# 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.
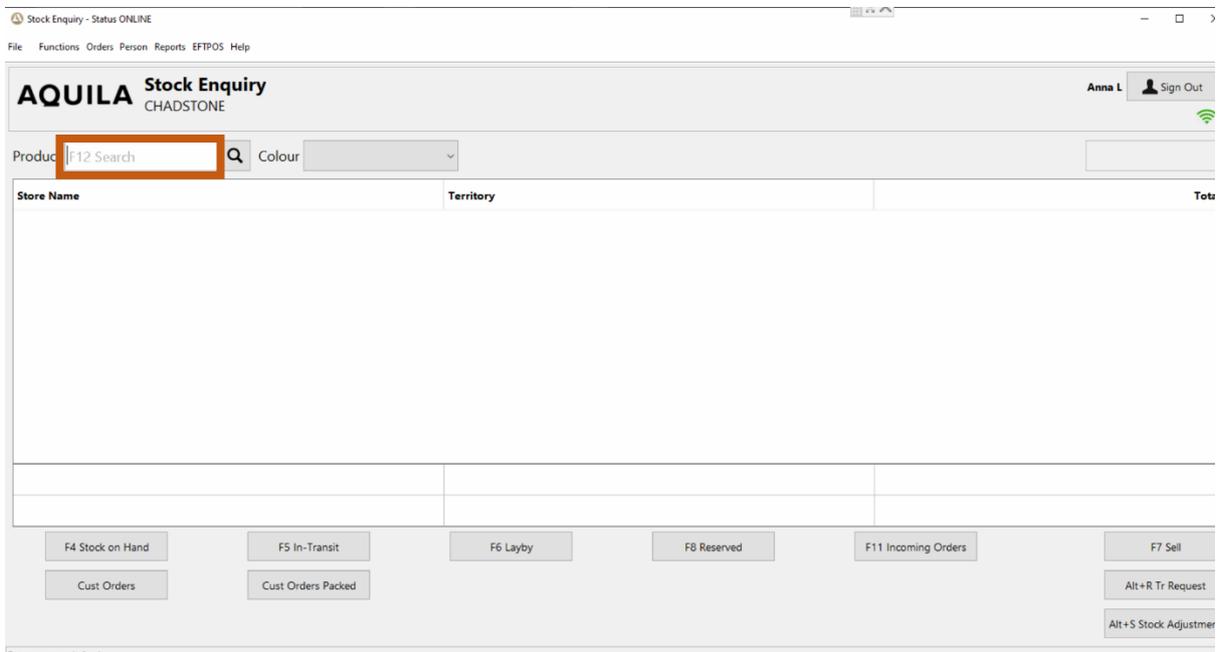
## Creating a Customer Order:

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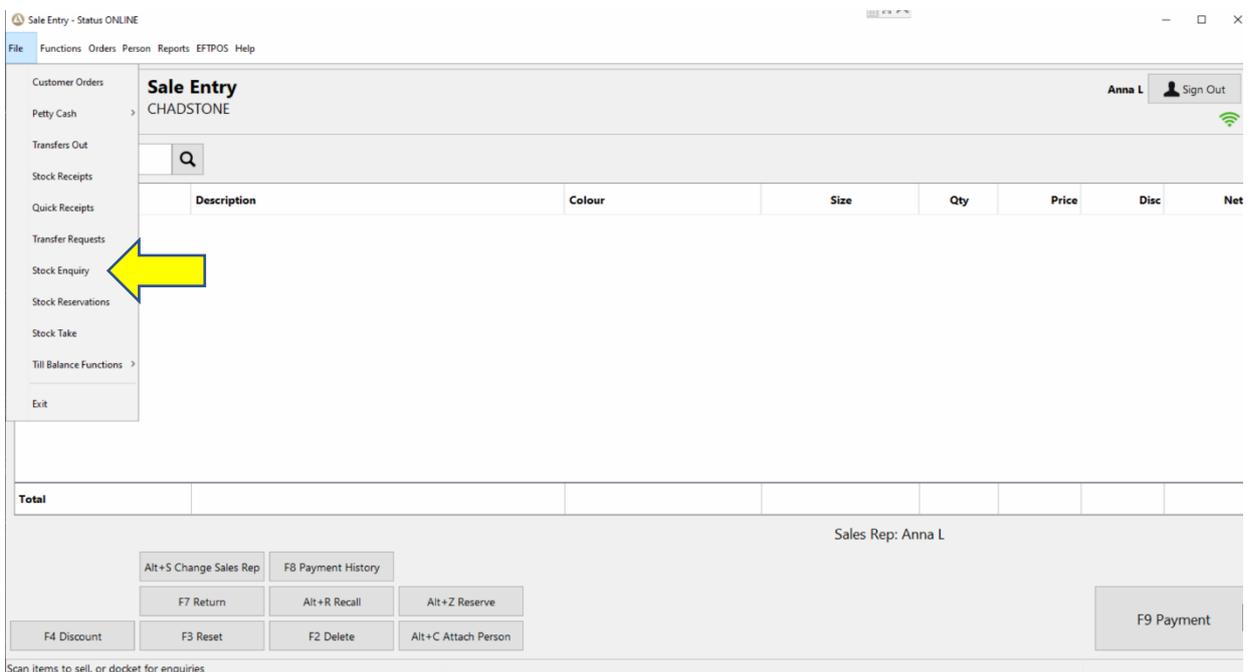


