

# AQUILA

IN-STORE FLOOR TO DOOR CUSTOMER ORDER

# Creating an In Store Floor to Door Customer Order

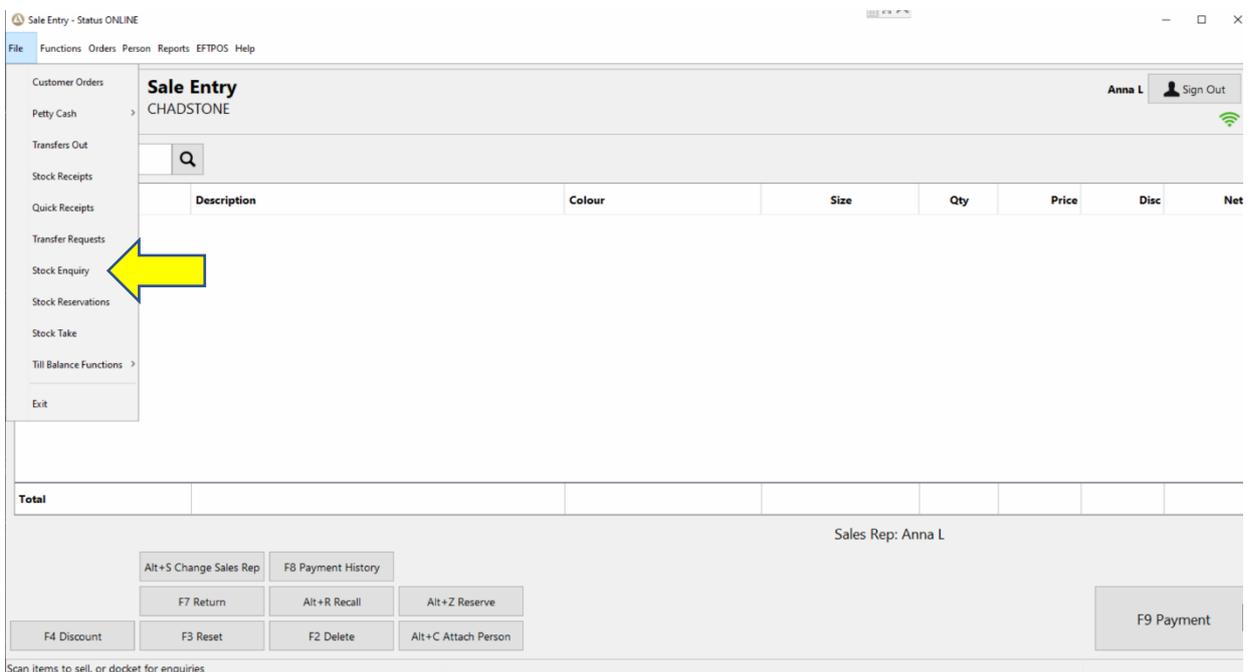
Once you have served your customer, and are at the counter ready to complete the purchase.

As opposed to using our order book method, and getting the customers details to order the product in store...We now have the added advantage of being able to send those items directly to the customers address.

This will minimise the need for the order book, and customers having to wait for their shoes to arrive in store for collection.

