Overview

This guide is built for Pietra Brands that are off-boarding from Pietra's Fulfillment Center (FBP) and assisting Pietra Operators

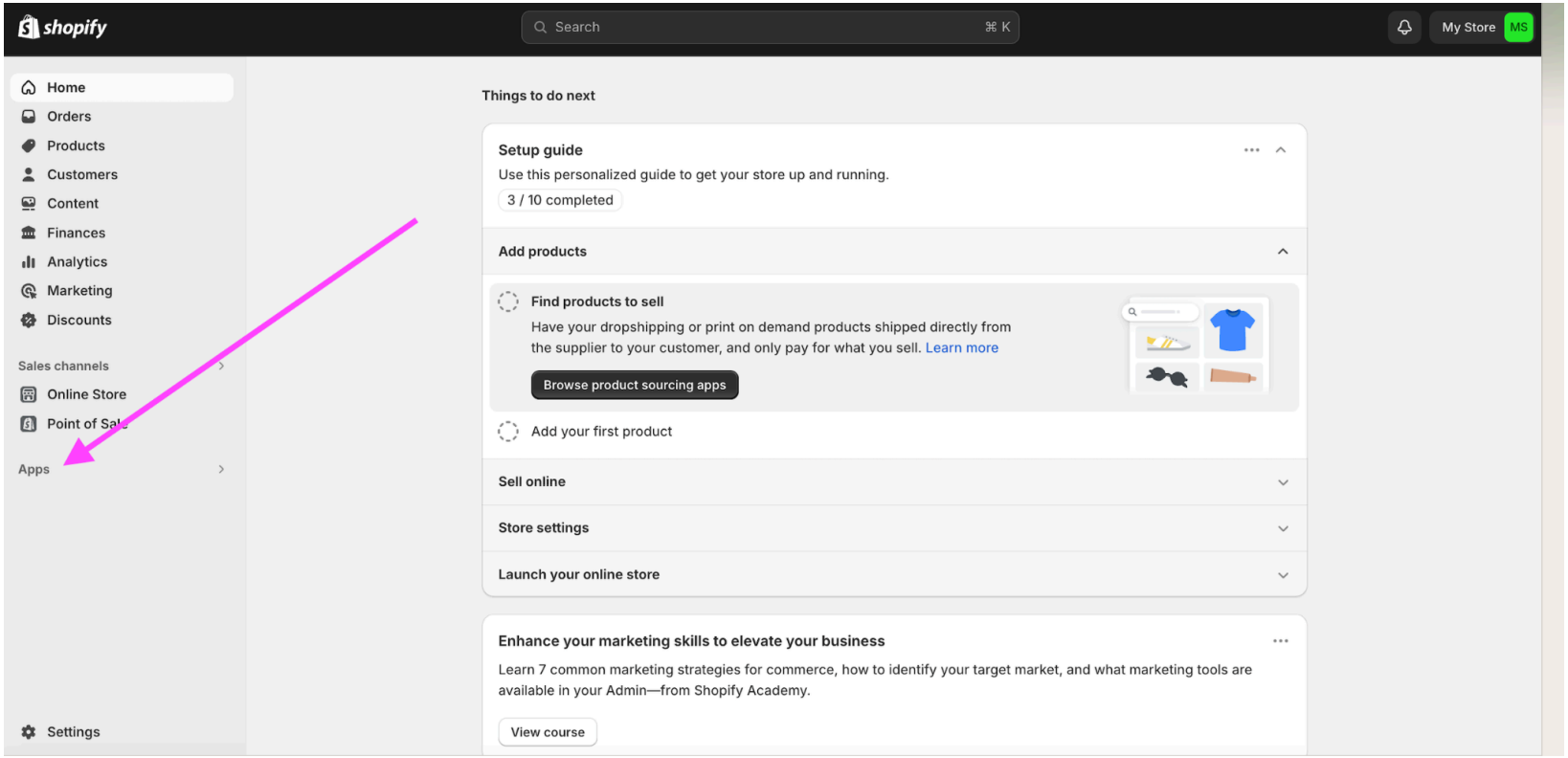
The main steps are as follows:

A. Creator notifies Pietra they have decided to offboard
B. Pietra Counts and Packs Remaining Inventory (Labor billed at $45/hr)
C. Coordinate Freight: schedule and coordinate freight to ship any remaining inventory out of Pietra's warehouse to the brand's desired address
D. Disconnect Sales Channels from Pietra: confirm all relevant sales channels are disconnected from Pietra to ensure orders will not continue to flow into Pietra for fulfillment
E. Address Outstanding Orders: ensure any orders in the "Outstanding", "On Hold", or "Processing" states are closed out
F. Remove Pietra-Generated SKUs: delete the Pietra-generated SKUs from the brand's account, which will remove the log of that brand's inventory
G. Cancel Subscriptions:

