

Oracle® Retail Order Broker Cloud Service

Order Broker Store Connect Online Help



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ORACLE®

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Preface

Audience

This Vendor Portal online help is for vendors who use the Vendor Portal.

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Related Documents

For more information, see the following documents in the Order Broker Cloud Service Release 21.0 documentation set:

- *Order Broker Cloud Service Release Readiness Guide*
- *Order Broker Cloud Service Operations Guide*
- *Order Broker Cloud Service Online Help*
- *Order Broker Cloud Service Vendor Integration Guide*
- *Order Broker Cloud Service Vendor Help*

See the Order Broker Cloud Service 21.0 documentation library at the following URL:

<https://docs.oracle.com/en/industries/retail/index.html>

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- Product version and program/module name
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- Exact error message received
- Screen shots of each step you take

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Conventions

The following text conventions are used in this document:

Table Text Conventions

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, emphasis, screen names, book titles, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates field labels or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

Store Connect Overview

Purpose: Use Store Connect to accept, pick, and confirm fulfillment for orders that Oracle Retail [Order Broker](#) has assigned to your store location. Order types you can fulfill through Store Connect are:

- **Delivery orders:** The order needs to be shipped to the customer.
- **Pickup orders:** The customer comes to the store to pick up the order.

Your system administrator determines whether your current store location can fulfill delivery orders, pickup orders, or both.

Logging into Store Connect: If you are assigned to more than one store location, then you need to select the store location where you are currently working when you log into Store Connect. If you need to change store locations after logging in (for example, if you logged into store A and you meant to log into store B), you need to log out of Store Connect and then log back in.

Order processing steps: The steps in processing a delivery or pickup order are described briefly below. Note that, with the exception of the [All Orders](#) screen and the [View Full Order](#) screen, the screens mentioned below display orders and items only if they are assigned to your current store location.

1. **Accept order:** When you first log into Store Connect, you see the [New Orders](#) screen. You can accept one or more delivery or pickup orders for processing from this screen. You can also accept an individual new order at the [View Order](#) screen.

Depending on the configuration for your organization and your store location, a [Pick List Pull Sheet](#) may be generated for you to use when picking one or more orders.

2. **Pick order:** You can pick the items for an accepted delivery or pickup order by selecting it at the [Ready to Pick](#) screen and advancing to the [Pick Order](#) screen. The option to pick an order is also available at the [View Order](#) screen, if the order has been accepted. The customer receives an email notification when you pick a pickup order.

3. **Fulfill order:**

- **Shipping a delivery order:** You can ship a picked delivery order by selecting the order at the [Ready to Ship](#) screen and advancing to the [Ship Order](#) screen. Depending on the configuration for your organization and your store location, you can use either normal shipping, or manual shipping.

The weight, box size, and carrier are all required; also, for manual shipping, you need to enter the tracking number.

Depending on the configuration for your organization, you can perform a partial shipment if, for example, an item on the order is not currently available, or an item that you already picked is damaged. The barcode shipping label can also be generated at shipment if configured for your organization and if you are using normal shipping.

- **Picking up a pickup order:** You can confirm pickup for a pickup order by selecting the order at the [Ready to Pick Up](#) screen and advancing to the [Pick Up Order](#) screen.

Depending on the configuration for your organization, you can perform a partial pickup if, for example, the customer is prepared to pick up one item on the order but would like to return tomorrow for another, larger item.

After fulfillment: When you ship a delivery order or confirm that the customer has picked up a pickup order, the order is no longer displayed in Store Connect, although you can still review it through the [All Orders](#) screen. When a delivery order is fully or partially shipped, the customer receives a shipment confirmation email.

Packing slip: At any of the above steps, the [Packing Slip](#) may be generated automatically, based on the configuration for your organization. You can also generate the Packing Slip on demand, after the order is accepted and is still open, by selecting

View Packing Documents from More Options () at the bottom right of the screen.

Canceling an order or item: You can cancel an order if the customer does not want to receive it. Order Broker does not attempt to find another location for the order. You need to specify the reason for the cancellation.

If your organization supports it, you can cancel individual items on an order, or a partial quantity of an item. Otherwise, you need to cancel the entire order.

Rejecting an order or order line: You can reject an order if the items are not available at your current store location. If it's a delivery order, Order Broker attempts to find another location to ship the items to the customer. If it's a pickup order, the order is not reassigned.

If your organization supports it, you can reject individual items on an order, or a partial quantity of an item. Otherwise, you need to reject the entire order.

Summary of generated documents: Depending on the configuration for your organization and store location, Store Connect generates the following documents. You can print them using the standard print options in your browser.

- [Pick List Pull Sheet](#): Designed to help you pick the items for new orders when you accept them.
- [Packing Slip](#): Can be included in the carton for shipment of a delivery order, or with the items on a pickup order.
- Barcode shipping label: Can be attached to the carton for shipment of a delivery order. Generated only when you use normal shipping and if configured for your organization.

Email summary: Store Connect generates the following types of emails to the customer:

- pickup ready notification: Generated when a pickup order is picked.
- pickup ready reminder: Generated if your organization supports it. These emails might be scheduled to go out every day, or at some other interval, until the customer picks up the order.
- shipment confirmation: Generated when a delivery order is shipped. Includes the tracking number, and indicates which items are included in the shipment.

Session timeout: If your Store Connect session is inactive for an amount of time defined by your system administrator, you see a warning window indicating when the session will time out. If your session remains inactive and your session times out, you can log back in, and will need to select your current store location again.

If you have another session for a related application, such as Order Broker, when you log out or are timed out of one application in the same browser, you are logged out of all related applications. Then if you log back into one application, you are also logged back into the others.

2

New Orders

Purpose: Use this screen to review or search for new delivery or pickup orders that have been assigned to your current store location but not yet been accepted for processing. You can then accept one or more orders for processing, or reject or cancel orders.

How to display this screen: This is the first screen that opens when you log into Store Connect. You can also advance to this screen by selecting **New Orders** from the Tasks list, or by selecting the New Orders icon ()

Which orders are displayed? This screen displays all new pickup or delivery orders that are assigned to your current store location and have not yet begun processing. If there are more than 100 new orders, the first 100 orders are displayed, and a message indicates that there are additional orders. You can use the [Search Options](#) to restrict the displayed orders.

If you advance to a different screen and then return to this screen, the list of new orders is refreshed: any new orders are added, and orders that have begun processing, been rejected, or been canceled are removed.

Accepting orders: Your options for accepting orders at the New Orders screen include:

- **Accept an order:** To accept a single order without reviewing it, highlight the order in the New Order list and select **Accept**.
- **Review an order before accepting:** You can also highlight an order and select **View** to advance to the [View Order](#) screen and optionally accept it from that screen. You might use this option if you need to review the individual items on the order, and possibly cancel or reject any of the items.
- **Accept multiple orders:** To accept multiple orders, highlight each order in the New Order list and select **Accept**.



Note:

Even after you accept an order, you can reject it afterward if needed.

Error message? A message indicates if the status of one or more of the selected orders has changed since the screen displayed the list of orders.

After you accept: When you accept one or more orders, a window confirms the total number of orders accepted, and provides a link to view any printed documents. The settings in Order Broker control whether Store Connect generates the [Pick List Pull Sheet](#) and/or the [Packing Slip](#) when you accept an order. See those documents for more information.

Under Review? You can accept and pick an order that is flagged as [Under Review](#); however, you can't ship the order or pick it up.

Next steps: The next step in the order fulfillment process is to pick the order. See the [Ready to Pick](#) screen for more information.

Fields at this screen:

- [Order ID](#), preceded by the express icon () for a delivery order if the carrier on the order is flagged as an express shipper, and followed by an indicator if the order is [Under Review](#)
- [Date and Time](#), with a red triangle indicating if the order's age exceeds the Order Age Hours defined by your system administrator
- [Customer](#)
- [Request ID](#)
- [Fulfillment Type](#)

 Note:

The date and time, order ID, customer, and request ID are listed under *Date and Details* when you are using a small screen, such as a mobile phone.

- [Lines](#)

More information: See [Store Connect Overview](#) for background on processing delivery or pickup orders in Store Connect.

