

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.

Sale Entry - Status ONLIN	E								- 🗆 ×
File Functions Orders Pe	rson Reports EFTPOS Help								
Customer Orders	Sale Entry							Anna L	L Sign Out
Petty Cash	CHADSTONE								~
Transfers Out									· ·
Stock Persints	Q								
Stock necepts	Description			Colour	Size	Otv	Price	Disc	Net
Quick Receipts	· ·								
Transfer Requests	1								
Stock Enquiry									
Stock Reservations									
Stock Take									
Till Balance Functions	>								
Exit									
Total									
					Sales Rep: Ar	nna L			
	Alt+S Change Sales Rep	F8 Payment History							
	F7 Return	Alt+R Recall	Alt+Z Reserve					50.1	
F4 Discount	F3 Reset	F2 Delete	Alt+C Attach Person					191	ayment
Coop itoms to call or deals	at fax an quisias								

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

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

Stock Enquiry - Status ONLINE			00	>
File Functions Orders Person Reports EFTPOS Help				
AQUILA Stock Enquiry CHADSTONE				Anna L Sign Out
Produc F12 Search Q Colour	~			
Store Name	Territory			Tota
F4 Stock on Hand F5 In-Transit	F6 Layby	F8 Reserved	F11 Incoming Orders	F7 Sell
Cust Orders Cust Orders Packed				Alt+R Tr Request
				Alt+S Stock Adjustmen

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 <u>only</u> (1.1), and then select **Order** to proceed (1.2).



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

le Euroctions Orders Pa	ONLINE									-	
AQUILA	Customer Oro CHADSTONE	der								Anna L 💄	Sign Out
F12 Search	Q										
Code	Description			Colour	Size	Outst (SOH)	Packed	Taken	Price	Disc	Ne
OSBOURNE2	OSBOURNE 2.0 BI	ack		BLK	42	1 (2)			549.00		549.00
Total						1					549.00
Total						1 Sales Re	p: Anna L		Outsta	anding	549.00 549.01
Total F5 Order Search	Alt+S Change Sales Rep	F8 Payment History	F7 Print Picklis	a		1 Sales Re	p: Anna L		Outsta	anding	549.00 549.01
Total F5 Order Search Alt+R Reasign Order	Alt+S Change Sales Rep Reprint Labels	F8 Payment History Alt+K Kit Entry	F7 Print Picklis F6 Cancel Orde	t.		1 Sales Re	p: Anna L		Outst	anding	549.00 549.0

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

O Customer Order - Status File Functions Orders Pe	ONLINE rson Reports EFTPOS He	Person								×		-	
AQUILA	Customer Customer Customer										A	nna L 💄	Sign Out
F12 Search	Q	Person Search	arch							×			
Code	Description	First Name	First Name		Surname	Surname			F3 Reset		Price	Disc	Net
OSBOURNE2	OSBOURNE 2	Phone or Email	Phone or Email		Postcode	Postcode			Q F12 Search	h	549.00		549.00
		First Name	Surname	Contact #		Email	Postcode	Rewards	/Loyalty				
Total													549.00
			c	DK	Cancel	Alt+N Net	w Person			~	Outsta	nding	549.00
F5 Order Search	Alt+S Change Sales F												
F4 Discount	F3 Reset											F9 Pack	/ Pay

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

Customer Order - Status File Functions Orders Pe	ONLINE rson Reports EFTPOS Help					1000 X				-	□ ×
AQUILA	Customer Or CHADSTONE	der							Ann	aL 上	iign Out
F12 Search	Q									Anna	Lazarakis
Code	Description		Colour		Size	Outst (SOH)	Packed	Taken	Price	Disc	Net
OSBOURNE2	OSBOURNE 2.0 BI	ack	Delivery Options		×	1 (2)			549.00		549.00
			Pic	K Up Cancel							
Total						1					549.00
						Sales Re	p: Anna L		Outstand	ling	549.00
F5 Order Search	Alt+S Change Sales Rep	F8 Payment History	F7 Print Picklist								
Alt+R Reassign Order	Reprint Labels	Alt+K Kit Entry	F6 Cancel Order							FO De els	(Dev.
F4 Discount	F3 Reset	F2 Delete	Alt+C Change Person							P9 Pack	Pay

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.

O Customer Order - Status	DNLINE				100 2	5.				o ×
	Customer Ord CHADSTONE	ler	Delivery Information Deliver all items Name	to	(Optional)			An	na L 💄	Sign Out
F12 Search	Q		Anna Lazarakis						Ann	a Lazarakis
Code	Description		AUSTRALIA	-		Packed	Taken	Price	Disc	Net
OSBOURNE2	OSBOURNE 2.0 BI	ick	Address					549.00		549.00
			Delivery Method Standard Delivery Instructions	*	(Optional)					
Total						-				549.00
						o: Anna L		Outstan	ding	549.00
F5 Order Search	Alt+S Change Sales Rep	F8 Payment Histor								
Alt+R Reassign Order	Reprint Labels	Alt+K Kit Entry	0	K Cancel					F9 Pack	/ Pay
F4 Discount	F3 Reset	F2 Delete							1.5 TUCK	

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.