Once selected, it will open a new screen, as seen below.

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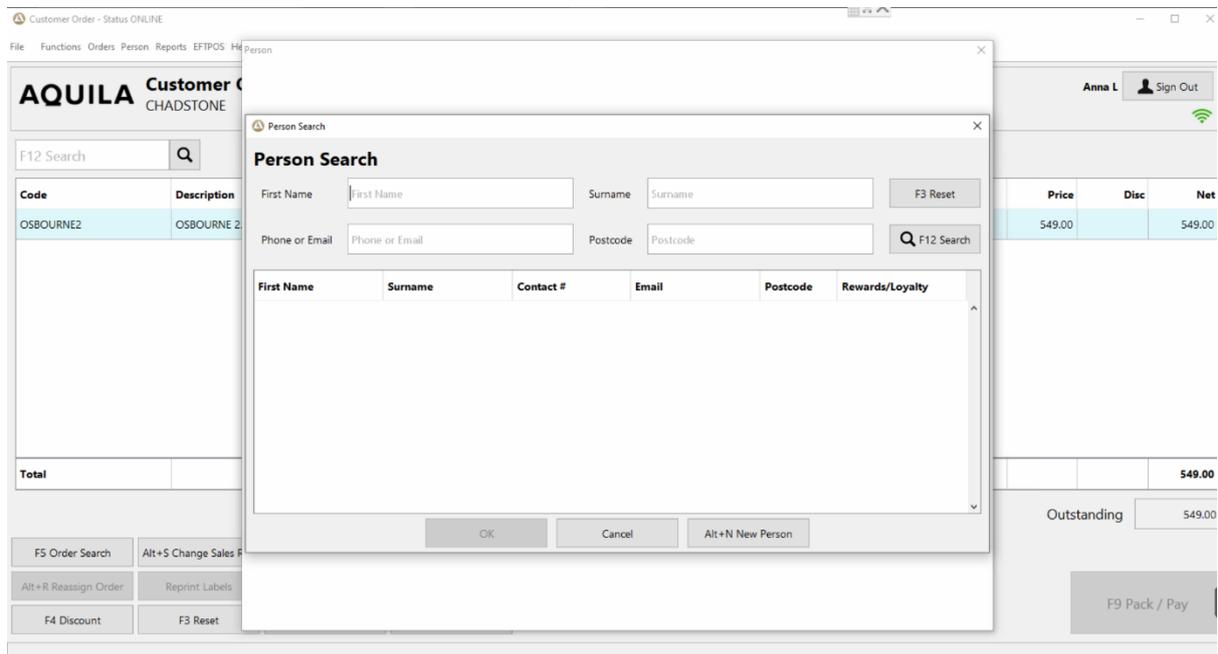
**Select** the size you need, from this line only (1.1), and then select **Order** to proceed (1.2).