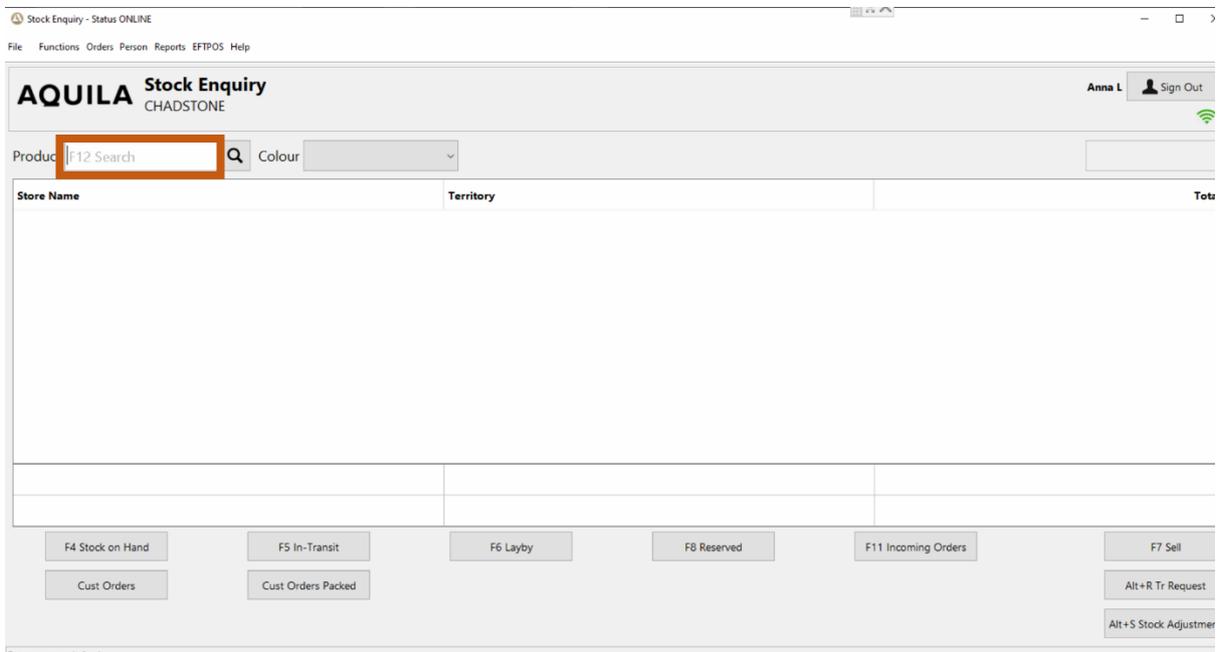
## Creating a Customer Order:

In your Sale Entry screen, click on **File**, and select **Stock Enquiry**.



Once selected, it will open a new screen, as seen below.

Using the **Product** search tab, select the items that you need to order.



Once you have selected the product, colour, and size you require. It will show you the stock available in every store.

At this point, we need to ensure that we are **NOT** selecting from an individual stores stock levels.

Below, at the very bottom of the screen (highlighted in blue) is the pool of stock that is available to you to order across the board.

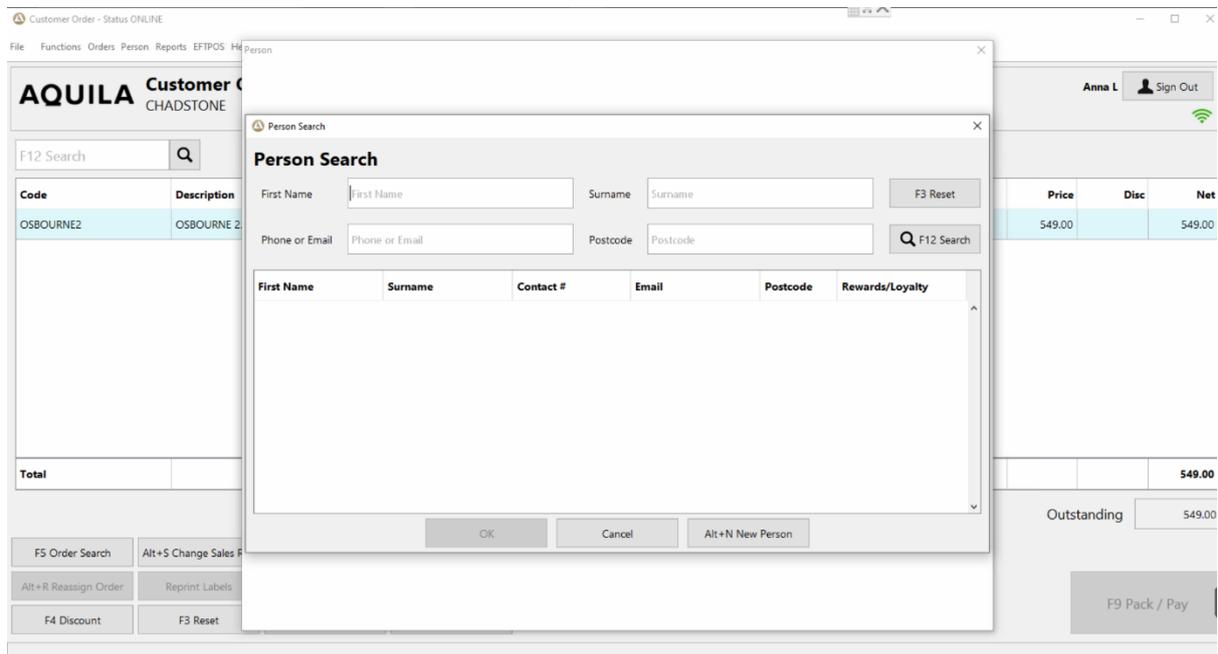
**Select** the size you need, from this line only (1.1), and then select **Order** to proceed (1.2).

