

PURPOSE

The purpose of this Standard Operating Procedure is to provide stores with the necessary information and detailed instruction on how to process Ship-to-Store orders. The successful completion of these orders is critical to ensure our customers have the best possible experience utilizing this service.


INTRODUCTION

The Ship-to-Store program, commonly referred to as 'STS' or 'BOPIS' (Buy Online, Pickup in Store), offers a convenient service to our customers who wish to take advantage of easy in-store pickup and free shipping for their web orders of \$30 or more. The customer will select *Ship-to-Store* as a shipping option during checkout, then select their preferred store pick-up location. Once a Ship-to-Store order has left the Fulfillment Center (FCDC), it should arrive at its designated store within 7-15 days. Read more about the program [here](#).

CUSTOMER NOTIFICATIONS

An automated email system sends STS order notifications to our customers with the following cadence:

1. **Order Confirmation** – sent to the customer as soon as their web-order has been successfully charged and all merchandise within the order is confirmed available for processing.
2. **Order Arrival** – sent to the customer once their order is ready for pickup in their selected store location. This is triggered immediately after the STS order is scanned-in from the merchandise truck delivery.



YOUR ORDER IS READY FOR PICKUP

HERE'S SOME GOOD NEWS


YOUR SHIP TO STORE ORDER HAS ARRIVED

You can pick up your item(s) at the store by {{ final_date }}


For a fast pick up, have an associate scan the barcode below when you arrive at the store.

If you do not pick up your order from the store before your pickup window expires, your order will be cancelled, and you will be refunded for the full order value.

ORDER INFORMATION	
SHIPPING ADDRESS: (% if shipping_name %){(shipping_name)} (% endif %){(shipping_address1)} (% endif %){(shipping_address2)} (% endif %){(shipping_address3)} (% endif %){(shipping_address4)} (% endif %){(shipping_address5)} (% if shipping_method %){(shipping_method)} (% if shipping_instructions %){(shipping_instructions)} (% if web_notes %){(web_notes)} (% endif %)	BILLING ADDRESS: (% if billing_name %){(billing_name)} (% endif %){(billing_address1)} (% endif %){(billing_address2)} (% endif %){(billing_address3)} (% endif %){(billing_address4)} (% endif %){(billing_address5)} ORDER DATE: {(order_date)} ORDER #: {(order_number)} CUSTOMER #: {(customer_number)}

 **A REMINDER OF YOUR FANTASTIC SHOPPING SKILLS**

3. **Pickup Reminder** – sent to customers who have not yet picked-up their STS order after 7 days from the date of order arrival. This notification includes a 'pick-up by' date and a reminder that an unclaimed order will be returned, and the customer's account will be credited for the order value.



YOUR SHIP TO STORE ORDER IS READY

**PICK UP YOUR ORDER AT THE STORE
BELOW BY {{ final_date }}**

For a fast pick up, have an associate scan the barcode below when you arrive at the store.

If you do not pick up your order from the store before your pickup window expires, your order will be cancelled, and you will be refunded for the full order value.

ORDER INFORMATION

SHIPPING ADDRESS:
{% if shipping_name %}{{ shipping_name }}
{% endif %} {% if shipping_address1 %} {{ shipping_address1 }}
{% endif %} {% if shipping_address2 %} {{ shipping_address2 }}
{% endif %} {% if shipping_address3 %} {{ shipping_address3 }}
{% endif %} {% if shipping_address4 %} {{ shipping_address4 }}
{% endif %} {% if shipping_address5 %} {{ shipping_address5 }}
{% endif %}

BILLING ADDRESS:
{% if billing_name %} {{ billing_name }} {% endif %} {% if billing_address1 %} {{ billing_address1 }} {% endif %} {% if billing_address2 %} {{ billing_address2 }} {% endif %} {% if billing_address3 %} {{ billing_address3 }} {% endif %} {% if billing_address4 %} {{ billing_address4 }} {% endif %} {% if billing_address5 %} {{ billing_address5 }} {% endif %}

SHIPPING METHOD: {{ shipping_method }}


SHIPPING INSTRUCTIONS: {{ shipping_instructions }}

NOTES: {{ web_notes }}
{% endif %}

ORDER DATE: {{ order_date }}

ORDER #: {{ order_number }}

CUSTOMER #: {{ customer_number }}

 **A REMINDER OF YOUR FANTASTIC SHOPPING SKILLS**

STS PROCESSING

STS orders are fulfilled by the FCDC and assigned to a designated STS pallet by each store location. All STS pallets are shipped regularly, attached to standard store freight deliveries. Stores must prioritize accepting STS pallets as soon as they are received in-store, following the process below.