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

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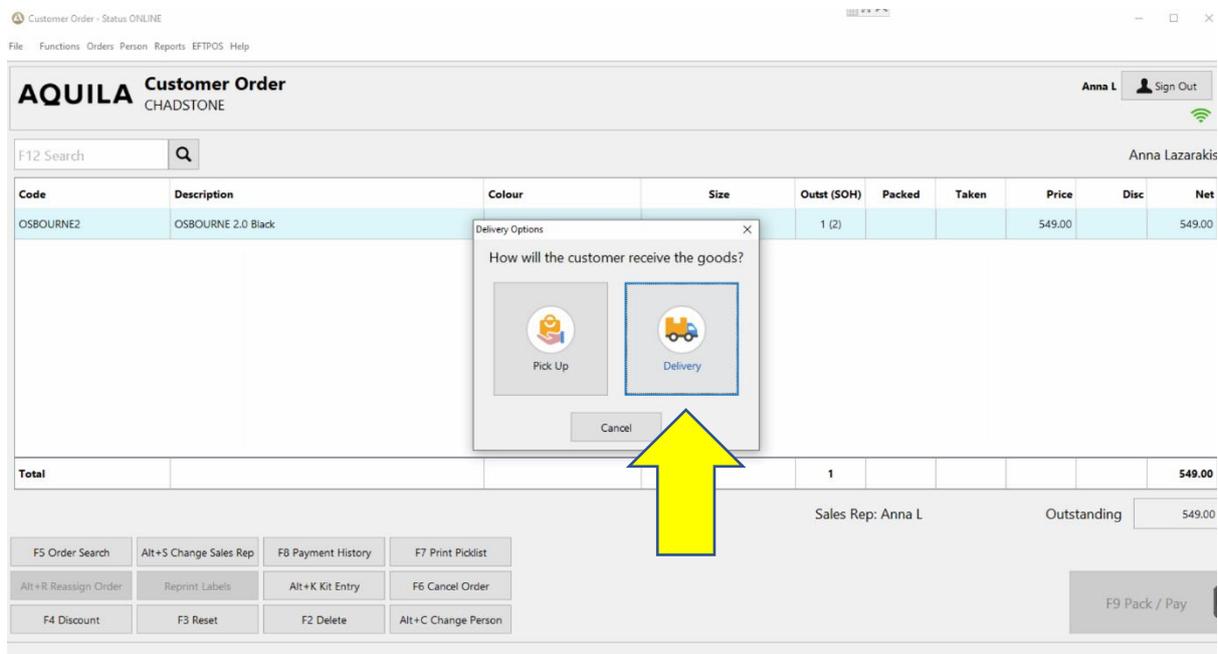
The screen below, is where we will fill out the Delivery information for our customers.

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.
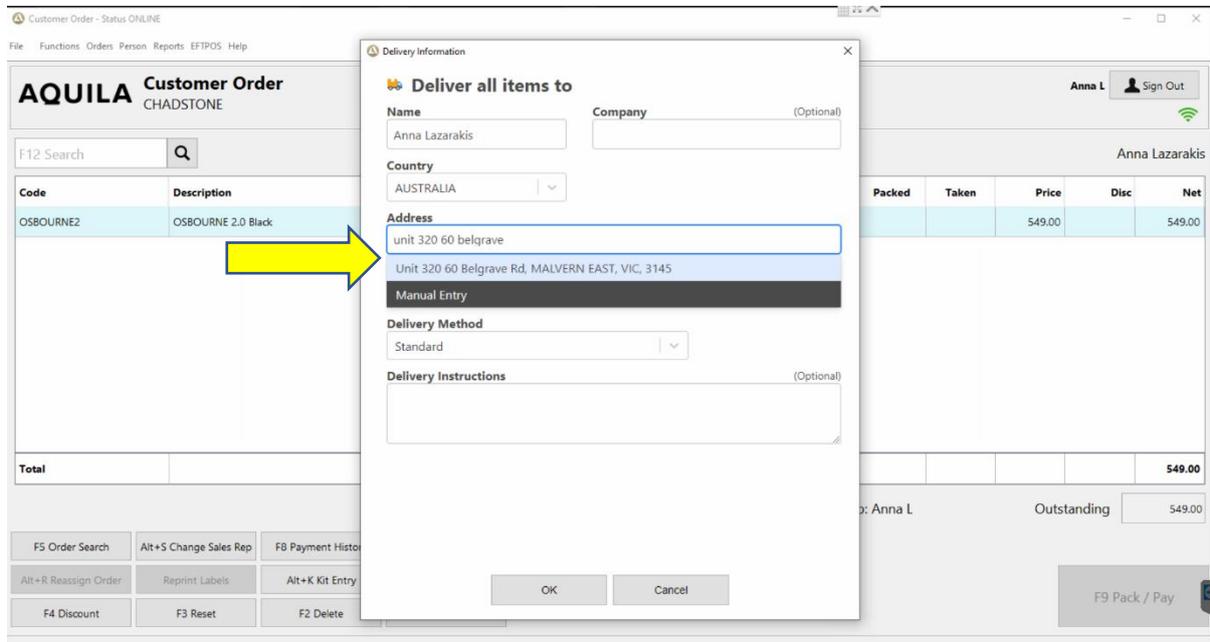


This section is crucial, as we want to ensure that we have filled everything in correctly.