Store Name	Territory	39	40	41	42	43	44	45	46	47	48	Total
CHADSTONE	VICTORIA	1	1	1	2	2	2	1	1	1		12
MYER MELBOURNE	VICTORIA	1	1	1	2	2	2	1	1			11
DONCASTER	VICTORIA		1	1	2	2	2	1	1			10
EMPORIUM	VICTORIA	1	1	1	2	2	1	1	1			10
CHAPEL 1	VICTORIA		1	1	2	2	2	1	1			10
HIGHPOINT	VICTORIA		2	1	2	2	2		1			10
Main		4	19	34	63	62	59	32	23			296
PARRAMATTA	NEW SOUTH WALES		1			1						2
		7	34	42	85	85	82	44	35	1		415
		5	25	36	75	74	71	39	29			354

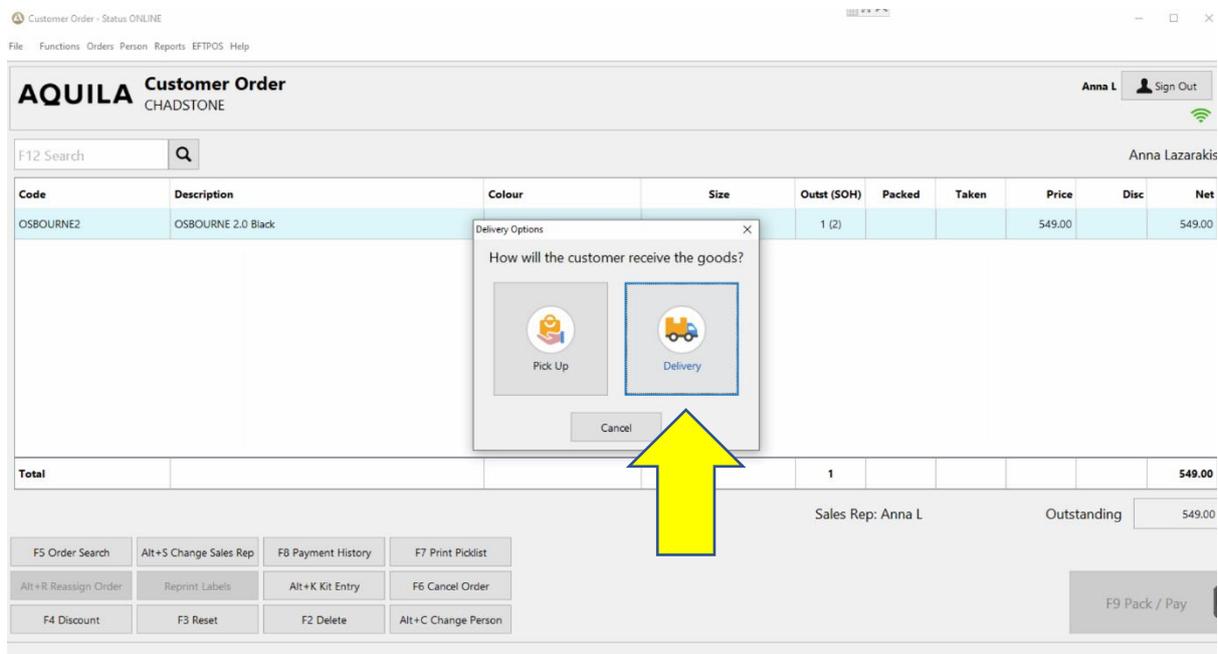
Once you have selected and confirmed the item/s the customer is purchasing, select **Pack/Pay**.