Options at this screen:

Option	Procedure
Search for an order, or limit the results to certain orders	Use the Search Options , available by clicking the magnifying glass icon () or putting the cursor in the <i>Search Criteria</i> field.
Accept one or more orders to begin processing	Select one or more orders and click Accept. A message indicates if the status of one or more of the selected orders has changed since the screen displayed the list of orders. After you accept: When you accept one or more orders, a window confirms the total number of orders accepted, and provides a link to view any printed documents. The settings in Order Broker control whether Store Connect generates the Pick List Pull Sheet and/or the Packing Slip when you accept an order. See those documents for more information. Error message? A message indicates if the status of the order selected for processing has changed since the screen displayed the list of orders.
Select an order to view it and optionally update it (accept, reject, or cancel)	Select an order and click View to advance to the View Order screen.
Select an order to view order history	Select an order and select View Order History from <i>More Options</i> () to advance to the Order History screen.

Option	Procedure
Cancel an order	Cancel order? You might cancel an order if the customer has indicated that they don't want the order. Order Broker does not attempt to find another location for the order. How to cancel: Select an order and select Cancel Order from <i>More Options</i> (). See the Cancel Order window for more information. A message indicates if the status of the order has changed since the screen displayed the list of orders.
Reject an order	Reject order? You might reject an order if you don't have the stock available to fulfill it. What happens when you reject: • When you reject a delivery order, Order Broker sees if there is another location that can fulfill the order. • When you reject a pickup order, the customer is notified that the order is not available for pickup. How to reject: Select an order and select Reject Order from <i>More Options</i> (). See the Reject Order window for more information. A message indicates if the status of the order has changed since the screen displayed the list of orders.
Additional tasks	Select the <i>Tasks</i> icon () to open a drawer on the left that displays a list of options. See Tasks. These options are also available by opening the <i>Menu</i> option (.

3

Search Options

Use the Search options to restrict the orders displayed at the *New Orders*, *Ready to Pick*, *Ready to Ship*, *Ready to Pick Up*, or *All Orders* screens.

How to display the Search options: Click the magnifying glass icon in the *Search Criteria* field at the top of the screen. The Search options drawer open to the right of the screen.

All Orders



Selecting one or more search criteria: Enter one or more of the search criteria described below and select **Apply** to search. Otherwise, select **Clear** to clear the entered search criteria, or **Cancel** to exit the Search options.

Field	Description
Order Number	Optionally, enter a full or partial order number to restrict the results to orders that start with or match your entry. This is the code assigned to identify the order in the originating system. For example, an entry of 123 matches order numbers of 12345 or 123ABC. Also, searching is not case-sensitive: a search for abc matches an order number that includes ABC. Note: Two orders can be assigned the same order ID if, for example, the customer added a new item to an existing order in the system where the order was placed.
Last Name	Optionally, enter a full or partial last name to restrict the results to orders placed by customers whose last names start with or match your entry. For example, an entry of John matches customers whose last names are John or Johnson. Not case-sensitive: an entry of john or JOHN matches John or Johnson.
Date From	Optionally, enter or select the earliest order date to include in the search results. Based on the date and time when the order was created in Order Broker, which might be different from the date when the order was created in the originating system. If you enter a <i>Date From</i> but not a <i>Date To</i>, the search results include orders with dates from the <i>Date From</i> to the current date. Your entry must be a valid date format for your organization.

Field	Description
Date To	Optionally, enter or select the latest order date to include in the search results. Based on the date and time when the order was created in Order Broker, which might be different from the date when the order was created in the originating system. If you enter a <i>Date To</i> but not a <i>Date From</i>, the search results include orders with any dates up until the <i>Date To</i>. Your entry must be a valid date format for your organization.
Phone Number	Optionally, enter a full or partial daytime phone number, excluding any formatting (such as parentheses or hyphens) to display orders if the customer who placed your order has a daytime phone number that matches or starts with your entry. For example, an entry of 555 matches daytime phone numbers that start with area code 555.
Fulfillment Type	Optionally, select a fulfillment type of Delivery or Pickup, indicating if the order should ship to the customer or if the customer will come to the store to pick it up. See the Store Connect Overview for background. Displayed when? The option to search based on fulfillment type is provided only if: - Your current store location supports both types of orders, or if the location previously supported both types of orders, and there are still any open orders of the now-unsupported order type assigned to the location; or - You are using the All Orders screen, and there are any store locations in your organization that support both types of orders, or if any locations previously supported both types of orders, and there are still any open orders of the now-unsupported order type. For example, if pickup orders were previously supported, the <i>Fulfillment Type</i> option is still displayed until all pickup orders that were previously assigned are picked up, rejected, or canceled.
Express Deliveries Only	Optionally, select Express Deliveries Only to display orders only if they use a carrier flagged for express delivery. This selection restricts the results to Delivery orders only. This option applies only to delivery orders.
Request ID	Optionally, enter a valid request ID to display the order assigned to that ID. Must be an exact match.
Originating Location	Identifies the location where the order was placed. This might be a store location, or the distribution center if, for example, the order originated through the web storefront. Displayed only from the All Orders screen. Optionally, select a location from the list, or enter a full or partial location name to filter the displayed locations to those that start with or match your entry, and then select a location from the filtered list.

Field	Description
Fulfilling Location	Identifies the location that ships the order (delivery) or where the customer picks up the order (pickup).Displayed only from the All Orders screen. Optionally, select a location from the list, or enter a full or partial location name to filter the displayed locations to those that start with or match your entry, and then select a location from the filtered list. Searching for unfulfill shows orders that could not be fulfilled. If a delivery order is fulfilled out of more than one location, the search results display orders that include at least one item assigned to the specified fulfilling location.

4

View Order

Purpose: Use this screen to view or update an order that is assigned to your current store location, and optionally to perform the next processing step for the order, such as picking the order.

If an order is assigned to a different store location, or is not open, you can review it at the [View Full Order](#) screen, which is available from the [All Orders](#) screen.

Available when? This screen is available by selecting **View** in the bottom right at the following screens:

- [New Orders](#)
- [Ready to Pick](#)
- [Ready to Ship](#)
- [Ready to Pick Up](#)

Options at this screen

Option	Procedure
perform the next step in processing the order	Depending on the order's current status, the next processing step is: • <i>Accept:</i> You can accept a new order for processing when you advance to the View Order screen from the <i>New Orders</i> screen. • <i>Begin Picking:</i> You can begin picking an accepted order when you advance to the View Order screen from the <i>Ready to Pick</i> screen. • <i>Begin Shipping:</i> You can begin shipping a picked delivery order when you advance to the View Order screen from the <i>Ready to Ship</i> screen. However, if the order is Under Review, this option is not available. • <i>Begin Pick Up:</i> You can begin pickup of a picked pickup order when you advance to the View Order screen from the <i>Ready to Pick Up</i> screen. However, if the order is Under Review, this option is not available. Error message? A message indicates if the status of the order has changed since you advanced to the screen.
change the order pickup date	Select Change Order Pick Up Date from More Options () at the bottom right to open the Change Order Pick Up Date window. This option is available only for a pickup order, and only if your organization is configured to automatically cancel unclaimed pickup orders after a specified number of days. Also, an error message indicates if the status of the order has changed since you displayed the current screen.
view the packing slip	Select View Packing Documents from More Options () at the bottom right to view and optionally print the Packing Slip.

Option	Procedure
view order history	Select View Order History from More Options () at the bottom right to advance to the <i>Order History</i> screen.
cancel the entire order	Select Cancel Order from More Options () at the bottom right to cancel the entire order. The <i>Cancel Order</i> window opens. You might cancel an order if the customer has indicated that they don't want the order. Order Broker does not attempt to find another location for the order.
reject the entire order	Select Reject Order from More Options () at the bottom right to reject the entire order. The <i>Reject Order</i> window opens. You might reject any order if you don't have the stock available to fulfill it. What happens when you reject: - When you reject a delivery order, Order Broker sees if there is another location that can fulfill the order. - When you reject a pickup order, the order is updated as unfulfillable.
cancel an item	Select Cancel Item from More Options () to the right of the item to cancel the item on the order. This option is available only if your organization supports updates to individual order lines. The <i>Cancel Item</i> window opens. You might cancel an item if the customer has indicated that they don't want the item. Order Broker does not attempt to find another location for the item.
reject an item	Select Reject Item from More Options () to the right of the item to reject the item on the order. This option is available only if your organization supports updates to individual order lines. The <i>Reject Item</i> window opens. You might reject an item if you don't have the stock available to fulfill it. What happens when you reject: - When you reject an item on a delivery order, Order Broker sees if there is another location that can fulfill the item. - When you reject an item on a pickup order, the is updated as unfulfillable.
return to the previous screen	Select Done from the bottom right to return to the previous screen.

