. White rectangle is in the center and takes up about ½ the slide. Rosie is on the left facing front in a disappointed pose. She's partially outside the white rectangle. Brian is on the right facing front in a disappointed pose. He's partially outside the white rectangle. Inside and centered near the top of the rectangle is a purple circle with a large X. Subheader text is below the circle. Incorrect text is below the subheader. Continue button is at the bottom center of the white rectangle.	[Slide Title is hidden] [Subheader] Incorrect! [Text] Nope. Policy requires a return within 30 days, photo ID, original form of payment, and tag. [Button] Continue	[Narrator] Ouch! That's not right. To be refunded, the item has to be returned within 30 days and have the tags attached. The customer must show their ID and have the original form of payment as well.	Next button is hidden. Continue button advances to Slide 1.8 (3-Way Receipt Match).
Notes:			

Slide: 1.7c / Menu Title: Try Again (Hidden)			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The Knowledge Check layer shows through faintly with a gray overlay. White rectangle is in the center and takes up about ½ the slide. Rosie is on the left facing front in a concerned pose. She's partially outside the white rectangle. Brian is on the right facing front in a concerned pose. He's partially outside the white rectangle. Inside and centered near the top of the rectangle is a purple circle with a large X. Subheader text is below the circle. Try Again text is below the subheader. Continue button is at the bottom center of the white rectangle.	[Slide Title is hidden] [Subheader] Incorrect [Text] Not quite. Think about what's on the receipt and try again. [Button] Try Again	[Narrator] Hmmm.... Try to visualize the receipt and try again.	Next button is hidden. Try Again button returns user to the base layer, Slide 1.7, which is in Resume state so learner's original choices remain.
Notes:			

Slide: 1.8 / Menu Title: 3-Way Receipt Match			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background is light blue.	[Slide Title] 3-Way Receipt Match	[Narrator] Now that you're familiar with the	Next button is hidden until all 3 slides 1.9, 1.10, 1.11 are completed.

Rosie is in a thinking/listening pose, on the left of the slide, facing center and slightly larger than on slide 1.7. She's visible from about the knees up. Brian is on the right of the slide, smiling/explaining, and facing forward or slightly to the center. He is the same size and height as Rosie. Images of 3 shopping bags (smaller than those on slide 1.7) are arranged horizontally and take up most of the space between the avatars, colored teal, light blue, and purple. Image of a receipt is centered and takes up about the middle $\frac{1}{3}$ of the slide. There are 3 markers positioned to the left of the receipt, horizontal to the SKU, payment info, and date.	[Instructions] Hover then click on the markers. [SKU marker] SKU Numbers and Description [Payment marker] Form of Payment [Date marker] Date of Purchase	company policy on refund requirements, it's time to learn about the three way match, or the three pieces of information you need to match to the receipt to help you determine if you should approve, deny, or escalate a request. Let's let Brian demonstrate. [Brian] First, ask the customer for the receipt, the original form of payment, and of course the items being returned so you can compare the S.K.U. or stock-keeping-unit number, the payment method and the date of purchase against the receipt. [Narrator] Let's see exactly HOW to do this. Hover your mouse over each tag marker to see where to find the information you need from the receipt. Then click the tags one by one to see what to match.	The receipt slowly grows in during the first audio. Approve, Deny, Escalate bags, icons and labels fade in timed with the audio, then fade out when narration ends. Rosie and Brian fade in as the narrator's audio ends and bags, etc. fade out. The markers appear timed with when Brian mentions them, but they are not clickable until the audio ends. Instructions wipe down timed with narrator's 2nd audio. The markers' texts show when the learner hovers over them. The learner advances to slide 1.9 when they click on the SKU marker, slide 1.10 when they click on the payment marker, and slide 1.11 when they click on the date marker. Next button advances to slide 1.12.
Notes:			

Slide: 1.9 / Menu Title: SKU			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background is light blue.	[Slide Title] 3-Way Receipt Match	[Brian] The SKU number is a unique	Next button is hidden.