Code	Description	Colour	Size	Outst (SOH)	Packed	Taken	Price	Disc	Net
OSBOURNE2	OSBOURNE 2.0 Black	BLK	42	1 (2)			549.00		549.00
<b>Total</b>				<b>1</b>					<b>549.00</b>

This will bring you to the **Person Search** screen below, where you will search an already existing customer, or add New Person.

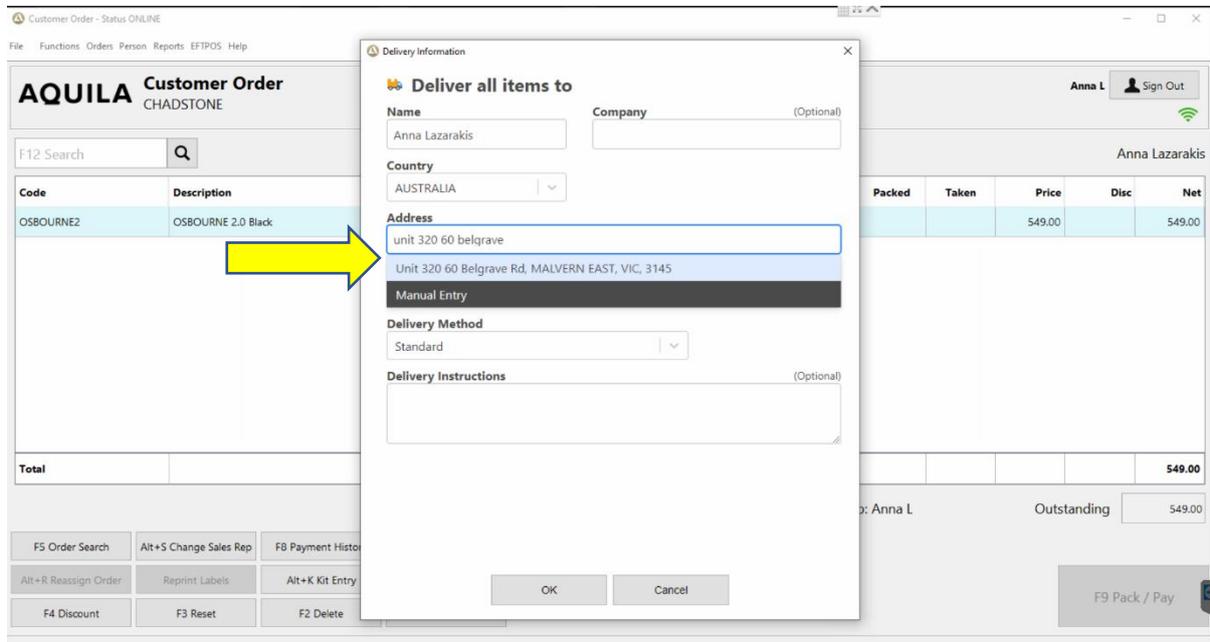


Once the customer has been attached, it will prompt the Delivery Options tab, where we will select **Delivery**.



