

# Order Fulfillment App

REV. 4/14/2023

## App Introduction

The Order Fulfillment app allows stores to process order fulfillment through the mobile device.

Store associates log into app using [FirstName.LastName@brand.com](mailto:FirstName.LastName@brand.com) with the same password as all other apps.

DSMs log into app using [Store.#@brand.com](mailto:Store.#@brand.com) with store password while on store visits.



### Order Types:

- Ship to Home Orders
- Ship to Store Orders
- BOSS (Buy Online Ship to Store)
- Reserve (Reserve Online Purchase in Store)
- BOPIS (Buy Online Pickup in Store)

Ship to Home	Buy Online Pickup in Store
Order #: 991559150242476223	Order #: 0001731677711512
Fulfill by: 02 Mar 04:00 PM	Fulfill by: Today 04:30 PM
Ship to Store	Reserve
Order #: 994452960657861284	Order #: 991735408462956356
Fulfill by: Today 04:00 PM	Fulfill by: 02 Mar 10:30 AM

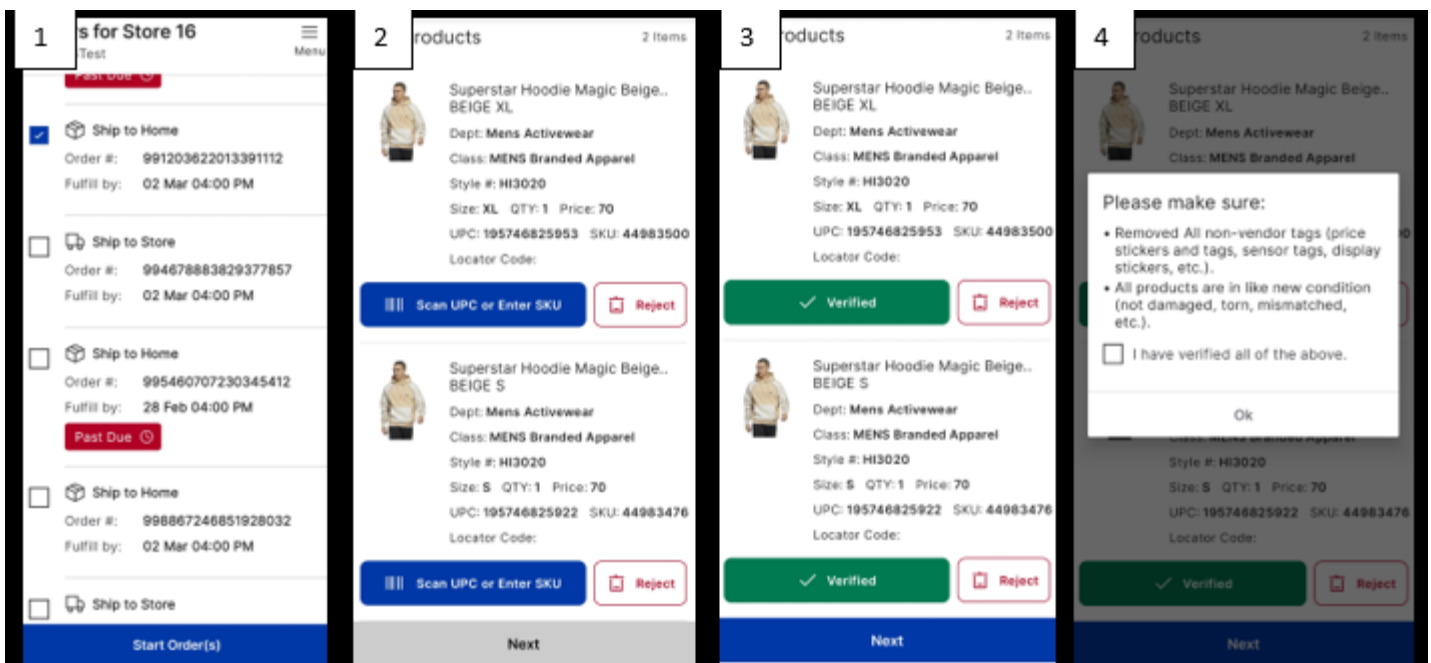
### Order Worklist:

- Orders are listed by priority with BOPIS & Reserve listed first then all other Orders from oldest to newest.
- Orders have a "Fulfill by" time. BOPIS & Reserve Orders are to be completed within 30 mins and all other Order types within 24 hours.
- Orders will show "Past Due" if the order is not completed by the "Fulfill by" time or it has been 2 or more days since the Order was created.

