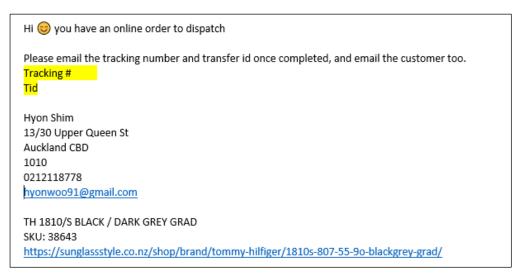
ONLINE ORDERS – INSTORE PROCESS

- Online orders are sent directly from our warehouse where possible however sometimes we will need you to dispatch an order from store.
- Online orders are a top priority as these customers have already purchased but if you are busy with in store customers, please make sure to put the product aside for the online order so it isn't sold in store

PART 1 – ORDER REQUESTS

- 1. Check your emails at 10am every morning and throughout the day to review your online orders
- 2. You will receive an email similar to below with the customer's details and a link to view the product



PART 2 – LOCATING THE SUNNIES + THE CUSTOMER EXPERIENCE!

- 1. Find the product and check it is in good condition, clean and well presented, remove QR code.
- 2. Place in appropriate size case, include cleaning cloth, product authenticity or warranty cards etc.

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) immediately so we can resolve and provide options for the customer.

PART 3 - TRANSFER

- 1. Open POS, click Menu > Enable stock transfer selection mode
- 2. Scan your product and make sure to transfer out your web pack box too!
- 3. Transfer the glass to Sunglass Style Web
- 4. Then Menu > Stock transfer out > Select store as Sunglass Style Web > Select By courier and scan your shipping barcode > Click ok to complete (scan the code on the courier pack)
- 5. A transfer id (TID) slip will print which shows the location and PIDS as well.

PART 4 – PACKAGING

- 1. Choose the appropriate sized web pack box depending on the size of sunnies/case
- 2. Include: Return form, Eco return courier bag, return courier ticket, Thank you card, Chocolate.
- 3. Write a <u>personalised</u>** thank you card and take a photo before packing up the order.
 - **Eg: Don't just write customer's name, add a thanks or a smiley!
 - Thanks Emily!
 - For Emily 😊



PART 4 - EMAILING + BOOKING A PICKUP

- 1. Open your Customer Order email template, fill in customers order number, name, NZ Post tracking number, and email to the customer
- 2. Reply to HO email with transfer ID and courier tracking number. Include a photo of the contents
- 3. Your order is ready to be sent off! If your store requires a courier pick up, book that now

Email to Head office Email to customer

Send	From V Genevieve@sunglassstyle.co.nz		
	То	Genevieve Van Lierop Sunglass Style;	RE: Online Order - 12850 Jared Kane
	Cc Subject	Sunglass Style Order Delivery Update: 2048	Nelson Sunglass Style
	Subject	Sunglass Style Order Delivery Opdate: 2046	To Bree Samson Sunglass Style
Sunglass Style Order #(2048)			image1,jpg 1 MB
Hi Kalon,			Неу,
Your order has been packed and is ready to be dispatched from our store today!			All done!
The package has been sent with NZ Post Couriers and your tracking number is: (SK 007901327 NZ) You can track your order here https://www.nzpost.co.nz/tools/tracking			Tracking #: SK 006 227 538 NZ Transfer id: 2244-1485
Thanks again and we hope you love your new sunnies!			Thanks, Gigi ☺
Sunglass Style Bayfair Shop 904 – Bayfair Shopping Centre Crr Girven & Maunganui Rd Mount Maunganui PH: 07 575 9678			Sunglass Style Nelson Shop 18 – Morrison Square P 03 545 7940 E nelson@sunglassstyle.co.nz
			sunglass style