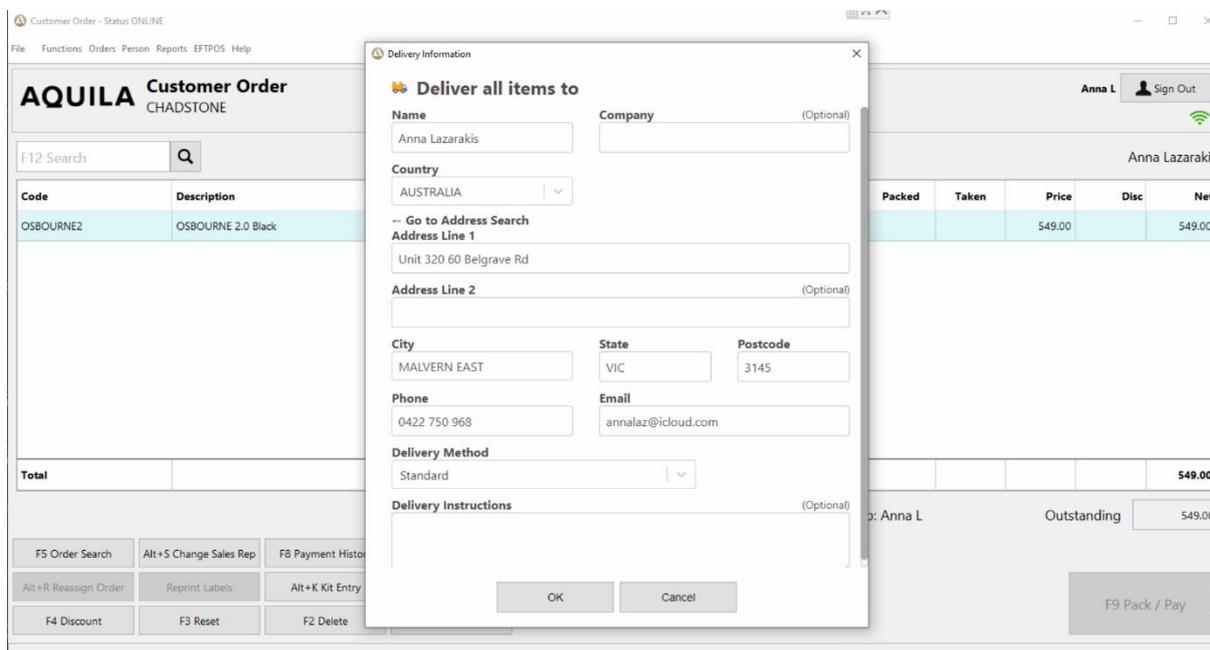
The screen below, is where we will fill out the Delivery information for our customers.

In the **Address** section. Once you begin typing, an automated location search will toggle, and bring up addresses. Once you select the correct address, it will automatically fill in the boxes for you.



This section is crucial, as we want to ensure that we have filled everything in correctly.

Take your time and make sure you read it back, to double check and confirm all details with the customer.