Fields at this screen

Fields	Description
Order number	The number or code identifying the order in the originating system. If the order is <i>Under Review</i> , this is indicated to the right.

Fields	Description
Status	Possible order statuses are: • <i>New Order</i>: The order has just been received from the originating system, created in Order Broker, and assigned to your current location for fulfillment. The status displayed in Order Broker is <i>Polled</i>. • <i>Ready to Pick</i>: The order has been accepted for fulfillment at the assigned location and is ready to pick. • <i>Ready to Pick Up</i>: The pickup order has been picked and is ready for pickup. • <i>Ready to Ship</i>: The delivery order has been picked and is ready for shipment.
Number of units	The number of units on the order.
Fulfillment Type	A fulfillment type of Delivery or Pickup is indicated to the right. The express icon () is to the right of the fulfillment type for a delivery order if the carrier on the order is flagged as an express shipper. Items: For each open order line on the order that is assigned to your current store location, the following information is displayed. Depending on the screen where you selected to view the order, order lines in the corresponding status are displayed. For example, if you selected View Order from the Ready to Pick screen, order lines that have been accepted are displayed. Items on a delivery order that are assigned to a different store location are not displayed on this screen. You can review all order lines at the View Full Order screen.
Item description	A description of the item. An image of the item may also be displayed.
Item code	A code identifying the item.
Price	The price of a single unit of the item.
Available Quantity	The available quantity of the item after subtracting the quantity on any open orders, plus the quantity on the displayed order line. Since the quantity of the displayed order line is added to the calculated available quantity, the available quantity displayed for two order lines for the same item will differ if the order lines are for different quantities. For example, if the available quantity is 50, and the quantity on the order line is 5, the available quantity displayed is 55; however, if the quantity on the order line is 2, the available quantity displayed is 52.
Quantity in correct status for next processing step	The current quantity that is: • <i>Accepted</i>, if the order is ready for picking • <i>New Order</i>, if the order is ready for acceptance • <i>Picked</i>, if the order is ready for pickup or shipment

Fields	Description
Order line status	The status of the order line: • <i>Accepted</i>, if the order is ready for picking • <i>New Order</i>, if the order is ready for acceptance • <i>Picked</i>, if the order is ready for pickup or shipment
Order Details: Information about the customer and the placed location are displayed.	
Sold To	The customer who placed the order. Can include: • Company name • Ship-to name, including title, first name, middle initial, last name, and suffix (such as Jr.) • First address line and apartment or suite number • Second through fourth address lines • City, state or province, zip or postal code, and country code • Daytime phone number • Evening phone number • Email address If the address has been updated in the originating system since the order was originally created, it isn't automatically updated here.
Ship To	The shipping address for a delivery order, if a separate shipping address was specified. Not displayed for a pickup order. Can include: • Company name • Attention line, if any • Ship-to name, including title, first name, middle initial, last name, and suffix (such as Jr.) • First address line and apartment or suite number • Second through fourth address lines • City, state or province, zip or postal code, and country code • Daytime phone number • Evening phone number • Email address If the address has been updated in the originating system since the order was originally created, it isn't automatically updated here.
Placed Location	The code and description of the location where the order was placed. May represent another store location, the distribution center, or the web storefront.

5

Pick List Pull Sheet

Purpose: The pull sheet is generated for each order that you have accepted at the [New Orders](#) screen, or the items on the order that you accepted at the [View Order](#) or [View Full Order](#) screens, if configured for your organization for your current store location. The contents of the pick list pull sheet are described below.

Fields	Description
Store code and name	The code and name identifying the store where the orders were accepted.
User ID	The user ID of the person who accepted the order(s).
date and time generated (unlabeled field)	The date and time when the pick list pull sheet was generated. The date and time might not be your local date and time, if the retailer uses a server in a different time zone. For example, if your store location is on Eastern Standard time, and the retailer uses a server that is on Pacific time, the date and time displayed might be earlier than the current time in your location.
Total Orders	The total number of orders accepted at this time.
Total Items	The total number of different items (order lines) on the accepted order(s).
Total Units	The total number of units on all order lines that were accepted.
For every item on the accepted orders:	
Item #	The number or code identifying the item.
Item Description	The description of the item.
Pick Qty	The total quantity of the item to pick for all accepted orders.
Notes	Any notes about the item.
For each order that was accepted:	
Order Type	Set to Pickup if the customer picks up the order; otherwise, set to Delivery if the order ships to the customer.
Order #	A number or code identifying the sales order in the originating system.
Name	The last and first name or company name of the customer who placed the order. Not necessarily the name of the customer receiving the order, if it's a delivery order. Truncated if it exceeds the available space.
Item #	Your item number or code. Truncated if it exceeds the available space.
Item Description	A description of the item. Truncated if it exceeds the available space.
Quantity Needed	The quantity of the item that you need to pick.

Fields	Description
Carrier	The code identifying the designated carrier for the order. Set to Pick Up for a pickup order.

6

Ready to Pick

Purpose: Use this screen to review accepted delivery or pickup orders that are ready to be picked, and to select an order to begin the picking process.

Which orders are displayed? This screen displays all accepted pickup or delivery orders that are assigned to your current store location and have not yet been picked. If there are more than 100 accepted orders, the first 100 orders are displayed, and a message indicates that there are additional orders. You can use the [Search Options](#) to restrict the displayed orders.

If you advance to a different screen and then return to this screen, the list of accepted orders is refreshed: any newly accepted orders are added, and orders that have been picked, rejected, or canceled are removed.

Selecting an order for picking: Highlight an order and select **Begin Picking** to advance to the [Pick Order](#) screen.

How to display this screen: Select **Ready to Pick** (.

Fields at this screen:

- [Order ID](#), preceded by the icon () indicating if the carrier on the order is flagged as an express shipper, and followed by an indicator if the order is [Under Review](#)
- [Date and Time](#), with a red triangle indicating if the order's age exceeds the Order Age Hours defined by your system administrator
- [Customer](#)
- [Request ID](#)

Note:

The date and time, order ID, customer, and request ID are listed under *Date and Details* when you are using a small screen, such as a mobile phone.

- [Fulfillment Type](#)
- [Lines](#): The number of lines ready to pick.

More information: See [Store Connect Overview](#) for background on processing delivery or pickup orders in Store Connect.

Options at this screen:

Option	Procedure
Search for an order, or limit the results to certain orders	Use the Search Options , available by clicking the magnifying glass icon () or putting the cursor in the <i>Search Criteria</i> field.

Option	Procedure
Select an order to begin picking	Select an order and select Begin Picking to advance to the Pick Order screen. Error message? A message indicates if the status of the order selected for picking has changed since the screen displayed the list of orders, and the order is no longer eligible for picking.
Select an order to view it and optionally update it (begin picking, view packing documents, view order history, cancel, or reject)	Select an order and click View to advance to the View Order screen.
Select an order to view or print the pack slip	Select an order and select View Packing Documents from <i>More Options</i> () to display and optionally print the Packing Slip.
Select an order to view order history	Select an order and click View Order History from <i>More Options</i> () to advance to the Order History screen.
Cancel an order	Cancel order? You might cancel an order if the customer has indicated that they don't want the order. Order Broker does not attempt to find another location for the order. How to cancel: Select an order and select Cancel Order from <i>More Options</i> (). The Cancel Order window opens. A message indicates if the status of the order has changed since the screen displayed the list of orders.
Reject an order	Reject order? You might reject any order if you don't have the stock available to fulfill it. What happens when you reject: • When you reject a delivery order, Order Broker sees if there is another location that can fulfill the order. • When you reject a pickup order, the order is updated as unfulfillable. How to reject: Select an order and select Reject Order from <i>More Options</i> (). The Reject Order window opens. A message indicates if the status of the order has changed since the screen displayed the list of orders.
Additional tasks	Select the <i>Tasks</i> icon () to open a drawer on the left that displays a list of options. See Tasks. These options are also available by opening the <i>Menu</i> option ()

7

Pick Order

Purpose: Use this screen to pick an order that is assigned to your current store location.