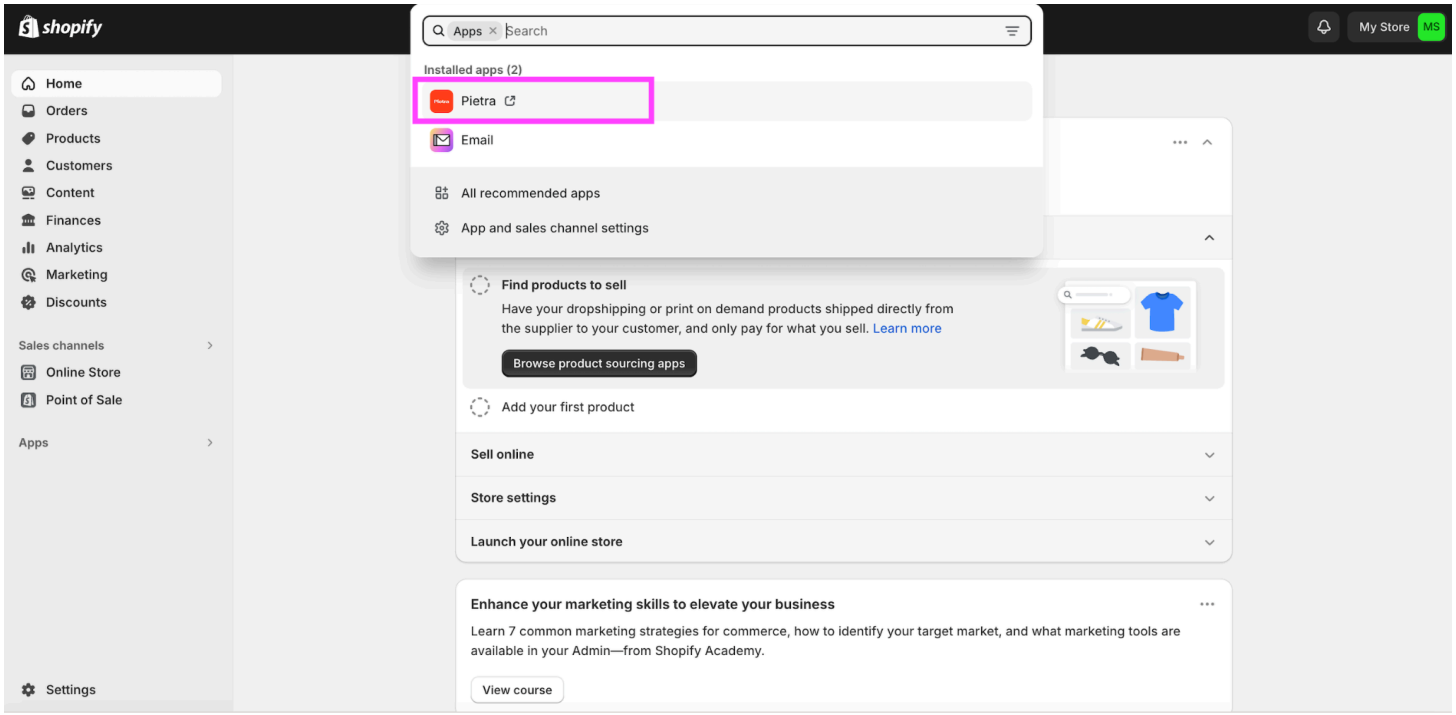
For any questions, please message creators@pietrastudio.com with contextual details and specific questions on which steps of the process are unclear.