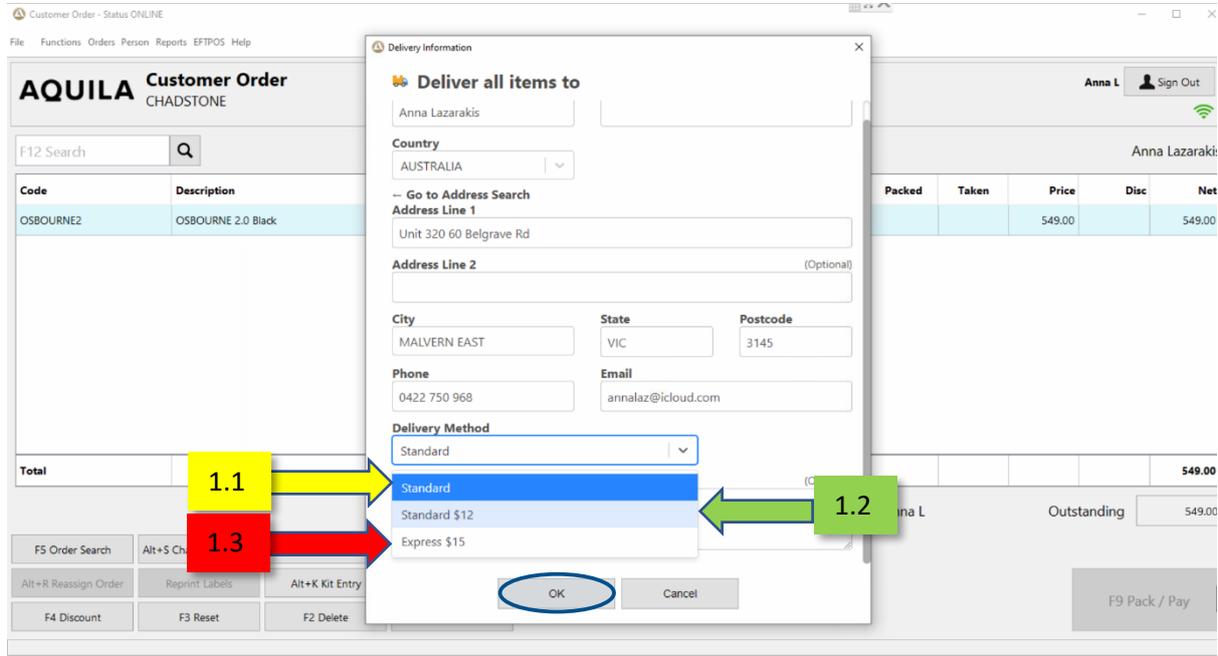
Now it is time to select your Delivery Method. Once selected, **click Ok**.

**Options are as follows:**

-Any orders that are over \$100, are eligible for Free Standard Delivery. (1.1)

-Any orders under \$100, will incur a \$12 Standard Delivery charge. (1.2)

-Express Delivery, will incur a \$15 charge. (1.3)