Available when? This screen is available by selecting **Begin Picking** in the bottom right at the [Ready to Pick](#) screen, the [View Order](#) screen, or the [View Full Order](#) screen for an order that has been accepted but not yet fully picked.

Options at this screen

Option	Procedure
pick the items on the order	<i>By increasing the picked quantity for an item:</i> Increase the number of units on the right-hand side of the screen. <i>By scanning items:</i> Use the <i>Scan Item to Add</i> option to scan each unit. Select Complete Pick when you are done. This option is available only if: - You have completed picking of all displayed order lines, or - All of the order lines are picked, or the lines that aren't picked are canceled or rejected. Picking a partial quantity of an order line: Optionally, if your organization supports it, you can pick a partial quantity of an order line with a quantity of 2 or more by first canceling or rejecting the units that you won't be picking. To cancel or reject a partial quantity of an order line: - Select <i>Cancel Item</i> or <i>Reject Item</i> from More Options () to the right of the item. The Cancel Item window or the Reject Item window opens. - At the window, change the <i>Cancel</i> or <i>Reject</i> quantity to the quantity you are canceling or rejecting, and select the <i>Reason</i> for the cancellation or rejection. - After you select OK, the order line quantity is reduced by the canceled or rejected quantity. You can now pick the remaining quantity on the order line, as described above. See below for a discussion of canceling or rejecting. <i>View Packing Documents:</i> The settings in Order Broker control whether Store Connect automatically generates the Packing Slip when you complete picking for an order. You can also generate it on demand, as described below.
view the packing slip	Select View Packing Documents from More Options () at the bottom right to view and optionally print the Packing Slip.
cancel the entire order	Select Cancel Order from More Options () at the bottom right to cancel the entire order. The Cancel Order window opens. You might cancel an order if the customer has indicated that they don't want the order. Order Broker does not attempt to find another location for the order.

Option	Procedure
reject the entire order	Select Reject Order from More Options () at the bottom right to reject the entire order. The Reject Order window opens. You might reject any order if you don't have the stock available to fulfill it. What happens when you reject: - When you reject a delivery order, Order Broker sees if there is another location that can fulfill the order. - When you reject a pickup order, the order is updated as unfulfillable.
cancel an item	Select Cancel Item from More Options () to the right of the item to cancel the item on the order. This option is available only if your organization supports updates to individual order lines. The Cancel Item window opens. You might cancel an item if the customer has indicated that they don't want the item. Order Broker does not attempt to find another location for the item.
reject an item	Select Reject Item from More Options () to the right of the item to reject the item on the order. This option is available only if your organization supports updates to individual order lines. The Reject Item window opens. You might reject an item if you don't have the stock available to fulfill it. What happens when you reject: - When you reject an item on a delivery order, Order Broker sees if there is another location that can fulfill the item. - When you reject an item on a pickup order, the order is updated as unfulfillable.
return to the previous screen	Select X from the top right to return to the previous screen.

Fields at this screen

Fields	Description
Order number	The number or code identifying the order in the originating system. If the order is Under Review , this is indicated to the right.
Status	The order status indicated is <i>Ready to Pick</i> .
Number of units	The current number of units picked, and the total number of units on the order.
Fulfillment Type	A fulfillment type of Delivery or Pickup is indicated to the right. The express icon () is to the right of the fulfillment type for a delivery order if the carrier on the order is flagged as an express shipper.

Fields	Description
Items:	For each item on the order that is assigned to your current store location and ready to be picked, the following information is displayed.
Item sequence:	Items are listed in department, class, category sequence. Since the department code is an alphanumeric field, department 110 sorts before department 30. Class and category sort the same way.
	Items on a delivery order that are assigned to a different store location are not displayed on this screen. You can review all order lines at the View Full Order screen.
Item description	A description of the item. An image of the item may also be displayed.
Item code	A code identifying the item.
Price	The price of a single unit of the item.
Available Quantity	The available quantity of the item after subtracting the quantity on any open orders, plus the quantity on the displayed order line. Since the quantity of the displayed order line is added to the calculated available quantity, the available quantity displayed for two order lines for the same item will differ if the order lines are for different quantities. For example, if the available quantity is 50, and the quantity on the order line is 5, the available quantity displayed is 55; however, if the quantity on the order line is 2, the available quantity displayed is 52.
Quantity Picked	The current quantity of the order line that has been picked.
Units Needed (to be picked)	The current quantity of the order line that is ready to be picked but has not yet been picked. You can use the <i>Scan Item to Add</i> option to scan each unit.
Order Details:	Information about the customer and the placed location are displayed.
Sold To	The customer who placed the order. Can include: • Company name • Ship-to name, including title, first name, middle initial, last name, and suffix (such as Jr.) • First address line and apartment or suite number • Second through fourth address lines • City, state or province, zip or postal code, and country code • Daytime phone number • Evening phone number • Email address If the address has been updated in the originating system since the order was originally created, it isn't automatically updated here.

Fields	Description
Ship To	The shipping address for a delivery order, if a separate shipping address was specified. Not displayed for a pickup order. Can include: • Company name • Attention line, if any • Ship-to name, including title, first name, middle initial, last name, and suffix (such as Jr.) • First address line and apartment or suite number • Second through fourth address lines • City, state or province, zip or postal code, and country code • Daytime phone number • Evening phone number • Email address If the address has been updated in the originating system since the order was originally created, it isn't automatically updated here.
Placed Location	The code and description of the location where the order was placed. May represent another store location, the distribution center, or the web storefront.
Scan Item to Add	Optionally, you can use the scan item option at the bottom of the screen instead of increasing the quantity to the right of the order line.

8

Ready to Ship

Purpose: Use this screen to review delivery orders that have been picked and are ready to be shipped, and to select a delivery order to confirm shipment to the customer.

Under review? If the order is currently under review, the option to **Begin Shipping** is greyed out (not available).

Which orders are displayed? This screen displays all delivery orders that are assigned to your current store location and have been picked but not yet shipped. If there are more than 100 delivery orders that have been picked, the first 100 orders are displayed, and a message indicates that there are additional orders. You can use the [Search Options](#) to restrict the displayed orders.

If you advance to a different screen and then return to this screen, the list of delivery orders is refreshed: any newly picked orders are added, and orders that have been shipped, rejected, or canceled are removed.

Selecting an order for shipment: Highlight an order and select **Begin Shipping** to advance to the [Ship Order](#) screen.

How to display this screen: Select **Ready to Ship** ().

Fields at this screen:

- [Order ID](#), preceded by the icon () indicating if the carrier on the order is flagged as an express shipper, and followed by an indicator if the order is [Under Review](#)
- [Date and Time](#), with a red triangle indicating if the order's age exceeds the Order Age Hours defined by your system administrator
- [Customer](#)
- [Request ID](#)

 Note:

The date and time, order ID, customer, and request ID are listed under *Date and Details* when you are using a small screen, such as a mobile phone.

- [Fulfillment Type](#)
- [Lines](#): The number of lines ready to ship.

More information: See [Store Connect Overview](#) for background on processing delivery orders in Store Connect.