Step	Detailed Instructions
A/ Creator notifies Pietra they have decided to offboard	1. Creator Operator emails creators@pietrastudio.com or relevant Account Manager confirming decision to offboard 2. Pietra Support Team sends "Offboarding Process" Macro to Creator a. Pietra Support Team collects forwarding address from Creator and confirms card on file can be charged b. Pietra Support Team collects any pack up details and/or receiving guidelines from Creator (for the new warehouse, etc.) c. Pietra Support Team collects any additional Creator-specific details regarding offboarding and item forwarding (e.g., receiving guidelines; receiving warehouse's carton labels, etc) d. Pietra Support Team confirms Pietra will pack up remaining inventory and coordinate outbound shipment/freight per standard process e. Pietra Support Team confirms Pietra will provide the following information and ask the Creator whether any additional granularity is required i. Pallet/carton count ii. # of cartons on each pallet iii. Sku(s) and variants in each carton iv. Quantities of sku(s)/variants in each carton 3. Pietra Support Team notifies Pietra Warehouse Floor Team the Creator will be offboarding a. Request is added to FBP Requests queue i. Confirmation Creator is offboarding ii. Forwarding address iii. Additional instructions 4. Pietra Support Team confirms a fulfillment stop date with Creator a. Pietra Operator confirms that **no** orders will be fulfilled after the agreed upon fulfillment stop date, as the team will have begun the offboarding and pack up process
B/ Count and Pack Remaining Inventory	1. Pietra Warehouse Team reviews FBP Requests tracker for offboarding notification and additional details a. Pietra Warehouse Operator confirms request and provides estimated turnaround time b. Pietra Warehouse Operator escalates any questions to Pietra Creator Support for clarification 2. Pietra Warehouse Operator counts remaining inventory in Pietra the warehouse a. Log unit counts of each remaining SKU b. Print Packing slip c. Share electronic copy of Packing slip

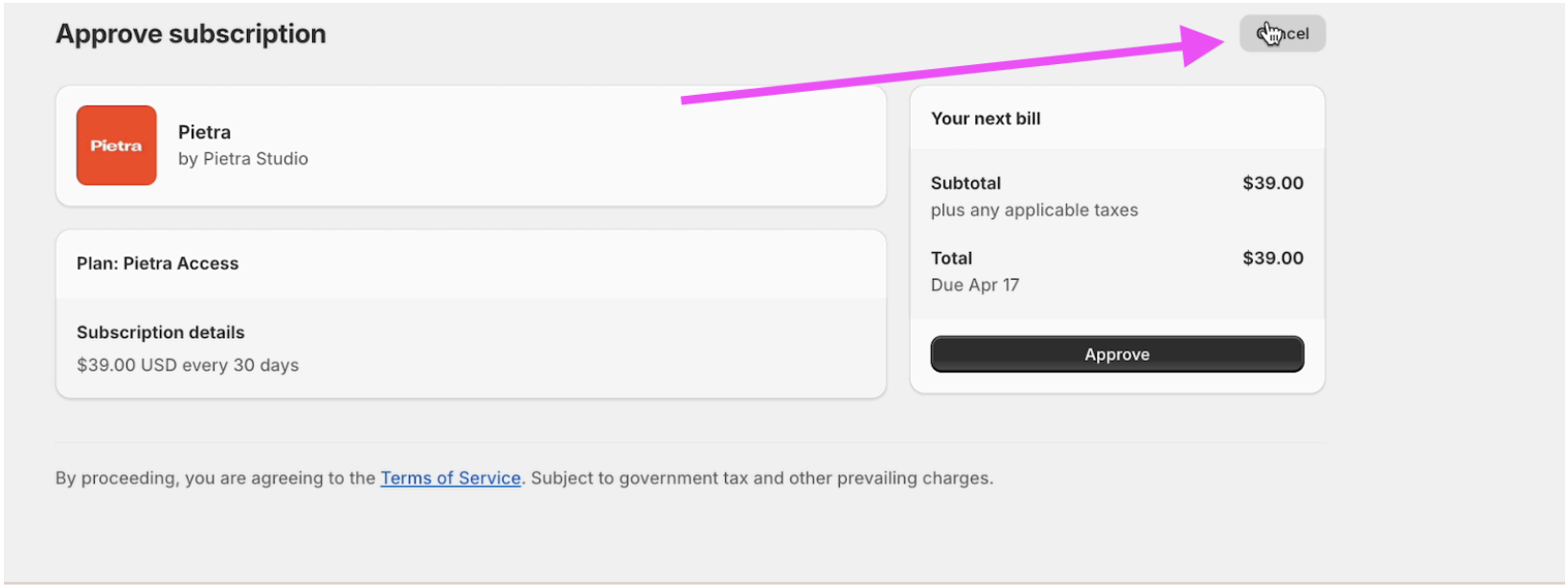
	3. Pietra Warehouse Operator packs up remaining inventory a. Cartons are packed up and organized by SKU b. Take photos of packed up inventory to confirm proper packaging c. Calculate total hours spent completing offboarding pack-up. Offboarding pack-up is billed at Pietra's standard hourly rate d. Pietra Support Team confirms information requested in A/2.e (above) to Creator: 4. Pietra Warehouse Team provides estimated weight & dimensions and box/pallet count to Pietra Operator who is coordinating freight for estimate
C/ Coordinate Freight	1. Pietra Operator collects estimated weight and dimensions and any other required details from Pietra Warehouse Team 2. Pietra Operator obtains freight quote from our freight partner 3. Pietra Operator shares freight quotes with Creator Operator for their selection 4. Creator Operator confirms freight quote 5. Pietra Fulfillment Team completes final charges for freight and labor 6. Pietra Operator confirms freight pickup and communicates details to Pietra Fulfillment Team a. Pietra Fulfillment Team requires at least 24 hours notice for freight pickup. Any updates within 24 hours of scheduled pickup time cannot be accommodated 7. Pietra Fulfillment Team prepares freight for pickup 8. Pietra Operator emails copy of BOL, tracking information, and copy of packing slip to Creator
D/ Disconnect Sales Channels from Pietra	**For Shopify Stores** 1. On or before fulfillment stop date, Brand Operator Uninstalls Pietra's Shopify app from the Creator Shopify Store a. Log in to Shopify > click Apps