Customer Order - Status	ONLINE									-	
File Functions Orders Pe	erson Reports EFTPOS Help		Oelivery Information			×	1				
AQUILA	Customer Ord	der	🍀 Deliver a	all items to					Ал	ina L 💄	Sign Out
			Name		Company	(Optional)					(îr
F12 Search	Q		Anna Lazarakis							Anna	a Lazaraki
1			Country				-		-		
Code	Description		AUSTRALIA	1 ¥]			Packed	Taken	Price	Disc	Ne
OSBOURNE2	OSBOURNE 2.0 BI	ack	 Go to Address Address Line 1 	Search					549.00		549.00
			Unit 320 60 Belg	rave Rd							
			Address Line 2			(Optional)					
			6 1-		51-1-						
					State	Postcode					
			MALVERN EAST		VIC	3145					
			Phone		Email						
			0422 750 968		annalaz@icloud.cor	n					
			Delivery Method	l l							
Total			Standard		~						549.00
			Delivery Instruct	ions		(Optional)	p: Anna L		Outstan	ding	549.00
F5 Order Search	Alt+S Change Sales Rep	F8 Payment Histor									
Alt+R Reassign Order	Reprint Labels	Alt+K Kit Entry		ОК	Cancel					FO Deals	

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)

Ocustomer Order - Status	ONLINE								-	
File Functions Orders P	Customer Order CHADSTONE	r	Delivery Information Deliver all iter Anna Lazarakis	ns to		×		Ar	ına L 💄	Sign Out
F12 Search	Q		Country						Ann	a Lazaraki:
Code	Description		- Go to Address Search			Paci	ed Taken	Price	Disc	Net
OSBOURNE2	OSBOURNE 2.0 Black		Unit 320 60 Belgrave Rd					549.00		549.00
			City MALVERN EAST Phone 0422 750 968 Delivery Method Standard	State VIC Email annalaz@icloud	Postcode 3145					
Total	1 1		Standard	1						549.00
			Standard Standard \$12			1.2 "	a L	Outstan	ding	549.00
F5 Order Search	Alt+S Chi 1.3		Express \$15							
Alt+R Reassign Order	Reprint Labels	Alt+K Kit Entry	\subset	ОК Сапс	el				F9 Pack	/ Pay
F4 Discount	F3 Reset	F2 Delete								

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.

Customer Order - Status File Functions Orders Pe	ONLINE rson Reports EFTPOS Help									- 🗆 ×
AQUILA	Customer Ord CHADSTONE	der							Anna I	Sign Out
F12 Search	Q									Anna Lazaraki
Code	Description		() Customer Order Payment		×	at (SOH)	Packed	Taken	Price	Disc Net
Total			Pick Up Total Total Paid Balance Due This Payment	0.00 0.00 549.00 549.00 F6 Reverse La Ok Cancel	sst Payment	1				549.00
					S	ales Rep	o: Anna L		Outstandin	g 549.0
F5 Order Search	Alt+S Change Sales Rep	F8 Payment History	F7 Print Picklist						_	
Alt+R Reassign Order	Reprint Labels	Alt+K Kit Entry	F6 Cancel Order						F	9 Pack / Pay
F4 Discount	F3 Reset	F2 Delete	Alt+C Change Person							

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)**

AQUILA	Stock Enquiry CHADSTONE	,										Anna L 🔔 Sign O
oduct ALBERTO	Q C	Colour BRW -	Brown	~	ALBERTO	Penny l	.oafer				\$299	.00 Stock on Han
tore Name	Territory	39	40	41	42	43	44	45	46	Total		
HADSTONE	VICTORIA	1	1	1	2	з	2		1	11		
IYER MELBOURNE	VICTORIA	1		1	3	1	2	1	1	10		
IYER CHADSTONE	VICTORIA	1	1	1	2	2	2		1	10		
ONCASTER	VICTORIA	1	1	1	2	2	1		1	9		
MPORIUM	VICTORIA	1	1	2	1	1	2	1		9		
HAPEL 1	VICTORIA		1	1		2	2	1	1	8		1.2
IGHPOINT	VICTORIA			2		2	1	2	1	8		-
IYER HIGHPOINT	VICTORIA	1	1	1	1	2	1		1	8		
		- 21	73	53	53	59	33	18	21	281		
		1.1						6	3	84		
F4 Stock on Ha	ind	F5 In-Transit	-		F6 Layl	by		F8	Reserved		F11 Incoming Orders	F7 Order
Cust Orders		Cust Orders Packe	d									Alt+R Tr Requ