Take your time and make sure you read it back, to double check and confirm all details with the customer.
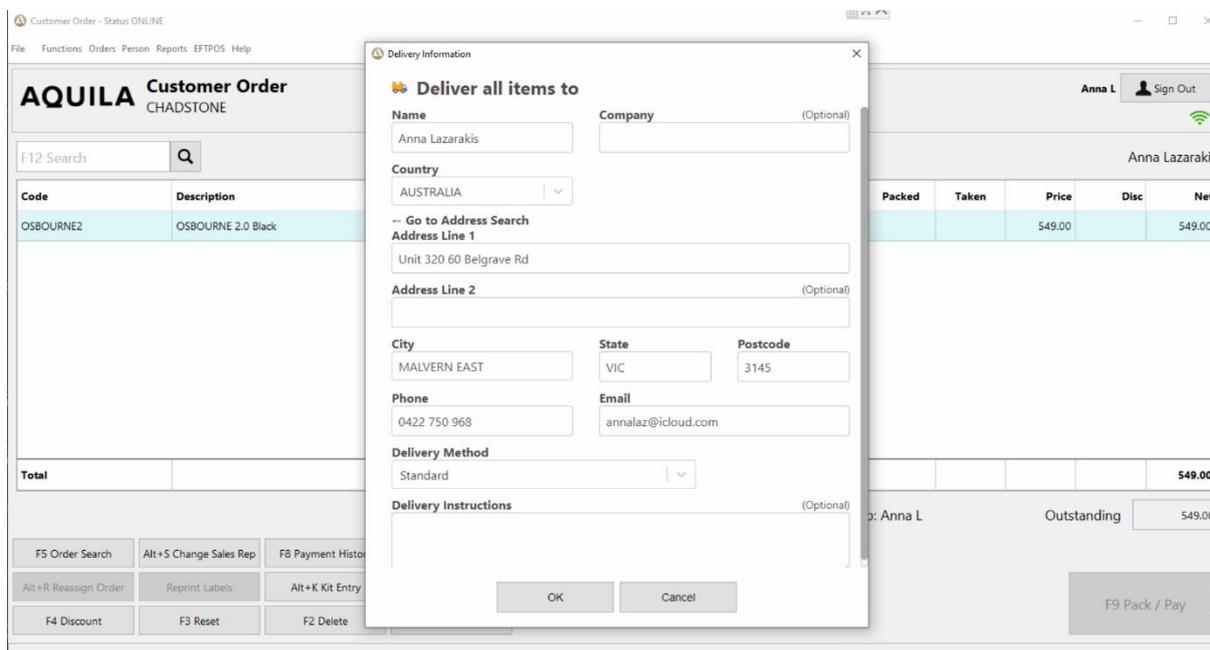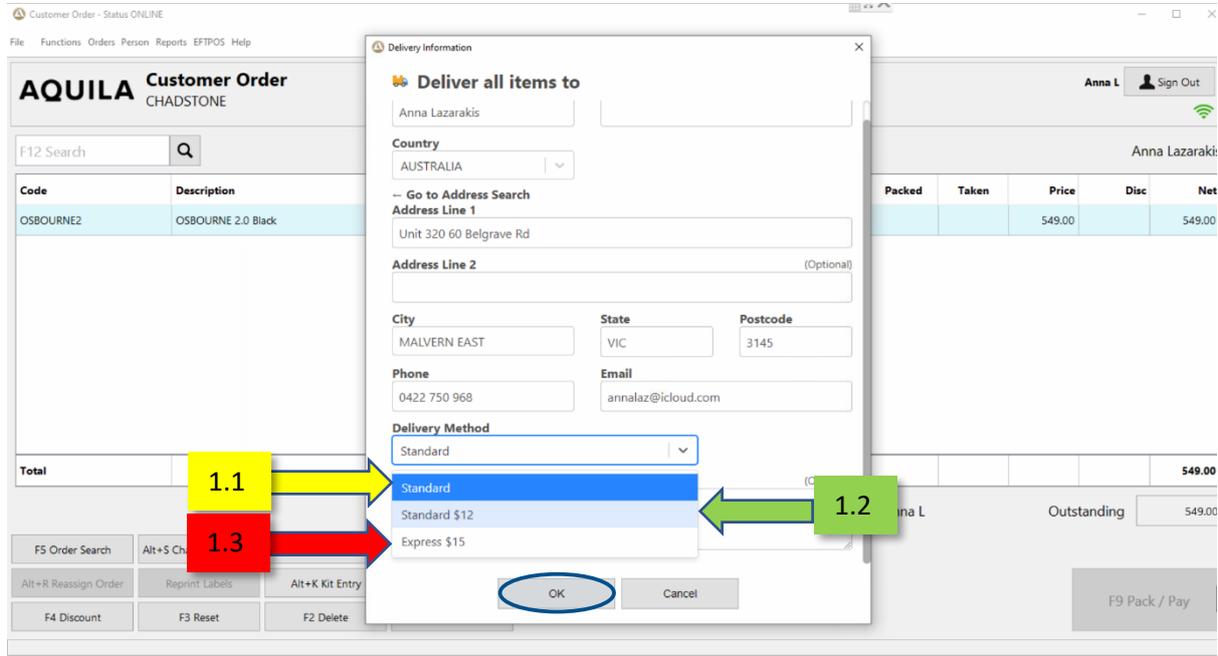
Now it is time to select your Delivery Method. Once selected, **click Ok.**

