



GSO Overview – Store Users

How to GSO Like a Pro

We are a family of specialty retail brands that makes the most popular technologies affordable and simple.



TABLE OF CONTENTS

- Site Header & Layout
- Home
- Messages
- Tasks
- Calendar
- Documents
- Sitemap
- StoreWalks
- GSO on the Store Tablet

GSO Site Header & Layout

GameStop
POWER TO THE PLAYERS™



Welcome TEST STORE LEADER s-0001

TEST STORE 0001 (000)



99+ Home Messages 149 Tasks 37 Calendar Documents Sitemap StoreWalks Admin

GSO Site Tabs

Notifications will display for unread messages & overdue tasks.

The Global Search page will yield results across all GSO site areas (Messages, Tasks, Documents, Hubs, Calendar Entries)

Global Search

xbox one x

☐ Include Attachments

Modules

- ☒ Messages
- ☒ Tasks
- ☒ Calendar
- ☒ Documents

Languages

- ☒ English

Document: **PRODUCT** Sellsheet - Xbox One X Specs
Description: ...res all currently known **Xbox One X**

Document: **PRODUCT** Flyer - Xbox One X Launch
Title: Flyer - **Xbox One X** Launch

Document: **VM** Visual Memo - Xbox One X Launch Signage
Description: Visual Memo - **Xbox One X** Launch S...

Document: **VM** Visual Memo - New Xbox One X Stickers
Description: Visual Memo - **Xbox One X** Stic...

Message: **TRADE/PO** Xbox One X Launch Trade Offer Update
Subject: **Xbox One X** Launch Trade Offer Update

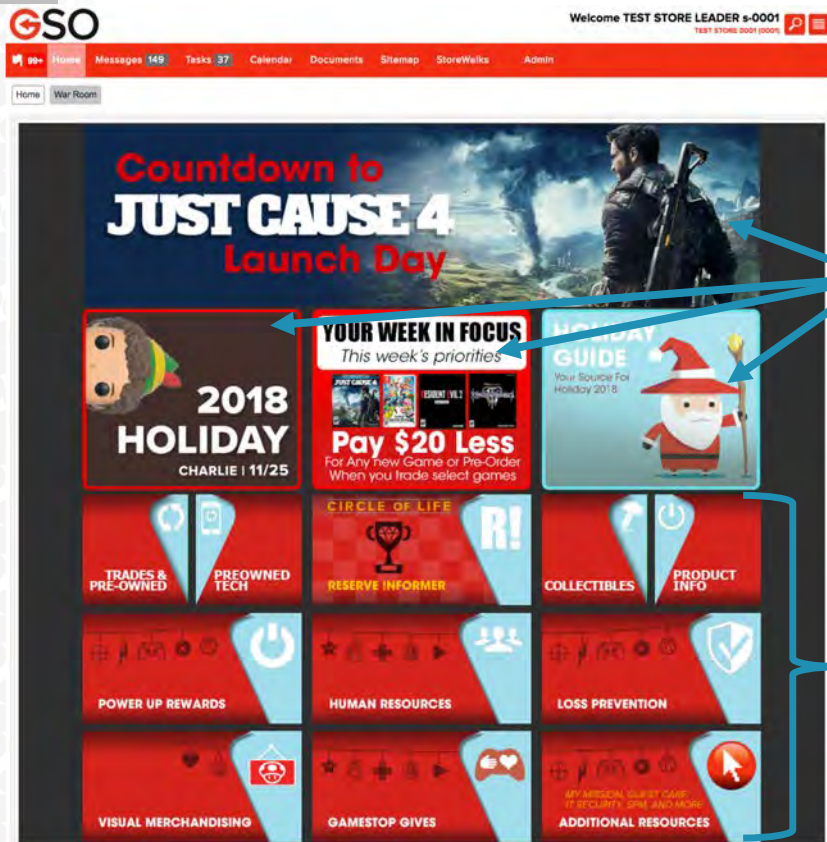
Message: **PRODUCT** Xbox One X - Last Day to Pre-Order SKU 155211
Subject: **Xbox One X** - Last Day to Pre-Order...

Derek Holden	11/6/17 6:15 PM
Derek Holden	11/3/17 8:45 PM
Robert Owens	10/25/17 4:01 PM
Robert Owens	10/20/17 2:59 PM
Tiffany Borgstede	11/7/17 12:41 PM
Tiffany Borgstede	10/23/17 9:54 AM

User Settings X

- Help
- My Settings
- Logout

Home



FEATURED CONTENT

These tiles will change periodically to feature business critical topics.

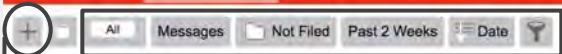
IMPORTANT!

If you are unable to login to GSO, or don't have the correct store assignment, it may be that your account needs to be created/updated. Please email GSO Support from your POS or call the HR Solution Center for assistance.

