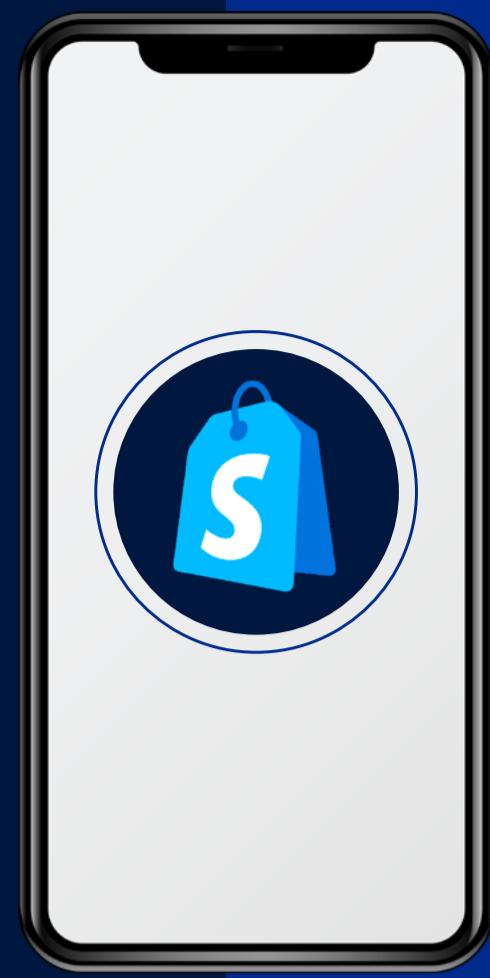


OPERATIONS PLANNING AND CONTROL DIVISION

CALL TO DELIVER VIA SHOPIFY POS

ROLES AND RESPONSIBILITIES



PERSONAL SHOPPER



CTD MANAGER



ORDER CONTROLLER



CASHIER



PACKER



DISPATCHING
SUPERVISOR



CALL TO DELIVER VIA SHOPIFY POS

ROLES AND RESPONSIBILITIES



PERSONAL SHOPPER

STEP	WHAT TO DO
1	Upon receipt of assigned order via CTD Endorsement Tracker or existing CTD Customer, coordinate with customer for the orders following existing procedure.
2	Access Shopify POS App via mobile phone and request CTD Manager to log on the Admin Account first.
3	CTD MANAGER
4	Click "Home" button to display user's module. Select "Lock Screen" and enter the 4-digit PIN assigned to access your account. Note: Bottom part shall display your Username
5	<ul style="list-style-type: none"> Click "Home" and select "Customers" module. Click "Add New Customer" button to create account.
6	Fill out required fields of customer details. 1. First Name 2. Last Name 3. Email Address (if available) 4. Phone Number (i.e. +639185645566 format)

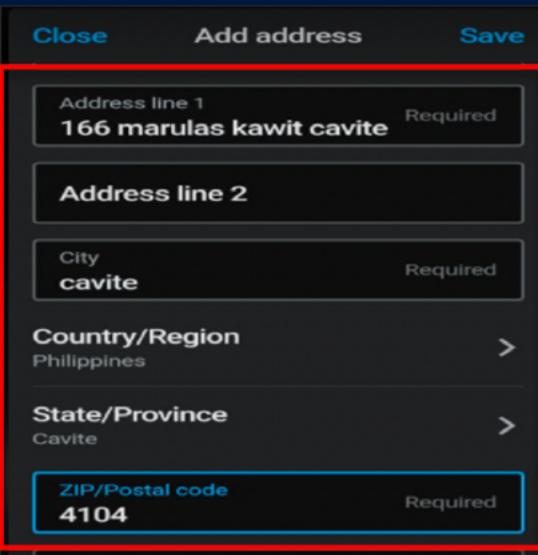
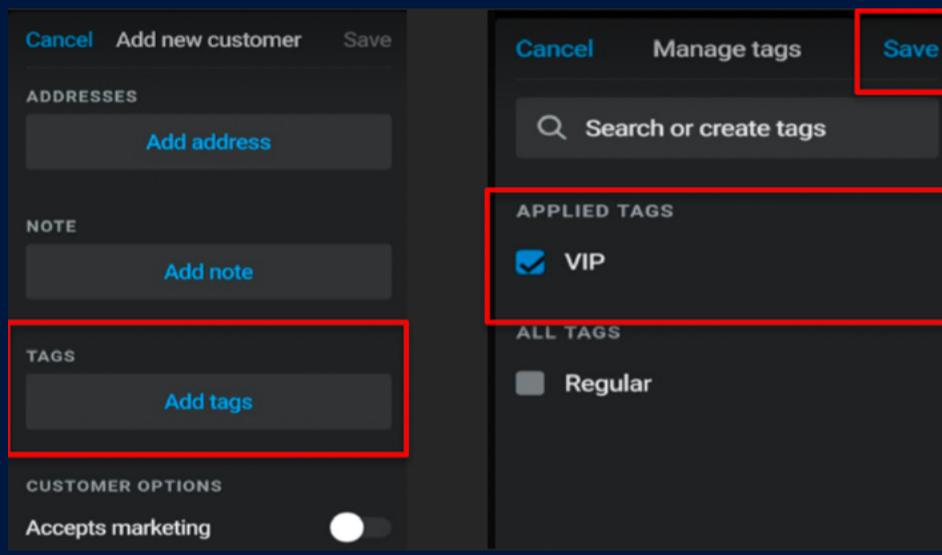
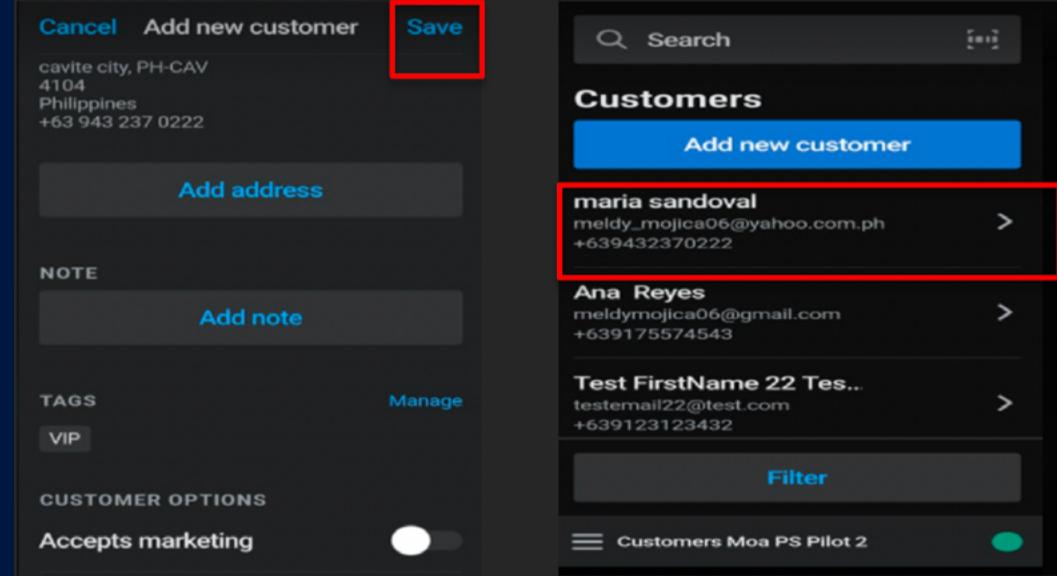
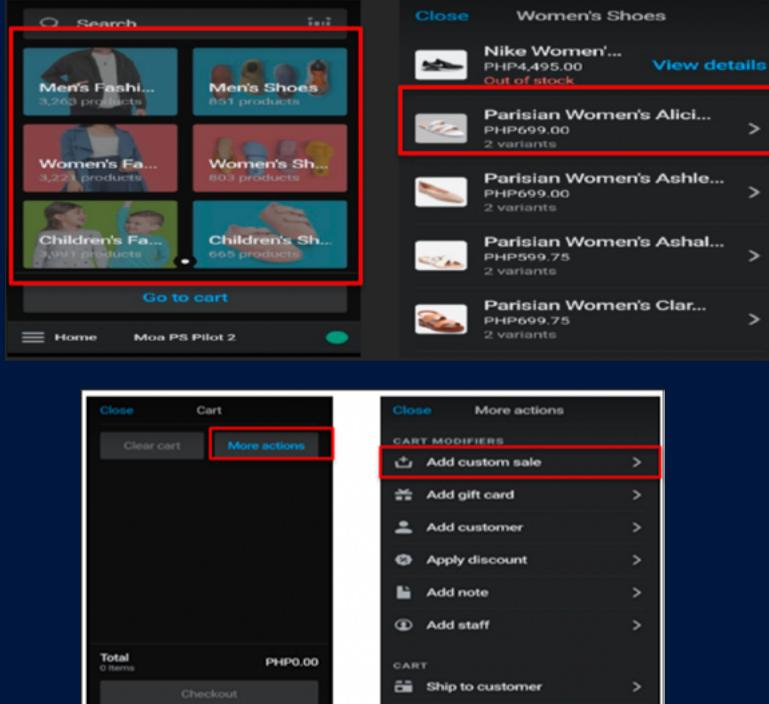