## Ship to Home/Store Orders

View Video: [Ship to Home/Store Orders](#)

1. Select an Order then "Start Order".
2. Pick products and verify (scan or enter UPC or SKU).
  - If you don't have the item, select "Reject".
3. Confirm item(s) verified in green, select next.
4. Reminder Pop Up: read, review, and confirm. Then "OK".



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5. Choose omni bag or box.
6. Weigh item in bag/box. (Note: Enter in the exact weight displayed on scale, including the decimal).
  - Don't seal up the bag or box until packing slip is printed.
  - For Orders with multiple items, select the items that can fit in the bag or box.
7. Shipping documents will print from the report printer.
  - Place packing slip inside bag/box and seal the package.
  - Place shipping label on top bag/box inside a packing sleeve envelope.
8. Select "Done".
  - If documents don't print, re-attempt.
  - If experiencing any printing errors, select "Problems Printing" prompt for instructions of how to resolve.
  - If shipping multiple packages for one order, you will be prompted to go through the shipping process again.

The image displays four sequential screenshots of the Order Fulfillment App interface, each labeled with a step number in a white box at the top left.

- Step 5:** The screen shows a progress bar with three steps: 'Select box or bag and pack items' (active), 'Scan box or bag', and 'Weigh box or bag'. Below the progress bar, it says 'Choose a box or bag that fits the item' and lists item details: 'HO22 CHEETAH AOP.CREW-BLK/BEIG BEIGE XS', 'Style #:', 'Size: QTY: 1', 'UPC: 195746342610', and 'SKU: 45731346'. A 'View more' link is at the bottom. The bottom navigation bar has a 'Next' button.
- Step 6:** The screen shows the progress bar with 'Weigh box or bag' as the active step. It says 'Weigh box or bag with items inside' and shows a 'Pounds' field with '1.00' entered. A note states: 'Before placing box or bag on digital scale, ensure that the scale is set to 0 and is weighing in lbs. Place box or bag of merchandise on digital scale and enter weight in pounds and ounces into the appropriate fields.' The bottom navigation bar has a 'View Summary' button.
- Step 7:** The screen shows the progress bar with 'Weigh box or bag' as the active step. It displays 'Box or bag dimensions' as 'OB-42, Omni Bag 3 - 9 x 12' with an 'Edit' link. Below, it shows 'Box or bag weight' as '1.00 lb' with an 'Edit' link. The 'Packed items' section lists the same item details as in Step 5. The bottom navigation bar has a 'Print Shipping Documents' button.
- Step 8:** The screen shows the progress bar with 'Weigh box or bag' as the active step. It says 'Please follow these next steps:' and lists instructions: 'Get shipping documents from the printer. Didn't work? [Reprint](#)', 'Place the packing slip inside the package.', 'Seal the package.', 'Attach shipping label to the package.', and 'Put aside for carrier pickup.' A 'Problems printing?' link is at the bottom. The bottom navigation bar has an 'I'm Done' button.

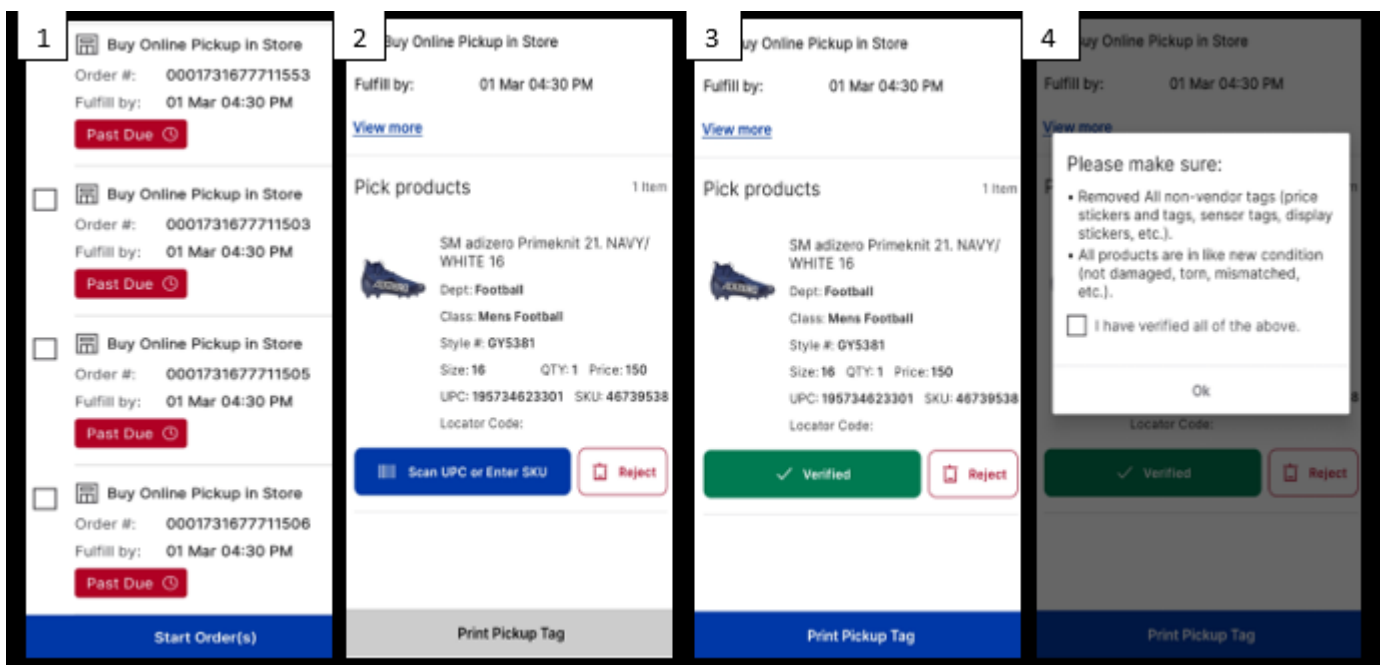
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## BOPIS & Reserve Orders