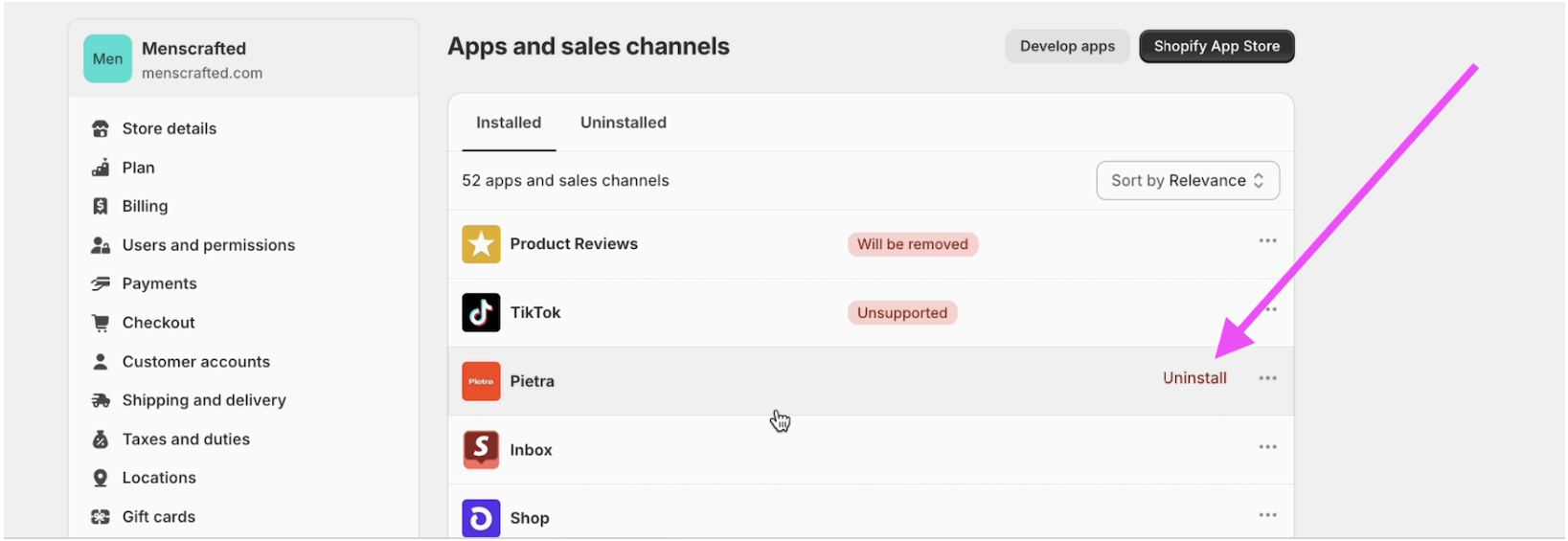
b. Select Pietra



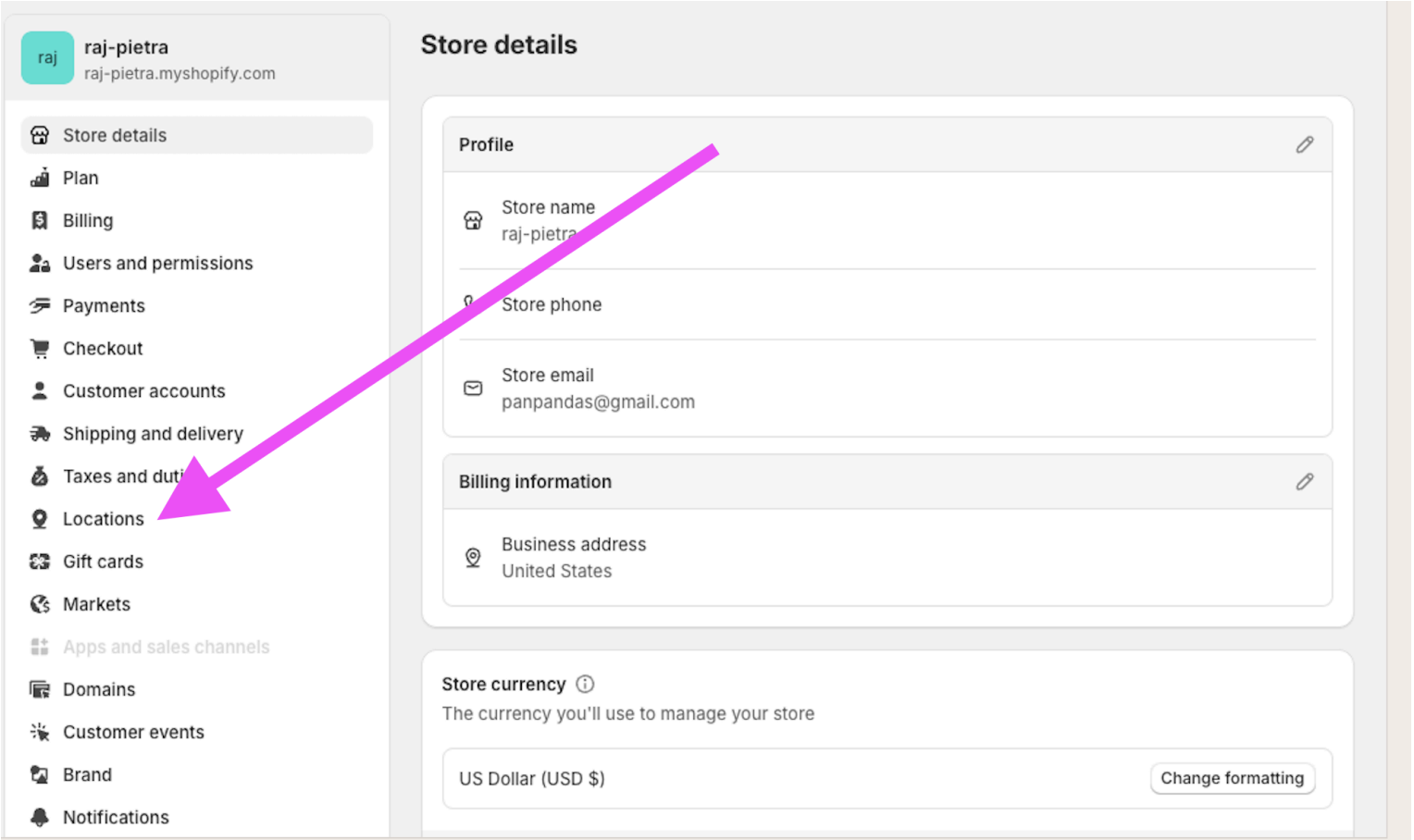
c. Click Cancel



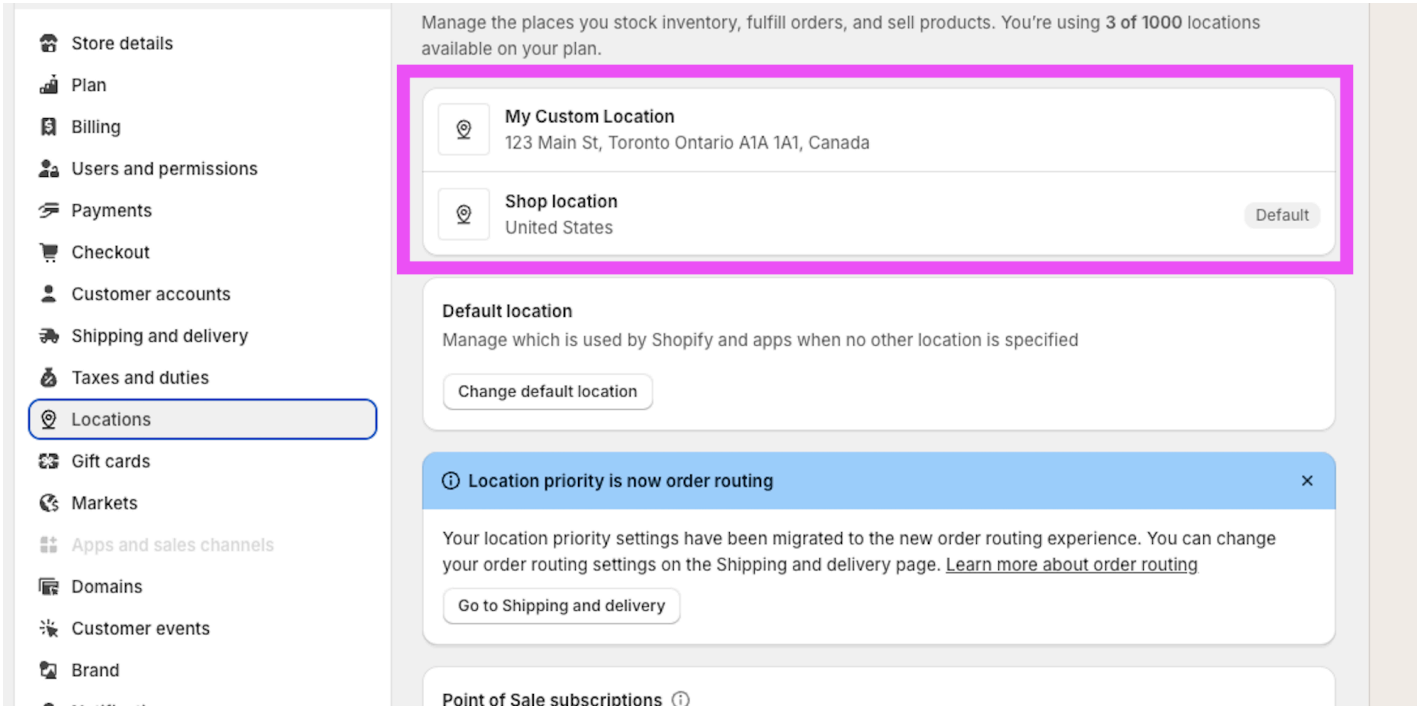
d. Click Uninstall



2. Creator Operator confirms pietra [App] is removed as Pietra fulfillment location in Shopify
    a. Visit settings > Locations



    b. Creator Operator reviews Locations list. Pietra [App] should not be in the Locations list

	
E/ Address Outstanding Orders	1. Pietra Fulfillment Team continues to process and fulfill any Outstanding orders up until the fulfillment stop date, at which point the Pietra app will be uninstalled from the Creator's Shopify store a. Orders will be fulfilled according to standard turnaround times b. Tracking information will be available when order is moved to Fulfilled status 2. Any unfulfillable and/or