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

() Customer Order - Status ONLINE File Functions Orders Person Reports EFTPOS Help AQUILA Customer Order CHADSTONE Anna L Sign Out Q Code Colour Size Outst (SOH) Taken Price N cription Packed Disc ALBERTO ALBERTO Penny Loafer Brown BRW 45 🛕 1 (0) 299.00 299.0 OSBOURNE2 OSBOURNE 2.0 Tobacco BRW 45 1 (1) 549.00 549.0 Total 2 848.0 Sales Rep: Anna L Outstanding 848.0 F5 Order Search Alt+S Change Sales Rep F8 Payment History F7 Print Picklist Alt+K Kit Er F6 Cancel Order F9 Pack / Pay F3 Re Alt+C Attach Person F4 Discount

Select "Attach Person" and then proceed.

Once your customer is attached to the transaction, proceed to "Pack/Pay"

() Customer Order - Status (DNLINE						5 A			-	
File Functions Orders Per	son Reports EFTPOS Help										
AQUILA	Customer Orce	ler								Anna L 💄	Sign Out
F12 Search	Q									Anr	na Lazaraki
Code	Description			Colour	Size	Outst (SOH)	Packed	Taken	Price	Disc	Net
ALBERTO	ALBERTO Penny Lo	afer Brown		BRW	45	A 1 (0)			299.00	74.75	224.25
Promotion	Aquila Plus 25% Sh	oe			25%					74.75	
OSBOURNE2	OSBOURNE 2.0 To	bacco		BRW	45	1 (1)			549.00	137.25	411.75
Promotion	Aquila Plus 25% Sh	oe			25%					137.25	
Total						2				212.00	636.00
						Sales Re	p: Anna L		Outst	anding	636.00
F5 Order Search	Alt+S Change Sales Rep	F8 Payment History	F7 Print Picklist								
Alt+R Reassign Order	Reprint Labels	Alt+K Kit Entry	F6 Cancel Order							EQ Dack	/ Dav
F4 Discount	F3 Reset	F2 Delete	Alt+C Change Pers	ion						1 9 Fack	, ray
Scan items to sell, or docke	et for enquiries										

Once your delivery options come up, Select "Split"

O Customer Order - Status (DNLINE						<u> </u>	~			_	D X
File Functions Orders Per	Customer Ord CHADSTONE	der								A	nna L	Sign Out
Code	Description			Colour	Size	c	Outst (SOH)	Packed	Taken	Price	Disc	Net
ALBERTO	ALBERTO Penny L	oafer Brown	Delivery Options				× 1 (0)			299.00	74.75	224.25
Promotion	Aquila Plus 25% S	hoe		How will the custom	er receive the goods	?					74.75	
OSBOURNE2	OSBOURNE 2.0 To	obacco					1 (1)			549.00	137.25	411.75
Promotion	Aquila Plus 25% S	hoe	Pick		incel	Split					137.25	
Total							2				212.00	636.00
							Sales Rep	o: Anna L		Outstar	nding	636.00
F5 Order Search	Alt+S Change Sales Rep	F8 Payment History	F7 Print Picklist									
Alt+R Reassign Order	Reprint Labels	Alt+K Kit Entry	F6 Cancel Order								50 De-1	(Day
F4 Discount	F3 Reset	F2 Delete	Alt+C Change Pers	ion							rs Paci	(/ Pay

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.

Ocustomer Order - Status File Functions Orders Pe	ONLINE erson Reports EFTPOS Help	ſ	Delivery Information		X]			-	
AQUILA Customer Order CHADSTONE			Deliver remaining 1 of 2 items to Company (Optional)			Anna L 💄 Sign Out				
F12 Search	٩		Anna Lazarakis Country			Anna Lazaraki				
Code	Description		Select	~		Packed	Taken	Price	Disc	Ne
ALBERTO	ALBERTO ALBERTO Penny Loafer Brown		Address Line 1					299.00	74.75	224.2
Promotion Aquila Plus 25% Shoe								74.75		
OSBOURNE2 OSBOURNE 2.0 Tobacco		bacco	Address Line 2 (Optional)			1		549.00	137.25	411.75
Promotion Aquila Plus 25% Shoe		City	State	Postcode				137.25		
			Phone	Email						
			Delivery Method							
Total			Standard 🗸 🗸			1			212.00	636.00
<u> </u>			Delivery Instructions		(Optional)	o: Anna L		Outsta	nding	636.0
F5 Order Search	Alt+S Change Sales Rep	F8 Payment Histor			<i>i</i>					
Alt+R Reassign Order	Reprint Labels	Alt+K Kit Entry		OK Cancel					EQ Dack	
F4 Discount F3 Reset F2 Delete		F2 Delete				I J Fack / Fay				