

Will Call Process

Brentwood Will Call Hours

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| Monday | 7:30am-6:00pm |
| Tuesday | 7:30am-8:00pm |
| Wednesday | 7:30am-8:00pm |
| Thursday | 7:30am-8:00pm |
| Friday | 7:30am-6:00pm |
| Saturday | 10:00am-5:00pm |
| Sunday | 12:00pm-5:00pm |

Brentwood Bins

- Filled Tickets
- Ready to Pick Up
- Waiting on Transfers
- To be Called
- Shippers

Brentwood Drawers

- Open Orders A-Z
- Will Calls A-Z

- A. Assist customers with pick-ups & drop off's
 - i. Locate the order both in Comet & in the drawer
 - ii. Process any payments if needed
 - iii. Pull all items from will call & double check each item with the ticket
 - iv. Assist in placing all items into the customer vehicle
 - B. Call customers if any
 - i. In "To be Called" bin
 - ii. In "Will Call" drawer
 - C. Fill tickets
 - i. Committed items from receiving
 - ii. Printed to L37
 - iii. Given to you from showroom or sales office
 - D. File tickets
 - i. Pull from "Filled Tickets" bin & put in next appropriate bin or drawer
 - Ready to pick up
 - Waiting on transfers
 - To be called
 - E. Put any restock items in staging area in appropriate restock bin in warehouse
 - F. Sweep will call aisles
 - i. Whole house
 - ii. Will call "R" aisle
 - iii. Will call "S" aisle
 - G. Take out trash if needed
 - i. Go through drawers weekly on Fridays & put shipped tickets in shipper bin
- ★ If you are helping one salesperson & another one needs your help, finish what you are doing with the first salesperson before assisting the next one

A. Assist customers with pick-ups & drop off's

i. Locate the order both in Comet & in the drawer

- ALWAYS pull the original ticket from the drawer to be stapled to the shipper

ii. Process any payments if needed

- Credit Card Machine Sale:
 - Press Green button
 - Press 1 for sale
 - Press 1 for credit or Press 2 for debit
 - Enter the Invoice number
 - Press Green button
 - Enter sale amount
 - Press Green Button

- ❖ If a customer is returning product, locate the original ticket number and check in the system to find out if it is a non-stock item. If it is, contact the salesperson or a manager before going any further
- ❖ Any items being returned should be inspected carefully! Make sure the item is not swapped with something else or defective

- Credit Card Machine Credit (Return):
 - Press Green button
 - Press 2 for return
 - Press 1 for credit or Press 2 for debit
 - Enter the Invoice number
 - Press Green button
 - Enter sale amount
 - Press Green Button

iii. Pull all items from will call & double check each item with the ticket

- Make sure to attach the original ticket to the shipper & place in the shipper bin
- Make sure to give the customer their shipper copy & credit card receipt copy

iv. Assist in placing all items into the customer vehicle

- If a customer tries to pick up something & it doesn't fit in their vehicle, see if they can come back later with a larger vehicle or find out if they live within a 50 mile radius and we will deliver it to their home for them. Check with the delivery department if the item may take more than 1 person to deliver to find out how much the delivery fee will be

B. Call customers if any

- ❖ Make sure all of the product is properly will-called BEFORE calling the customer
 - Check the will call!
 - If there is an item which is exceptionally large, please inform the customer of this when you call so they can plan accordingly
 - In the ticket header it should be noted by Lainey that there is a large box on the order which requires a larger vehicle for pick-up
- ❖ Customers should be called when the entire order has been filled and is now ready to be picked up, or earlier if the salesperson specifies to call for 'partial' order pick up
 - You must note the *date & your initials* every time you call the customer
 - If you have issues reaching a customer (i.e. wrong #, mailbox full, not a valid #, etc.) notify the salesperson right away

i. In "To be Called" bin

- First time calling:
 - "Hi _____ this is _____ from Metro Lighting to let you know that your order for _____ is in and ready to be picked up at the Brentwood location. If you have any questions or concerns please call us at 314-963-8330. Thank you and have a great day!"

❖ Customers should be called every 2 weeks to be reminded that they have product available to pick up

- If the customer has been called at least 3-4 times and the order still has not been picked up, bring it to the salesperson

ii. In "Will Call" drawer

- Reminder call:
 - "Hi _____ this is _____ from Metro Lighting to remind you that your order for _____ is in and ready to be picked up at the Brentwood location. If you have any questions or concerns please call us at 314-963-8330. Thank you and have a great day!"

C. Fill tickets

❖ All items should be handled with care, with a will-call label fixed next to the item number on the box and placed into an appropriate will call location

- If an item to be will-called is on display, carefully remove it from the ceiling
 - DO'S
 - Unplug the cord for the fixture you need to remove
 - Rewire the nut & re-plug if there are other fixtures that share the same plug
 - Make sure you are putting the wire nuts on SECURELY
 - Tighten the nuts down until they won't tighten anymore, if it continues to turn, replace the damaged wire nut with a new one!
 - If you see an error, please fix it
 - DONT'S
 - Leave a cord unplugged if it does not go to a fixture even if you do wire-nut it, just remove the empty cord altogether
 - NEVER leave a cord unplugged and hanging out the bottom of the bath & outdoor walls with or without wire-nuts! They are easily reachable by kids
- Use the appropriate method of wrapping, either hang the fixture or use the dedicated wrapping table

i. Committed items from receiving

- These items will have labels with them; place them next to the item number on the box. If the items are shrink-wrapped on a palette you *must* unwrap and re-wrap after you have labeled each item. Labeling on top of shrink wrap means that no box will have its label attached once the shrink wrap is broken

ii. Printed to L37

- Give list to warehouse staff to pull from stock & stage in will call area to be will-called

iii. Given to you from showroom or sales office

- If the salesperson has already pulled the item to show customer, it will be sitting on the dedicated table behind the will call desk

D. File tickets

i. Pull from "Filled Tickets" bin & put in next appropriate bin or drawer

- ***Ready to pick up***

- These tickets are ones which the salesperson has asked to be filled right away because the customer is on their way

- ***Waiting on transfers***

- These tickets should be checked in the system at least 3 times a week (M-W-F)
- If the product hasn't arrived in 3-4 days it needs to be looked into. Let the salesperson know we haven't received it yet, if needed, email Terri Kunst to send out a MIA email to the company to help locate the item

- ***To be called***

- These tickets are ones which require a phone call to be made to the customers letting them know it is ready to be picked up

E. Put restock away

- ❖ Keep the dock area clean & clutter free. Ask the salesperson that left product & find out what is supposed to be done with it; defective, re-stock, will call. Don't let it just sit!

- Restocks are located in the center aisle at the Kichler endcap
- Defective product should be placed in the defective area near receiving
- Stock should be put away daily, in the appropriate location and in alpha-numeric order

F. Sweep will call aisles

i. Whole house

ii. Will call "R" aisle

iii. Will call "S" aisle

G. Take out trash if needed

H. Go through the drawers weekly on Fridays

i. Shipped tickets go in shipper bin

- Any ticket which has already been shipped in the computer should be placed in the shipper bin