Rosie and Brian start in the same position as slide 1.8. Receipt image is the same as slide 1.8, plus the SKU numbers and descriptions are circled or highlighted. Three images will be in the center of the slide, in front of most of the receipt. Images are of a bathing suit, cosmetics, and a red or final sale. The images are cropped round with a circle/backslash symbol overlay indicating they are not allowed.		code assigned to each item to track inventory. Check that the SKU number that's printed on the receipt matches the SKU number on the item's tags. [Rosie] What if the S.K.U. numbers don't match or the tags are missing? [Brian] If all other criteria are met, call a supervisor for a loyalty refund. . . At this point, you also need to inspect the merchandise. Make sure it's new and in the original unopened packaging, and that it's not on the exclusion list. [Rosie] Oh, I know about those. We do NOT refund swimwear, underwear, cosmetics, or final sale items that have a red "final sale" sticker.	Slide begins with a Zoom in of the part of the receipt with the SKU numbers and descriptions. The Zoom shrinks back to show the entire receipt as Brian's first audio completes. Rosie begins in the position, size and thinking pose, facing in, exactly the same as slide 1.8. Brian begins positioned in the same place and size as slide 1.8, but he has a happy pose facing front, leaning slightly out. Rosie transitions to an asking pose, facing forward after Brian's first audio completes and as her first audio begins. Rosie transitions back to the thinking pose facing center after her first audio completes and Brian's second audio begins. Rosie transitions to a happy/celebrating pose facing center after Brian completes his second audio and she begins her last audio. The No Swimsuit, No Cosmetics, No Sale images fade in and out timed with Rosie's audio. As Rosie completes her last audio, she transitions back to the thinking pose facing center and Brian transitions back to the smiling/explaining pose, leaning toward center, exactly the same as they were on slide 1.8.
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			Slide returns to 1.8 when the final audio or timeline ends.
Notes:			

Slide: 1.10 / Menu Title: Form of Payment			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background is light blue. Rosie and Brian start in the same position as slide 1.8. Receipt image is the same as slide 1.8. The credit card number and type (Visa) are circled or highlighted.	[Slide Title] 3-Way Match	[Brian] To verify that the customer has the same form of payment that was used to purchase the item. The customer must present the physical charge card and a government issued photo ID, such as a state driver's license, a passport, or a school ID. Please note that when the sales receipt shows the item was purchased with cash, you only need the ID. [Rosie] Ok, I get it now! Cashiers can only give cash back when customers show their receipt, not just when they say they paid cash. [Brian] That's right! And in the event that a customer doesn't have the charge card they used for the purchase but they do have a store card, a cashier must call a supervisor to escalate the return request. A supervisor can look up the customer's card and process the refund to the store card, not the card on the receipt.	Next button is hidden. Slide begins with a Zoom in of the circled or highlighted part of the receipt. The Zoom shrinks back to show the entire receipt as Brian's first audio completes. Rosie begins in the position, size and thinking pose, facing in, exactly the same as slide 1.8. Brian begins positioned in the same place and size as slide 1.8, but he has a happy pose facing front, leaning slightly out. After Brian's first audio completes, Rosie transitions to a "getting it" pose Rosie transitions to a happy/celebratory talking pose facing forward as she begins her audio. As Brian's final audio begins, Rosie transitions back to the original thinking pose facing center and Brian transitions back

			to the smiling/explaining pose facing front and leaning in, same as slide 1.8. Slide returns to 1.8 when the final audio or timeline ends.
Notes:			

Slide: 1.11 / Menu Title: Date			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background is light blue. Rosie and Brian start in the same location and size as slide 1.8. Receipt image is the same as slide 1.8. The date is circled or highlighted.	[Slide Title] 3-Way Receipt Match	[Brian] The Time Window requirement is straight forward. Match the purchase date at the top of the receipt with today's calendar to verify that the item was purchased within the last 30 days. There are no exceptions.	Next button is hidden. Slide begins with a Zoom in of the circled or highlighted part of the receipt. The Zoom shrinks back to show the entire receipt about half way through Brian's audio. Rosie is/remains in the thinking/facing center pose. Brian begins in a smiling/leaning out pose. A couple of seconds before his audio ends, Brian transitions back to the original smiling/leaning in pose as on slide 1.8. Slide returns to 1.8 when the final audio or timeline ends.
Notes:			

Slide: 1.12 / Menu Title: Knowledge Check 2			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Table top background, 85% transparent. Images of 3 medium-sized shopping bags are arranged horizontally and take up most of the slide, colored teal, light blue, and purple. There is a large symbol and a 24 pt font label on the front of each bag. Instruction box is between the header and bags, left-aligned to the teal bag. A series of cards are stacked on top of each other like a deck, above the bags and in line with the instructions. Card fill is dark blue. White font is 14 pt and white border is 6px.	[Slide Title] Knowledge Check 2 Instruction text: Click, drag and drop each box to the correct bag. Click Submit after you sort all the boxes [Left bag] ✓ Approve [Middle bag] X Deny [Right bag] ? Escalate [Refund Cards] - Sealed cookware with tags. The gift receipt is from a week ago. She has ID and a store card. - A boxed puzzle with the tag. The receipt is from 28 days ago. She has ID and the same card. [Deny Cards] - Swim suit with the tags. The cash receipt is from 3 days ago. He has ID. - An opened toy with tags. The receipt is from 15 days ago. He has ID and the same credit card.	[Narrator] That's a lot of information about the refund requirements and how to determine if an item is eligible by performing the 3-way match. Let's play a quick game to see how much you retained. Sort the situations in the boxes to the right into the appropriate action bags below, then click Submit. You have two chances to get them all right, but this is not a graded quiz. So have fun!	Next button is hidden. Drag & Drop interaction with 2 attempts. - Drag cards - Drop to bags Cards are clickable only when narrator's audio is complete. Submit button is available. When the learner clicks Submit, it will show either the correct or try again feedback layer on the first attempt. The dropped items do not reset for the second attempt. The learner will drag the items from where they were dropped. After the second attempt, the learner will see either the correct or incorrect layer.

