

SM Omnichannel

**Ship From Store
Process**

Select your role

SM Omnichannel

Ship From Store Process

Definition of terms

- **Ship From Store or SFS** – This is the term equivalent to Fulfillment.
- **AWB** – Airwaybill. This is the form generated by Airship, where deliveries to 3PL are booked
- **3PL** – 3rd party logistics. These are the likes of LBC, 2Go.
- **POS** – Point of Sale system used by Cashiers
- **POD pouch** – Proof of Delivery pouch



• **Personal Shopper - Order Controller**
PS-OC function



• **Personal Shopper - Picker**
PS-Picker function

PS - Order Controller

Ship From Store Process



Step	What to do	Recipient	Forms at hand
Pick			
1.1	Check AOS Order list	PS and BU Department Manager	<ul style="list-style-type: none">• Item-wise consolidated Picklist per BU
1.2	Filter list to Show ShopSM orders		
1.3	Assign “New” orders to ShopSM Personal Shopper. Status will change from “New” to “Ongoing Picking”		
1.4	Tick all newly assigned orders		
1.5	Click “Export to CSV”. This will generate an excel document with order line item details.		
1.6	Open the document, generate the correct pivot table format for each product environment and business unit. <ul style="list-style-type: none">• DSP, LSP and PFP or Fashion• WSP for Watsons• HWP for Homeworld• For updating when new environments are activated for SFS in ShopSM		

PS - Order Controller

Ship From Store Process



Step	What to do	Recipient	Forms at hand
1.7	Each Environment/BU will have their own consolidated picklist. Print these pages. Copies are dependent per environment / BU.	PS and BU Department Manager	<ul style="list-style-type: none">• Item-wise consolidated Picklist per BU
1.8	Handover Picklist to responsible party Fashion – 1 copy, to be picked by ShopSM PS <ul style="list-style-type: none">• Watsons – 1 copy, to be picked by ShopSM PS• Homeworld – 2 copies, to be picked by Homeworld Department Manager• For updating when new environments are activated for SFS in ShopSM		
2.1 - 2.6			
3.1 - 3.7			
Process			
4.1	Consolidate all picked items based on their Order.	Cashier	<ul style="list-style-type: none">• Picked Items• Order Slip• Waybill (delivery orders only)

PS - Order Controller

Ship From Store Process



Step	What to do	Recipient	Forms at hand
4.2	Update order status from “Ongoing Picking” to pick complete.	Cashier	<ul style="list-style-type: none">• Picked Items• Order Slip• Waybill (delivery orders only)
4.3	A pop-up will appear, enter correct picked qty.		
4.4	If OOS, enter 0. If short-picked, enter correct sku picked qty.		
4.5	Print Order Slip		
4.6	Print Waybill (for delivery orders)		
4.7	Order now in “Confirmed” Status		
4.8	Handover items to Cashier		
POS			
5.1 - 5.8			
Pack			
6.1 - 6.6			

PS - Order Controller

Ship From Store Process



Step	What to do	Recipient	Forms at hand
Ship			
7.1 - 7.11			

PS - Picker

Ship From Store Process



Step	What to do	Recipient	Forms at hand
Pick			
1.1 - 1.8			
2.1	Locate items indicated in the picklist. Use the description and sku# in the picklist to identify the correct product.	PS-OC	<ul style="list-style-type: none">• Picklist• Picked items
2.2	Make sure product quality is as desired		
2.3	If you cannot locate item, request the support of Department Manager.		
2.4	For items, not located, get DM to sign that items are OOS.		
2.5	Indicate in the picking status per each line item. <ul style="list-style-type: none">• Check – if items are complete• Cross – if items are out of stock• Slash + Qty count – partially picked sku, Qty, indicates actual pick count		
2.6	Hand-over items to PS OC for processing		

PS - Picker

Ship From Store Process



Step	What to do	Recipient	Forms at hand
3.1 - 3.7			
Process			
4.1 - 4.8			
POS			
5.1 - 5.8			
Pack			
6.1 - 6.6			
Ship			
7.1 - 7.11			

HWP Department Manager

Ship From Store Process



Step	What to do	Recipient	Forms at hand
Pick			
1.1 - 1.8			
2.1 - 2.6			
3.1	On agreed time, receive 1 copy of picklist from SFS team.	PS-OC	<ul style="list-style-type: none">• Picklist• Picked items
3.2	Make sure product quality is as desired		
3.3	Locate items indicated in the picklist. Use the description in the picklist to identify the correct product		
3.4	For items, not located, sign that items are OOS		
3.5	Indicate in the picklist status per each line item <ul style="list-style-type: none">• Check – if items are complete• Cross – if items are out of stock• Slash + Qty count – partially picked sku, Qty, indicates actual pick count		