GSO HUBS

Key resources and areas of GSO are linked from the home page. These tiles will remain consistent most of the time.

Messages

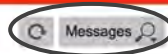
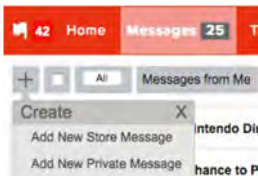


	HOLIDAY	Charlie Update & Cyber Deals
	POWERUP	PowerUp Rewards Center Cyber Monday Deals Are Live!
	OMNICHAN	Ship From Store – Inventory Sync Delay
	HOLIDAY	11/23 Ship From Store Allocations Coming Soon - Updated on Nov 23, 2018
	HOLIDAY	Complete the Holiday Gaming Experience with Black Friday Console Bundles!

The “+” or “Create” icon in the top left allows associates to create their own messages to other associates or other stores within the same district.

Color-coded tags keep users informed of the category of each message (e.g. Visual Merchandising, Product Information, Operations, Training).

Message sorting options at the top will grant users the ability to filter and sort messages by category, sender, date received, etc. The same sorting tools are available in other GSO modules as well.



	Store Operations	11/26/18 9:34 AM
	Derek Holden	11/26/18 5:00 AM
	Store Operations	11/25/18 11:04 AM
	Store Operations	11/23/18 2:09 PM
	Store Operations	11/23/18 9:26 AM

Information to the right of the screen denotes the time and sender of a message. Progress bars are also displayed, and will fill up green as they measure how many of the associates at your location have read the message.

The Messages tab is where stores will receive News & Announcements, plus other communications from the SSC and Field Leaders. Unread messages are listed in bold.

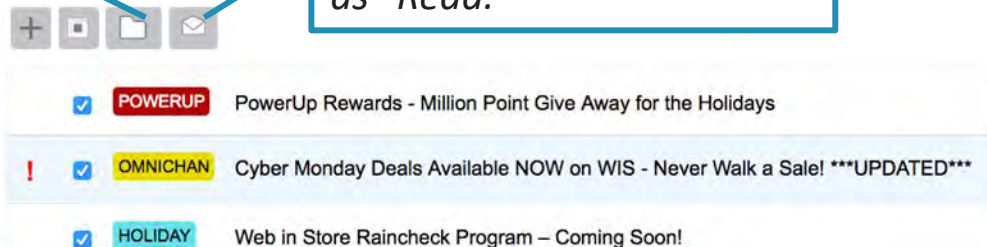
In the top right of the Messages screen, you'll find two icons. Click the refresh icon to refresh your messages feed. Click the magnifying glass icon to search for keywords within your messages feed.

Messages Tools

Use the folder icon to file away all selected messages

Use the envelope icon to mark all selected messages as "Read."

By selecting messages using the checkboxes, new options will appear.



CREATING MESSAGES

A screenshot of the 'Store Message' creation form. The form has a 'Category' dropdown set to 'Store to Store', a 'Send To' dropdown set to 'This Store Only', and a 'with the role' dropdown set to 'All Roles'. There is a section for 'Include Managers' with a list of roles: District Leaders, Market Vice President, My Human Resource Rep, My Loss Prevention Rep, and Regional Leaders. The 'Subject' field contains 'Test Message Title'. Below the subject field is a rich text editor with a toolbar containing icons for bold, italic, text color, background color, bulleted list, numbered list, link, and unlink. The text area contains 'Test message body.' At the bottom left is an 'Attach File...' button. At the top right are 'Cancel' and 'Send' buttons.

Store Leaders are capable of creating their own messages to their associates and to other stores in their district. When selecting the option to create a new Store Message, SLs will be taken to the message creation screen. Users need only select the recipient(s) and priority level from the options provided, then draft a message with a Title and Body. Store users may only create messages using the "Store to Store" category, and can also choose to CC their managers on a message if needed.

Once a user has completed drafting a message, they need only click the "Send" button in the top-right of the screen. The "Cancel" option will erase all progress and return the user back to the Messages feed.

Messages – Filtering Options

GSO users can adjust the filtering options above the Messages feed to control the content that is visible to them.

The screenshot shows the top of a messages feed with several filter buttons: a plus icon, a square icon, 'All', 'Messages', 'Not Filed', 'Past 2 Weeks', 'Date' (with a dropdown arrow), and a funnel icon. Below these are six panels, each with a title and a close button (X):

- Message Category**: A list of categories with checkboxes. 'All' is selected. Categories include ALLOC, CWC, GIVING, Cricket, DL, E3 News, EMBARGO, ESCALATE, FAC, ACCT, CONF, GUESTS, HOLIDAY, HR, INV CTRL, and LevelUp Training.
- Message Type**: Options are 'Messages' (checked) and 'Unread'. There is a 'Message History' section below.
- Message Folders**: Options are 'Not Filed' (checked) and 'Filed'.
- Date Sent**: Options include 'Past Year', 'Past 3 Months', 'Past Month', 'Past 2 Weeks' (checked), 'Past Week', 'Date Range', and 'All Past'.
- Sort**: Options include 'Subject', 'Priority', 'From', 'Date' (selected with a dropdown arrow), 'Read By You', and 'Read By Store'.
- Filter Settings**: Options are 'Remember this filter' and 'Reset'.