	[Escalate Cards] • New shoes without tags, a receipt from last week, ID and the original card. • A new sweater with tags. The receipt is from 27 days ago. She has ID and a different credit card.		
Notes:			

Slide: 1.12a / Menu Title: Correct (hidden)			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The Knowledge Check layer shows through faintly with a gray overlay. White rectangle is in the center and takes up about ½ the slide. Rosie is on the left facing front in a celebratory pose. She's partially outside the white rectangle. Brian is on the right facing front in a celebratory pose. He's partially outside the white rectangle. Inside and centered near the top of the rectangle is a blue circle with a large checkmark. Subheader text is below the circle. Correct text is below the subheader.	[Slide Title is hidden] [Subheader] Correct! [Text] That's right! [Button] Continue	[Narrator] That's right! You've got it!	Next button is hidden. Continue button advances to the next slide 1.13 (Customer Loyalty Refund).

Continue button is at the bottom center of the white rectangle.			
Notes:			

Slide: 1.12b / Menu Title: Incorrect (Hidden)			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Table top background, 85% transparent. The Wrong icon (X inside a circle) and Subtitle below it are toward the top center of the slide. 3 rectangles are arranged horizontally and take up most of the slide. They are teal, light blue, and purple. In each rectangle, there is a title at the top and two cards below. The titles include the symbols and labels for Approve, Deny, and Escalate. The cards are 14pt.. Top Instruction box is aligned with the slide header. Bottom instructions box is below the rectangles and aligned with the Continue button. Continue button is on the bottom of the slide, right aligned to the Escalate rectangle.	[Slide Title] Knowledge Check 2 [Icon] Wrong [Subtitle] Incorrect [Top Instructions Text] Click any of the cards to see why. [Left Rectangle Title] ✓ Approve [See slide 1.13 for Approve cards] [Middle Rectangle Title] X Deny [See slide 1.13 for Deny cards] [Right Rectangle Title] ? Escalate [See slide 1.13 for Escalate cards] [Bottom Instructions Text] Click Continue when you are ready to move on.	[Narrator] Nnnno, sorry. Here are the correct answers. Click on any of the cards to see the reason. When you are ready, click Continue to resume the training.	Next button is hidden. Wrong icon and Incorrect text are visible when the slide begins. They fade out timed with audio as the rectangles and related assets fade in together. Top Instructions wipe down timed to audio. Finally, Bottom Instructions and Continue button wipe down, timed to audio. Continue button advances to the next slide 1.13 (Customer Loyalty Refund).

	[Button] Continue		
Notes:			

Slide: 1.12c / Menu Title: Try Again (Hidden)			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The Knowledge Check layer shows through faintly with a gray overlay. White rectangle is in the center and takes up about ½ the slide. Rosie is on the left facing front in a concerned pose. She's partially outside the white rectangle. Brian is on the right facing front in a concerned pose. He's partially outside the white rectangle. Inside and centered near the top of the rectangle is a purple circle with a large X. Subheader text is below the circle. Text is below the subheader. Continue button is at the bottom center of the white rectangle.	[Slide Title is hidden] [Subheader] Incorrect [Text] Recall the Time Window, Form of Payment, and Item Condition, or the 3 Way Match. Try again. [Button] Try Again	[Narrator] Oops! Not quite. Try to recall the Time Window, Form of Payment, and Item Condition requirements, or the 3 Way Match criteria. Then try again.	Next button is hidden. Try Again button returns user to the base layer slide 1.12, which is in Resume state so learner's original choices remain.
Notes:			

Slide: 1.13 / Menu Title: Inform the Customer			LO: Explain why an item does or doesn't qualify for a refund
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background is white. There is a video in the center of the slide, outlined in dark blue. There are three rectangles on the left of the slide stacked in a column. They take up about $\frac{1}{3}$ of the width of the slide. They are teal, light blue, and purple. Text is centered at the top, about where the top between the header bar and policy buttons.	[Slide Title] Inform the Customer [Policy button] Time Window [Policy button] Item Condition [Policy button] Proof of Purchase [Text] I'm sorry, this item can't be refunded because... [Instructions Text] <i>Click the buttons</i>	[Narrator] Keeping a potentially unhappy customer satisfied when you can't give them a refund takes practice. Let's discuss how to be polite and clear, and state the facts. Identify which policy requirement is preventing the refund. Then start with: I'm sorry. This item can't be refunded because... Click each requirement button to hear Brian demonstrate.	Next button is hidden until all the layers are completed. The video plays automatically at the beginning of the slide and fades at the end of the first audio paragraph. The policy buttons fade in after the video fades out, one by one, timed to the audio. They are clickable only when the last audio completes or the timeline ends. The text and instructions text wipe down timed with audio. The slide advances to each layer when the learner clicks each of the corresponding policy buttons. Next button advances to slide 1.15 (Customer Loyalty Refund).
Notes:			