CALL TO DELIVER VIA SHOPIFY POS

ROLES AND RESPONSIBILITIES



PERSONAL SHOPPER

STEP	WHAT TO DO
7	<p>Click "Add Address" button and fill out required fields.</p> <ol style="list-style-type: none"> 1. Address Line 2. City 3. Country/Region 4. State/Province 5. Zip/Postal Code 
8	<p>Click "Add Tags" button and input/select Customer Type (i.e. Regular, VIP, etc.) and click "Save"</p> 
9	<p>Once done entering all necessary information, click "Save" to finish creating customer account. Account created shall now display in customer list.</p> 
10	<p>In Home Screen, either select items available from Shopify Catalog or add items not in the catalog.</p> <p>10.a Add items from catalog by selecting category from home screen, then select item/s from list.</p> <p>10.b Add items that are not in the Shopify Catalog by clicking "More Action" button, then select "Add Custom Sale"</p> 

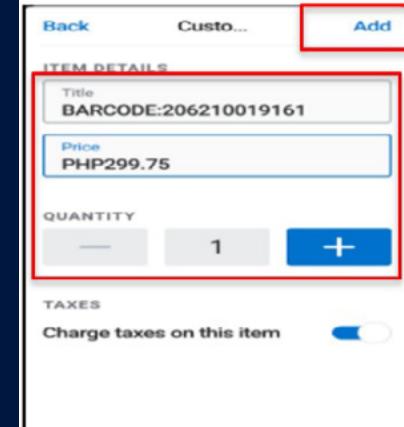
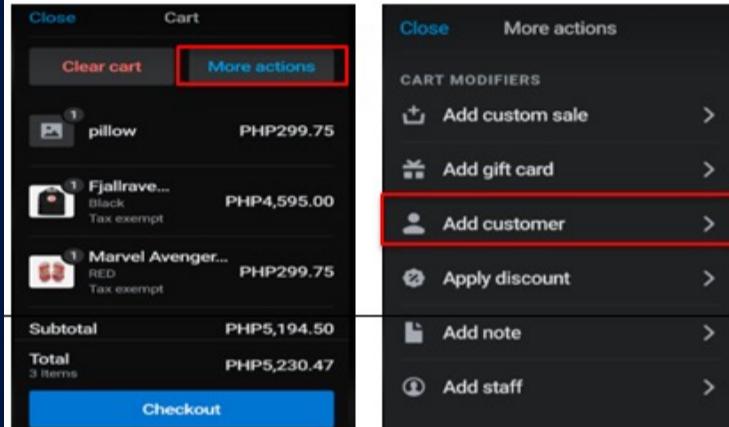
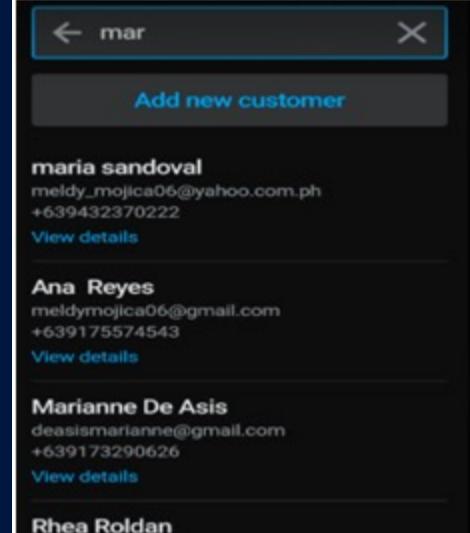
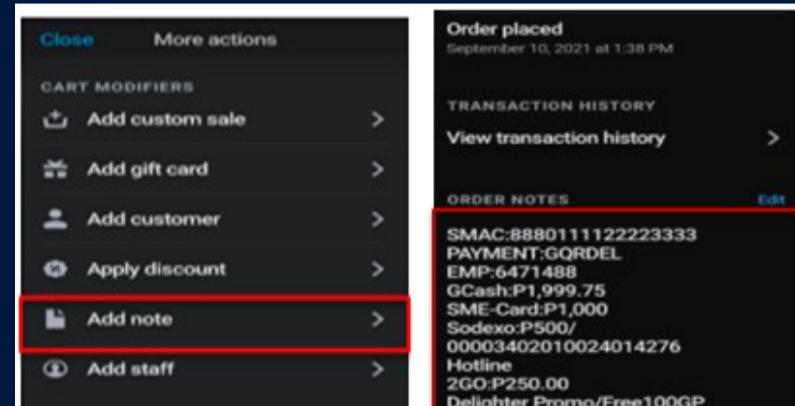
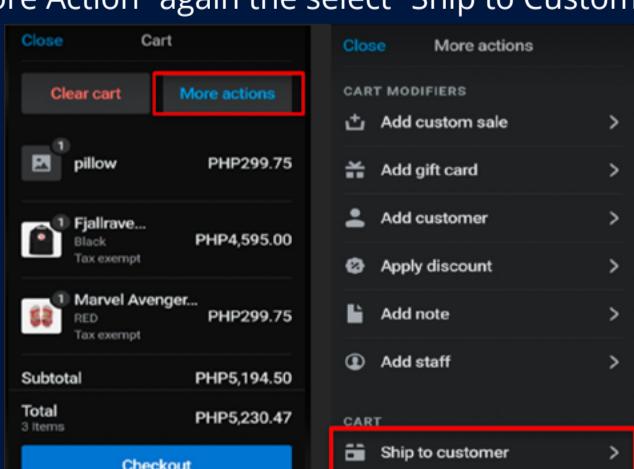