Blue arrows point from the filter buttons at the top to their respective panels below.

Select the categories for which you'd like to see messages in your feed.

Select which Message folder is displayed. Stores will want to select "Messages" as the default.

Select whether to show messages that are Filed away or messages that have not yet been Filed.

Select how far back you would like your Messages feed to stretch.

Select how you would like your messages feed to be organized.

If you've set your filters in a way that you'd like to see next time you login, use the Gear icon and select "Remember this filter." The Reset option will return to default view settings.

Tasks

99+ Home Messages 149 Tasks 37 Calendar Documents Sitemap StoreWalks Admin

 All Incomplete tasks Past Month All Priorities Due Date 


		Test Task for recurring every 2 weeks	Overdue
		TEST ALPHA	Overdue Project
		Test Task for recurring every 2 weeks	Overdue
		Set 2018 Holiday Prep Signage - After Close on 11/1	Overdue
		Fallout 76 Tricentennial Edition Shipments - Open and Verify IMMEDIATELY	Urgent Overdue
		Sales Maximizer & MY BUSINESS TOOLS	Overdue

	TEST STORE LEADER s-0001	10/20/18	Due:10/27/18
	Robert Owens	11/6/18	Due:11/9/18
	TEST STORE LEADER s-0001	11/3/18	Due:11/10/18
	Store Operations	11/10/18	Due:11/11/18
	Store Operations	11/12/18	Due:11/12/18
	Kyle Porter	11/11/18	Due:11/12/18



The Tasks tab is where stores will receive tasking assignments from the SSC and from Field Leaders. Store Leaders can also create store tasks to delegate to their associates as they see fit. The Tasks view is similar to the Messages view, as are its sorting and filtering options.

The “+” icon in the top left will allow Store Leaders to create their own tasks and assign them to themselves or other store associates.

“Overdue” tags will denote tasks that have not been completed on time.

The progress bars function differently on the Tasks screen. Rather than measure who has read the task, they measure how close the task is to completion. 

In the top right of the Tasks screen, you'll find two icons. Click the refresh icon to refresh your tasks feed. Click the magnifying glass icon to search for keywords within your tasks.

  Search

Fields

- ☒ Description
- ☒ Created By
- ☒ Content
- ☒ Approval Comments
- ☐ Attachments
- ☒ Search within current filter

Reset Options Search All Modules

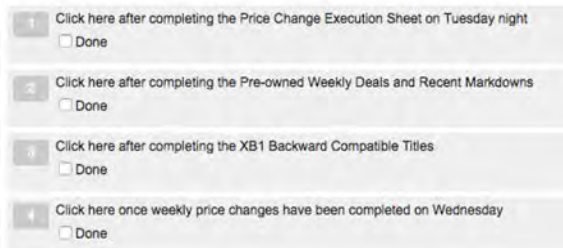
42 Home Messages 25 Tasks 10

 All Incomplete tasks Past 3 Months

Create X
New Store Task
New Personal Task
ction Required - Destiny 2 E
SBs - Pack and Ship By Wec

Tasking Tools

COMPLETING TASKS



1 Click here after completing the Price Change Execution Sheet on Tuesday night
☐ Done

2 Click here after completing the Pre-owned Weekly Deals and Recent Markdowns
☐ Done

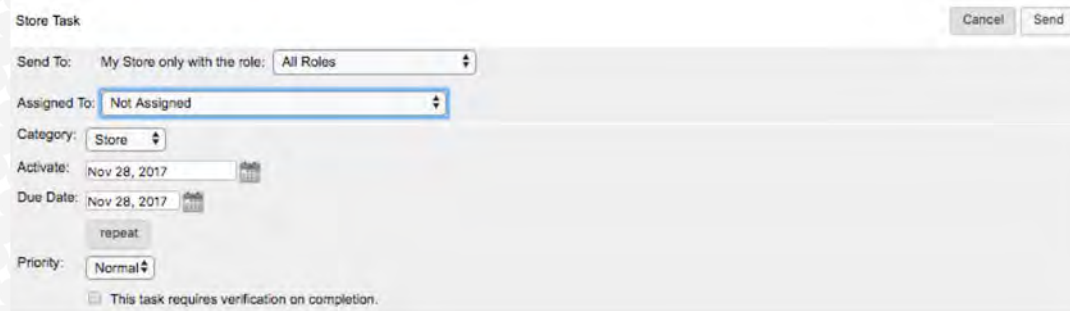
3 Click here after completing the XB1 Backward Compatible Titles
☐ Done

4 Click here once weekly price changes have been completed on Wednesday
☐ Done

Tasks assigned to your store will include directions that you and your team will need to action. Tasks may be broken into multiple steps. You will have to check off all steps in order to close out the Task and remove it from your feed.