Slide: 1.13a / Menu Title: Time Window			LO: Explain why an item does or doesn't qualify for a refund
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
All assets on the base layer except the video and its frame appear on this layer. A large teal shopping bag is next	[Slide Title] Inform the Customer [Requirements Text] ... it was purchased more than 30	[Brian] I'm sorry, but this item can't be refunded because... It was purchased more than 30 days ago.	Next button is hidden until all the layers are completed. Policy buttons are clickable only after audio completes.

to the policy buttons and takes up about ½ of the width of the slide, from center to the right edge. Requirements text is on the bag.	days ago,		Time Window policy button state changes to indicate the learner has completed the slide. The learner can revisit this layer if needed.
Notes:			

Slide: 1.13b / Menu Title: Item Conditions			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
All assets on the base layer except the video and its frame appear on this layer. A large blue shopping bag is next to the policy buttons and takes up about ½ of the width of the slide, from center to the right edge. Requirements text is on the bag.	[Slide Title] Inform the Customer [Requirements Text] ... it appears to be used. ... sale items ... swimsuits ... underclothes ... cosmetics are nonrefundable.	[Brian] I'm sorry, this item can't be refunded because... ... it appears to be used. OR ... sale items, swimsuits, underclothes and cosmetics are nonrefundable.	Next button is hidden on this layer. Requirements text wipes down timed with audio. Item Conditions policy button state changes to indicate the learner has completed the slide. The learner can revisit this layer if needed.
Notes:			

Slide: 1.13c / Menu Title: Proof of Purchase			LO: Implement escalation procedures when warranted
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
All assets on the base layer except the video and its frame appear on this layer. A large purple shopping bag is next to the policy buttons and takes up about ½ of the width of	[Slide Title] Inform the Customer [Requirements Text] ... the tag is missing. ... the tag doesn't match the receipt.	[Brian] I'm sorry but I'm unable to refund this item ...without a receipt. Or, because it has missing tags. Or, because the tags don't match the receipt.	Next button is hidden on this layer. Requirements text wipes down timed with audio. Proof of Purchase policy button

the slide, from center to the right edge. Requirements text is on the bag.	we need... ... the receipt the original form of payment your photo ID .		state changes to indicate the learner has completed the slide. The learner can revisit this layer if needed.
Notes:			

Slide: 1.14 / Menu Title: Customer Loyalty Refund			LO: Implement escalation procedures when warranted
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background is the semi-transparent store photo. Instruction text is beside the header. Avatars are slightly larger than the last scene, so they appear closer to the learner. Rosie is on the left. Brian is on the right. Captions are between them. Two buttons are toward the top, centered.	[Slide Title] Customer Loyalty Refund [Buttons] Receipt or Tag Form of Payment [Instruction Text] <i>Click each button to learn what to do.</i>	[Rosie] Brian. Can I tell you? I want to become a supervisor. I know to escalate a refund request when a customer doesn't have the original form of payment. Receipt. Or tag. But I don't know what happens next! [Brian] So this is important for you to know! You may want to take notes. A customer loyalty refund is a benefit for people who have or open a Store Card. Instead of denying a refund, supervisors credit the purchase price to the account. And you're right! As long as it meets all other requirements, the Loyalty Refund can be issued when the form of payment or the receipt or tag is missing. [Narrator]	Next button is hidden until all layers are complete. Rosie begins in a forward-facing pose, asking a question. She transitions to note-taking pose timed to Brian's audio. Brian begins in the forward-facing pose, leaning toward the middle. He changes to a pose pointing or gesturing toward the buttons as narrator's audio begins. Instruction text wipes down timed to narrator's audio. Buttons are clickable only when the audio completes or timeline is finished. Receipt or Tag button advances the learner to the MissingReceiptOrTag layer. Form of Payment button

		Click each button to learn more.	advances the learner to the MissingFOP layer.
Notes:			

Slide: 1.14a / Menu Title: Missing FOP (Hidden)			LO: Implement escalation procedures when warranted
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
All assets on the base layer except the buttons show through. Instruction text box is to the right of the slide header. There is a “close” icon to the right of the Instruction text. There is a large rectangle (box) between the avatars. The title row has 16pt text. The body of the box has an image of a hand holding a credit or business card with 3 bullets of text on it.	[Slide Title] Customer Loyalty Refund [Box Title] Where does the supervisor get the store card account number? [Card Text] 1. Customer’s card 2. Credit department 3. New account [Instruction Text] Click the X to continue.	[Rosie] How does the supervisor know the store card number? [Brian] When the receipt shows the form of payment was a bank card or gift card and the customer doesn’t have the plastic in hand, a supervisor can assist in one of three scenarios. Sometimes the customer has a store card account, but doesn’t have that plastic. In this situation, a supervisor may call the credit department, obtain the number, then process the refund. Finally, if a customer doesn’t have a store card but wants to open a new account, a supervisor may help them to apply for instant credit and issue the refund once the account is approved. [Narrator] Click the X to continue.	Next button is hidden from this slide. The 3 bullets and text wipe down timed with Brian’s audio. Text instructions and close icon wipe down timed to narrator’s audio. Close icon is uncovered and clickable at the end of narrator’s audio or timeline and returns the learner to the base layer.
Notes:			

