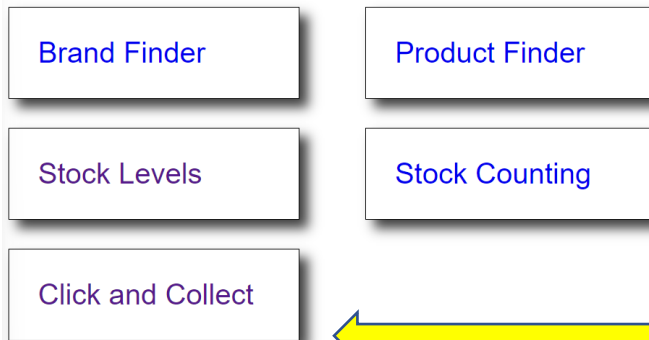
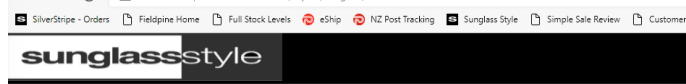


# CLICK & COLLECT INSTORE PROCESS

- On placing an order, customers are advised their C&C order will be ready to collect within 2 hours
- C&C orders come directly through to stores and are confirmed as ready and paid at this point
- You need to check for your C&C orders every hour to ensure we are meeting customer expectations

## To find your click and collect picking list:



From the Store Menu select **Click and Collect**



From here it will show you all stores picking lists. You will need to select your store from the drop-down options

Now you see just your store's picking list!

Date	Sale#	Product	Qty	Total	Customer	Delivery Address	Phone	Email	Notes
13-Jan-2022 13:38	85004119 (NeroWebsite 11542)	CD DIORVOLUTE2F D28 62 JJ(L)	1	479.00	Sandra Manning	Click+Collect Store# 103		sandra.manning@extra.co.nz	
13-Jan-2022 17:03	85004127 (NeroWebsite 11566)	KSP ELIANNA/G/S WR7 55 90 BK HAV/GRY(L)	1	179.00	Julie Harding	Click+Collect Store# 103		julieharding29@hotmail.com	

## Processing a Click & Collect:

A new order will show in your picking list:

Date	Sale#	Product	Qty	Total	Customer	Delivery Address	Phone	Email	Notes
26-Jan-2022 20:52	85004482 (NeroWebsite 12789)	DD 53514 Wolf Satin Black/Ice Blue Mirror Polar	1	129.90	Alex Clark	Click+Collect Store# 402		ax.clark01@gmail.com	

This is the order number, use this number in any communication with HO

## PART 1 – LOCATING THE SUNNIES

1. Check that you have this product in store. You can do this by checking your stock level page  
<http://192.168.6.122:8310/report/sunglass/stocklevels.htm>

2. If it is showing in your stock levels, find the product and check it is in good condition

Or

If you don't have the product in stock, the web team will organise to dispatch to store. The customer is also advised their order will be available in 2-3 working days if they've chosen an out of stock product.

3. Transfer the product to **Sunglass Style Web** and print the TID (transfer ID) slip
4. Enter the TID into the white box as shown

**NOTE:** If there is an **error** in your stock levels, showing you have an item that you don't, contact head office ([info@sunglassstyle.co.nz](mailto:info@sunglassstyle.co.nz)) immediately so we can resolve and provide options for the customer.

Displaying 4  Search Color:  Store:

Date	Sale#	Picking Comments	Customer Name	Delivery Address	Phone
	85006129 (NeroWebsite.17380)				
29-Mar-2022 14:52	SD Miami 001 Gold Tort/Grey	1	54.00		

Full Details

Customer has collected items

1234-1223 Color

Priyanka sharma

Click+Collect Store# 401

Enter Transfer ID (TID) here!

## PART 2 – THE CUSTOMER EXPERIENCE!

1. Ensure the glass is polished clean and well presented, remove QR code.
  2. Place in case with lenses facing up, include cleaning cloth, product authenticity or warranty cards etc.
  3. Place in a Sunglass Style carry bag\*
- \*Click & Collect orders don't require web packs as our C&C customers get the benefit of your service and the opportunity to exchange in store (so no web box, return packs, chocolate etc required)

## PART 3 – CONTACT THE CUSTOMER

1. Fill in the "Ready for Collection" email template and email to the customer as soon as the order is ready

## PART 4 – PICK UP TIME

1. When the customer arrives, open the picking list, find the order and check that it is packed and ready to go
2. Request photo ID that matches the collector's name
3. Process the transaction by clicking the pink button **Customer has collected items**
4. Hand over the order, explaining the terms of the warranty, and let them know to come back in anytime they need their glasses cleaned, tightened, or realigned free of charge, and bid them a friendly farewell!

Displaying 4  Search Color:  Store:

Date	Sale#	Picking Comments	Customer Name	Delivery Address	Phone
	85006129 (NeroWebsite.17380)				
29-Mar-2022 14:52	SD Miami 001 Gold Tort/Grey	1	54.00		

Full Details

Customer has collected items

1234-1223 Color

Priyanka sharma

Click+Collect Store# 401

Complete transaction by clicking here!