Store Leaders are now able to create tasks relevant to their own store operations for their teams to complete. Tasks can be simple, or they can be more complex – consisting of multiple steps. Task creators can even include a step requiring the user to upload a picture of completed work – easily completed using the camera on your store tablet.

CREATING TASKS



Store Task Cancel Send

Send To: My Store only with the role: All Roles

Assigned To: Not Assigned

Category: Store

Activate: Nov 28, 2017 pick

Due Date: Nov 28, 2017 pick

repeat

Priority: Normal

☐ This task requires verification on completion.

To create a task, Store Leaders must select recipients and a due date as well as an activation date (if something other than the current date). Once the task has been fully drafted, click the “Send” button in the top-right corner of the screen. The “Cancel” button will erase all progress and return the user to their Tasks feed.

Tasks – Filtering Options

GSO users can adjust the filtering options above the Tasks feed to manage their work priorities and control the content that is visible to them.

The screenshot shows the top of a task management interface. Above the task feed are several filter buttons: a plus icon, a folder icon, 'All', 'Incomplete tasks', 'Past Month', 'All Priorities', a dropdown arrow, 'Due Date', and a funnel icon. Below these are six panels: 'Task Category' (a list of categories with checkboxes), 'Task Folders' (a list of folders with checkboxes), 'Date' (a list of time ranges with checkboxes), 'Priority' (a list of priority levels with checkboxes), 'Sort' (a list of sorting options with a dropdown arrow), and 'Filter Settings' (a panel with 'Remember this filter' and 'Reset' buttons). Blue lines connect the filter buttons to their respective panels.

Task Category X

- ☒ ALLOC Allocations
- ☒ CWC Connecting With Cochran
- ☒ GIVING Corporate Giving
- ☒ CRICKET Cricket
- ☒ DL District Leader
- ☒ E3 E3 News
- ☒ FAC Facilities
- ☒ FL2STR Field Leaders to Store Message
- ☒ ACCT Finance Answers & Support Team
- ☒ CONF GME Conference
- ☒ GUESTS Guest Service
- ☒ HOLIDAY Holiday
- ☒ HR Human Resources
- ☒ TODO In-House
- ☒ INV CTRL Inventory Control
- ☒ TRAIN Level Up Training
- ☒ LOSS Loss Prevention

Apply

Task Folders X

- ☐ My Incomplete Tasks
- ☐ Tasks
- ☐ Complete tasks
- ☒ Incomplete tasks
- ☐ Needs Verification tasks
- ☐ Created by Me
- ☐ Tasks Withdrawn by Me

Date X

- ☐ Past Year
- ☐ Past 3 Months
- ☒ Past Month
- ☐ Past 2 Weeks
- ☐ Past Week
- ☐ Date Range
- ☐ Due Today
- ☐ Overdue
- ☐ All Past

Priority X

- ☒ All Priorities
- ☐ High and Urgent
- ☐ Urgent

Sort X

-
-
-
-
-
-

Filter Settings X

- ☐ Remember this filter
-

Select the categories for which you'd like to see Tasks in your feed.

Select which Tasks folder is displayed.

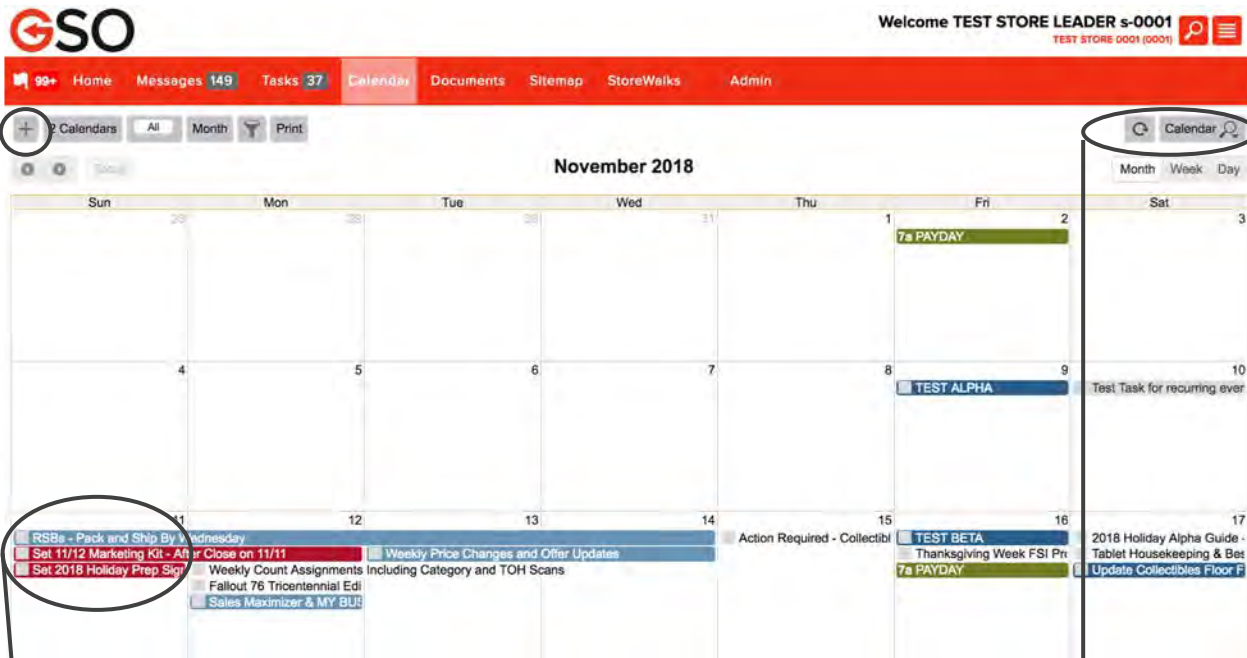
Select how far back you would like your Tasks feed to stretch.

