

NEW MAGENTO

DEALING WITH OUT OF STOCKS

- Every day, search for status “Out Of Stock” on magento. This will bring up all Out of Stock orders that have not been dealt with.
- See what's out of stock on the order (a note will be added to the order to confirm what is out of stock).
- Check to see the next delivery date for the goods to come in. (Check the due in date on magento)

Contact the customer to:

- Confirm a delivery date for their order based on stock due date you have checked
- Change the status of the order to “Backorder Waiting”
- Change the delivery date in Magento as arranged, again based on the stock due date on magento

Or to:

- Amend the order to an in stock product and arrange delivery
- Cancel and refund the order
- Change the status of the order to “on hold” if the customer doesn't answer after 3 attempts (1 attempt per day for 3 days)

If the customer wishes to go ahead with the backorder but there is no stock due date:

- Change the order status to “Backorder Waiting”
- Leave the delivery date in magento as 25th December

Then:

- Filter by “Backorder Waiting” & delivery date “25th December” and check for delivery updates in Magento at least once per week, every Monday
- Contact customers every 1-2 weeks with an update and add a note to the order to confirm you have done this
- If there is no date in Magento then we have no update, but you can at least contact the customer and confirm we still have their order and are still awaiting more information as to when the product will come back into stock

If some of the order is in stock and the customer wants the in stock products to be dispatched immediately and for the out of stock products to follow:

- Raise a new order for the products that are in stock and set a delivery date agreed with the customer
- Raise a second order for the out of stock products. (This would then follow the normal out of stock process. The processing team would change the status of the order to out of stock, and this would come up in your daily search for new “out of stock” orders)
- Cancel the first order placed
- Add notes to the orders to confirm what has taken place

ORDER CANCELLATIONS

If a customer wishes to cancel an order the original process still stands:

- Credit the order
- Issue the refund
- Add to Order Amendments to cancel
- Add notes to the order to confirm what has happened

- If the order is being cancelled last minute on the day we are dispatching or delivering the goods, you must contact the service team who can deal with the issue, as the order may be on its way to the customer, so the normal process would not apply

DATE CHANGE BEFORE THE DAY OF DISPATCH

Example: If the order is being delivered on a Wednesday, the day of dispatch is Tuesday. If the order is being delivered on a Monday, the day of dispatch is Friday)

- Simply change the date on the order in magento
- A note will automatically be added to confirm that you have changed the date

DATE CHANGE ON OR AFTER THE DAY OF DISPATCH

Example: If the order is being delivered on a Wednesday, the day of dispatch is Tuesday. If the order is being delivered on a Monday, the day of dispatch is Friday)

- Make contact with the service team at head office who will deal with this for you.
- Add a note to the order to confirm what has taken place

ADDRESS CHANGE BEFORE THE DAY OF DISPATCH

Example: If the order is being delivered on a Wednesday, the day of dispatch is Tuesday. If the order is being delivered on a Monday, the day of dispatch is Friday)

- Simply change address in magento
- Add a note to the order to confirm what has taken place

ADDRESS CHANGE ON OR AFTER THE DAY OF DISPATCH

Example: If the order is being delivered on a Wednesday, the day of dispatch is Tuesday. If the order is being delivered on a Monday, the day of dispatch is Friday)

- Make contact with the service team at head office who will deal with this for you
- Add a note to the order to confirm what has taken place