CALL TO DELIVER VIA SHOPIFY POS

ROLES AND RESPONSIBILITIES



PERSONAL SHOPPER

STEP	WHAT TO DO								
11	<p>Enter the following in "Item Details" fields:</p> <table border="1"> <thead> <tr> <th>PARTICULAR</th><th>DETAILS</th></tr> </thead> <tbody> <tr> <td>Title</td><td>Indicate the word BARCODE, colon and the UPC/ Barcode of the item without spaces in between. i.e. BARCODE: 206210019161</td></tr> <tr> <td>Price</td><td>Indicate price of the item shown on price tag</td></tr> <tr> <td>Quantity</td><td>Enter quantity of item ordered by customer</td></tr> </tbody> </table> <p>Click "Add" to include in the customer cart.</p> 	PARTICULAR	DETAILS	Title	Indicate the word BARCODE, colon and the UPC/ Barcode of the item without spaces in between. i.e. BARCODE: 206210019161	Price	Indicate price of the item shown on price tag	Quantity	Enter quantity of item ordered by customer
PARTICULAR	DETAILS								
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Price	Indicate price of the item shown on price tag								
Quantity	Enter quantity of item ordered by customer								
12	<p>Screen will be directed to cart. Repeat steps 10 to 14, until all items are added in cart.</p> <p>Click "More Action" then select "Add Customer" to enter customer details.</p> 								
13	<p>Enter or search for customer on the list. Double click customer name to select.</p> 								
14	<p>Go to "More Action" again, then select "Add Note" to enter the following notations (refer to attachment C for details).</p> <ol style="list-style-type: none"> 1. Loyalty Card Number 2. Payment Mode (indicate one payment mode only even if customer will have multi tender) 3. Personal Shopper Employee Number 4. Dispatch Mode 5. Personal Shopper Employee Number 6. Breakdown of Amount per Payment Mode (if applicable) 7. Order Type 8. Delivery Partner 9. Delivery Fee 10. Promo Entitlement 								
15	<table border="1"> <thead> <tr> <th>If customer order is for...</th><th>Then</th></tr> </thead> <tbody> <tr> <td>Pick-up</td><td>Proceed to Step</td></tr> <tr> <td>Delivery</td><td>Go to "More Action" again the select "Ship to Customer" tab.</td></tr> </tbody> </table> 	If customer order is for...	Then	Pick-up	Proceed to Step	Delivery	Go to "More Action" again the select "Ship to Customer" tab.		
If customer order is for...	Then								
Pick-up	Proceed to Step								
Delivery	Go to "More Action" again the select "Ship to Customer" tab.								



CALL TO DELIVER VIA SHOPIFY POS

ROLES AND RESPONSIBILITIES



PERSONAL SHOPPER

STEP	WHAT TO DO
16	Select or enter Shipping Address of customer
17	Select Shipping Rate will display. Enter shipping rate indicated on "Notes" field in "Custom shipping rate" field.
18	Display goes back to Shopping Cart page. Pick item/s in selling area before "Checkout" to ensure all item/s are available
19	Upon completion of picked item/s, review order details in Shopify POS Mobile App if complete and correct. Edit as necessary.
20	Once Checkout button was clicked, system will prompt to select payment option. Select "Cash" then always select the exact amount from displayed options.
21	System displays "Change Due" 0.00. Click "Done" button to exit



CALL TO DELIVER VIA SHOPIFY POS

ROLES AND RESPONSIBILITIES



PERSONAL SHOPPER

STEP	WHAT TO DO
22	<p>Proceed to Order Controller and request for printing of Order Slips (Shopify and Visual Store OS).</p> <p>Note: In cases there will be changes in customer order (i.e additional/ deletion of items, Payment Mode, Dispatch Mode, etc.), Personal Shopper shall recreate the original order in Shopify POS Mobile App and request for reprinting of Order Slips (Shopify and VS) to Order Controller.</p>
23-32	ORDER CONTROLLER
33	Check completion of picked item/s vs. printed Order Slips.
34	Endorse items together with the Order Slips (Shopify and VS) to Order Controller.
35	ORDER CONTROLLER
36-38	CASHIER
39	Follow existing procedure on confirming customer order.
40	CASHIER
41	PACKER
42-44	ORDER CONTROLLER
45	DISPATCHING SUPERVISOR