Options at this screen:

Option	Procedure
Search for an order or limit the results to certain orders	Use the Search Options , available by clicking the magnifying glass icon () or putting the cursor in the <i>Search Criteria</i> field.
Select an order to begin the shipment process	Select an order and click Begin Shipping to advance to the Ship Order screen. Error message? A message indicates if the status of the order selected for shipping has changed since the screen displayed the list of orders, and the order is no longer eligible for shipping.
Select an order to view it and optionally update it (begin shipping, view packing documents, view order history, cancel, or reject)	Select an order and click View to advance to the View Order screen.
Select an order to view or print the pack slip	Select an order and select View Packing Documents from <i>More Options</i> () to display and optionally print the Packing Slip .
Select an order to view order history	Select an order and click View Order History from <i>More Options</i> () to advance to the Order History screen.
Cancel an order	Cancel order? You might cancel an order if the customer has indicated that they don't want the order. Order Broker does not attempt to find another location for the order. How to cancel: Select an order and select Cancel Order from <i>More Options</i> (). The Cancel Order window opens. A message indicates if the status of the order has changed since the screen displayed the list of orders.
Reject an order	Reject order? You might reject any order if you don't have the stock available to fulfill it. What happens when you reject: When you reject a delivery order, Order Broker sees if there is another location that can fulfill the order. How to reject: Select an order and select Reject Order from <i>More Options</i> (). The Reject Order window opens. A message indicates if the status of the order has changed since the screen displayed the list of orders.
Additional tasks	Select the <i>Tasks</i> icon () to open a drawer on the left that displays a list of options. See Tasks. These options are also available by opening the <i>Menu</i> option ().

9

Ship Order

Purpose: Use this screen to confirm shipment of a delivery order that is assigned to your current store location.

Available when? This screen is available by selecting **Begin Shipping** in the bottom right at the [Ready to Ship](#) screen, the [View Order](#) screen, or the [View Full Order](#) screen for a delivery order that has been picked but not yet fully shipped, and that is not currently [Under Review](#).

Options at this screen

Option	Procedure
confirm shipment of all the items on the order using normal shipping	1. If the <i>Package Weight</i> field is displayed and has not defaulted from the order, enter the weight of the package. This field is displayed only if configured for your organization. 2. If the <i>Box Size</i> field is displayed, select a size from the drop-down list or, optionally, select Irregular Size. 3. If you selected Irregular Size for the <i>Box Size</i>, enter the <i>Length</i>, <i>Width</i>, and <i>Height</i>. Otherwise, if you selected a different <i>Box Size</i>, its dimensions default in these fields and can't be changed. 4. Optionally, select a different <i>Carrier</i>. 5. Select Complete Shipping. When shipment is confirmed: • The barcode shipping label or <i>Packing Slip</i>, or both, are generated if configured for your organization. • An email is sent to the customer indicating that the order has shipped. • The order is no longer displayed at the <i>Ready To Ship</i> screen. If an error is displayed: The screen might display an error when you select Complete Shipping if there was a problem communicating with the shipping service, or if the shipping address is incorrect or incomplete. If the message indicates that there is an issue with the shipping address, you can select the pencil icon () next to the shipping address to open the <i>Edit Ship To Details</i> window, and correct the address. If the status of the order lines have changed: A message indicates if the status of any of the lines to be shipped has changed, and are no longer eligible for shipment. This could occur if, for example, the customer has recently canceled the order. When this occurs, you return to the Ready to Ship screen. Packing slip needed? Depending on the configuration for your organization, the <i>Packing Slip</i> might not be generated automatically when you confirm shipment. If you need to print the packing slip, select View Packing Documents, as described below, before selecting Complete Shipment.

Option	Procedure
confirm shipment of all the items on the order using manual shipment (or confirm shipment if normal shipping is not enabled)	1. If normal shipping is enabled, you can select Change to Ship Order Manually from More Options () at the bottom right to perform a manual shipment in which you enter the tracking number. This step is not required if your current store location supports just manual shipping. 2. The <i>Package Weight</i> and <i>Box Size</i> are removed from the screen. 3. Complete entry of the <i>Tracking Number</i> and change the <i>Carrier</i>, if needed. 4. Select Complete Shipping. Note: Optionally, you can switch back to normal shipping, if your current store location supports it, by selecting Revert to Normal Shipping from More Options () at the bottom right. When shipment is confirmed: • An email is sent to the customer indicating that the order has shipped. • The order is no longer displayed at the <i>Ready To Ship</i> screen. If an error is displayed: The screen might display an error when you select Complete Shipping if there was a problem communicating with the shipping service, or if the shipping address is incorrect or incomplete. If the message indicates that there is an issue with the shipping address, you can select the pencil icon () next to the shipping address to open the <i>Edit Ship To Details</i> window, and correct the address. If the status of the order lines have changed: A message indicates if the status of any of the lines to be shipped has changed, and are no longer eligible for shipment. This could occur if, for example, the customer has recently canceled the order. When this occurs, you return to the Ready To Ship screen.

Option	Procedure
confirm partial shipment of the order	The option to confirm a partial shipment is available only if your organization supports it. - Optionally, select Change to Ship Partial Order from More Options () at the bottom right to confirm a partial shipment of the order. The screen title changes to Ship Partial Order if you are using normal shipping, or to Ship Partial Order Manually if you are using manual shipping. Decreasing quantities: You can now use the up and down arrows for the picked unit quantity for each order line as needed. For example, if you are only shipping one unit out of two ordered, decrease the quantity from 2 to 1, or decrease it to 0 if you are not shipping that order line at all at this time. If you decrease the quantity of an order line to 0, you can also increase it back up to the full picked quantity if needed. - See the additional steps and notes above on how to confirm shipment of all the items on the order using normal shipping or manual shipping. - Select Complete Shipping. Note: Optionally, you can switch back to shipping the full order by selecting Revert to Ship Full Order from More Options () at the bottom right. When shipment is confirmed: - The barcode shipping label or Packing Slip, or both, are generated if configured for your organization, and if you used normal shipping. - An email is sent to the customer indicating that the order has shipped. - The order continues to be displayed at the Ready To Ship screen, with the number of lines decreased by any lines you just shipped.
edit the shipping address	Optionally, select the pencil icon () next to the shipping address to open the Edit Ship To Details window.
view packing documents	Select View Packing Documents from More Options () at the bottom right to view and optionally print the Packing Slip.
cancel the entire order	Select Cancel Order from More Options () at the bottom right to cancel the entire order. The Cancel Order window opens. You might cancel an order if the customer has indicated that they don't want the order. Order Broker does not attempt to find another location for the order.

Option	Procedure
reject the entire order	Select Reject Order from More Options () at the bottom right to reject the entire order. You might reject any order if you don't have the stock available to fulfill it. What happens when you reject: Order Broker sees if there is another location that can fulfill the order.
cancel an item	Select Cancel Item from More Options () to the right of the item to cancel the item on the order. This option is available only if your organization supports updates to individual order lines. The Cancel Item window opens. You might cancel an item if the customer has indicated that they don't want the item. Order Broker does not attempt to find another location for the item.
reject an item	Select Reject Item from More Options () to the right of the item to reject the item on the order. This option is available only if your organization supports updates to individual order lines. The Reject Item window opens. You might reject an item if you don't have the stock available to fulfill it. What happens when you reject: When you reject an item on a delivery order, Order Broker sees if there is another location that can fulfill the item.
return to the previous screen	Select X from the top right to return to the previous screen.

Fields at this screen

Fields	Description
Order number	The number or code identifying the order in the originating system.
Status	The order status indicated is <i>Ready to Ship</i> .
Number of units	The total number of units on the order.
Fulfillment Type	A fulfillment type of Delivery is indicated to the right. The express icon () is to the right of the fulfillment type if the carrier on the order is flagged as an express shipper.
Items: For each item on the order that is assigned to your current store location and ready to be shipped, the following information is displayed. Items on a delivery order that are assigned to a different store location are not displayed on this screen. You can review all order lines at the View Full Order screen.	
Item description	A description of the item. An image of the item may also be displayed.
Item code	A code identifying the item.
Price	The price of a single unit of the item.

