



# IN-STORE PICKUP ORDERS: PICKING & PACKING

In-Store Pickup Orders are online orders the customer will pick up in store. It is important to pack one order at a time, from start to finish.



## ! IMPORTANT

This should be checked every 15 minutes. Click the refresh button in the upper right-hand corner on the reminders portlet each time the report is checked.

- 1 Check the **Stores-In Store Pickup Orders** link in the **Reminders** portlet on the Dashboard.
  - This will display how many In-Store Pickups are for the store.
  - This will be green when there are no orders to complete.

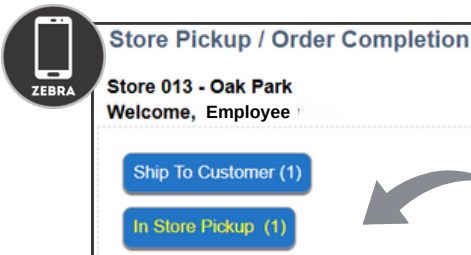


- 2 Open the **SPOC** (Store Pickup/Order Completion) app & follow the normal picking process.



If the order cannot be completely fulfilled.

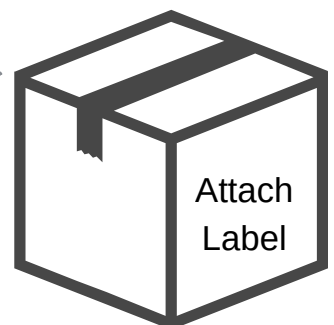
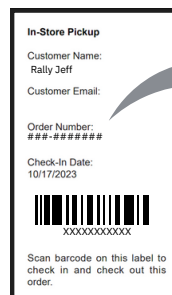
- Click the *Not Found/ 0 OH* checkbox.
- Click *Hold*.
  - *Pick Exception* will not be an option.
- Customer Service will correct the order and notify the store with any directions if needed.



Select **In Store Pickup** then choose the team and number of orders to complete.

- 3 Pack the order as normal and, *if requested*, include the packing slip (see Orders to Ship).

**TIPS** When printing the Shipping label for an In-Store Pickup, the label will be different.



- 4 Take the package to the **In-Store Pickup Fixture** to **Check In** the order (see ISPU Check In).

- 5 Packed polymailer orders go into the **clear bags**.

Packed boxes and kraft bags go on the **shelf** below the bin.