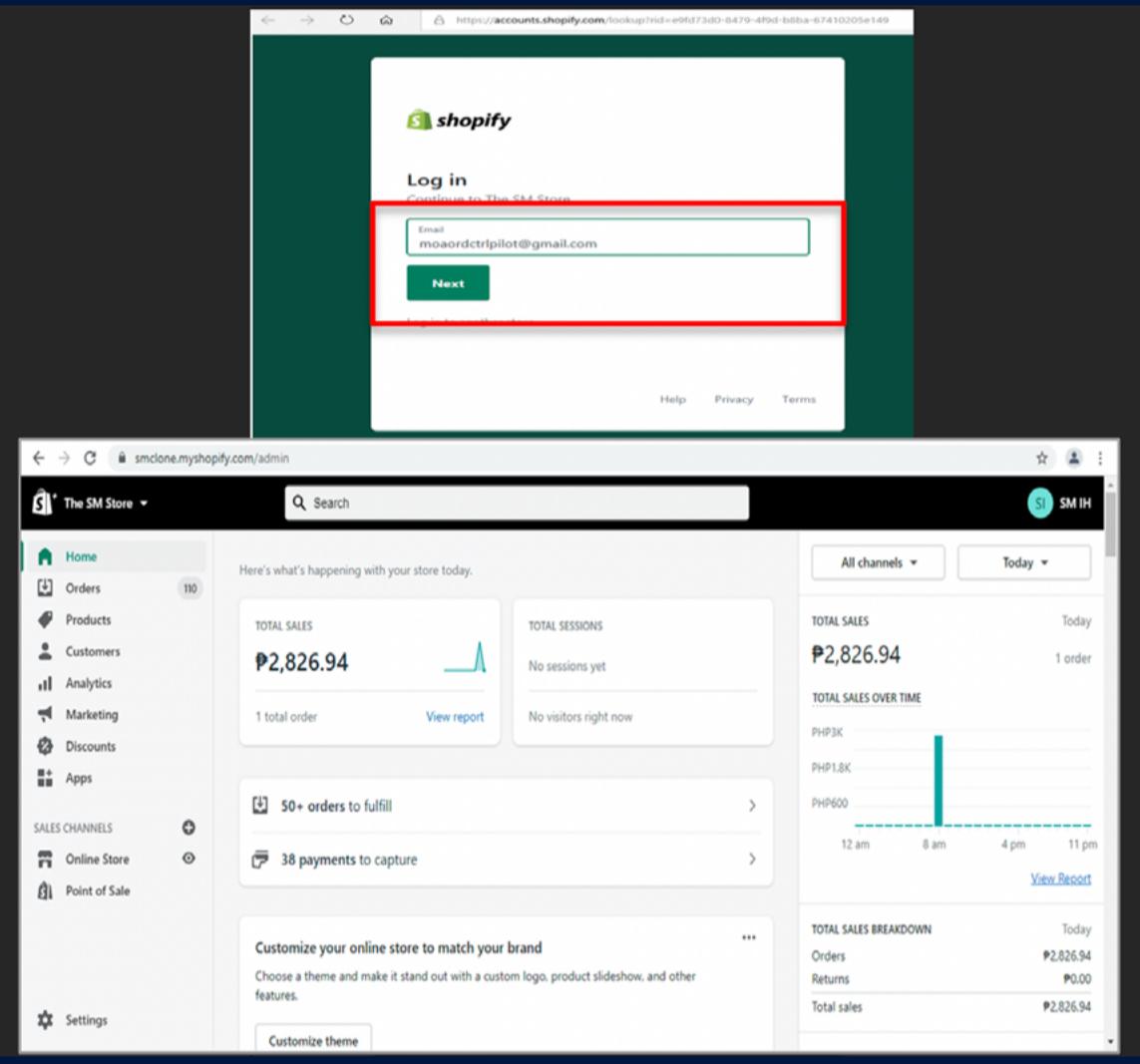
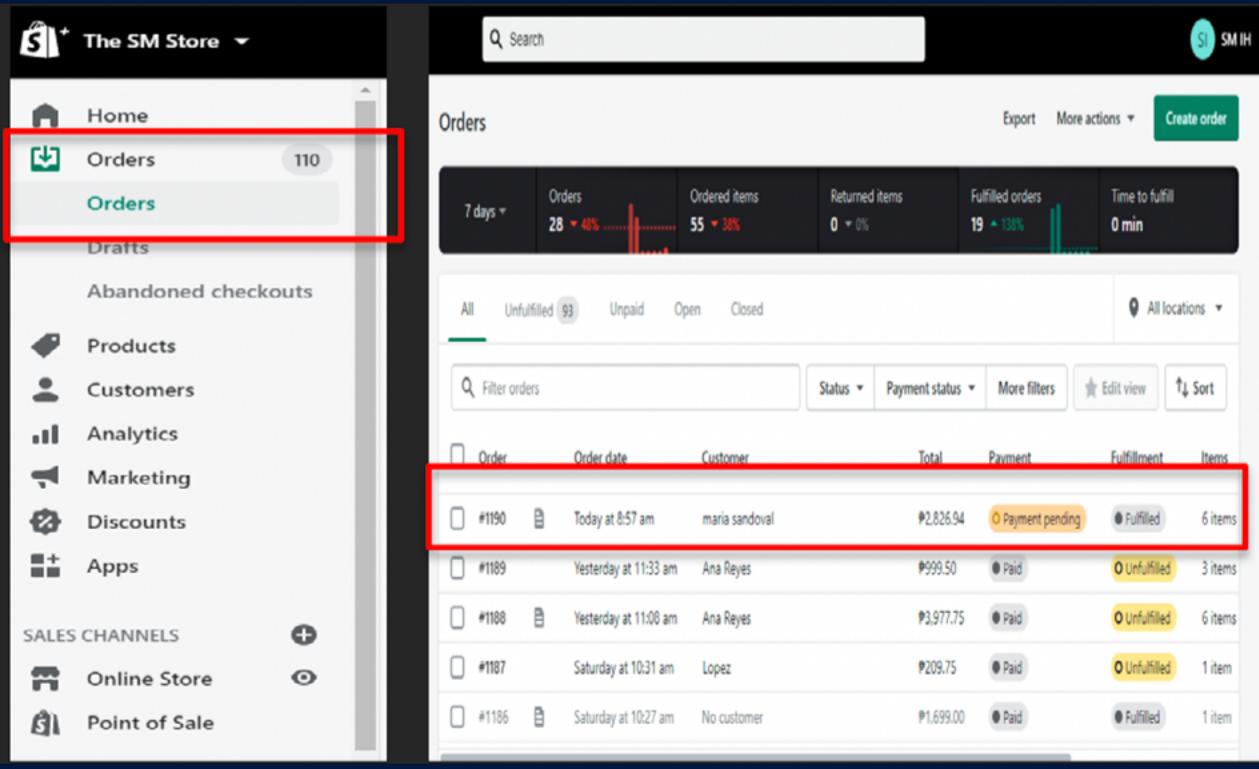
