



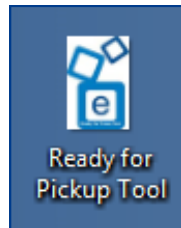
# eFollett Ready for Pickup Tool

## Overview

Use the eFollett Ready for Pickup Tool notification to trigger an email to a customer letting them know that their item has arrived at your store and is ready for pick up. There are three ways to look up an order, by tracking number, SODA order number or web order number. Using the tracking number option is the most efficient method to scan the tracking number into the Ready for Pickup Tool. If a tracking number is not available or if you receive an error message, you may use the SODA order number or web order number for email notification.

## Tracking Number

1.



**Follett** eFollett Ready for Pickup Notification

*What's This? This process confirms the package has arrived at your store and sends the Ready for Pickup email to the customer.*

**Directions:** Scan or enter the tracking number on the package received from another store.  
**Note:** If the package is from Marketplace (ADC), Drop Ship Vendor, or the tracking number is not available, type in the SODA or Web Order Number.

2. **Tracking Number**  Example: 123456789456

OR

3. **SODA Order Number**  - Optional Sequen (Optional) Example: 263400-001

OR

**Web Order Number**  - Optional Release (Optional) Example: 99160000001089-001

**CONTINUE**

1. Double click the Ready for Pickup Tool icon on the desktop. The Ready for Pickup Tool main screen displays.
2. Scan the tracking number barcode using your hand scanner. If unable to scan, key in the tracking number and select **Continue**.  
**Note:** There is no need to open the package and verify the contents. The system knows what items are associated with the tracking number.
3. If successful, a message is displayed below the field Tracking Number:  
*Success! The customer will receive the Ready for Pickup email shortly.*  
**Note:** If you receive an error message, verify the data entered. Contact your supervisor as necessary.

# eFollett Ready for Pickup Tool

## SODA Order Number

**Follett** eFollett Ready for Pickup Notification

*What's This? This process confirms the package has arrived at your store and sends the Ready for Pickup email to the customer.*

**Directions:** Scan or enter the tracking number on the package received from another store.

Note: If the package is from Marketplace (ADC), Drop Ship Vendor, or the tracking number is not available, type in the SODA or Web Order Number.

Tracking Number  Example: 123456789456

OR

**SODA Order Number**  SODA Order Number -  Optional Sequen (Optional) Example: 283400-001

OR

Web Order Number  Web Order Number -  Optional Release (Optional) Example: 99160000001089-001

**CONTINUE**

**Confirm**

Sequence number does not exist. Continue to Order details?

**Continue** **Cancel**

**Error Message Example**

**Follett** eFollett Ready for Pickup Notification Order Details

SODA Order Number: 299809 Originating Store: 7 Create Date: October 7, 2016 1:19 PM

Ship To: deepak.puriyani 18111 Nordhoff Street Bookstore Complex-Mail Drop 8304007 Bookstore Northridge, CA, 91330

Bill To: John Smith 3 Westbrook Corporate Center Westchester, IL, 60154 7203412739 fnai82015@yahoo.com

**2.**

SODA #	SKU	ISBN	Description	Type	Ship Node	Cond	Qty	Last Update	Tracking	Status	Send Email
299809-1	13077822	9783784567594	RFP QA Title6	RENT	9978	Used	1	10/07/16		Shipped	<input type="checkbox"/>
299809-1	13077818	9783786868866	RFP QA Title5	BUY	9978	New	1	10/07/16		Shipped	<input type="checkbox"/>

**BACK** **CONFIRM**

**Warning**

Warning: One or more options are selected for "Send Email". If you select "Go Back" below, "Ready for Pickup" email will not be sent to customer. To send email or make corrections, click on "Keep me on this page."

**Keep me on this page** **Go Back**

**Warning Message Example**

1. Enter the SODA Order Number and Sequence Number in field and select **Continue**.
  - If you receive an error message, confirm the data entered.
  - If you need to correct and re-enter the data, select **Cancel** and re-enter the data.
 If found, the eFollett Ready for Pickup Notification Order Details screen displays.
  - If you entered a Sequence Number, the SKU data for that selection only displays.
 

**Note:** There is no need to open the package and verify the contents. The system knows what books are associated with the Sequence Number.

2. If you **did not** enter a Sequence Number, all the SKU data for the order displays, verify the item(s) in the package using the data on the screen.
 

**Note:** It is strongly encouraged to add the sequence number to avoid mistakes.

  - For each item in the package, select the Send Email checkbox on the corresponding line. Ensure you only select the SKU that you received.
 

**Note:** Selecting the incorrect SKU sends a Ready for Pickup email to the customer for the wrong item.
  - After confirming the Send Email box is checked for each item received, select **Confirm**. The message displays: "Success! The customer will receive the Ready for Pickup email shortly."

If the Order Detail screen is not for the package received, select **Back** to return to the initial screen. If you select **Back** after checking a Send Email checkbox, a warning pop-up box displays:

- Select **Go Back** to return to the initial screen.
- Select **Keep me on this page** to return to the Order Details screen and review the data.

# eFollett Ready for Pickup Tool

## Web Order Number

**Follett** eFollett Ready for Pickup Notification

*What's This? This process confirms the package has arrived at your store and sends the Ready for Pickup email to the customer.*

**Directions:** Scan or enter the tracking number on the package received from another store.  
 Note: If the package is from Marketplace (ADC), Drop Ship Vendor, or the tracking number is not available, type in the SODA or Web Order Number.

