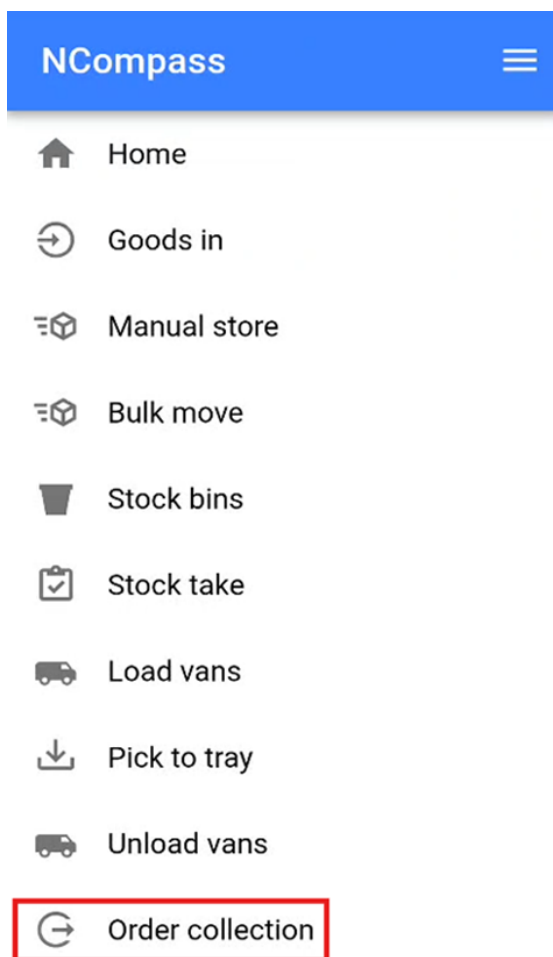


Order Collection

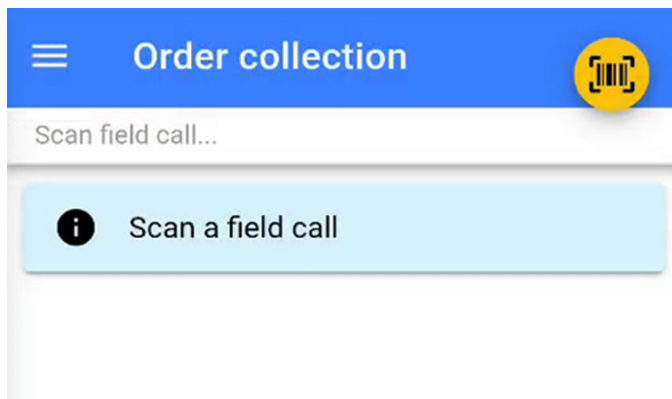
Picking a Customer Collection

A customer collection is used when a customer collects items directly from the warehouse. Customers will be provided with a collection slip, which they must bring with them and hand over at collection.

Click the burger menu in the top right of the screen, then select **Order Collection** from the menu.