HWP Department Manager

Ship From Store Process



Step	What to do	Recipient	Forms at hand
3.6	Handover the items to SFS PS OC	PS-OC	<ul style="list-style-type: none">• Picklist• Picked items
3.7	PS OC to sign Handover logbook of Homeworld		
Process			
4.1 - 4.8			
POS			
5.1 - 5.8			
Pack			
6.1 - 6.6			
Ship			
7.1 - 7.11			

Cashier

Ship From Store Process



Step	What to do	Recipient	Forms at hand
Pick			
1.1 - 1.8			
2.1 - 2.6			
3.1 - 3.7			
Process			
4.1 - 4.8			
POS			
5.1	Punch items in the order	Packer	<ul style="list-style-type: none">. Picked Items. Order Slip. Waybill. Tape Receipt
5.2	Scan ShopSM Order#		
5.3	Scan customer SMAC#		
5.4	Scan PS Barcode		

Cashier

Ship From Store Process



Step	What to do	Recipient	Forms at hand
5.1	Punch items in the order	Packer	<ul style="list-style-type: none">• Picked Items• Order Slip• Waybill• Tape Receipt
5.2	Scan ShopSM Order#		
5.3	Scan customer SMAC#		
5.4	Scan PS Barcode		
5.5	Price match, ShopSM price to be followed. Follow “Price Difference” Quick Guide.		
5.6	Input ShopSM Voucher. Follow “Voucher” quick guide.		
5.7	Generate Tape Receipt		
5.8	Handover to Packer		
Pack			
6.1 - 6.6			

Cashier

Ship From Store Process



Step	What to do	Recipient	Forms at hand
Ship			
7.1 - 7.11			

Packer

Ship From Store Process



Step	What to do	Recipient	Forms at hand
Pick			
1.1 - 1.8			
2.1 - 2.6			
3.1 - 3.7			
Process			
4.1 - 4.8			
POS			
5.1 - 5.8			
Pack			
6.1	Final accuracy check is the Packers primary responsibility. Check items match the Order Slip. Check that product barcode matches tape receipt.	Dispatch	• Packed Parcel

Packer

Ship From Store Process



Step	What to do	Recipient	Forms at hand
6.2	Select correct packaging for order. For in-store Pickup, use store packaging. For Delivery, Pouch for smaller items, own box packaging for larger items.	Dispatch	• Packed Parcel
6.3	Pack items according to packing guide.		
6.4	Place tape receipt inside package		
6.5	Place AWB outside of package. If paper AWB , place AWB in sleeve, then seal the sleeve with tape.		
6.6	Handover to Dispatch after packing		
Ship			
7.1 - 7.11			

Dispatcher

Ship From Store Process



Step	What to do	Recipient	Forms at hand
Pick			
1.1 - 1.8			
2.1 - 2.6			
3.1 - 3.7			
Process			
4.1 - 4.8			
POS			
5.1 - 5.8			
Pack			
6.1 - 6.6			

Dispatcher

Ship From Store Process



Step	What to do	Recipient	Forms at hand
Ship			
7.1	In Dispatch dashboard, filter only ShopSM orders in “Confirmed” status	3PL	<ul style="list-style-type: none">• Dispatch Manifest• 2GO uploader template
7.2	Confirm receipt of parcels by finding order and entering delivery details. Click order, click edit detail, input necessary information. Click Save.		
7.3	Order status will change from “Confirmed” to “For Dispatch”		
7.4	In the dispatch table, filter parcels for delivery by 3PL , select the orders to be included in the creation of the “Dispatch Manifest”		
7.5	Click “Export CSV”		
7.6	From the downloaded information, generate the “Dispatch Manifest” and “2Go Uploader Template”		
7.7	Order status will change from “For Dispatch” to “Shipped”		

Dispatcher

Ship From Store Process



Step	What to do	Recipient	Forms at hand
7.8	Print 2 copies of dispatch manifest.	3PL	<ul style="list-style-type: none">• Dispatch Manifest• 2GO uploader template
7.9	Consolidate all parcels involved in the generated Dispatch Manifest.		
7.10	Handover Parcels and Dispatch Manifest to 3PL upon arrival in store.		
7.11	3PL to acknowledge receiving copy of dispatch manifest.		