Choose to show tasks by urgency. Users can view all priorities, or just those with High or Urgent priorities.

Select how you would like your Tasks feed to be organized.

If you've set your filters in a way that you'd like to see next time you login, use the Gear icon and select "Remember this filter." The Reset option will return to default view settings.

Calendar



As with the Messages and Tasks modules, users can select the “+” icon to create calendar events and reminders that will be visible only to their team

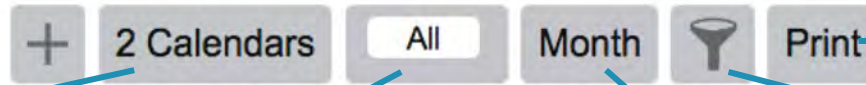
Users can click on any scheduled event to view further details.

The Search and Refresh icons perform the same functions as in the Messages and Tasks modules.

Stores have access to a live calendar that automatically populates itself with assigned tasks and created events. Users can select to view the calendar by day, by week, or by the entire month.

Channel-wide events will be added to store calendars when scheduled. Store Leaders can also add local events or reminders to their own store's calendar at their leisure using the Create (+) icon at the top left. Search, Refresh, and filtering options work as they do in the Messages and Tasks modules.

Calendar – Filtering Options



Print the current Calendar view.

Calendars X

- ☒ Show Calendar Events
- ☒ Show Tasks
- ☒ Show Completed Tasks

Apply

Select if you'd like your Calendar to populate with Events, Incomplete Tasks, Completed Tasks, or all of the above!

Event Categories

<input checked="" type="checkbox"/> Calendar Event Categories	<input checked="" type="checkbox"/> Task Categories
<input checked="" type="checkbox"/> ACCT Accounting	<input checked="" type="checkbox"/> ALLOC Allocations
<input checked="" type="checkbox"/> ALLOC Allocations	<input checked="" type="checkbox"/> CWC Connecting With Cochran
<input checked="" type="checkbox"/> AP Asset Protection	<input checked="" type="checkbox"/> GIVING Corporate Giving
<input checked="" type="checkbox"/> DL District Leader	<input checked="" type="checkbox"/> Cricket Cricket
<input checked="" type="checkbox"/> FAC Facilities	<input checked="" type="checkbox"/> DL District Leader
<input checked="" type="checkbox"/> HR HR	<input checked="" type="checkbox"/> E3 E3 News
<input checked="" type="checkbox"/> MRK Marketing	<input checked="" type="checkbox"/> FAC Facilities
<input checked="" type="checkbox"/> MERCH Merchandising	<input checked="" type="checkbox"/> FL2STR Field Leaders to Store Message
<input checked="" type="checkbox"/> OPS Operations	<input checked="" type="checkbox"/> ACCT Finance Answers & Support Team
<input checked="" type="checkbox"/> PAY Payroll	<input checked="" type="checkbox"/> CONF GME Conference
<input checked="" type="checkbox"/> RL Regional Leader	<input checked="" type="checkbox"/> GUESTS Guest Service
<input checked="" type="checkbox"/> STORE Store	<input checked="" type="checkbox"/> HOLIDAY Holiday
<input checked="" type="checkbox"/> TECH Tech Support	<input checked="" type="checkbox"/> HR Human Resources
<input checked="" type="checkbox"/> TRAIN Training	<input checked="" type="checkbox"/> TODO In-House
<input checked="" type="checkbox"/> VP Visual Presentations	<input checked="" type="checkbox"/> INV CTRL Inventory Control
	<input checked="" type="checkbox"/> TRAIN Level Up Training
	<input checked="" type="checkbox"/> LOSS Loss Prevention

Apply

Select the categories for which you'd like to see events and Tasks on your Calendar.

