



# **EARTHBOUND**

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## **TRADING COMPANY**

**Web Order – New Process**

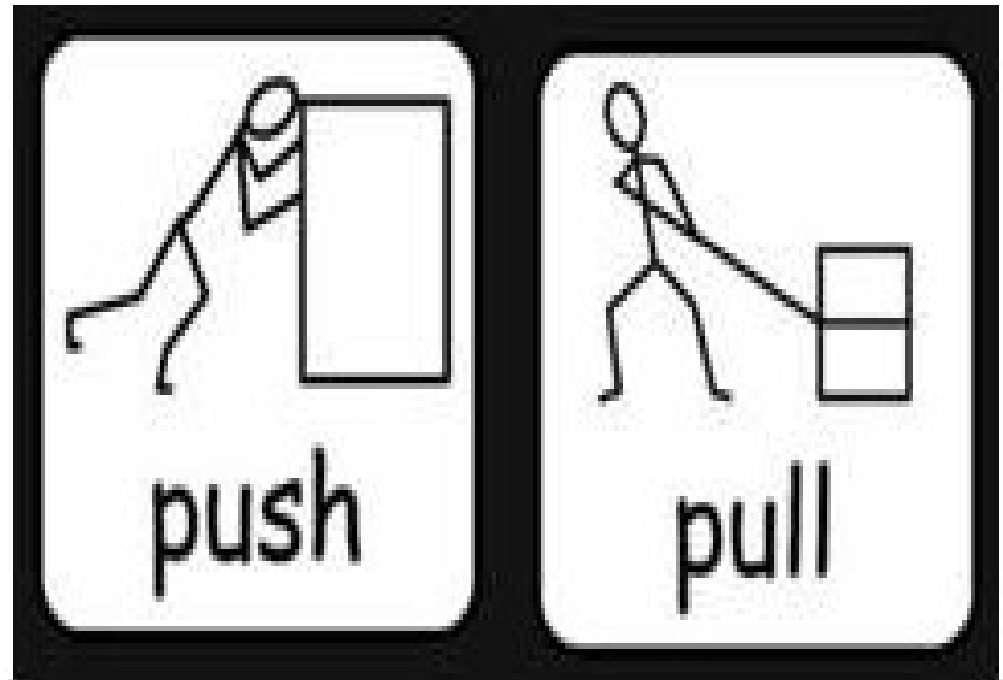
# Web Order Changes

- Based on DM recommendations and feedback relating to inventory, we have decided to modify our weekly WEB ORDER.
- As of Oct 2nd, only **select items** will be available on web order. These will include:
  - Supplies,
  - Hermit crabs,
  - Incense sticks and cones
    - *These will continue to be ordered just like before, there is no change. These will be the only items available to order on the passport site.*
- All **other items** will simply be pushed based on store inventory levels, min/max, availability, etc. Because of this, it is critical that we all have correct inventories when performing the company-wide inventory.
- ***Your On-Hand inventory will be the only way we know to replenish stock.***

# Web Order Change - From *Pull* to *Push* system

We currently utilize a “*PULL*” system for store orders. As you can tell from the picture, that means stores are constantly waiting for product.

With a “*PUSH*” system for store orders, stores are going to have product sent to them before they even have to ask.