Slide: 1.14b / Menu Title: Missing Receipt or Tag (Hidden)			LO: Implement escalation procedures when warranted
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
All assets on the base layer except the buttons show and Brian through. Instruction text box is to the right of the slide header. There is a “close” icon to the right of the Instruction text. The is a large box between the avatars, similar to slide 1.15a. The box’s title row has 16pt text. Below the title row is an image of a confused person or shopper. In the same position as the confused shopper image (replacing it) is a graphic with numbers and arrows going horizontally, indicating a step-by-step process. Left-aligned below the number graphic and stacked horizontally is a series of numbered subtitles at 18pt bold font and text at 16pt normal font.	[Box Title] What steps does the supervisor take for a missing receipt or tag? [Box graphic] 1. -> 2. -> 3. -> [Body Text] 1. SKU Locate the SKU number. 2. Inventory Check the inventory tracking system to ensure the item was stocked within the last 30 days. 3. Price Refund the lowest price. [Instruction Text] Click the X to continue.	[Rosie] What does a supervisor do when the receipt or tag is missing? [Brian] First, the supervisor must validate the SKU number. Then they check the inventory tracking system to ensure it’s an item we carried within the last 30 days. Lastly, the item will be refunded at the lowest price listed. [Narrator] Click the X to close.	Next button is hidden from this slide. The image of the confused person or shopper fades out at the end of Rosie’s audio. Brian begins in the waiting pose, facing forward. He changes to a position showing 1, 2, and 3 fingers timed with his audio. Also timed with Brian’s audio, the 1,2,3 graphic wipes left to right and the text wipes down coordinated with each other. Text instructions and close icon wipe down timed to narrator’s audio. Close icon is clickable at the end of narrator’s audio or timeline and returns the learner to the base layer.
Notes:			

Slide: 1.15 / Menu Title: Knowledge Check 3			LO: Implement escalation procedures when warranted
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Table top background, 85% transparent. All text is left-aligned. Question is in 18pt bold font. Instructions are immediately below the question, not in a text box. Questions are in 16pt font and wrap so they don't flow past the center of the slide. To the right of each question is an image that represents each situation.	[Slide Title] Knowledge Check 3 [Question] When should a cashier call a supervisor for a customer loyalty return? [Instructions] Check all that apply. [Answers] ☐ The box is opened [with image of open box]. ☐ The receipt and tag are missing [with image of confused shopper same as used on slide 1.15b]. ☐ The customer does not have the original form of payment. [with image of hand holding blank charge card same as used on slide 1.15a]. ☐ The customer has a gift receipt [with image of hands holding gift]. ☐ The purchase was made more than 30 days ago [with image of a calendar and calculator].	[Narrator]	Next button is hidden. Multiple choice. 2 attempts. Shuffle answers. The image related to the question appears, then disappears as the learner hovers over and off or selects the answer. Submit button is available. When the learner clicks Submit, it will show either the correct or try again feedback layer on the first attempt. The chosen answer(s) do not reset for the second attempt. The learner will be able to check and uncheck them. After the second attempt, the learner will see either the correct or incorrect layer.
Notes: Correct: the customer does not have the original form of payment.			

Slide: 1.15a / Menu Title: Correct (hidden)			LO: Implement escalation procedures when warranted
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as slide 1.7a.	[Slide Title] Knowledge Check 3 [Subheader] Correct! [Text] That's right! A Loyalty Refund is an option for customers to receive a credit on their store account when their original form of payment is missing. [Button] Continue	[Narrator] Nice work! Loyalty Refunds give customers options to receive credits on their store accounts in situations when they forget to bring their original forms of payment.	Next button is hidden. Continue button is available to the learner at any time and advances to slide 1.16 (Summary).
Notes:			

Slide: 1.15b / Menu Title: Incorrect (hidden)			LO: Implement escalation procedures when warranted
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.7b.	[Slide Title] Knowledge Check 3 [Text] Sorry, that's not right. A Loyalty Refund is an option that credits a customer's store account in place of the original form of payment.	[Narrator] Sorry, that's not right. If all other requirements are met, a supervisor may issue a refund to a store account when the customer has a gift receipt or is missing the original form of payment. None of the other situations qualify for refund.	Next button is hidden. Continue button is available to the learner at any time and advances to slide 1.16 (Summary)
Notes:			