**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)

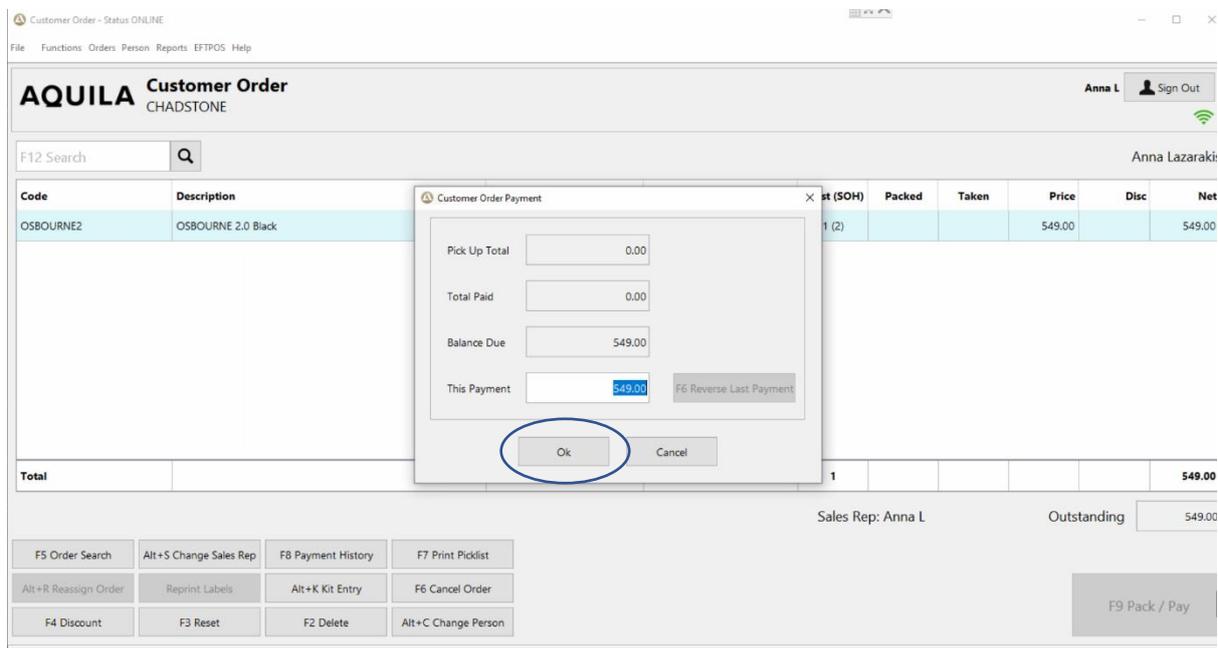-Express Delivery, will incur a $15 charge. (1.3)



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)**



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.