Fields	Description
Available Quantity	The available quantity of the item after subtracting the quantity on any open orders, plus the quantity on the displayed order line. Since the quantity of the displayed order line is added to the calculated available quantity, the available quantity displayed for two order lines for the same item will differ if the order lines are for different quantities. For example, if the available quantity is 50, and the quantity on the order line is 5, the available quantity displayed is 55; however, if the quantity on the order line is 2, the available quantity displayed is 52.
Quantity Picked	The current quantity of the order line that has been picked.
Shipping Details: Use the following fields to enter information about the shipment.	
Package Weight	Enter the weight of the package if it has not defaulted from the order, or if it is incorrect. The unit of measure, such as grams (g), is indicated.
Box Size	Select the box size for the shipment from the drop-down list. The defined dimensions of the selected box size are indicated in the <i>Length</i> , <i>Width</i> , and <i>Height</i> . Or select Irregular Size if you need to enter the length, width, and height.
Length	The length of the box. Defaults from a defined box size, or you can enter the length if you select Irregular Size. The unit of measure, such as cm, is indicated. Note: If you are entering the length, the number you enter can't be more than 99.
Width	The width of the box. Defaults from a defined box size, or you can enter the width if you select Irregular Size. The unit of measure, such as cm, is indicated. Note: If you are entering the width, the number you enter can't be more than 99.
Height	The height of the box. Defaults from a defined box size, or you can enter the height if you select Irregular Size. The unit of measure, such as cm, is indicated. Note: If you are entering the height, the number you enter can't be more than 99.
Carrier	The default carrier to ship orders is displayed. Optionally, you can select a different carrier from the drop-down list.
Tracking Number	If you are using manual shipping, you need to enter a tracking number. Otherwise, if you are using normal shipping, the tracking number is not displayed here, and will be assigned automatically.
Order Details: Information about the customer and the placed location are displayed.	

Fields	Description
Ship To	The shipping address for a delivery order. Might be the same as the sold-to address. Can include: • Company name • Attention line, if any • Ship-to name, including title, first name, middle initial, last name, and suffix (such as Jr.) • First address line and apartment or suite number • Second through fourth address lines • City, state or province, zip or postal code, and country code • Daytime phone number • Evening phone number • Email address If the address has been updated in the originating system since the order was originally created, it isn't automatically updated here. If needed, you can update the shipping address for a delivery order at the Edit Ship To Details window.
Sold To	The sold-to customer's address for a delivery order, if a separate shipping address was specified. Can include: • Company name • Ship-to name, including title, first name, middle initial, last name, and suffix (such as Jr.) • First address line and apartment or suite number • Second through fourth address lines • City, state or province, zip or postal code, and country code • Daytime phone number • Evening phone number • Email address If the address has been updated in the originating system since the order was originally created, it isn't automatically updated here.
Placed Location	The code and description of the location where the order was placed. May represent another store location, the distribution center, or the web storefront.

Edit Ship To Details

Use this window to update the ship-to name and address for a delivery order. This information defaults from the system that submitted the order, but you might need to edit it if, for example, the postal code is incorrect and would prevent the order from being delivered.

How to display this window: Select the pencil icon () to the right of the Ship To name and address at the [Ship Order](#) screen.

Changing the ship-to name and address: Optionally, change any of the displayed fields, listed below, and select **Save**.

- **Attention:** Can be used for the name of the person to alert at the shipping destination. Optional.

- Company: Required if the First Name and Last Name are not specified. Otherwise, optional.
- Prefix: An honorific, such as Ms or Dr. Optional.
- First Name: Required, along with the Last Name, if the Company is not specified. Otherwise, optional.
- Middle Name: Optional.
- Last Name: Required, along with the First Name, if the Company is not specified. Otherwise, optional.
- Suffix: For example, Esq. or Jr. Optional.
- Address Line 1 through Address Line 4: Address Line 1 is required. Additional lines are optional.
- Apt/Suite: Optional.
- City: Required.
- State/Province Code: Required.
- Country Code: Required.
- Postal Code: Optional.
- Day Phone: Optional.
- Evening Phone: Optional.



Note:

The window doesn't check that your entries at this window are for a valid, deliverable address.

After you apply the update, an order history record is created; however, the history record doesn't indicate the nature of the change.

Ready to Pick Up

Purpose: Use this screen to review pickup orders that have been picked and are ready to be picked up, and to select a pickup order to confirm pickup by the customer.

Under review? If the order is currently under review, the option to **Begin Pick Up** is greyed out (not available).

Which orders are displayed? This screen displays all pickup orders that are assigned to your current store location and have been picked but not yet picked up. If there are more than 100 pickup orders that have been picked, the first 100 orders are displayed, and a message indicates that there are additional orders. You can use the [Search Options](#) to restrict the displayed orders.

If you advance to a different screen and then return to this screen, the list of pickup orders is refreshed: any newly picked orders are added, and orders that have been picked up, rejected, or canceled are removed.

Selecting an order for pickup: Highlight an order and select **Begin Pick Up** to advance to the [Pick Up Order](#) screen.

How to display this screen: Select **Ready to Pick Up** (.

Fields at this screen:

- [Order ID](#), followed by an indicator if the order is [Under Review](#)
- [Date and Time](#), with a red triangle indicating if the order's age exceeds the Order Age Hours defined by your system administrator
- [Customer](#)
- [Request ID](#)

 Note:

The date and time, order ID, customer, and request ID are listed under *Date and Details* when you are using a small screen, such as a mobile phone.

- [Fulfillment Type](#)
- [Lines](#): The number of lines ready to pick up.

More information: See [Store Connect Overview](#) for background on processing pickup orders in Store Connect.

Options at this screen:

Option	Procedure
Search for an order or limit the results to certain orders	Use the Search Options , available by clicking the magnifying glass icon () or putting the cursor in the <i>Search Criteria</i> field.
Select an order to begin the pick up process	Select an order and click Begin Pick Up to advance to the Pick Up Order screen. Error message? A message indicates if the status of the order selected for pickup has changed since the screen displayed the list of orders, and the order is no longer eligible for pickup.
Change the pickup date for an order	Select an order and select Change Order Pick Up Date from <i>More Options</i> () at the bottom right to open the Change Order Pick Up Date window. This option is available only for a pickup order, and only if your organization is configured to automatically cancel unclaimed pickup orders after a specified number of days. Also, an error message indicates if the status of the order has changed since you displayed the current screen.
Select an order to view it and optionally update it (begin pickup, view packing documents, view order history, cancel, or reject)	Select an order and click View to advance to the View Order screen.
Select an order to view or print the pack slip	Select an order and select View Packing Documents from <i>More Options</i> () to display and optionally print the Packing Slip.
Select an order to view order history	Select an order and click View Order History from <i>More Options</i> () to advance to the Order History screen.
Cancel an entire order	Cancel order? You might cancel an order if the customer has indicated that they don't want the order. Order Broker does not attempt to find another location for the order. How to cancel: Select an order and select Cancel Order from <i>More Options</i> (). The Cancel Order window opens. A message indicates if the status of the order has changed since the screen displayed the list of orders.
Reject an entire order	Reject order? You might reject any order if you don't have the stock available to fulfill it. What happens when you reject: The order is updated as unfulfillable. How to reject: Select an order and select Reject Order from <i>More Options</i> (). The Reject Order window opens. A message indicates if the status of the order has changed since the screen displayed the list of orders.

Option	Procedure
Additional tasks	Select the <i>Tasks</i> icon () to open a drawer on the left that displays a list of options. See Tasks . These options are also available by opening the <i>Menu</i> option ().

11

Pick Up Order

Purpose: Use this screen to confirm pickup of an order at your current store location.

Available when? This screen is available by selecting **Begin Pick Up** in the bottom right at the [Ready to Pick Up](#) screen, the [View Order](#) screen, or the [View Full Order](#) screen if an order that is assigned to your current store location has been picked and not yet been picked up, and is not currently [Under Review](#).

Options at this screen

Option	Procedure
confirm pickup of the entire order	Select Complete Pickup to confirm that the customer has picked up all items on the order. Packing slip needed? Depending on the configuration for your organization, the Packing Slip might not be generated automatically when you confirm pickup. If you need to print the packing slip, select View Packing Documents, as described below, before selecting Complete Pickup. An error message indicates if the status of the order has changed since you displayed the current screen. Otherwise, you return to the previous screen and the order is no longer displayed at the Ready to Pick Up screen.
change the order pickup date	Select Change Order Pick Up Date from More Options () at the bottom right to open the Change Order Pick Up Date window. This option is available only for a pickup order and only if your organization is configured to automatically cancel unclaimed pickup orders after a specified number of days. Also, an error message indicates if the status of the order has changed since you displayed the current screen.

