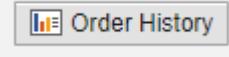
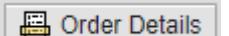




## CEC – Special Order status check

**Purpose** Follow this process when customers call to check for status of their special-order product.

- Use the POS to check if special order product has been received.
- If product has been received, offer to set an appointment for install if customer does not already have one scheduled.
- If product has **NOT** been received log into SHOP and click on 
- Search for the order using the Purchase Order #, Reference # (Layaway#), or Article.
- Click on the order in the list to select it, then click 

**Process**

- Here you will see if product has been delivered and may not be keyed in at the store, also tracking numbers may be available.
- If you are not able to provide any information about the status of the customers special order, follow [Calling for Store Employee Best Practice](#) for store employee to further research.
- Be mindful to **NOT** offer option 1 “~~We are here to help, is there something I can assist with?~~”
- Offer option 2 and 3 to customer for store employee to research status of special order product.

**Contact** Please see your assistant manager if you have any questions.