View Mode X

- ☒ Month
- Week
- Day
- List

Select your view mode. Users can view the Calendar for the full month, the current week, or just the current day. Users can also view Calendar events in a list view.

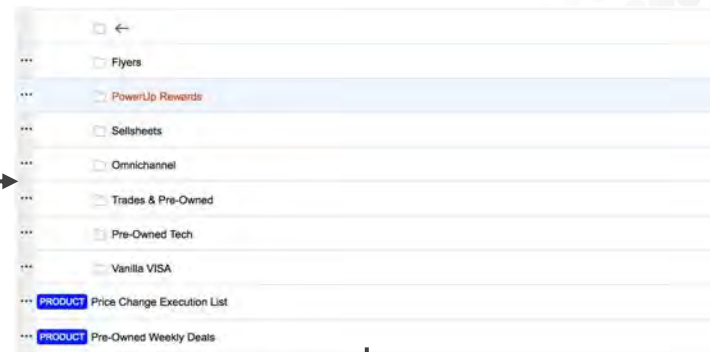
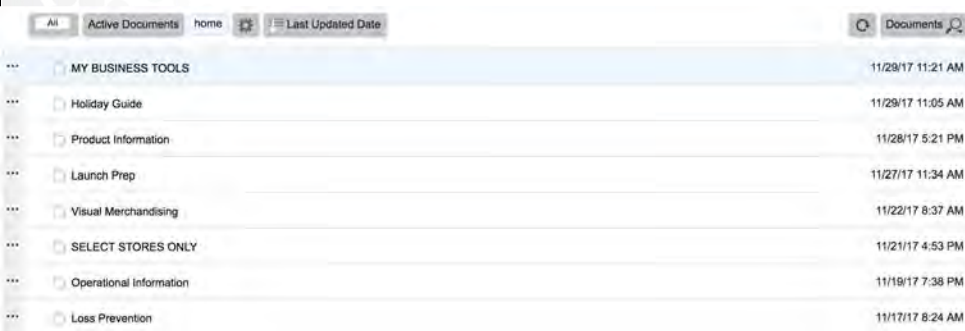
Filter Settings X

Remember this filter

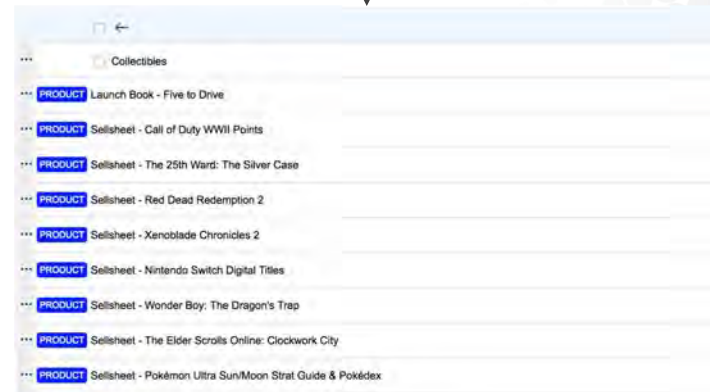
Reset

If you've set your filters in a way that you'd like to see next time you login, use the Gear icon and select "Remember this filter." The Reset option will return to default view settings.

Documents



The Documents tab is where users can find any print resources they need. Documents on GSO are organized into folders. Upon clicking the Documents tab, users will be taken to the root folder, where they can dive into a number of different document categories such as Human Resources, Visual Merchandising, and Product Information. Some folders will also have sub-folders as well. For example, Product Information contains a folder for Sellsheets (click-path shown here). **All store-specific reports like the Performance Dashboard will automatically populate in you're MY BUSINESS TOOLS folder when they are made available.** Users can also perform searches for desired content. However, it's important to note that unless you are using the Global Search, search results will only display content from within the current folder being viewed.



Sitemap

KEY FOCUS AREAS

- **Trades & Pre-Owned**
 - Pre-Owned Tech
- **Five to Drive**
- **PowerUp Rewards**
- **Service Matters**
- **Prestige Service Program**

RESOURCES

- **Category Expansion Tool**
- **Backup SKUs**
- **Store Flyers**
- **Sellsheets**
- **Promotions**
- **GSO Overview**
- **ESRB Ratings**
- **LevelUp/Training**
- **Ordering**
- **Help Desk Support**

IMPORTANT

- **SPM**
- **Associate Handbook**
- **Playbook**
- **Your Week In Focus**

GSO HUBS

- **Launch Prep**
- **GSO like a PRO**
- **Human Resources**
 - ERGs
 - Benefits
 - Workday
 - GoTime
 - Talent
 - Posters
 - State Specific
- **IT Security**
- **Loss Prevention**
- **Performance Reviews**
- **Giving Power**
- **ReTech**
- **Real Estate**
- **Service Matters**
- **Tablet Expert Zone**

PRODUCT INFO

- **Product Information Hub**
 - Microsoft
 - Sony
 - Nintendo
 - Digital
 - PC
 - Accessories
 - Other
- **Reserve Informer**
- **Collectibles**
- **OmniChannel**
- **Store Hotline/Guest Care**

VISUAL MERCH

- **Visual Merchandising Hub**
 - **Visual Memos**
 - **Planograms**
 - **Display Standards**
 - **Oversized Price Labels**
 - Price Only
 - Was Now
 - Starting At
 - **Collectibles**

The Sitemap module is a quick reference guide to navigating GSO.