Option	Procedure
change to a partial pickup	The option to confirm a partial pickup is available only if your organization supports it. Select Change to Partial Pickup from More Options () at the bottom right if, for example, the customer is not prepared to pick up all items on the order, but does not want to cancel the items, and plans to pick up the remaining items at a later time. The option to lower the picked quantity of each item is available. For example, if the Picked quantity of an item is currently 2, you can use the down arrow next to the quantity to change the quantity to 1 if the customer does not want a second unit of the item at this time, or you can change the quantity to 0 if the customer does not want the item at this time. If you have lowered the quantity of an order line and need to change it back, you can use the up arrow next to the quantity to increase it. Select Complete Pickup, as described above under confirming pickup of the entire order, to confirm the pickup of the currently displayed quantities of the items on the order. Any remaining order line quantities remain open. An error message indicates if the status of the order has changed since you displayed the current screen.
revert to full pickup	If you have selected Change to Partial Pickup from More Options () at the bottom right and then need to revert to picking up the full order, select Revert to Full Pickup from More Options (). If you have lowered the order line quantities for any items, they revert to the original quantities that were displayed when you first opened the screen. You can now complete pickup of the entire order, or use the other options available at the screen. This option is available only after you have selected Change to Partial Pickup.
view the packing slip	Select View Packing Documents from More Options () at the bottom right to view and optionally print the Packing Slip.
cancel the entire order	Select Cancel Order from More Options () at the bottom right to cancel the entire order. The Cancel Order window opens. You might cancel an order if the customer has indicated that they don't want the order. Order Broker does not attempt to find another location for the order. The order is no longer displayed at the Ready to Pick Up screen.
reject the entire order	Select Reject Order from More Options () at the bottom right to reject the entire order. The Reject Order window opens. You might reject any order if you don't have the stock available to fulfill it. What happens when you reject: The order is updated as unfulfillable, and is no longer displayed at the Ready to Pick Up screen.

Option	Procedure
cancel an item	Select Cancel Item from More Options (***) to the right of the item to cancel the item on the order. This option is available only if your organization supports updates to individual order lines. The <i>Cancel Item</i> window opens. You might cancel an item if the customer indicates that they don't want the item. Order Broker does not attempt to find another location for the item. The item is no longer displayed on the Pick Up Order screen.
reject an item	Select Reject Item from More Options (***) to the right of the item to reject the item on the order. This option is available only if your organization supports updates to individual order lines. The <i>Reject Item</i> window opens. You might reject an item if you don't have the stock available to fulfill it. What happens when you reject: The order line is updated as unfulfillable and is no longer displayed on the Pick Up Order screen.
return to the previous screen	Select X from the top right to return to the previous screen.

Fields at this screen

Fields	Description
Order number	The number or code identifying the order in the originating system.
Status	The order status indicated is <i>Ready to Pick Up</i> .
Number of units	The current number of picked units on the order.
Fulfillment Type	A fulfillment type of Pickup is indicated to the right.
Items: For each item on the order that is assigned to your current store location and ready to be picked up, the following information is displayed.	
Item description	A description of the item. An image of the item may also be displayed.
Item code	A code identifying the item.
Price	The price of a single unit of the item.
Available Quantity	The available quantity of the item after subtracting the quantity on any open orders, plus the quantity on the displayed order line. Since the quantity of the displayed order line is added to the calculated available quantity, the available quantity displayed for two order lines for the same item will differ if the order lines are for different quantities. For example, if the available quantity is 50, and the quantity on the order line is 5, the available quantity displayed is 55; however, if the quantity on the order line is 2, the available quantity displayed is 52.
Picked	The current quantity of the order line that has been picked and not yet picked up.
Order Details: Information about the customer and the placed location are displayed.	

Fields	Description
Sold To	The customer who placed the order. Can include: • Company name • Ship-to name, including title, first name, middle initial, last name, and suffix (such as Jr.) • First address line and apartment or suite number • Second through fourth address lines • City, state or province, zip or postal code, and country code • Daytime phone number • Evening phone number • Email address If the address has been updated in the originating system since the order was originally created, it isn't automatically updated here.
Placed Location	The code and description of the location where the order was placed. May represent another store location, the distribution center, or the web storefront.

12

All Orders

Purpose: Use this screen to review all orders across your organization, regardless of status or whether they are assigned to your current store location. You might use this screen to check the status of another order for the customer even if it is not assigned to another store location or is being fulfilled through the distribution center, or an order that is not currently open.

How to display this screen: Select **All Orders** from the Tasks list, or the All Orders icon ().



Note:

When you first advance to this screen, no orders are displayed. You need to use the [Search Options](#) to display orders that match your search criteria.

Fields at this screen:

- [Order ID](#), preceded by the icon () indicating if the carrier on the order is flagged as an express shipper, and followed by an indicator if the order is [Under Review](#)
- [Date and Time](#), with a red triangle indicating if the order's age exceeds the Order Age Hours defined by your system administrator
- [Customer](#)
- [Request ID](#)
- [Fulfillment Type](#)



Note:

The date and time, order ID, customer, and request ID are listed under *Date and Details* when you are using a small screen, such as a mobile phone.

- [Lines](#): At this screen, the total number of lines includes closed lines (picked up, shipped, or canceled).



Note:

The total number of order lines can include order lines assigned to different locations for fulfillment.

More information: See [Store Connect Overview](#) for background on processing delivery or pickup orders in Store Connect.

Options at this screen:

Option	Procedure
Display orders, or restrict the search results to certain orders	Use the Search Options , available by clicking the magnifying glass icon () or putting the cursor in the <i>Search Criteria</i> field.
Select an order to view or work with it	Select an order and click View to advance to the View Full Order screen. From this screen, you can perform the next step in fulfilling the order, for example, accepting the order if it is new, or begin picking if it has been accepted, provided the order is assigned to your current store location and not prohibited from shipment or pickup if the order is under review.
Select an order to view order history	Select an order and select View Order History from More Options () to advance to the Order History screen.
Additional tasks	Select the <i>Tasks</i> icon () to open a drawer on the left that displays a list of options. See Tasks . These options are also available by opening the <i>Menu</i> option ().

13

View Full Order

Purpose: Use this screen to view an order, regardless of its current status or whether it is assigned to your current store location, and optionally:

- Cancel or reject one or more order lines assigned to your current store location
- Perform the next step in processing the order if any order lines are assigned to your current store location
- View order history

How to display: This screen is available by highlighting the order at the [All Orders](#) screen and selecting **View** in the bottom right.

Options at this screen

Option	Procedure
perform the next step in processing the order	Depending on the order's current status, the next processing step for an order that has any open order lines assigned to your current store location is available by selecting the option at the lower right: • Accept: Accept a new order for processing. • Begin Picking: Begin picking an accepted new order. You advance to the Pick Order screen. • Begin Shipping: Begin shipping a picked delivery order. You advance to the Ship Order screen. However, if the order is Under Review, this option is not available. • Begin Pick Up: Begin pickup of a picked pickup order. You advance to the Pick Up Order screen. However, if the order is Under Review, this option is not available. The appropriate option is available at the lower right of the screen. Otherwise, if no processing step is available, you can click Done at the lower right to exit the screen.
view order history	Select View Order History from More Options () at the bottom right to advance to the <i>Order History</i> screen.
cancel an item	Select Cancel Item from More Options () to the right of the item to cancel the item on the order. The Cancel Item window opens. This option is available only if the order line is assigned to your current store location and the order line is open (new, accepted, or picked), and only if your organization supports updates to individual order lines. You might cancel an item if the customer has indicated that they don't want the item. Order Broker does not attempt to find another location for the item. If the item is no longer eligible to be canceled, a message indicates if the status of the order line has changed since you advanced to the screen.

Option	Procedure
reject an item	Select Reject Item from More Options (***) to the right of the item to reject the item on the order. Reject Item window opens. This option is available only if the order line is assigned to your current store location and the order line is open (new, accepted, or picked), and only if your organization supports updates to individual order lines. You might reject an item if you don't have the stock available to fulfill it. What happens when you reject: • When you reject an item on a delivery order, Order Broker sees if there is another location that can fulfill the item. • When you reject an item on a pickup order, order line is updated as unfulfillable. If the item is no longer eligible to be rejected, a message indicates if the status of the order line has changed since you advanced to the screen.
return to the previous screen	Select Done from the bottom right to return to the previous screen.