Tracking Number  Example: 123456789456

OR

1. SODA Order Number  SODA Order Number -  Optional Sequen (Optional) Example: 263400-001

OR

**Web Order Number**  Web Order Number -  Optional Release (Optional) Example: 99160000001069-001

**CONTINUE**

**Confirm**

Sequence number does not exist. Continue to Order details?

**Continue** **Cancel**

Error Message Example

**Follett** eFollett Ready for Pickup Notification Order Details

SODA Order Number: 295609      Originating Store: 7  
 Create Date: October 7, 2016 1:19 PM

Ship To: deepak puriyani  
 18111 Nordhoff Street  
 Bookstore Complex-Mail Drop 8304007 Bookstore  
 Northridge, CA, 91330

Bill To: John Smith  
 3 Westbrook Corporate Center  
 Westchester, IL, 60154  
 7203412739  
 jnaad92015@yahoo.com

SODA #	SKU	ISBN	Description	Type	Ship Node	Cond	Qty	Last Update	Tracking	Status	Send Email
295609-1	13077822	9783784567594	RFP QA Title6	RENT	9978	Used	1	10/07/16		Shipped	<input type="checkbox"/>
295609-1	13077818	9783786868866	RFP QA Title6	BUY	9978	New	1	10/07/16		Shipped	<input type="checkbox"/>

**BACK** **CONFIRM**

**Warning**

Warning: One or more options are selected for "Send Email". If you select "Go Back" below, "Ready for Pickup" email will not be sent to customer. To send email or make corrections, click on "Keep me on this page."

**Keep me on this page** **Go Back**

Warning Message Example

- 1.** Enter the Web Order Number and Release Number in field and select **Continue**.
- If you receive an error message, confirm the data entered.
  - If you need to correct and re-enter the data, select **Cancel** and re-enter the data.
- If found, the eFollett Ready for Pickup Notification Order Details screen displays.
- If you entered a Release Number, the SKU data for that selection only displays.  
**Note:** There is no need to open the package and verify the contents. The system knows what items are associated with the Release Number.

- 2.** If you **did not** enter a Release Number, all the SKU data for the order displays. Verify the item(s) in the package using the data on the screen.
- Note:** It is strongly encouraged to add the Release Number to avoid mistakes.
- For each item in the package, select the Send Email box on the corresponding line. Ensure you only select the SKU that you received.  
**Note:** Selecting the incorrect SKU sends a Ready for Pickup email to the customer for the wrong item.
  - After confirming the Send Email box is checked for each item received, select **Confirm**. The message displays: **"Success! The customer will receive the Ready for Pickup email shortly."**

- If the Order Detail details screen is not for the package received, select **Back** to return to the initial screen. If you select **Back** after checking a Send Email box, the warning pop-up box displays:
- Select **Go Back** to return to the initial screen.
  - Select **Keep me on this page** to return to the Order Details screen and review the data.



# eFollett Ready for Pickup Tool

## Customer Order Update Email and Order Summary

### ORDER UPDATE

Hello,

Thanks for your order. Listed below is the status of your order. Only items with recent status changes will be displayed below. Please bring this receipt to expedite the pickup process and retain this email for your records.

### Order Summary

<b>Order Number:</b> 99780000009718	<b>Order Date:</b> Oct 19, 2016
	<b>Receipt Method:</b> Store Pick-Up Pay Now
	<b>Pickup at:</b>
	South Campus Bookstore
	11901 Beach Blvd
	Building B
	Jacksonville Florida 32216

**Pickup instructions:** This is a Test Message to be checked in order update email - Store Pickup for 9978.

### Order Details

<b>Product Details:</b> RFP QA Title WH02 Author: Efollett eFollett_9978_Parent > eF Warehouse > efdiv > efdept > eFWHCourse > eFWH <b>Tracking Number:</b> <a href="#">640847960456</a>	<b>STATUS: READY FOR PICK-UP</b> <b>Qty:</b> 1 <b>Unit Price:</b> \$73.00 BUY NEW <b>Product Total:</b> \$73.00
---	---

<b>Product Details:</b> RFP QA Title WH05 Author: Efollett eFollett_9978_Parent > eF Warehouse > efdiv > efdept > eFWHCourse > eFWH <b>Tracking Number:</b> <a href="#">640847960456</a>	<b>STATUS: READY FOR PICK-UP</b> <b>Qty:</b> 1 <b>Unit Price:</b> \$66.75 BUY USED <b>Product Total:</b> \$66.75
---	--

<b>Product Total:</b>	\$139.75
<b>Sales Tax:</b>	\$9.78
<b>Rental Tax:</b>	\$0.00
<b>Tax Total:</b>	\$9.78
<b>Order Total [USD]:</b>	\$149.53 (USD)

**Contact Information**  
9978 Bookstore FMS US 960  
5730 Bowden Road Ste 307  
Jacksonville, FL 32216-6159  
phone: (904) 732-5010  
email: [efollettqa@follett.com](mailto:efollettqa@follett.com)

**Return Policy**  
View our [return policy](#).  
**Order Status**  
View your [order status](#).

The customer receives the Ready for Pickup email and order summary showing the status of the order, product details, store pickup instructions and contact information.