Slide: 1.15c / Menu Title: Try Again (hidden)			LO: Implement escalation procedures when warranted
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.7c.	[Slide Title] Knowledge Check 3 [Text] That is incorrect. Think about the Proof of Purchase policy requirements and try again.	[Narrator] Almost. Picture the requirements in proof of purchase policy and please try again.	Next button is hidden. Try Again button is available to the learner at any time and returns to slide 1.15, which is in a Saved state.
Notes:			

Slide: 1.16 / Menu Title: Summary			LO: Process or deny a refund based on company policy; Explain why an item does or doesn't qualify for a refund; Implement escalation procedures when warranted.
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background is store interior, 85% semi-transparent. Instructions box is to the right of the header. Now Brian is on the left and Rosie is on the right. Avatars are large, visible from the hips up and take up almost half of the page each. Captions are between the avatars. Only Brian's audio is in captions. Rosie's is not.	[Slide Title] Summary [Instructions] <i>Click on the concepts you understand.</i> [Subtitle] Key Takeaways [Text] ☐ Apply Time, Condition & Proof of Purchase requirements. ☐ Explain why an item is not	[Brian] Hey Rosie, that's pretty much everything I learned while you were on vacation last week. What are your key takeaways? [Rosie] First, I learned the key policy elements: time window, item condition and proof of purchase; and how to perform the three way match and inspect the item to determine when to process or deny a refund. I remember which items can't be refunded and how to use facts	Next button is hidden until the last audio or timeline ends. Brian begins facing center, with a pleased expression. He transitions to facing forward, with an open gesture. Rosie begins facing center with a happy, relaxed expression. She transitions to a forward pose holding a large sign or posterboard after Brian's first audio, as hers begins. Check boxes and text appear

	refundable. ☐ Offer Loyalty Refunds when the form of payment, receipt, or tag is missing.	and explicit language to inform the customer, Best of all, I learned about escalating customer loyalty refunds and what supervisors do to determine if a refund should be processed when a cardholder is missing the original form of payment, receipt, or tag... Like when a customer without a receipt wants a cash refund, so it won't come out of my pay! [Brian] That's great! It sounds like you're ready to ace the Merchandise Returns training quiz. [Narrator] What about you?! Click to add a check mark in front of each of the take aways you feel you understand. Then click Next.	timed with audio. Check boxes are clickable only after audio or timeline are complete. They fill with a check mark when the learner clicks on them. Instruction text wipes down timed with the narrator's final audio. Next button advances to slide 1.18 (About the Quiz) only if all 3 check boxes are checked off. Otherwise, it advances to slide 1.17 (Review).
Notes:			

Slide: 1.17 / Menu Title: Review			LO: Process or deny a refund based on company policy; Explain why an item does or doesn't qualify for a refund; Implement escalation procedures when warranted.
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
White background A chart takes up most of the slide with 4 rows and 5 columns. The	[Slide Title] Review [Chart Row 1]	[Narrator] This chart summarizes the policies and requirements, the information you need to compare	Next button is hidden until the audio or timeline ends. Next button advances to slide 1.19

1st row is dark blue. The 1st row and left column are white, bold font in 16pt. The rows are teal, light blue and purple. The left column is the same saturation colors used for the buttons throughout the course. The remaining 4 columns are a lighter shade with black 12pt font.	[Column 1] Policy [Column 2] Requirements [Column 3] Receipt Match [Column 4] Reason for No Refund [Column 5] Loyalty Refund [Chart Row 2] [Column 1] Time Window [Column 2] Purchased within 30 days [Column 3] Date [Column 4] It was purchased more than 30 days ago. [Column 5] No [Chart Row 3] [Column 1] Item Condition [Column 2] New, original packaging, no swim or underwear, cosmetics, or final sale items [Column 3] SKU number & item info [Column 4] It looks used, opened, is swim or underwear or final sale. [Column 5] No [Chart Row 4] [Column 1] Proof of Purchase [Column 2] Receipt, ID and original form of payment, tags [Column 3] Form of payment [Column 4] The tag is mismatched or the tag, receipt, form of payment, or photo ID is missing. [Column 5] Yes, with a store card and photo ID.	against the receipt to perform the 3 way match, facts to help explain why an item can't be returned, and which situations may warrant a loyalty refund. Review this at your own pace. You may also use the menu on the left to revisit specific parts of the training. When you are ready, click Next to begin the quiz.	(About the Quiz).
Notes:			