STEP	ACTION	PROCESS
1.	<p>Accepting STS Orders</p> <p>NOTE Packages must never be placed on top of the Front-End counter or in any location that is in public view or easily accessible by the customer.</p>	<ol style="list-style-type: none"> Each STS order package is to be scanned and received in OMS via the Retail Transfer Receiving screen. After having been scanned and received, each order package must be labeled via permanent marker with the following: <ol style="list-style-type: none"> Customer Name: write the first initial and last name of the customer in large, uppercase letters. (e.g. 'J. SMITH') Date: write the date received in the MM/DD format. (e.g. '11/04') <ol style="list-style-type: none"> Recording the date received allows stores to track packages for the "Aging Orders" process described in this document. Associate Initials: write receiving associate's initials in First-Last name or First-Middle-Last name format. (e.g. 'ABC') Once every order package is labeled, they must be transported, organized, and stored within the designated Front End cabinets. Organize packages in alphabetical order, by customer last name.
2.	<p>Customer Pickup</p>	<ol style="list-style-type: none"> Customers must enter the queue line to pick-up their STS order. When a customer arrives in-store to pick up an order: <ol style="list-style-type: none"> Ask them to present the Order Arrival email, digital or printed, to verify the spelling of the customer's name and to determine number of packages. Ask them to present a valid, government-issued photo ID to verify the name listed on the ID matches the name on the STS order email. <ol style="list-style-type: none"> STS orders may be picked up by the customer that placed the order or any person of the customer's choosing that can provide you with the customer's last

name, order number, and a printed or digital copy of the arrival email.

- c. Access the STS order storage area and search for the customer's order. If stored in an STS room, page an associate over the radio to ask them to search and bring the order to the front-end.
 2. Once the package(s) have been located
 - a. The arrival email will have a barcode that can either be scanned from a physical copy or from the customer's smartphone.
 - b. Scan the package barcode in OMS under "Customer Order Pick Up."
 - c. Check the box that says, "Pick Up" and accept the package.
 - d. A receipt prints out that the customer then signs to acknowledge that the package has been picked up. Those receipts are retained at the Front End.
 3. If the package(s) are not located
 - a. Look up the transaction number by looking up their account, either by email address or last name and zip code, and when the order was placed (in Maintain Parties).
 - b. Copy the transaction number over into the customer pick up screen and see if it has arrived.
 - c. If the order has not arrived determine when the order was placed. Has there been enough time with the truck arrivals for the package to even be in the store? If not, let them know when the next truck is arriving and to look for an email from us confirming the delivery.
 - d. Standard delivery for Online orders is 7-15 business days so the customer understands the time frame for deliveries.

3.	<p>Aging Orders This process must only be completed by store coordinators and above.</p>	<ol style="list-style-type: none"> 1. The <i>Ship to Store Orders Not Picked Up</i> Report should be generated once per week by a member of store management to check for STS orders that have not been picked up by the customer within 14 days of being received (known as ‘aging orders’). 2. To access the report, navigate to The Summit, then select Reports Manager > Management Cubes > Daily Cubes > <i>Ship to Store Orders Not Picked Up</i>. Select your store from the drop-down menu and press ‘View Report’. 3. Once generated, review all orders by the ‘Store Received Date’ column print the report. 4. Physically check to see if all listed order(s) are still in the building. Please note: some orders may not appear in the report, therefore it’s important to check <u>all</u> packages within the date range of the report. 5. If an aged order is found: <ol style="list-style-type: none"> a. Look up the order in <i>Enter Orders</i> to see if the order is still active (not canceled, returned, or has special instructions). <ol style="list-style-type: none"> i. If the order was not canceled, returned, or has special instructions, the order must be returned to the original tender. <u>If the return is over \$100, then two leaders are required to be present at time of return.</u> Complete the return using the POS Return screen and select: <ol style="list-style-type: none"> 1. Credit/Debit card <ol style="list-style-type: none"> a. Process a return to original tender as normal. b. Merchandise must be tagged and returned to floor. 2. Gift card <ol style="list-style-type: none"> a. Process a return to a gift card tender. b. Store must mark the store copy receipt with “IN-STORE” and print your name on the receipt. c. Place customer’s gift card and return receipt in a FedEx envelope. d. Address the package to the billing address of the STS order. e. FedEx package to address.
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- f. Email your DM or DLPM with the following information.
 - i. Customer name
 - ii. FedEx tracking
 - iii. Gift card number
- ii. If the order was canceled or returned.
 1. Tag the item(s) and return them to the floor.

NOTE

- Returns over \$100 require two members of store management (coordinator and above) to be present when the return takes place.
 - Gift cards originating from a returned STS order must never be stored on-premises and/or in-safe. They must be shipped to the customer immediately.
6. If an aged order is on the *Ship to Store Orders Not Picked Up* Report but is not found in-store
 - a. Look to see if there is a return under the customer's account for that transaction.
 - b. If the order was not returned, accept order as picked up.
 7. Make notes on the printed file of what the outcome was for each order. This will make a useful reference guide when doing the following week's report.