View Video: [BOPIS & Reserve Orders](#)

1. Select an Order then “Start Order”.
2. Pick products and verify (scan or enter in UPC or SKU).
  - If you don’t have the item, select “Reject”.
3. Confirm item(s) verified in green, select “Print Pickup Tag”.
4. Reminder Pop Up: read, review, and confirm. Then “OK”.
  - Pickup Tag will print from the receipt printer.
    - NOTE: Ensure printer has paper.
5. Place items on shelf with pick slip until customer picks up.
  - Complete transaction in register when customer arrives.



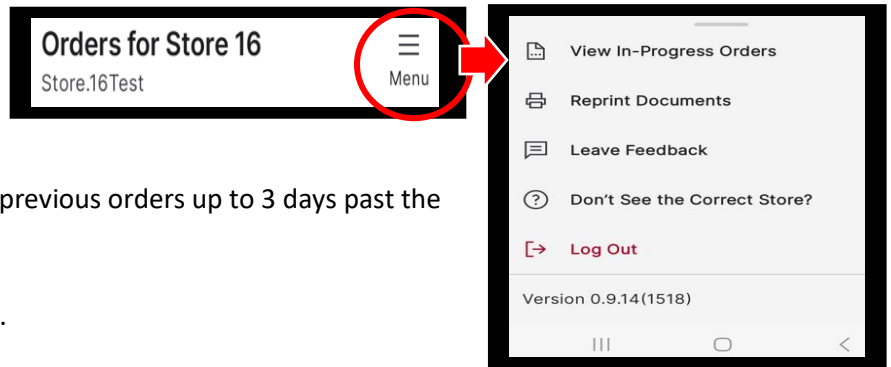
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## Helpful Tips & Notes

Menu button: Provides access to the following:

1. View In-Progress Orders
  - Able to view partially worked orders.
2. Reprint Documents
  - Ability to reprint shipping labels on previous orders up to 3 days past the order has been worked.
3. Leave Feedback
  - Submit feedback for enhancements.
  - Create a ticket for an issue.
4. Don't see the Correct Store
  - Log out, and re-log in under the correct store.



Multiple orders can be selected at one time.

- You will be prompted to verify item twice (1) when picking and (2) during the order packaging to ensure correct items are shipped.

Documents won't print to either report or receipt printer.

- On mobile device, ensure Wi-Fi connection is on HSG-Store.
- If still an issue, submit a ticket via Order Fulfillment Menu > Leave Feedback.

Quit order- if unable to process order, you can select "X" in top left area of the screen.

- Allows you either (1) quit the order which moves the Order back to the Order Worklist or (2) reject the Order which will broker the Order to another store.

30-minute Order processing time.

- If an Order is not completed within 30 minutes of starting the Order, the Order will be added back to the Order Worklist.

Orders selected by multiple associates.

- If an order is already being worked by an associate, you will receive a prompt to select another order.

Order On App Time Delay.

- It may take up to 15 minutes before an Order shows on the app after showing on the POS.