The Sitemap is where users can quickly find text hyperlinks to some of the most frequently visited areas of the site.

StoreWalks



99+ Home Messages 212 Tasks 3 Calendar Documents Sitemap StoreWalks Admin

All Completed StoreWalks All Locations Submissions: 11/26/17 to 11/26/18 Subject

OPS Holiday Visit Assessment 1556

OPS Store Visit Assessment 1556

OPS Store Visit Assessment 1556

Store Visit Assessment

SELLING CULTURE BEHAVIORS

SELLING BEHAVIORS

The following is a list of sales related behaviors to consider when scoring the store staff. Use a combination of your own observations along with DVR review to identify behaviors.

- Store staff can be observed greeting guests on the floor and phone using GLO (Greet, Listen, Offer) recommendations
- Materials provided to assist with sales are used effectively, including the tablet, wall sheets, trailer slash, promotional flyers, etc.
- Consider the employee / guest interactions that are taking place in the store. What level of engagement are you witnessing?
- Guest engagement should include:
 - Are Circle of Life solutions offered to suit the circumstance / guest needs, including using the 'Yes, And' selling technique?
 - Are Trade and Pre-Owned values shared as a way to save money?
 - Are Collectibles recommended as an additional item to complement the guest purchase?
- Consider how the associates are closing sales:
 - Are they using GLO to make recommendations that complement the purchase?
 - Are associates attaching complementary products along with GPOs and PROs to build a complete shopping experience?
 - Do team members consistently ask for feedback through the survey, thank the guests, and invite them back?

SELLING CULTURE LEVEL FOUR

Guests in this store consistently experience the vision. The staff Greet, Listen, and Offers items and services that solve stated and unstated needs and then develops a rapport with each guest that moves the conversation to authentically selling the value of the Circle of Life. In a selling store you will hear associates pitch their passion in genuine conversation while engaging their guests, actively exploring all of their needs, using 'Yes, And', and recommending a full suite of products and services.

SELLING CULTURE LEVEL THREE

The staff in this location is demonstrating low level selling skills. They are listening to guest needs and making recommendations, but are not consistently developing true rapport with the guests in order to authentically move the discussion to the Circle of Life. In a serving store, you might hear phrases such as "Do you want to reserve _____ today? You get _____ when you do so?"

SELLING CULTURE LEVEL TWO

The store provides service only. Members of the staff are friendly and welcoming, but do not engage guests in a selling discussion. Guests are usually greeted, and asked if they need help, but not much more, and true rapport that authentically moves the discussion to the Circle of Life is rarely established. In a serving store, you might hear phrases such as "Is there anything you want to reserve today?" or "Do you want this new or pre-owned?"

SELLING CULTURE LEVEL ONE

This store is not providing even basic level service. Guests are not greeted or approached on the sales floor and the staff is nearly always behind the cash wrap engaged in operational activities. In a struggling store, you will not hear even basic selling techniques being utilized. It is likely that these stores have either talent or capability issues.

Selling Culture Assessment Level

LEVEL FOUR - Selling

LEVEL THREE - Solving

LEVEL TWO - Serving

LEVEL ONE - Struggling

As a Store User, you will want to set your filter on the StoreWalks module to show "Completed StoreWalks," so that you may view any assessments completed by your District Leader. Click any completed assessments to see the full details.

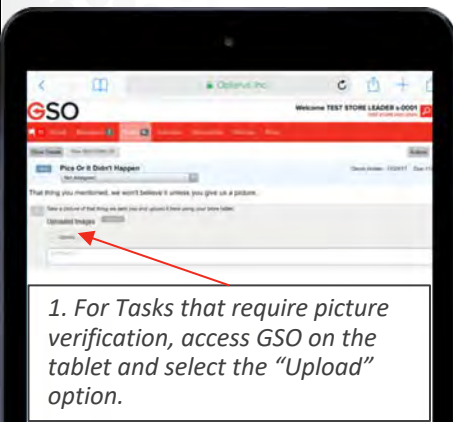
The StoreWalks module will be used primarily by Field Leaders to conduct Store Visit Assessments during visits to your location. Once submitted by a Field Leader, Store Users may view the results of a Store Visit Assessment via the StoreWalks module.

