

Gordon on the GO! How to

1. ECommerce sheet is emailed or faxed to the store. Print PDF or take fax.
2. Double check "Inventory On-Hand" to figure out what product is here.
 - a. Mark what product is here.
3. Call customer to ask if they want us to pull everything we have of a product if we do not have a full case.
4. Pull the entire order.
5. Bring to an empty register.
 - a. Ring and Suspend the transaction.
 - b. Take the suspended transaction receipt.
6. Grab a [Large Pick Order](#) and fill in requisite information.
 - a. Make enough copies to...
 - i. Have one on your cooler cart (dry should be included)
 - ii. Have one on your freezer cart/box(es)
 - iii. Have one attached to the original Ecommerce order
 - b. Staple suspended transaction receipt to the original Ecommerce order
7. File the ECommerce sheet, with a copy of [Large Pick Order](#) and suspended transaction receipt attached, in your Express Order Folders just like any other Express Order.
8. Tape "Large Pick Order" to cart/flatbed/boxes
9. Put the product in the correct locations.
 - a. Cooler/Dry into the cooler
 - b. Freezer items into the freezer
10. Call or email customer to let them know their order is ready for pick up.
 - a. Ask for a timeframe for pick up.
11. If the customer does not come in the time frame stated, please call them to confirm they are still coming.
 - a. If they are not coming put product back.
12. Print out the transaction receipt. Use the receipt to enter the information in this Google Form.
 - a. This data will help us track the results of this program.

- What do we do if another customer wants the cases and the Gordon on the GO! customer hasn't picked up their order yet?
 - Best judgment, but you must call the customer and let them know either way.
- What if we don't have a full case to pull for the Gordon on the GO! customer?
 - Call the customer to see if they are OK with what we do have on hand.
- What documents do we need for the Beta Test?
 - Jessica Herron
 - "Northern Customer Sunday Night Publication Customer Report"
 - This report will give you an up to date list of all Gordon Go! Loyalty customers active in the past year. It will also show if they are currently a www.ShopGFSSStore.com customer.
 - "2015 Cultivation #1 Store Results"
 - Use this report to push this new program to all Cultivation customers.
 - List of Cultivation customers and if they are signed up through www.ShopGFSSStore.com.
 - [Large Pick Order Sheet](#)
 - This should be used for all ECommerce orders.