

Guidelines for Web Order System:

Contents

View New Web Orders.....	2
Redirect Web Order	4
Free E-Liquid	4

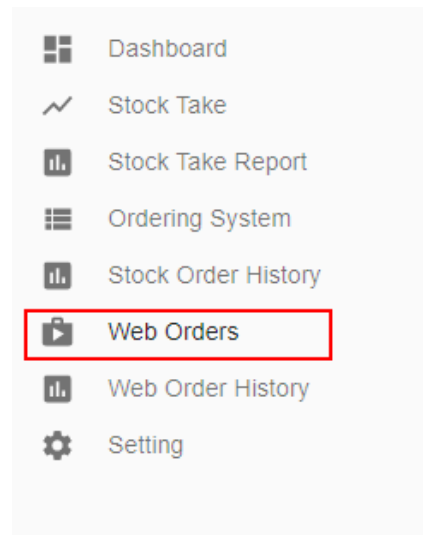
Please note that outlet transfer from your store to the Online outlet will be automatically created after you have completed the order on Portal. No need to send inventory from your store to Online outlet anymore.

Note:

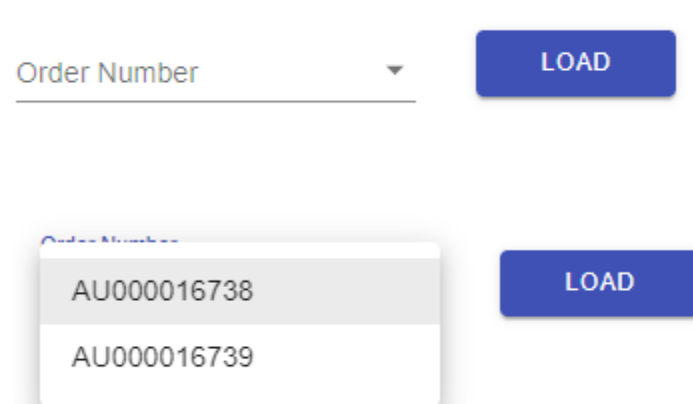
- If you are shipping a display product, please make sure that there is product in the box.
- Ensure quantity
- Please make sure you are packing for the correct customer. The customer name and address on the ticket should match the customer details shown on Portal.
- No need to send inventory from your store to Online outlet anymore.

View New Web Orders

The “Web Orders System” can be accessed from the Shosha Portal sidebar:



When your store has a new web order to fulfill you will see it in the “Order Number” dropdown.



Select an order and click “Load”

This will show you the order details and what you will need pack for this online order.

SKU

9310704911665

Name	SKU	Order Quantity	Counted	Status
HEETS Green Label - 10pk Carton	9310704911665	1	0	✗

SKU

Name	SKU	Order Quantity	Counted	Status
HEETS Green Label - 10pk Carton	9310704911665	1	1	✓

When all the products are ready. Please click the “Review” button to double check every product that you have packed.

After double checking, you can click “Finish Order” to complete the order.


Before requesting for a shipping ticket, please ensure that you have sufficient physical stock in the store.

To request for the shipping ticket and the tracking number, please message any of the following staff:

- Mohammed Quadeer (0278777788)
- Aftab Idrishi (0297777703)
- Chhay Taing (021798449)

Scan the tracking number:

Please ensure you are packing for the correct customer:



Please SCAN the Tracking Number

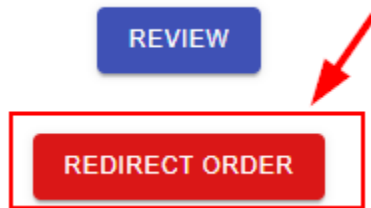
Staff Name

CANCEL DONE

Scan the tracking number, enter the name of the staff that packed then order, and then click “Done”

Redirect Web Order



If your store is unable to fulfill the web order due to not having the product listed in the order or unable to print the shipping ticket, then please click the red “Redirect Order” button at the bottom of the page.



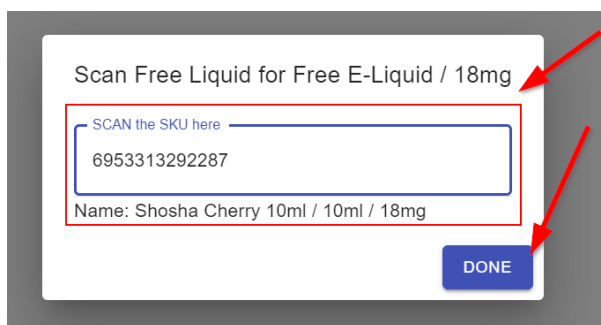
This will prompt you to enter the reason for redirecting this order. After entering the reason, please click “Done”. This order will then be redirected to another store that can fulfill it.

Free E-Liquid

If the customer has order the free e-liquid you will see them with SKU that contains “FREE” followed by the customer’s selected nicotine strength.

Name	SKU	Order Quantity	Counted	Status	Replace
Smok Nfix Pod Kit / Champion Gold	6940695649532	1	0	×	
Salty Krush World Banana Milkshake / 60mg	6972626356066	1	0	×	
Free E-Liquid / 18mg	FREE18MG	2	0	×	
Free E-Liquid / 6mg	FREE6MG	3	0	×	

Please click on the replace icon and replace the free e-liquid with any Shosha 10ml e-liquid of the same nicotine strength that you have in stock.



In the picture above, the customer ordered a free 18MG e-liquid, and I am fulfilling it with the Shosha Cherry 10ml / 18mg. Please scan the SKU of the e-liquid and press enter. Then click on the “Done” button.

This will replace the e-liquid in the list with the one you have scanned.

Name	SKU	Order Quantity	Counted	Status	Replace
Smok Nfix Pod Kit / Champion Gold	6940695649532	1	0	×	
Salty Krush World Banana Milkshake / 60mg	6972626356066	1	0	×	
Free E-Liquid / 6mg	FREE6MG	3	0	×	↺
Shosha Cherry 10ml / 10ml / 18mg	6953313292287	2	0	×	

Scan the SKU of the e-liquid in the SKU scanner text box to increase the counted quantity.

SCAN the SKU here					
6953313292287					

Name	SKU	Order Quantity	Counted	Status	Replace
Smok Nfix Pod Kit / Champion Gold	6940695649532	1	0	×	
Salty Krush World Banana Milkshake / 60mg	6972626356066	1	0	×	
Free E-Liquid / 6mg	FREE6MG	3	0	×	↺
Shosha Cherry 10ml / 10ml / 18mg	6953313292287	2	2	✓	