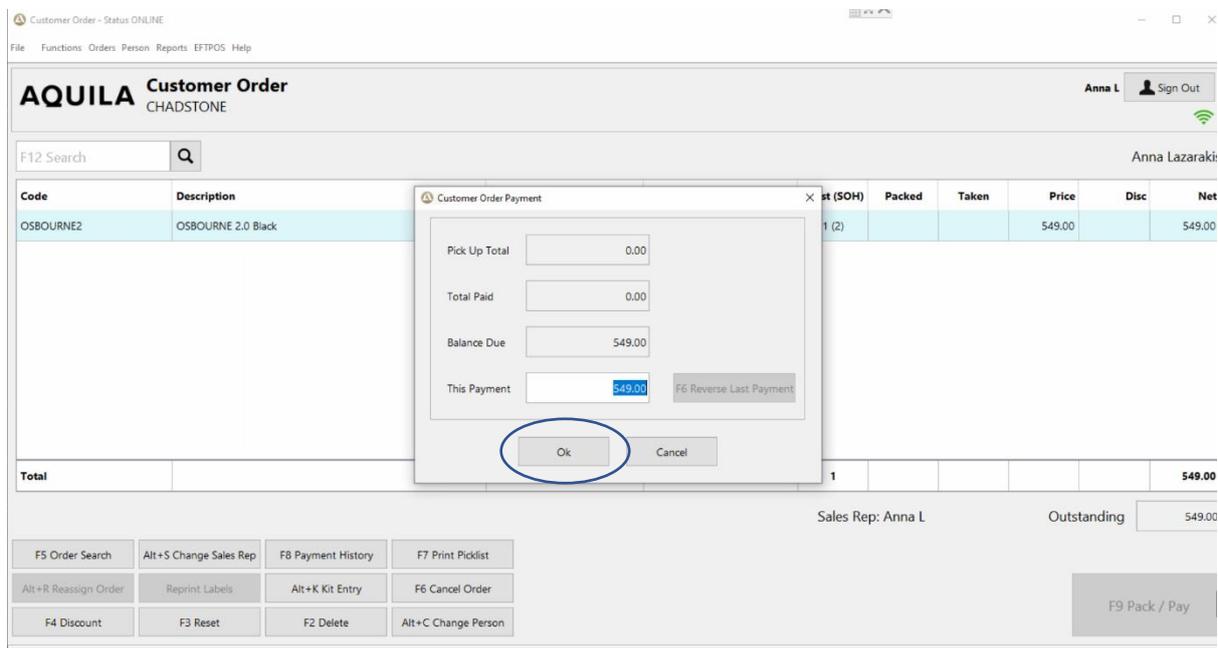


Once all details are confirmed, proceed to the payment screen to complete the payment process.

Once completed, two receipts will print out. A store copy and customer copy.

I would encourage all of you to keep your store copy stapled into your order books for back up customer reference.

➤ Click **OK** to finalise payment.



## What if I have a customer buying multiple items, and they only need 1 item delivered?

If a customer is buying multiple items, **the first item we should process, is the one that needs to be delivered to their address.**

**Proceed as follows:**

As seen below, we are in the **“Stock Enquiry”** screen, as we need an Alberto in Brown 45, select from the **bottom line (1.1)**, and click **“Order”(1.2)**

The screenshot shows the 'AQUILA Stock Enquiry' interface for 'ALBERTO Penny Loafer'. The table below shows stock levels across various territories:

Store Name	Territory	39	40	41	42	43	44	45	46	Total
CHADSTONE	VICTORIA	1	1	1	2	3	2		1	11
MYER MELBOURNE	VICTORIA	1		1	3	1	2	1	1	10
MYER CHADSTONE	VICTORIA	1	1	1	2	2	2		1	10
DONCASTER	VICTORIA	1	1	1	2	2	1		1	9
EMPORIUM	VICTORIA	1	1	2	1	1	2	1		9
CHAPEL 1	VICTORIA		1	1		2	2	1	1	8
HIGHPOINT	VICTORIA			2		2	1	2	1	8
MYER HIGHPOINT	VICTORIA	1	1	1	1	2	1		1	8
		73	73	53	53	59	33	18	21	281
								6	3	84

Buttons at the bottom include: F4 Stock on Hand, F5 In-Transit, F6 Layby, F8 Reserved, F11 Incoming Orders, F7 Order, Cust Orders, Cust Orders Packed, Alt+R Tr Request, and Alt+S Stock Adjustment.

Once you have proceeded to the **“Customer Order”** screen, **scan/search the rest of the item/s** the customer is purchasing.

Select **“Attach Person”** and then proceed.

The screenshot shows the 'AQUILA Customer Order' interface. The table below lists the items in the order:

Code	Description	Colour	Size	Outst (SOH)	Packed	Taken	Price	Disc	N
ALBERTO	ALBERTO Penny Loafer Brown	BRW	45	▲ 1 (0)			299.00		299.00
OSBOURNE2	OSBOURNE 2.0 Tobacco	BRW	45	1 (1)			549.00		549.00

Buttons at the bottom include: F5 Order Search, Alt+S Change Sales Rep, F8 Payment History, F7 Print Picklist, Alt+R Reassign Order, Reprint Labels, Alt+K Kit E, F6 Cancel Order, F4 Discount, F3 Reset, Alt+C Attach Person, and F9 Pack / Pay.

Once your customer is attached to the transaction, proceed to **“Pack/Pay”**

The screenshot shows the AQUILA Customer Order interface for CHADSTONE. At the top, it displays 'Customer Order - Status ONLINE' and the user 'Anna L'. Below the header is a search bar and a table of items. The table has columns for Code, Description, Colour, Size, Outst (SOH), Packed, Taken, Price, Disc, and Net. The items listed are:

Code	Description	Colour	Size	Outst (SOH)	Packed	Taken	Price	Disc	Net
ALBERTO	ALBERTO Penny Loafer Brown	BRW	45	1 (0)			299.00	74.75	224.25
Promotion	Aquila Plus 25% Shoe		25%					74.75	
OSBOURNE2	OSBOURNE 2.0 Tobacco	BRW	45	1 (1)			549.00	137.25	411.75
Promotion	Aquila Plus 25% Shoe		25%					137.25	

At the bottom of the table, there is a 'Total' row showing 2 items, a price of 212.00, a discount of 636.00, and a net total of 636.00. Below the table is a grid of function keys (F5-F9) and a 'F9 Pack / Pay' button, which is highlighted with a yellow arrow.

