How to process Peacock Web Orders (New Website)

Log onto Magento in internet browser

https://www.peacocksalt.com/jcpbo/

Magento Admin – Peacock Salt

Log-in: Natalie.McKeen

Password: Peacock123

On Dashboard click on Sales tab on LHS then Orders

This will show all orders and their status. New orders should automatically be pulled over to NAV so check

If orders are not pulling across to Nav contact our website support and they may have to be entered onto Na

Click on Order ID or 'View' to open up order.

Complete order on NAV making sure the Billing Address and Shipping address are correct.

Use the 8 digit order no as External Doc No unless customer has supplied their own unique order number.

Make sure Salesperson Code = IO

Check Payment Terms Code in Invoicing Tab is correct = VSA, unless it is an existing customer who already

Make sure the JCP Type of Supply Code is filled in with the correct product type.

Ensure that total cost on NAV matches total customer has paid.

Check delivery address is UK mainland. If Highlands, islands, NI, ROI or any other country then put order o

If order is 1 carton and weighs less than 1kg then send SECOND (2nd Class Royal Mail Small).

Janice has Royal Mail tariff poster on wall for postage costs.

For postal orders ex AYR print out order to give to Warehouse to pick; no need if

it's Salthouse.

If over 1kg or more than 1 item then DPD/INT/DHL as appropriate.

Check on Parcel Rates Calculator in Haulage Rates folder on P Drive.

Haulage Rates/Parcel rates Calculator V3

Print out label and give to Warehouse.

If order requires to go on a pallet with a haulier select cheapest haulier and send

the line in the normal way. (Check if a TL & PT is required).