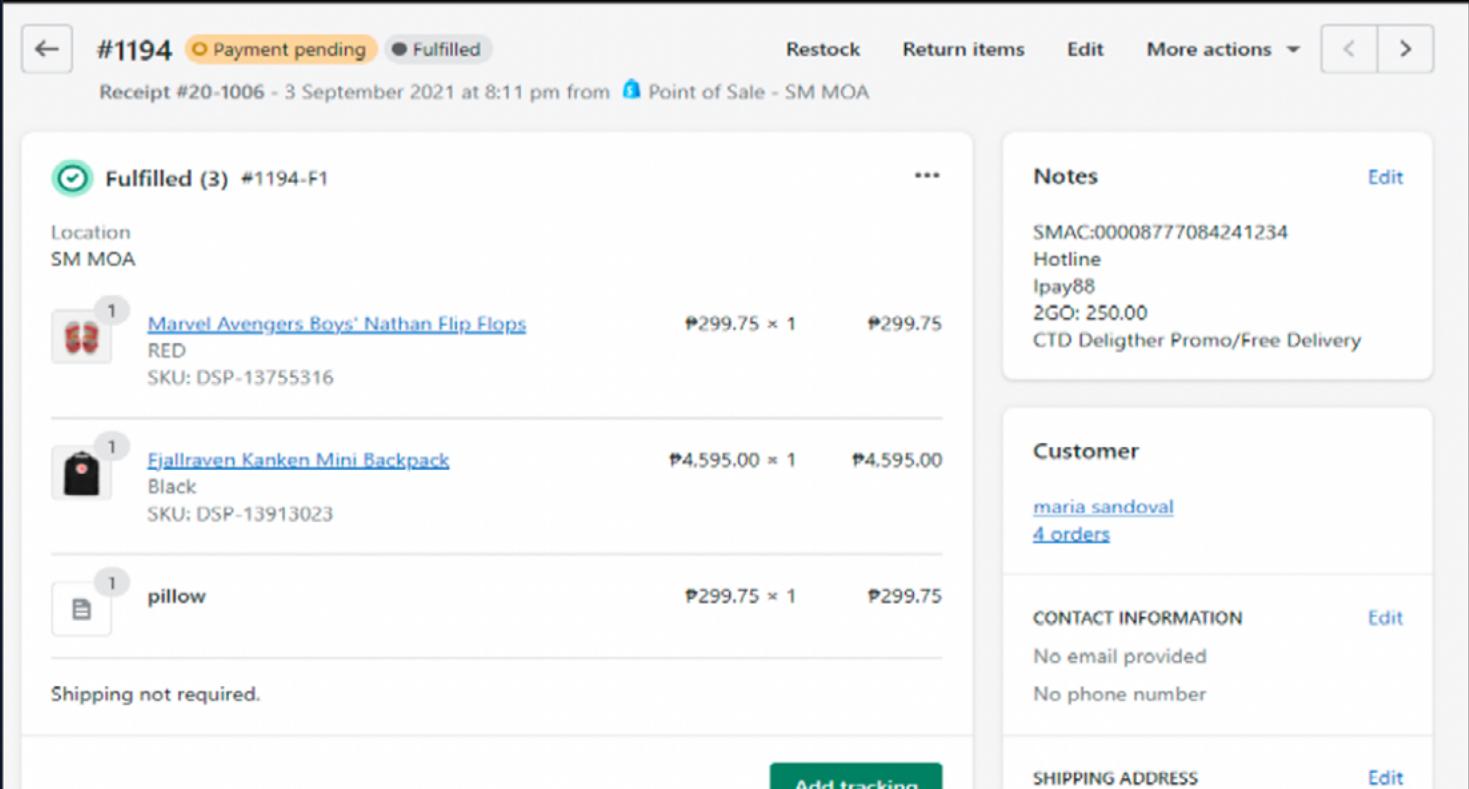