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



Once your delivery options come up, Select **"Split"**

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.

| Packing | × | | Packing | × |
|---|---|---|---|---|
| 👤🚚 Split Order | **2.0** | | 👤🚚 Split Order | **2.1** |
| F12 Search 🔍 | | | F12 Search 🔍 | |
| **Description** | **Take Now** | | **Description** | **Take Now** |
| ALBERTO ALBERTO Penny Loafer Brown 45 | ○ | | ALBERTO ALBERTO Penny Loafer Brown 45 | ○ |
| OSBOURNE2 OSBOURNE 2.0 Tobacco 45 | ○ | | OSBOURNE2 OSBOURNE 2.0 Tobacco 45 | ✓ |
| **Total** | **0 / 2** | | **Total** | **/ 2** |
| | OK | | | OK |
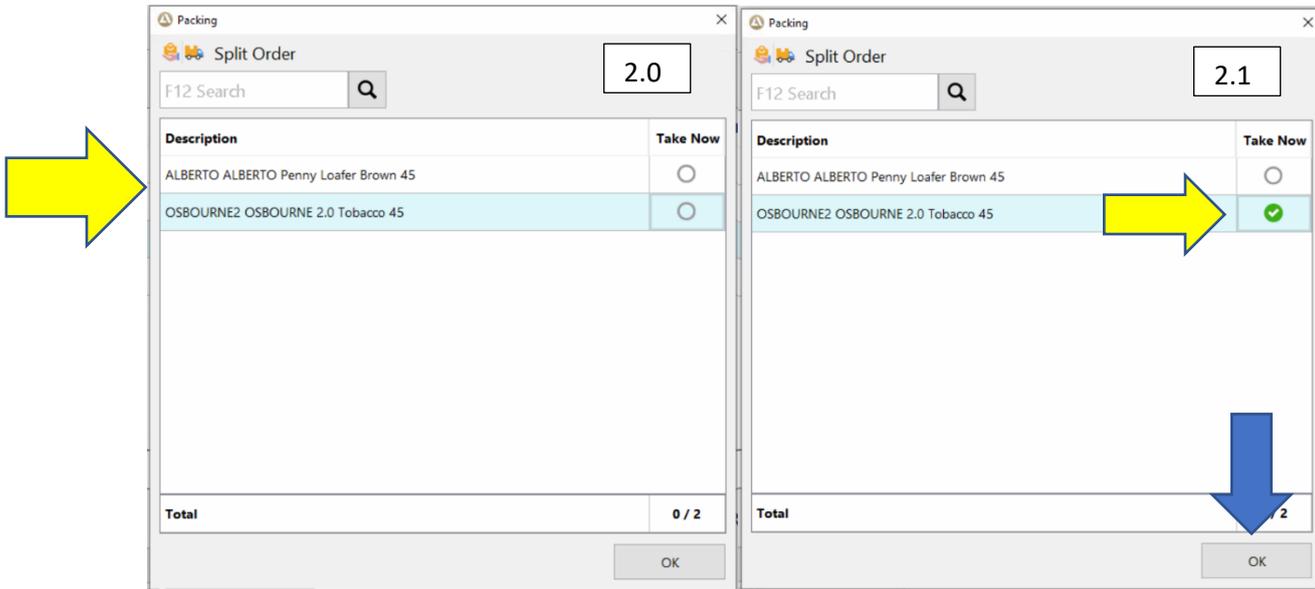
This brings us to the **"Delivery Information"** screen, where you will complete the order as shown on **page 5**. Of this guide.

| Customer Order - Status ONLINE | | | | | | | — □ × |
|---|---|---|---|---|---|---|---|
| File Functions Orders Person Reports EFTPOS Help | | | | | | | |

AQUILA **Customer Order** CHADSTONE

Delivery Information ×

🚚 **Deliver remaining 1 of 2 items to**

| Name | Company | (Optional) |
|---|---|---|
| Anna Lazarakis | | |

Country
Select... ∨

Address Line 1

Address Line 2    (Optional)

| City | State | Postcode |
|---|---|---|

| Phone | Email |
|---|---|

Delivery Method
Standard ∨

Delivery Instructions    (Optional)

OK      Cancel

| Code | Description | | Packed | Taken | Price | Disc | Net |
|---|---|---|---|---|---|---|---|
| ALBERTO | ALBERTO Penny Loafer Brown | | | | 299.00 | 74.75 | 224.25 |
| Promotion | Aquila Plus 25% Shoe | | | | | 74.75 | |
| OSBOURNE2 | OSBOURNE 2.0 Tobacco | | | 1 | 549.00 | 137.25 | 411.75 |
| Promotion | Aquila Plus 25% Shoe | | | | | 137.25 | |
| **Total** | | | | 1 | | 212.00 | 636.00 |

Anna L  👤 Sign Out
Anna Lazarakis

o: Anna L    Outstanding    636.00

| F5 Order Search | Alt+S Change Sales Rep | F8 Payment Histo |
|---|---|---|
| Alt+R Reassign Order | Reprint Labels | Alt+K Kit Entry |
| F4 Discount | F3 Reset | F2 Delete |

F9 Pack / Pay