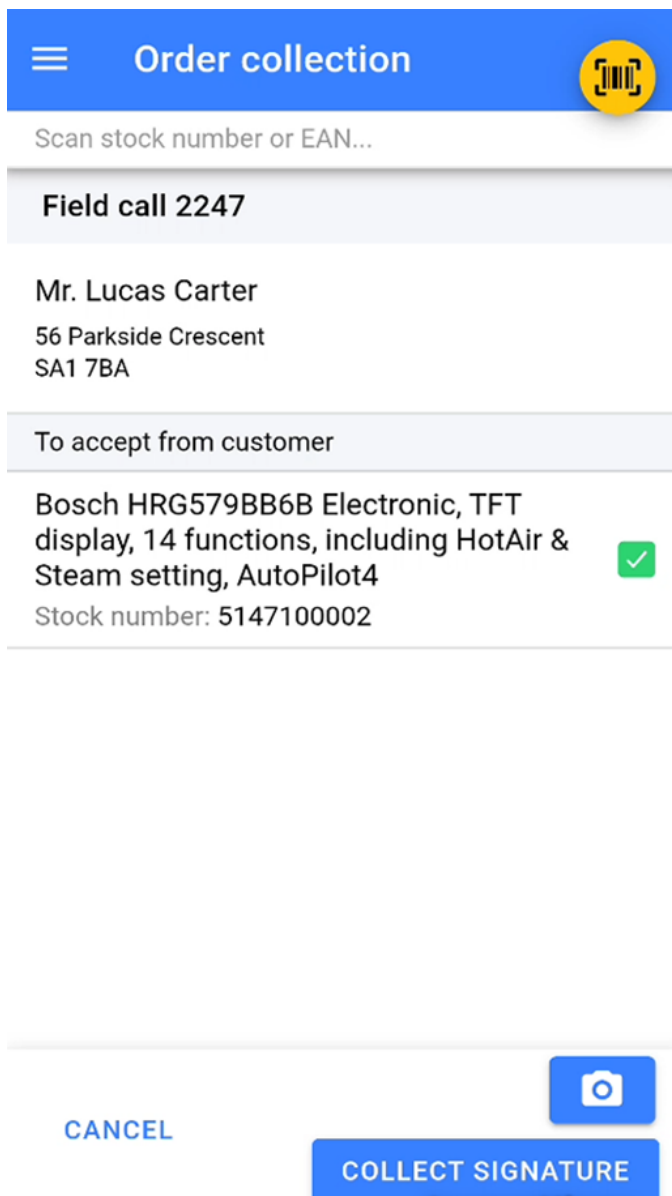


This will open the customer collection screen, ready for you to start the collection, and will prompt you to scan a field call.



Scan the barcode at the bottom of the customer collection slip to select the collection you will be undertaking. Once the slip has been scanned, the warehouse app will display a list of items due on that collection.

Locate the item due for the customer collection and scan the stock number being issued to the customer. The normal stock swapping rules apply if your system is configured for stock swapping.



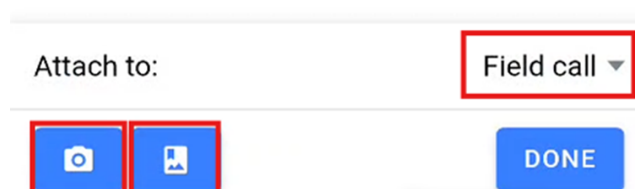
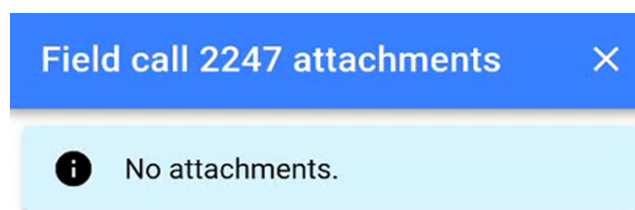
Adding photos to a customer collection

You can add photos to a customer collection by pressing the camera icon in the bottom right of the screen.

This will take you to the attachments section, where you can either take a photo directly by pressing the camera icon in the bottom left of the attachment screen.

You can also attach photos that have already been saved to your device's camera roll by clicking the image icon in the bottom left of the screen.

You can choose whether to attach the photos to either the field call or the sale by selecting the relevant option from the dropdown in the bottom right of the screen.



Once you have added the relevant photos in the attachments section, you will be able to see all photos that have been added. Click **Done** to finish adding photos.

Field call 2247 attachments

Field call





Attach to:

Field call



DONE

Completing a Customer Collection

Once all items have been picked and any required photos have been attached, you will need to collect a signature from the customer to confirm they are happy with the collection.

Click the **Collect Signature** button in the bottom right of the collection screen.

Order collection



Scan stock number or EAN...

Field call 2247

Mr. Lucas Carter
56 Parkside Crescent
SA1 7BA

To accept from customer

Bosch HRG579BB6B Electronic, TFT display, 14 functions, including HotAir & Steam setting, AutoPilot4 

Stock number: 5147100002

CANCEL



COLLECT SIGNATURE

This will open the proof of delivery screen, where you can enter the name of the person collecting the items and add any notes if required.

Proof of delivery

×

Signed by
Joe

Notes
Staff loaded items into van

SUBMIT

The warehouse application will then switch to a landscape layout and display a signature pad. Ask the customer to sign on the device. Once the customer has signed, click **Save** to complete the collection.



CANCEL

CLEAR

Sign above

Apower
SAVE

Sorting Order of Items

For those Larger collection orders you can now sort the items by location order:

2220



Sort by

Location (asc)

Move picked to end☒