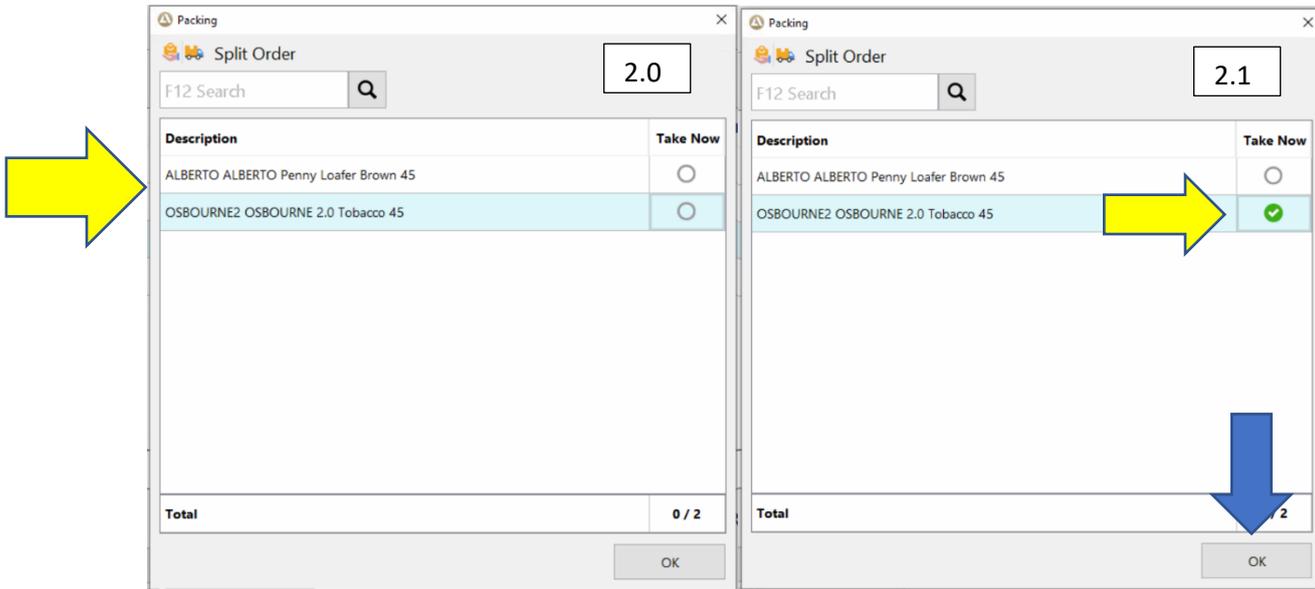
Once your delivery options come up, Select **“Split”**

The screenshot shows the same AQUILA Customer Order interface as above, but with a 'Delivery Options' dialog box open. The dialog box asks 'How will the customer receive the goods?' and has two options: 'Pick Up' (with a person icon) and 'Split' (with a person and truck icon). A yellow arrow points from the 'Pick Up' option to the 'Split' option, which is also highlighted with a yellow box. The 'F9 Pack / Pay' button is visible in the background, partially obscured by the dialog box.

In the **image 2.0**, you will see the items that the customer is purchasing.

In this scenario,

- The customer is taking the Osbourne with them.
- Select Osbourne item under subheading **'take now'**, as seen in image 2.1,
- Click **"OK"** to proceed.



This brings us to the **"Delivery Information"** screen, where you will complete the order as shown on **page 5**. Of this guide.

