OMS Placing a Special Order



If a customer would like an item or size that we do not have in store, we can order that item at the register and ship directly to our store or their home.

Placing a Special Order **EXAMPLE** STEP **ACTION** 1. **Ship to Store** This screen may be TJX Gift Card Quick Item used if a customer would like to place a ship to store order Misc Charges **Special Order** from within the store. a. Click the "Special Order" button on **Lookup Order** the top right of the Sales Order Entry POS screen. b. Select the store Item total must be at least \$30 to Ship to Store. where the customer would Shipping Type Ship To Store like the item delivered. Select Store c. Search for item and add it to the Merchandise: \$0.00 order. Misc Charges/Discounts: \$0.00 d. Proceed with Tax: \$0.00 payment as \$0.00 Shipping: normal. Order Total: \$0.00 **NOTE** Item total must be at least \$30 to be able to utilize ship to store. 2. **Ship to Home** This screen may be used if a customer TJX Gift Card Quick Item would like to place a ship to home order from within the store. Special Order Misc Charges a. Click the "Special Order" button on **Lookup Order** the top right of the Sales Order Entry POS screen. Select the

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customer's party.
Please ensure that
the address is
correct.

- c. Select the customer's preferred shipping method.
- d. Search for item and add it to the order.
- e. Proceed with payment as normal.