Slide: 1.18 / Menu Title: About the Quiz			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background is a photo of colorful shopping bags, 85% transparent. Similar to the Welcome slide, the title bar is teal, positioned about $\frac{1}{3}$ of the way down the slide, about 160 px high, and the entire width of the slide. 3 bullets with text are below the title bar, left justified. Bold, unbulleted text is below and aligned to the bullets.	[Slide Title] Final Graded Quiz [Bulleted Text] • Use the menu to review the course. • Read and answer five scenario-based questions. • Earn 80% or higher to pass. [Text] Click Next button when you are ready to begin.	[Narrator] It's time for the final graded quiz to test your knowledge. You may use the menu to navigate back to any portion of the course you wish to review before you begin. There is no audio during the quiz. There are five scenario-based questions in variable formats. You must obtain an 80% or better score to pass. When you are ready, click the Next button to start the quiz.	Next button is available. Slide title has motion path animation that moves from center to left timed with audio during the first sentence. Bulleted Text and Instruction text wipe from left, timed with audio. Next advances to Slide 1.19 (Question 1).
Notes: In the Quiz Interaction slides: Unlimited attempts Feedback indicates which answers are correct and incorrect. The learner must complete the whole quiz before they can repeat.			

Slide: 1.19 / Menu Title: Question 1			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Use the same background as on the About the Quiz slide (1.18)	[Slide Title]		Next button is replaced with Submit button. This is a Multiple choice question. For all quiz slides, score by question with 1 attempt as the learner progresses. They will be able to Retake the entire quiz at the end if they do not

Use the standard title bar positioned on the top right. Question is below the title bar, indented slightly, left justified, 18pt bold black font with no text box fill. Instructions are below and left aligned to the question in 16pt black font. Check boxes in front of the answer choices are left aligned to the question text. They have dark blue check fill. Answer choices are in 16pt black font.	Question 1 [Question] The customer requests a refund. What information do you need to verify to perform the 3-way match? [Instruction Text] Choose all that apply. [Answer Choices] • The customer has the same form of payment that's on the receipt. • The date of purchase is within 30 days of today. • The SKU number on the receipt and tag match. • The item isn't damaged. • The item was less than \$100.		pass.Results slide 1.24; graded quiz slide – multiple choice. When learner clicks Submit, submit multiple choice and advance to slide 1.20 (Question 2). The learner should not get <i>immediate</i> feedback with Correct or Incorrect feedback layers. They should answer all of the questions sequentially FIRST in the graded assessment, then receive their score on the Results page. If they do not pass, they can come back and review the quiz.
Notes: Correct answers: • The customer has the same form of payment that's on the receipt. • The date of purchase is within 30 days of today. • The SKU number on the receipt and tag match Feedback: None Shuffle: None Results Slide 1.23 (Results) Score by question Attempts: Unlimited			

Slide: 1.20 / Menu Title: Question 2			LO: Process or deny a refund based on company policy
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as Slide 1.19 (Question 1).	[Slide Title] Question 2		This is a Choose One question.

	[Question] The customer requests a refund. You perform a 3-way match, and it meets the criteria. What do you do next? [Instruction Text] Select the best answer. [Answer Choices] • Process a refund. • Inspect the item to ensure it's in good condition. • Call a supervisor. • Ask for ID. • Direct them to the customer service desk.		Use the same interactions as on slide 1.19 (Question 1).
Notes: Correct answer: Inspect the item to ensure it's in good condition. See Slide 1.19 (Question 1) for settings.			

Slide: / Menu Title: 1.21 Question 3			LO: Implement escalation procedures when warranted
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same for all questions. See Slide 1.19 (Question 1).	[Slide Title] Question 3 [Question] The customer requests a refund. The item has store tags and a sealed package. She has no receipt but says she charged it to her store card yesterday and presents her card and photo ID. What do you do next? [Instruction Text]		See Slide 1.20 (Question 2).

	Select the best answer. [Answer Choices] • Call a supervisor for a Customer Loyalty Refund. • Deny the refund request. • Process a refund to her store card. • Direct her to the customer service desk.		
Notes: Correct answer: Call a supervisor for a Customer Loyalty Refund. See Slide 1.20 (Question 1) for settings.			

Slide: 1.22 / Menu Title: Question 4			LO: Process or deny a refund based on company policy; Explain why an item does or doesn't qualify for a refund; Implement escalation procedures when warranted.
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same for all questions. See Slide 1.19 (Question 1).	[Slide Title] Question 4 [Question] The customer requests a cash refund for an unopened item with a tag. She doesn't have a receipt, but says she paid in cash last week at another location. What do you say? [Instruction Text] Select the best answer. [Answer Choices] • Explain that you can't refund it because there is		See Slide 1.20 (Question 2).

	no receipt. • Explain that it can't be refunded because it was purchased at another location. • Ask for her photo ID and process the cash refund. • Explain that you will call a supervisor to assist her because she doesn't have a receipt. • Direct her to the customer service desk.		
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Notes:

Correct answer: Explain that you will call a supervisor to assist her because she doesn't have a receipt.

