Weekly STORE TALKS

MARKETING ASSISTANT MANAGER

Managing Open Orders

Intent

To ensure that we earn our customers' trust by ensuring their products arrive promptly

Audience	Apprentice Tech and above
Schedule	Add time for this talk into your weekly schedule. It should only take 10-15 minutes, but you should allow 30 minutes to include extended discussions that may occur.
Prepare	A day ahead: 1) Print and review this talk. 2) Review Special Orders Best Practice, and **Looking up Order Details** and **Managing Open Orders in Desktop MIM** sections on the Managing Your Inventory KC page. 3) Identify specific opportunities for your store and recent examples that may apply. 4) Plan how you will follow up to ensure performance improvement.
Deliver	Make this real and fun for your people. Bring your energy to the talk and engage everyone to come up with solutions to improve performance. Set clear expectations for your team. Make sure they understand how managing and following up on open orders impacts the **Happy Customer** gauge.
LMS	After the talk, have every participant log into the LMS and complete the acknowledgment.
Follow up	Review SHOP History and Open Orders Report in Desktop MIM daily.

Looking up Order Details

Explain: When you need to look up order details, use SHOP History, **NOT** the POS History report. SHOP History provides complete information about the order, including Salesman ID, specific vendor location and contact information, and PO Comments that were entered when the order was created.

	Answers
Question 1: Who knows how to get to SHOP History? *(Ask for someone to open SHOP History.)*	Access SHOP History from the POS.
Question 2: How do you get to PO Comments? *(Ask someone to show everyone how to get to PO Comments.)*	To view PO Comments, click the icon in the Print column.
Question 3: Besides PO Comments, what other information can you find on the SHOP History report that you can't find in the POS History report? *(Have team show you the information in the SHOP History report.)*	• Salesman ID • Specific vendor location and contact information • Vendor (for Transfer Program orders)

Following up on Open Orders

Watch: Managing Open Orders in Desktop MIM video on the Managing Your Inventory KC page.

Explain: Before the end of the day, the Sales Coordinator is expected to verify that all customer product has been taken care of and follow up on any orders more than a few days old.

Ask: Who can show the team how to do this?
(Sales Coordinator or other employee should be able to demonstrate in Desktop MIM how to do this.)

	Answers
Question 1: When should you research orders from local vendors?	Research any open orders three or more days old.
Question 2: What is the goal for receiving all orders?	All orders should be received within 10 days. Take care of any miscellaneous POs or STOs that have been open longer than this.
Question 3: Who is responsible for verifying that all customer product has been taken care of? When?	Sales Coordinator does this before the end of the day.

Call to Action:

1) Ask participants to log into the LMS and complete the acknowledgment for this talk.
2) Set expectations for executing the Best Practice at the store.
3) Explain how you will support this and why you expect this to improve CDI.
4) Ask if anyone has questions. If there are questions or concerns you cannot answer, notify the Store Manager.