# Wait....what's going on???

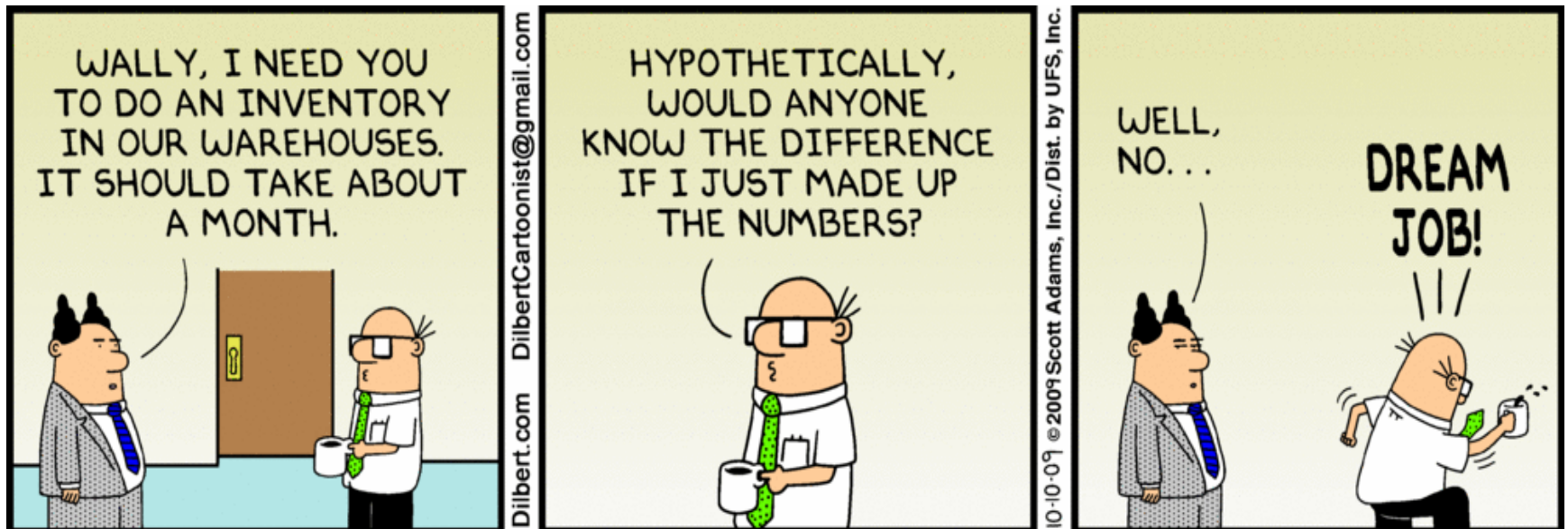
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# Store Manager - Responsibility

- Currently store managers are responsible for submitting their web order. This can take away a lot of time that the manager could spend elsewhere in the store.
- The focus is now on accurate inventory. Store managers need to maintain correct item quantities in the system, as this is what will trigger future reorders to their store.
- *It will be readily evident which stores are keeping an accurate inventory and those who are not. It really is a Dream Job!*



# FAQ



- **Question:**

- *How can I delete Items from my order?*

- **Answer:**

- The purpose of going to a “**PUSH**” system is to get as much product to the store to sell as possible.
- If you feel there are certain DCS that your store cannot carry, please communicate with your DM immediately. We can work on blocking those DCS from your store.
- You will have a 1 month trial period starting on Oct. 2<sup>nd</sup> where you can email Zach with any item deletions from your order for that week. This will give us time to work on the item blocks. After that, we will treat any unblocked item as eligible to be sent to your store.

# FAQ



- **Question:**

- *I have thousands of items in my store, how can I possibly keep an accurate count of all of them?*

- **Answer:**

- Obviously it is a difficult task to keep track of all items, we understand that.
- As a store manager you know the key “staple” items that your store sells and that you need at all times. These items definitely need to have accurate inventory. Otherwise, you risk not having them replenished.
- In addition, our Inventory Control team has created 3 separate weekly reports that is for your benefit.
  1. **Weirdness Report**
  2. **Stagnated Report**
  3. **Negative Inventory**
- If as a store manager you review the reports, investigate the issues and adjust inventory accordingly, then the system will work for you.

# FAQ



- **Question:**
- *What if I need my min/max change or I have a large customer request?*
- **Answer:**
- Please do not hesitate to call or email Zach about these type's of issues.
- We want to provide you with the tools to be successful, please do not hesitate to reach out or let us know your concerns!
- If we can improve our inventory accuracy at the store, our Min/Max issues will be minimal.



# Summary – Web Order



•In summary, it's safe to say a store never wants to be disappointed in the weekly order they receive. Yes, there will be things out of your control when it comes to receiving product, such as a shortage at the DC, shipping delays, etc.

•But, what you can control is **your inventory**. If you can maintain accurate inventory at your store, the system will work, it will ship the product that you need, and your store will be successful! Remember:

- 1. Your On-Hand inventory will be the only way we know to replenish stock.**
- 2. Work the reports send to you by Inventory Control.**