

Kalan Contract Merchandising Services FAQs

Q – Who is the Kalan Service team and how do I contact them?

Laurie Milliken oversees all Rep communication and schedules service visits.

484-465-1158 or lmilliken@kalanlp.com

Niki Hinkson oversees invoices and payments and new store sets and remodels.

484-465-1165 or rhinkson@kalanlp.com

Tim Arndt oversees the hiring process and can help with the first few visits.

484-339-4208 or tarndt@kalanlp.com

Q – How do I know when a store visit is scheduled?

A – You can always log into our ARS portal to see what services you have scheduled. We email you a shipping tracking number each time a shipment is sent to a location that you service. Check the tracking number to see when the shipment is due to arrive. The 5-day service window opens up the day after the shipment is delivered, so you have 5 days to complete the visit after the shipment arrives. Visits are only scheduled in coordination with an arriving shipment. A service survey will be loaded to ARS for you to report the visit and must also be completed during this 5-day window. Please note you may have a survey scheduled with no shipment. These surveys will only be needed if there is excessive backstock to work through.

For most stores, between January and October there are two services scheduled a month, every other week. In November and December most stores are scheduled one service a week.

Q – Should I look at the service survey before I service the store?

A – Yes, before each service visit log onto ARS and view the survey before heading out to service. The survey does not change often but we do add some additional questions periodically. If you do not see a service survey loaded when you login to ARS, you are not scheduled for a current service.

Q – Do I have to let Five Below know I am in the store servicing?

A – Yes, before you begin to service find a manager and let them know you are there to service the Kalan area. If the store has a vendor log, please sign that as well. You will need the name of the manager on the reporting survey, so make sure you remember the manager's name who you checked in with.

Q – How do I follow the planogram?

A – A color copy of the planogram should be stored in the backstock box in each location where you service. If you do not have one, please email us and we will mail you one. You can always find the [latest planogram on our website](#) or in the resources section of ARS. The planogram changes quarterly, so when servicing you should refer back to the planogram as a guide. There will be times the planogram is difficult to match exactly based on current inventory available in your store. If you are missing items or have more or less of an item than you think you should

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have or you cannot locate the planogram document, move product around so that the rack is evenly full with similar types of products in the same place. There should be no empty peg hooks when you are done with your service.

Q – How do I know what photos to take at the end of the service visit?

A – We have a set of sample photos that can be found [on our website](#) and in the document called Kalan Merchandising Survey Example Photos in the Resources section of ARS. Use this as a guide of what photos to take and how the view of the rack should appear in the photo. The photos enable us to view each panel serviced to ensure the work was completed.

Q – Do my photos need to be dated?

A – All photos taken in stores should be date stamped before uploaded to the survey. If the photos are not dated there will be a delay in the approval of the survey. More specific information about downloading a date stamp app on your phone can be found [on our website](#) and in the Kalan Merchandising Survey Example Photos document **in the Resources section of ARS**.

Q – Why do I need to take a photo of the backstock?

A – A dated photo of backstock is required from each visit so we can view any product not on the selling floor. After each visit is complete, take a dated photo of the vendor area in the stockroom where the Kalan boxes are stored. In addition, take a dated photo of the inside of each backstock box so we can see the product that was not put out. If you do not have any backstock after the visit, just take a photo of the vendor area in the store's backroom so we can see that there are no Kalan boxes stored in the area. Survey approval will be delayed if these photos are not included correctly in the survey.

Q – Why are there so many Wildberry questions?

A – Wildberry has a separate inventory system so the questions utilize the check boxes on the survey to let Kalan know which jars are light on inventory. This enables us to ship replenishment scents to your store. **There are also checkboxes to order replacement jars if they break.**

Q – How do I know when the service visit is finished?

A – A visit is considered complete when all the Kalan product has been serviced in a neat and orderly presentation. The service areas include the multifunctional (BMF) rack area, the gag row/wall, the Wildberry incense section, the auto section, and the local product section (if applicable for specific stores only). If there are empty spaces on the racks after the new shipment is serviced, make sure to check any backstock boxes to add any additional product that was left over from previous visits. The goal is to have as much (or all!) of the Kalan product out on the floor before you leave. If the Kalan areas are sufficiently full and there is still excess inventory left over that will not fit, you may place it in a backstock box and store it in the back storeroom.

Q – Do I let the store know when I am done servicing?

A – At the end of the service visit, please check with management to confirm where the trash and broken-down boxes from the service should be thrown away. You should also spend a few

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minutes with the manager so you can let them know what you completed during the visit and that you are leaving.

Q – My survey will not submit – what do I do?

A – Make sure you have uploaded the dated photos to the survey and answered all of the survey questions. The questions on the survey with a red asterisk are required and the survey will not submit unless they are all answered. After you have completed the survey, save the information and then scroll down to the bottom and submit the survey. We cannot view the survey until you have hit submit. If you have answered all questions and hit submit and your survey is still not going through, please contact any of us with the contact info above.

Q – My survey is showing as “late” and I cannot access it to upload my dated photos.

A – The survey is only open during the 5-day service window you are scheduled to service. After the service window closes, the survey closes as well. Payment will only be made if we can view the completed survey, so make sure you are aware of the survey closing date and fill out the ARS reporting survey to show your visit before it closes.