

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

Hi 😊 you have an online order to dispatch

Please email the tracking number and transfer id once completed, and email the customer too.

Tracking #

Tid

Hyon Shim
13/30 Upper Queen St
Auckland CBD
1010
0212118778
hyonwoo91@gmail.com

TH 1810/S BLACK / DARK GREY GRAD
SKU: 38643
<https://sunglassstyle.co.nz/shop/brand/tommy-hilfiger/1810s-807-55-90-blackgrey-grad/>

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 personalised** 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 customer

	From	Genevieve@sunglassstyle.co.nz
	To	Genevieve Van Lierop Sunglass Style
	Cc	
	Subject	Sunglass Style Order Delivery Update: 2048

Sunglass Style Order #(2048)

Hi Kalon,

Your order has been packed and is ready to be dispatched from our store today!

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>

Thanks again and we hope you love your new sunnies!

Sunglass Style Bayfair
Shop 904 – Bayfair Shopping Centre
Cnr Girven & Maunganui Rd
Mount Maunganui
PH: 07 575 9678

Email to Head office

RE: Online Order - 12850 Jared Kane

 Nelson | Sunglass Style
To Bree Samson | Sunglass Style

 image1.jpg
1 MB

Hey,

All done!
Tracking #: SK 006 227 538 NZ
Transfer id: 2244-1485

Thanks,
Gigi 😊

Sunglass Style Nelson
Shop 18 – Morrison Square
P 03 545 7940
E nelson@sunglassstyle.co.nz

sunglassstyle