GSO on your Store Tablet

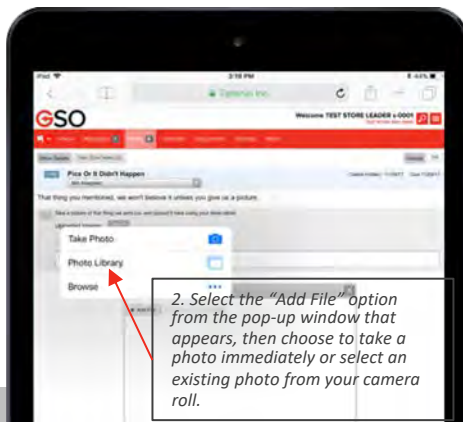
Your Store Tablet is a valuable tool for accessing GSO in your store. In many ways, the GSO experience is better on the tablet than on the POS. The portability of the tablet allows you to quickly reference planograms and visual memos – which you can easily download and save to your iBooks, negating the need to log into GSO to complete a set.

Furthermore, some Tasks in GSO will require you to take a picture and upload it. This will have to be completed on the store tablet using the steps shown below.

For store users, your ticket to GSO on the tablet is the red “G” Opterus Weblink app on your tablet.



1. For Tasks that require picture verification, access GSO on the tablet and select the “Upload” option.



2. Select the “Add File” option from the pop-up window that appears, then choose to take a photo immediately or select an existing photo from your camera roll.

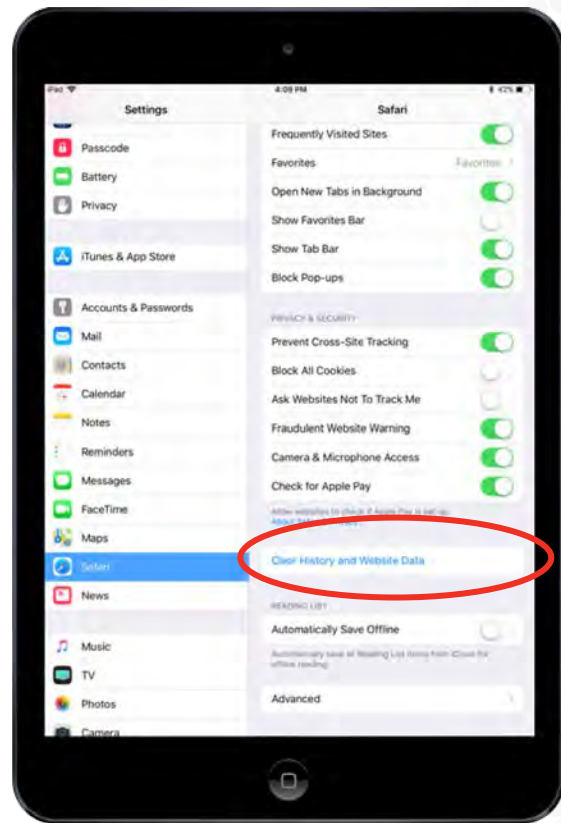
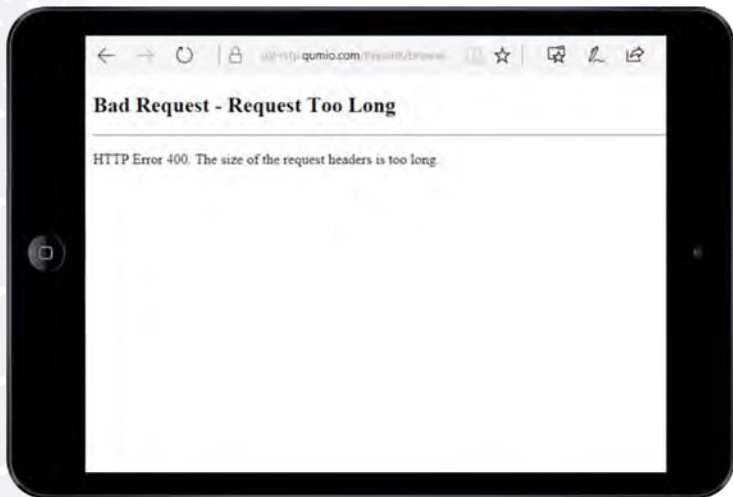


3. Take the photo or select one from your Camera Roll, then click the “Upload” button. Be sure to check off all steps, then click “Ok,” and you’re done!

GSO on your Store Tablet - Troubleshooting

When attempting to log in to GSO on your tablet, you may receive an error message like the one shown below, saying “Bad Request – Request Too Long.”

Fortunately, this is a common error with a simple solution. To resolve the issue and regain access, all you need to do is open the Settings app on your tablet. There, scroll down and select “Safari.” In your Safari Settings, select the option to “Clear History and Website Data” as shown in the image to the right. Once you’ve done so, you’ll be able to again access GSO on the tablet.





STILL HAVE QUESTIONS?

Write in to GSO Support on your POS!

We are a family of specialty retail brands that makes the most popular technologies affordable and simple.