CALL TO DELIVER VIA SHOPIFY POS

ROLES AND RESPONSIBILITIES



ORDER CONTROLLER

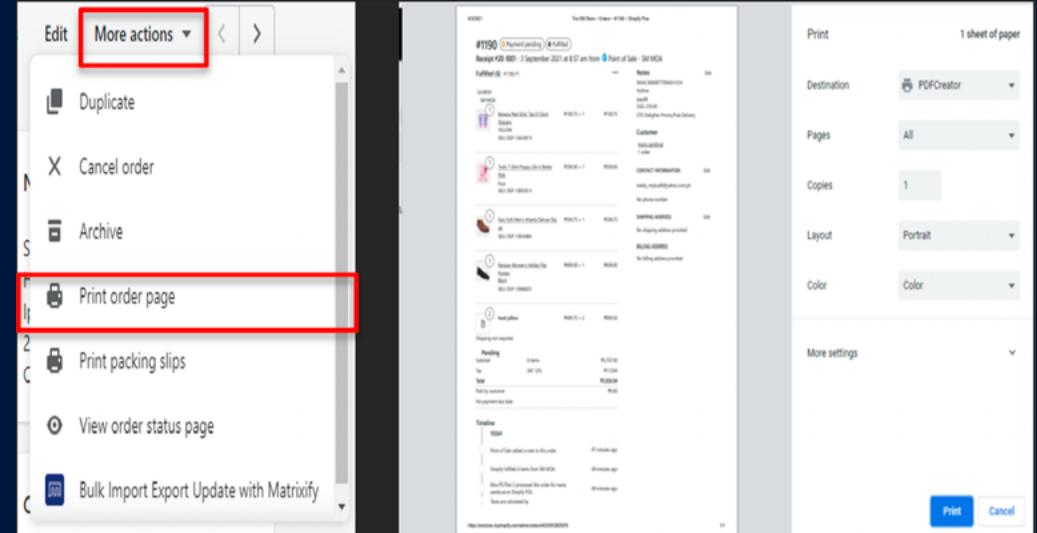
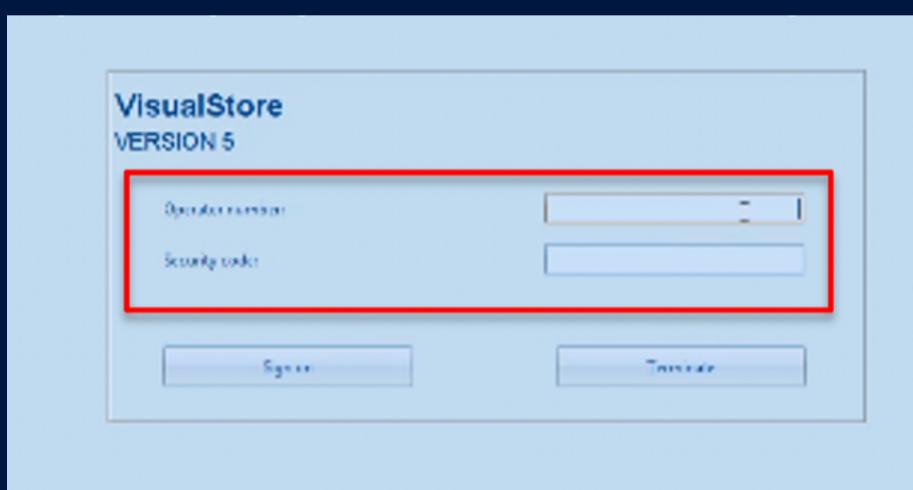
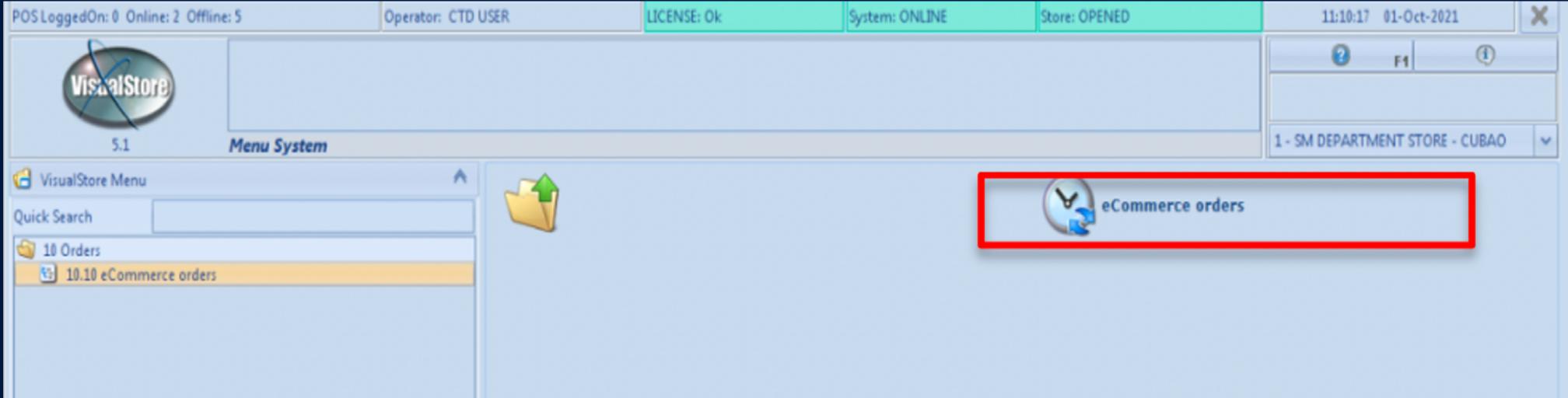
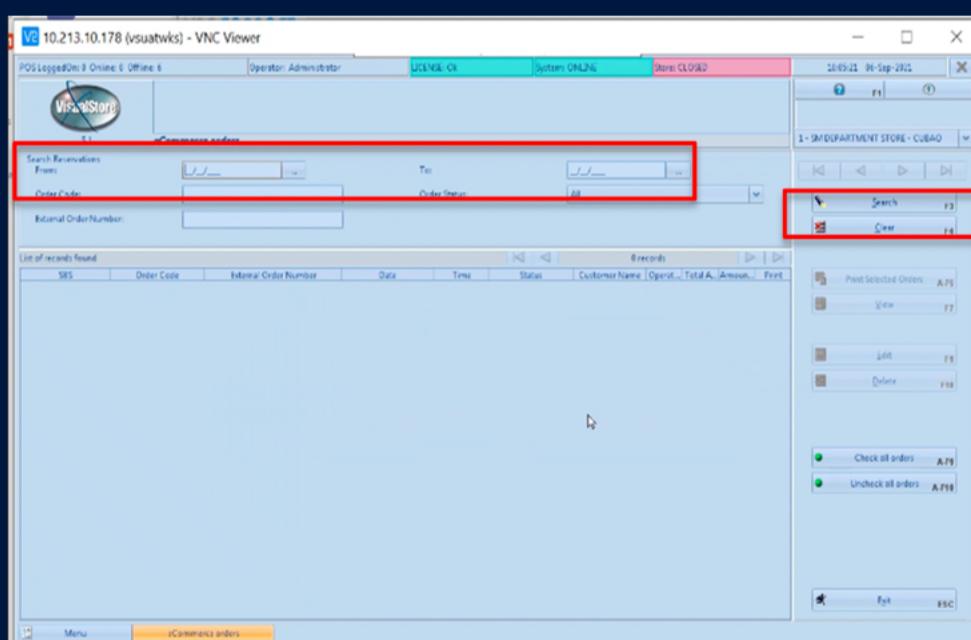
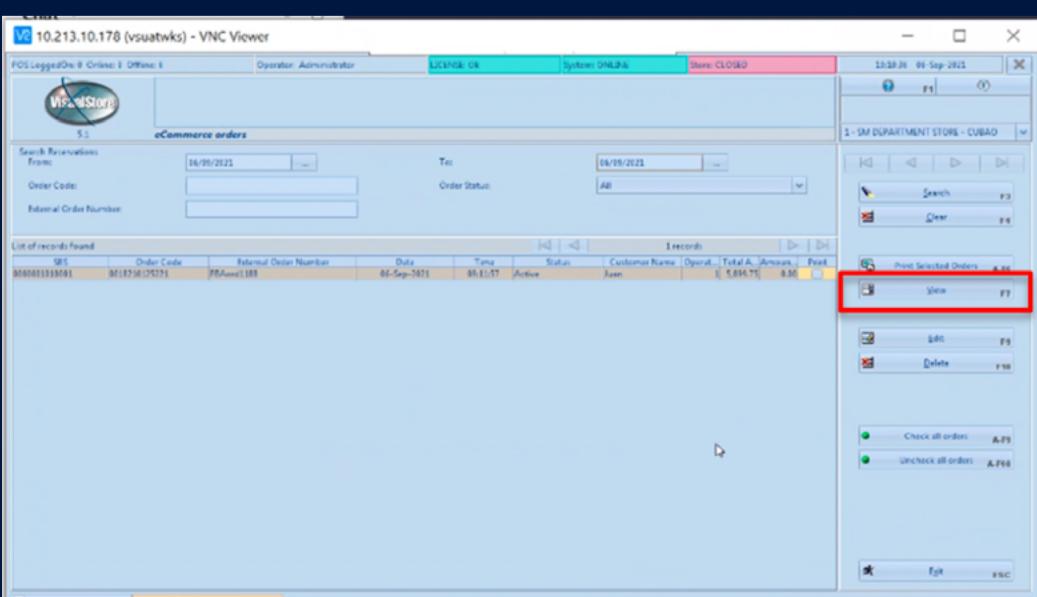
STEP	WHAT TO DO
1-2	PERSONAL SHOPPER
3	CTD MANAGER
4-22	PERSONAL SHOPPER
23	<p>Log in to Shopify Desktop App using the assigned Username and Password. Shopify Home Screen shall display.</p> 
24	<p>Select "Orders" from the modules. List of all orders shall display on screen</p> 
25	<p>Double click Order to view and print Shopify OS.</p> 



CALL TO DELIVER VIA SHOPIFY POS

ROLES AND RESPONSIBILITIES

ORDER CONTROLLER

STEP	WHAT TO DO
26	<p>Click "More Action" and select "Print Order Page". Print preview of Shopify OS shall display. Click print.</p> 
27	<p>Double click Admin Client Visual Store App in desktop. Log on using assigned credentials and click "Sign On".</p> 
28	<p>Double click "E-Commerce Orders" to access.</p> 
29	<p>Search for the Visual Store Order Slip in VS via Date when the CTD Order was created. Fill out "From" and "To" field with current date and click "Search" button.</p> 
30	<p>From the list of displayed orders, tick order to be printed and select "View" button.</p> 