Slide: 1.23 / Menu Title: 19 Question 5			LO: Process or deny a refund based on company policy; Explain why an item does or doesn't qualify for a refund.
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
See Slide 1.19 (Question 1).	[Slide Title] Question 5 [Question] The customer requests a refund for a swimsuit. The gift receipt shows it was purchased 15 days ago with two other items, and the SKU number matches the attached tag. What do you say? [Instruction Text] Select the best answer. [Answer Text] • I'm sorry, swimwear is non-refundable.		See Slide 1.20 (Question 2).

	• I'm sorry, this item can't be refunded because it appears to be used. • Please wait while I call a supervisor. • We're happy to provide a refund because this was a gift. • Can I see your photo ID?		
Notes: Correct answer: I'm sorry, swimwear is non-refundable. See Slide 1.19 (Question 1) for settings.			

Slide: 1.24 / Menu Title: Quiz Results			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Similar to Slide 1.18 (About the Quiz). Background is a photo of colorful shopping bags, 85% transparent. Similar to the Welcome slide, the title bar is teal, positioned about $\frac{1}{3}$ of the way down the slide, about 160 px high, and the entire width of the slide. Subtitle is below the Title Bar, aligned about $\frac{1}{2}$ to $\frac{1}{3}$ of the way from the right edge of the slide. It is in capitalized, 16pt font, Number variables will populate on Success and Failure layers. There is a horizontal line between the Subtitle text and Results text.	[Slide Title] [Subtitle Text] YOUR SCORE [Results Text] PASSING SCORE: [number variable]%		Next button is hidden. Similar to the Welcome slide and slide 1.18 (About the Quiz), the slide title has motion path animation that moves from center to left timed with audio during the first sentence. Bulleted Text and Instruction text wipe from left, timed with audio. Use a Result side to show Success layer 1.24a when timeline starts if results are equal to or greater than the passing score. Show Failure layer 1.24b when timeline starts if results are less than passing score. Base layer will be visible (show through) from Success or Failure

			slide layers. Results variable reference shows the percent score only. Do not show the points variable reference. Built in graded quiz variable reference displays learner score where XX appears on slide.
Notes:			

Slide: 1.24a / Menu Title: Success (hidden)			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
All assets on the base layer show through. In the Title Bar and to the right of the Slide Title is a blue circle with a white checkmark. Feedback Text is centered below the checkmark circle and still inside the Title Bar. It's in white, 16pt font. Score is in 18pt blue bold font. Review Button is purple with 6px dark purple outline and white 18pt font. Continue Button is light blue with 6px dark blue outline and white 18pt font.	[Slide Title] [Feedback Text] Nice job, you passed! [Review Button] Review Quiz [Continue Button] Continue [Subtitle Text] YOUR SCORE [Results Text] PASSING SCORE: [0]%	[Narrator] Nice! You can see from your score here that you passed! Click the Review Quiz button to see the questions and your answers again, or click Continue to proceed.	When the learner clicks the Review Quiz button, show correct/incorrect responses when reviewing. Advance to the next slide 1.25 (Congratulations) when the learner clicks Continue button.
Notes:			

Slide: 1.24b / Menu Title: Failure (hidden)			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
All assets on the base layer show through. In the Title Bar and to the right of the Slide Title is a purple circle with a white X. Feedback Text is centered below the X circle and still inside the Title Bar. It's in white, 16pt font. Score is in 18pt blue bold font. Review Button is purple with 6px dark purple outline and white 18pt font. Retry Button is light blue with 6px dark blue outline and white 18pt font.	[Slide Title] [Feedback Text] Sorry, you didn't pass. [Subtitle Text] YOUR SCORE [Results Text] PASSING SCORE: [0]% [Review Button] Review Quiz [Retry Button] Retry Quiz	[Narrator] Ahhh, sorry. You can see from your score here that you didn't pass. 80% is the minimum required. You can do it! Click the Review Quiz button to see how you answered each question, and click the Retry Quiz button when you're ready to try again.	Advance to the Results slide when the learner clicks the Review Quiz button and show correct/incorrect responses when reviewing. Retry button resets the results and returns the learner back to slide 1.19 (Question 1).
Notes:			

Slide: / Menu Title: 1.26 Congratulations			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Solid light blue title bar covers the entire width of the slide and about ¼ of the slide from the top down. Slide Title font is white 32pt bold. There is a video showing the photo of a happy shopper below	[Slide Title] Congratulations! [Text] End Course	[Narrator] Congratulations on completing merchandise return training! You are well equipped to handle returns effectively and should begin applying what you learned during your next shift. Click the End Course bag to end this training and have your score	Next button is hidden. Motion path begins when the timeline starts. Video begins when the timeline starts. The shopping bag and End

the title bar. It takes up the entire rest of the height and about $\frac{2}{3}$ to $\frac{3}{4}$ of the slide from left to right.

To the right of the photo is a dark blue bag with white, 18pt text centered on the front of the bag.

recorded in the company's learning management system.

Course button fade in timed with audio.

When the learner clicks the End Course button, the course is completed as complete/pass.

Notes: