

Training Matrix



| Tool | Who can learn from this? | What can you learn from this? |
|---|---|---|
| Afterpay Access: One-stop shop for all resources & documents - Training, Visual Merchandise + Marketing & help center | Retail Operations L & D Store management | Afterpay Access Provide training materials, meet visual merchandising wants & needs + provide marketing tools and assistance |
| E-learning Module- Interactive Afterpay Card Training Course [ANZ] | Retail Operations L & D Store management Frontline teams | ANZ Articulate Module - Training Course Who we are and how we work, how to process an Afterpay Card purchase and refund through your POS |
| Printable Materials Afterpay Card Additional Training Course Resources: 1. How to use the Afterpay Card 2. Customer Refund Process 3. BOH Poster | Store management Frontline teams | Additional Training Resources HERE Printable materials to guide and assist teams with Afterpay Card purchases and refunds + setting up the card, QR code to training resources on Afterpay Access |
| Webinar - Interactive • Afterpay Card Training Webinar [ANZ] | L & D Store management Frontline teams | Book into sessions HERE Understand and be able to execute a transaction + refund using Afterpay Card through your POS |
| On-demand Training • Afterpay Card On-demand Training Webinar [ANZ] | L & D Store management | Link to On-demand Video HERE Recorded Webinar as per the facilitated version. Understand and be able to execute a transaction + refund using Afterpay Card in the store POS |
| Afterpay Card "How to" Videos • How to setup the Afterpay Card • How to make a purchase with the Afterpay Card | L & D Store management Frontline teams | Link to videos HERE How to set-up the Afterpay Card and how to make a purchase using the Afterpay Card |