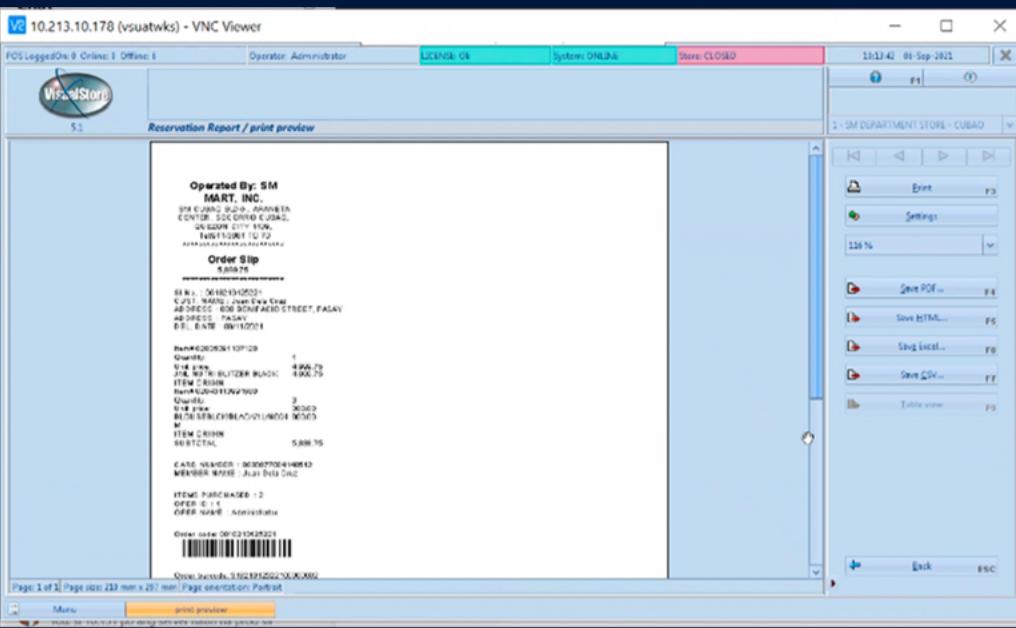
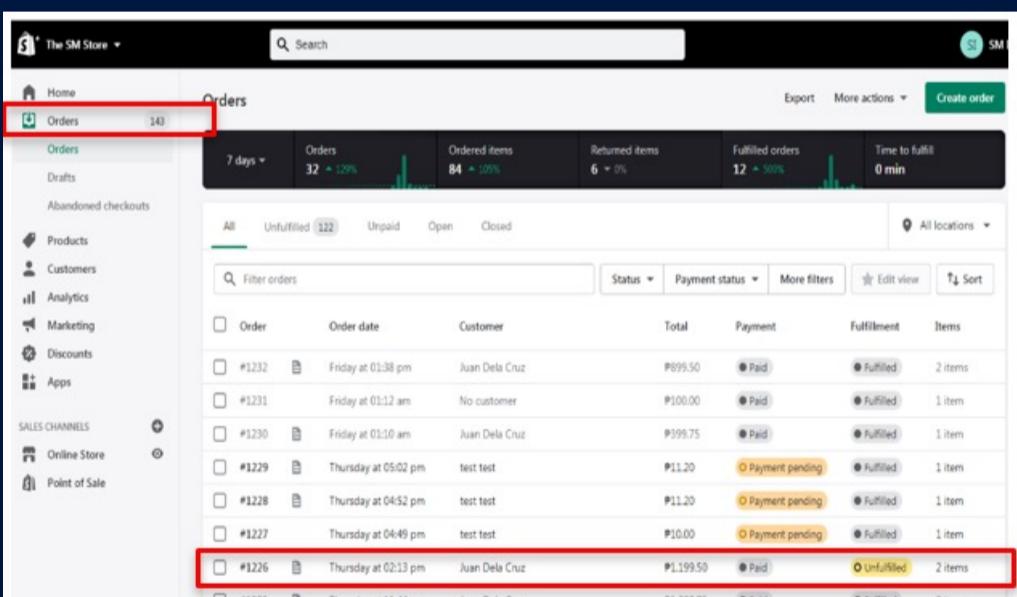
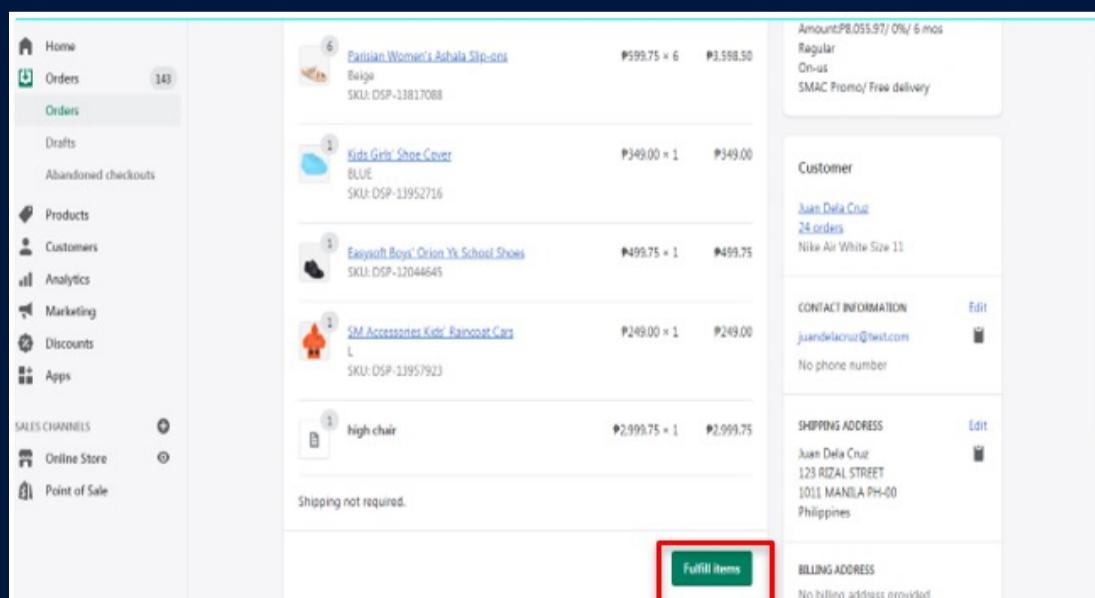


CALL TO DELIVER VIA SHOPIFY POS

ROLES AND RESPONSIBILITIES



ORDER CONTROLLER

STEP	WHAT TO DO
31	<p>System displays print preview of Visual Store OS. Click "Print" to generate copy of Order Slip</p> 
32	Endorse printed Order Slips (Shopify and VS) to Personal Shopper.
33-34	PERSONAL SHOPPER
35	Once done checking, endorse item/s together with the Order Slips to Cashier for POS Processing.
36-38	CASHIER
39	PERSONAL SHOPPER
40	CASHIER
41	PACKER
42	Upon endorsement of order to Dispatch Supervisor, log in to Shopify System and update order status as "Fulfilled".
43	<p>Go to "Orders" module and select order number to update.</p> 
44	<p>Click "Fulfill Items" button to update order status to "Fulfilled" and close the transaction.</p> 
45	DISPATCHING SUPERVISOR



