

DC - Will Call Orders

Introduction

Follow these instructions to pick products for Will Call orders and finalize Will Call orders.

Picking Will Call orders

Follow these steps to pick Will Call orders:

| Step | Action |
|------|--|
| 1 | To look up orders on the scanner: 1) Choose Paperless Invoices from the dropdown on the left side. 2) Choose Tires, Wheels, or Sets from the dropdown on right side. 3) Select Will Calls from the Location dropdown. 4) Tap Take Tickets . |
| 2 | To pick product(s): 1) Scan the barcode on the forklift/picker. 2) Scan the product location. 3) Scan product barcode(s). |
| 3 | Move product(s) to the Will Call location. |

Finalizing Will Call orders

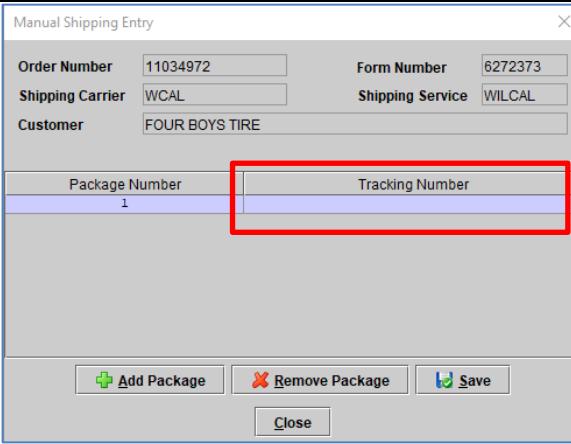
When the customer or delivery driver arrives to pick up the products, follow these steps to finalize Will Call orders:

| Step | Action |
|------|--|
| 1 | In the POS, select Modules tab, then select DC Processing . |
| 2 | Select your DC from the dropdown list, then log in. The password is "dcproc". |
| 3 | Select the Pick Ticket Status button. All open orders display. |
| 4 | To find Will Call, select Will Call Pickup from the Carrier dropdown list at the bottom. This filters for Will calls. |
| 5 | Select the order you need. Select Manual Shipping Entry button. |

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Finalizing Will Call orders

| Step | Action | | | | | | |
|-----------------|--|---------|----------|-----------------|-------------------------|-------------|---------------------------------------|
| 6 | <p>Double-click the Tracking Number field to select it:</p>  | | | | | | |
| | <table border="1"> <thead> <tr> <th>If</th> <th>Then ...</th> </tr> </thead> <tbody> <tr> <td>Wholesale order</td> <td>Enter the driver's name</td> </tr> <tr> <td>Store Order</td> <td>Only FedEx picks up, so enter "FedEx"</td> </tr> </tbody> </table> | If | Then ... | Wholesale order | Enter the driver's name | Store Order | Only FedEx picks up, so enter "FedEx" |
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| Wholesale order | Enter the driver's name | | | | | | |
| Store Order | Only FedEx picks up, so enter "FedEx" | | | | | | |
| 7 | Select the Save button. | | | | | | |
| 8 | <p>Printer prints two copies of the order will print automatically:</p> <ul style="list-style-type: none"> Give one copy to the driver/customer. On our copy, write down the driver name or "FedEx" and place it in the Will Call bin for filing. <p>If product is not yet picked, hand our copy to our picker employee to pull product, following the manual picking process. Then put our copy in the bin.</p> | | | | | | |
| 9 | Take product out to the customer. | | | | | | |

Contact

Please see your manager if you have additional questions.