On Hold orders will be canceled a. Pietra operator sends Creator list of orders to be canceled b. Pietra operator cancels all remaining unfulfillable and/or On Hold orders

F/ Remove Inventory Assigned to Pietra-Generated SKUs & Components	1. Once inventory is packed and ready for shipment, Pietra Operator should ensure that inventory is updated accordingly in admin (i.e., we should not be showing inventory in components or in the Available for Sale Section of the brand's account if we no longer have this inventory at FBP) a. Clear Components i. Pietra Operator navigates to FBP >> Inventory >> Search Creator Name ii. Pietra Operator zeroes out any Product units lists for the Creator 1. Pietra Operator adds a note "offboarding" to the notes field when zeroing out inventory b. Clear Inventory units i. Pietra Operator navigates to Creator's shop >> Products ii. Pietra Operator zeroes remaining inventory for all items shipped from FBP to Creator forwarding address 1. Pietra Operator adds a note "offboarding" to the notes field when zeroing out inventory
G/ Cancel Subscriptions	1. Pietra Operator cancels any active memberships that need to be canceled in Stripe a. Storage in Pietra Fulfillment Center b. Pietra Subscription ***Note - if the Creator is going to continue using Pietra for Sourcing or any other services, their Pietra Subscription should not be deleted*
H/ Cancel any remaining orders in Pietara system	1. Immediately after memberships are canceled, Pietra Operator reviews orders queue and cancels any unfulfilled orders
I/ Confirm cancelation is complete	1. Pietra Operator emails Creator to confirm cancelation is complete