CALL TO DELIVER VIA SHOPIFY POS

ROLES AND RESPONSIBILITIES



CASHIER

STEP	WHAT TO DO
1-2	PERSONAL SHOPPER
3	MANAGER
4-22	PERSONAL SHOPPER
23-32	ORDER CONTROLLER
33-34	PERSONAL SHOPPER
35	ORDER CONTROLLER
36	Process transaction in POS following the POS keying sequence in attachment D.
37	Refer to "Notes" field of Shopify Order Slip for details to be encoded to process the transaction.
38	Endorse Suspended TR together with the items and Order Slips to Order Controller.
39	PERSONAL SHOPPER
40	Process resumption of TR based on accepted payment type in CTD.
41	PACKER
44	ORDER CONTROLLER
45	DISPATCH SUPERVISOR



CALL TO DELIVER VIA SHOPIFY POS

ROLES AND RESPONSIBILITIES



PACKER

STEP	WHAT TO DO
1-2	PERSONAL SHOPPER
3	MANAGER
4-22	PERSONAL SHOPPER
23-32	ORDER CONTROLLER
33-34	PERSONAL SHOPPER
35	ORDER CONTROLLER
36-38	CASHIER
39	PERSONAL SHOPPER
40	CASHIER
41	Pack CTD orders following existing procedures.
42-44	ORDER CONTROLLER
45	DISPATCH SUPERVISOR



CALL TO DELIVER VIA SHOPIFY POS

ROLES AND RESPONSIBILITIES



DISPATCHING SUPERVISOR

STEP	WHAT TO DO
1-2	PERSONAL SHOPPER
3	MANAGER
4-22	PERSONAL SHOPPER
23-32	ORDER CONTROLLER
33-34	PERSONAL SHOPPER
35	ORDER CONTROLLER
36-38	CASHIER
39	PERSONAL SHOPPER
40	CASHIER
41	PACKER
42-44	ORDER CONTROLLER
45	Pack CTD orders following existing procedures.

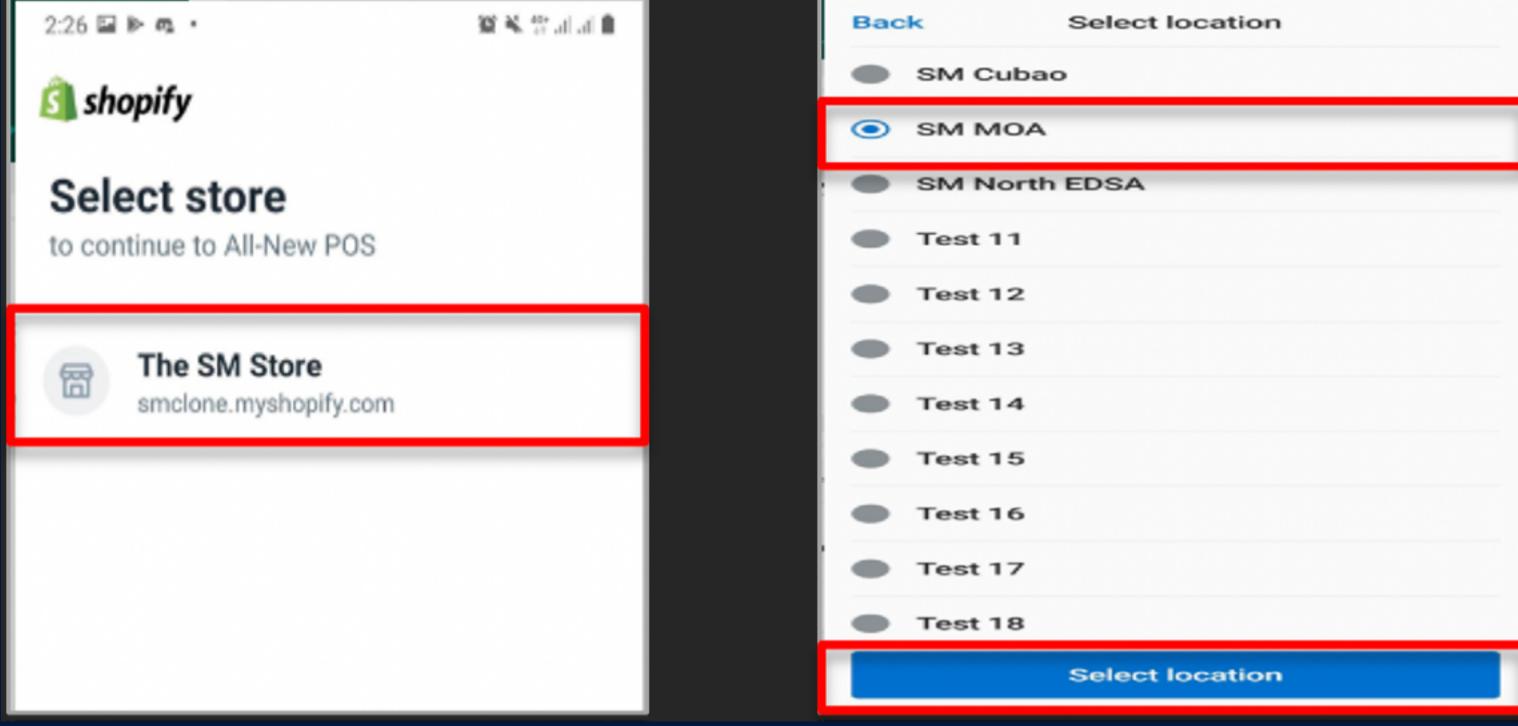


CALL TO DELIVER VIA SHOPIFY POS

ROLES AND RESPONSIBILITIES



CTD MANAGER

STEP	WHAT TO DO						
1-2	<p>PERSONAL SHOPPER</p> <p>Log in Admin Account then select the following details before endorsing the mobile phone to Personal Shopper:</p> <table border="1"> <thead> <tr> <th>PARTICULAR</th><th>DETAILS</th></tr> </thead> <tbody> <tr> <td>ect Store</td><td>THE SM STORE</td></tr> <tr> <td>ect Location</td><td>Store Name</td></tr> </tbody> </table> <p>Screen will be directed to Home page.</p>	PARTICULAR	DETAILS	ect Store	THE SM STORE	ect Location	Store Name
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ect Location	Store Name						
3							
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45	DISPATCHING SUPERVISOR						