



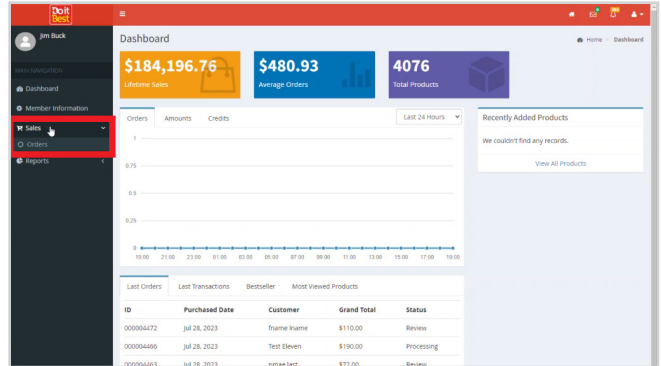
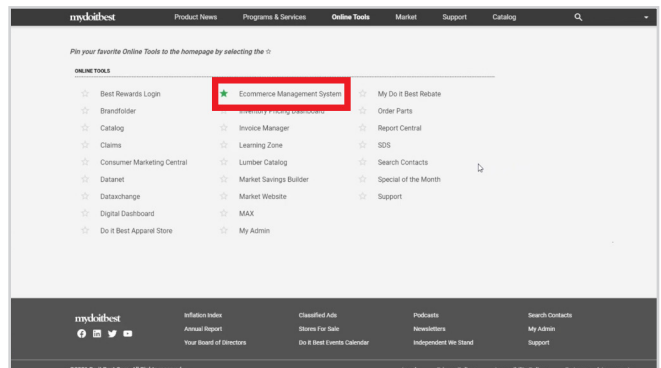
## ECOMMERCE MANAGEMENT SYSTEM Instruction Guide

### HOW TO COMPLETE ONLINE ORDERS

These instructions will guide you through how to complete ship-to-store (STS) and same day pickup (SDP) orders upon customer pickup using the new ecommerce management system.

#### ACCESSING YOUR STS & SDP ORDERS

- To access the Ecommerce management system, login to my.doitbest.com. Then click Online Tools in the navigation menu, and select Ecommerce Management System.
- After the new page loads, select Sales from the left-hand navigation menu. Then select Orders.



**Remember!** You must click Save, or your changes will be lost.

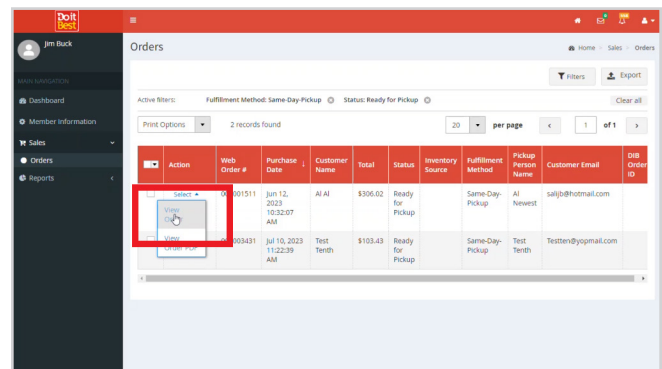
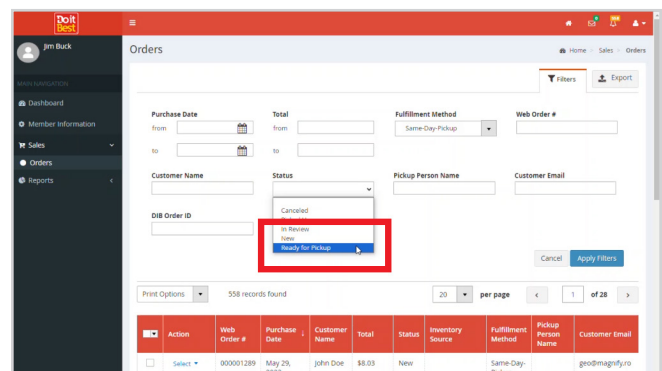
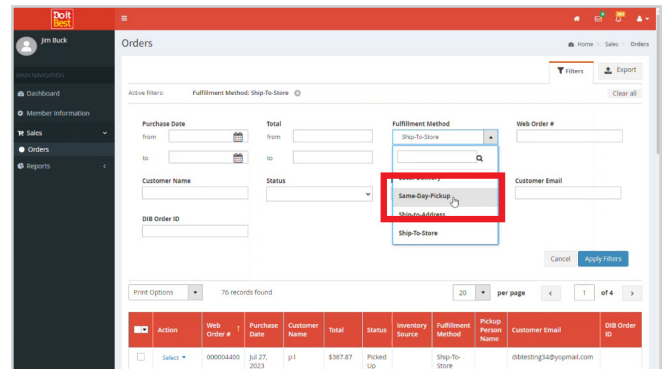


## ECOMMERCE MANAGEMENT SYSTEM Instruction Guide

### FILTERING YOUR STS & SDP ORDER LISTS

The process of completing online orders is the same for both STS and SDP orders. Be sure to check your entire list for all online orders—you may need to scroll down or view multiple pages.

- Use the Filters function in the upper right-hand corner to filter your orders, viewing only those you wish to see.
  - Use the Fulfillment Method drop-down menu to select the STS or SDP order you want to complete.
  - In the example on the right, the SDP option is selected.
- Next use the Status drop-down menu, and select Ready for Pickup. This will display orders that have been picked up by customers.
- Locate the appropriate order, and in the Action column associated with that order, click View Order from the drop-down menu.



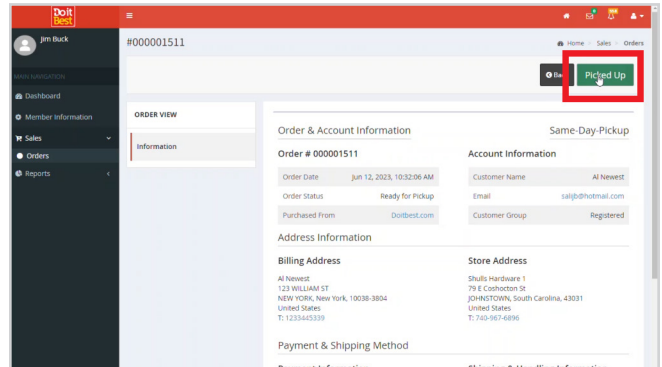
**Remember!** You must click Save, or your changes will be lost.



## ECOMMERCE MANAGEMENT SYSTEM Instruction Guide

### COMPLETING THE ORDER

- Verify the customer's identity by asking the customer's name or the name of the person who ordered the merchandise.
- Click the Picked Up button in the upper right-hand corner.
- It's important to mark all completed online orders as Picked Up—this will distribute the proceeds from the order on your next Do it Best statement.



### ONLINE ORDER RETURN PROCESS

- If a customer returns an online order or a damaged/defective item, **DO NOT** directly refund the customer.
- Instead, accept the returned merchandise and contact Do it Best Customer Service to process the return. Do it Best will refund the customer.



**Remember!** You must click Save, or your changes will be lost.