

A No Sale Task is created in NetSuite when a product has not sold in 30+ days. The store will need to provide feedback to the buying team why the product is not selling to optimize product sell-through. This process allows our buying team to understand the potential issues with the product and task action!

GAME PLAN

1. Log into **NetSuite**.
2. The Stores-No Sale Task Reminder will display a number if the store has a task(s) to complete.
3. Click View on a record.
4. Open the task and review:

A- Buyer Comments, if supplied

B- Item information

C- Thumbnail image

Store Task

Edit Back Actions

BUYING STORE TASK TYPE

No Sale

STORE

Store 268 - Riverstone

QOH

6

BUYER COMMENTS

B

ITEM TO REVIEW

251025072 #HOUR Hat Red Dark Freeze Cuff Pom KNT

TEAM

NBA-HOUSTON ROCKETS

CLASS MAPPING

HATS : MENS HATS : KNIT HATS

TEAM SUBCLASS

NBA : NBA-HOUSTON ROCKETS : HATS : MENS

HATS : KNIT HATS

BASE PRICE

32.00

ITEM THUMBNAIL



C

5. Locate the item on the sales floor and backroom.
6. Count the quantity by style by hand (sum of all sizes).
7. Take a photo of a single unit of the item.
8. Click Edit in NetSuite.

Store Task

Edit Back Actions

9. Fill out the information under Primary Information. This information needs to be filled out in full to clear the task.

A-Task Image: Mouseover and click the plus button. In the folder field, enter in "No Sale Bad Image", and choose the "No Sale Bad Image" task folder.

B- Store Task Status: Toggle down > select Complete.

C- Comments: Enter comments on why you feel the product isn't selling (seasonality, color, etc.).

D- Store Quantity: Enter the hand count of units in your store.

A TASK IMAGE

B STORE TASK STATUS

C COMMENTS

D STORE QUANTITY

10. Fill out the applicable information under Store Input Fields.

Example: If the item is a hat, you do not need provide answers for apparel or accessory questions.

A RINGING CORRECTLY	C PRICE
B SILHOUETTE QUALITY	D DOES IT MATCH THE IMAGE
E APPAREL FIT	G HAT FIT
F ACCESSORIES FIT	H DECORATION QUALITY

A- Ringing Correctly:

Select "Yes" if the item rings correctly, and the price on the ticket matches the price on the Point of Sale

Select "No" if the item does not ring correctly, and the price on the ticket is different than on the Point of Sale.

B- Silhouette Quality:

Select the best descriptor for the quality: "Good", "Feels Cheap" or "Scratchy"

C- Price:

Select "Too Expensive" or "Price is Okay"

D- Does it Match the Image:

Select "Yes" if the image you took matches the thumbnail provided

Select "No" if the image you took does not match the thumbnail provided

E- Apparel Fit:

Select "Too Big" if the fit of the item is larger than that standard size compared to other items of the same size

Select "Too Small" if the fit of the item is smaller than that standard size compared to other items of the same size

Select "Good" if the fit is standard compared to other items of the same size

F- Accessories Fit:

Select "Too Big" if the fit of the accessory is larger than that standard size compared to other items of similar style

Select "Too Small" if the fit of the accessory is smaller than that standard size compared to other items of similar style

Select "Good" if the fit is standard compared to other items of similar style

G- Hat Fit:

Select "Too Shallow" if the dome of the hat is shallower compared to other hats

Select "Too Deep" if the dome of the hat is deeper than other hats

Select "Good" if the dome of the hat is standard compared to other hats

11. Click Save.