Fields at this screen

Fields	Description
Order number	The number or code identifying the order in the originating system. If the order is Under Review , this is indicated to the right.

Fields	Description
Status	Possible order statuses are: • <i>Accepted</i>: The order has been accepted at the assigned location. • <i>Canceled</i>: All lines on the order have been canceled. • <i>Complete</i>: At least one order line has been fulfilled, at least one order line has been canceled or rejected, and there are no remaining open order lines. • <i>Fulfilled</i>: The delivery order has been shipped, or the pickup order has been picked up. • <i>Open</i>: One or more order lines have been fulfilled, but one or more remain open (polled, accepted, or picked). • <i>Polled</i>: The order has just been received from the originating system, created in Order Broker, and assigned to a location for fulfillment. • <i>Picked</i>: The delivery order has been picked and is ready for shipment, or the pickup order has been picked and is ready for pickup. However, the line can still be in picked status even if it is under review and can't yet be fulfilled. • <i>Unfulfillable</i>: The order has been rejected from the assigned fulfilling location and can't be assigned to a different location for fulfillment. Pickup orders can't be reassigned. An order can also be in unfulfillable status if one or more order lines have been rejected, one or more order lines have been canceled, and there are no other order lines.
Number of units	The number of units on the order.
Fulfillment Type	A fulfillment type of Delivery or Pickup is indicated to the right. The express icon () is to the right of the fulfillment type for a delivery order if the carrier on the order is flagged as an express shipper.
Items: For each item on the order, the following information is displayed. Items that are assigned to your current store location, if any, are listed first.	
 Note: Items that are fulfilled through the warehouse and not submitted to Order Broker are not displayed.	
Item description	A description of the item. An image of the item may also be displayed.
Item code	A code identifying the item.
Price	The price of a single unit of the item.
Fulfilling Location	The code and description of the store location where the item is assigned for fulfillment.
Order Line Quantity	The quantity of the order line.

Fields	Description
Order Line Status	The current status of the order line. Possible order line statuses are: • <i>Accepted</i>: The order line has been accepted at the assigned location. • <i>Canceled</i>: The order line has been canceled. • <i>Fulfilled</i>: The delivery order line has been shipped, or the pickup order line has been picked up. • <i>Polled</i>: The order has just been received from the originating system, created in Order Broker, and assigned to a location for fulfillment, but not yet accepted. • <i>Picked</i>: The delivery order line has been picked and is ready for shipment, or the pickup order line has been picked and is ready for pickup. However, the line can still be in picked status even if it is under review and can't yet be fulfilled. • <i>Unfulfillable</i>: The order line has been rejected from the assigned fulfilling location and can't be assigned to a different location for fulfillment. Pickup orders can't be reassigned.
Order Details: Information about the customer and the placed location are displayed.	
Sold To	The customer who placed the order. Can include: • Company name • Ship-to name, including title, first name, middle initial, last name, and suffix (such as Jr.) • First address line and apartment or suite number • Second through fourth address lines • City, state or province, zip or postal code, and country code • Daytime phone number • Evening phone number • Email address If the address has been updated in the originating system since the order was originally created, it isn't automatically updated here.
Ship To	The shipping address for a delivery order, if a separate shipping address was specified. Not displayed for a pickup order. Can include: • Company name • Attention line, if any • Ship-to name, including title, first name, middle initial, last name, and suffix (such as Jr.) • First address line and apartment or suite number • Second through fourth address lines • City, state or province, zip or postal code, and country code • Daytime phone number • Evening phone number • Email address If the address has been updated in the originating system since the order was originally created, it isn't automatically updated here.

Fields	Description
Placed Location	The code and description of the location where the order was placed. May represent another store location, the distribution center, or the web storefront.

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Order History

Purpose: Use this screen to review the history of all status updates that have taken place for the items on the order. History is listed in chronological order (oldest to newest).

How to display: Select **View Order History** from More Options () from all screens except the *Pick Order*, *Ship Order*, or *Pick Up Order* screens.

Fields	Description
Order Number	A code assigned to identify the order in the originating system. Note: Two orders can be assigned the same order ID if, for example, the customer added a new item to an existing order.
Order Type	An order type of Pickup or Delivery is indicated at the upper right. For a delivery order, an icon () indicates if the carrier on the order is flagged as an express shipper.

For each item on the order:

Note:

Items that are fulfilled through the warehouse and not submitted to Order Broker are not displayed.

Item description	A brief description of the item.
Item code	A code to identify the item. Preceded by the word "Item."
Item image	
Line number	The number identifying the order line in Order Broker and Store Connect. May be different from the line number on the order in the originating system.

For each update for an item:

Note:

A history record is also created when you change the order pickup date for a pickup order or when you update the ship-to address for a delivery order; however, the same information is displayed for each order line before and after the pickup date change.

Date and time	The date and time when the status change took place.
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Fields	Description
User ID	The code identifying the user who performed the action that caused the status change. In addition to displaying a user ID, can also be set to: • SYSTEM if Order Broker applied the change automatically, such as setting the status to POLLED when the order becomes available for processing in Store Connect. • A code to identify an integrating system that submitted the order to Order Broker.
Status	The status that was applied to the order line. Possible statuses are: • <i>Accepted</i>: The order line has been accepted for fulfillment at the assigned location. • <i>Canceled</i>: The order line has been canceled. • <i>Fulfilled</i>: The order line has been shipped (delivery order) or picked up by the customer (pickup order). • <i>New Order</i>: The order line has just been received from the originating system and created in Order Broker. The line should stay in this status very briefly. • <i>Picked</i>: The order line has been picked. • <i>Polled</i>: The order has been made available for processing in Store Connect. The line should go into Polled status very soon after the order is created in Order Broker. • <i>Rejected</i>: The order line has been rejected by the assigned fulfilling location. After a rejection, Order Broker either reassigns the order line or changes its status to Unfulfillable. Pickup orders aren't reassigned. • <i>Unfulfillable</i>: The order line cannot be fulfilled through Order Broker. Partial updates: A status might have been applied to a partial quantity of an order line if, for example, you were picking an order line with a quantity of 2 and found that there was only 1 in stock. In that case, you might reject 1 unit and pick 1 unit. Order Broker might then reassign the rejected unit on a delivery order to another location for fulfillment, or the rejected unit might go into Unfulfillable status.
Store	The code identifying the store where the status update took place, followed by the description.
Tracking Number	The number used to track a shipment for a delivery order. The code identifying the carrier is displayed to the right in parentheses. If a description of the carrier is defined in Order Broker, the description is also displayed.
Reason	Indicate the description of the reason why an order line was canceled or rejected.
Number of units	The number of units affected by the status change. This field is to the right.

Pack Slip

Purpose: The contents of the pack slip are described below.

How to generate: Select **View Packing Documents** from More Options () at the bottom right at the Pick Order, Ship Order, Pick Up Order, Ready to Pick, Ready to Ship, and Ready to Pick Up screens. This option is also available from the View Order screen when the order has already been accepted; it's not available when you select View Order from the New Orders screen.

Generated automatically? Depending on the configuration for your organization or store location, the packing slip is generated automatically when you accept, pick, ship, or pick up an order.

Window width: In Chrome, the pack slip is displayed in a window 800 pixels wide.

Fields	Description
Order Number	The originating order number is an unlabeled field at the top right, below a barcode.
Ship To:	The name and address of the customer receiving the shipment. Includes the: • company name, if any • first, middle, and last name, if any • first two address lines • apartment or suite number • city, state, postal code, and country code • attention line, if any
Sold To:	The name and address of the sold-to customer. Includes the: • company name, if any • first, middle, and last name, if any • first two address lines • apartment or suite number • city, state, postal code, and country code

Fields	Description
Ship To:	The name and address of the customer receiving the shipment. Includes the: • company name, if any • first, middle, and last name, if any • first two address lines • apartment or suite number • city, state, postal code, and country code • attention line, if any

**Note:**

The graphical version of the pack slip includes the **Attention:** label if there is an attention line included in the ship-to address.

Order Type	Either Delivery Order or Pickup Order.
Printed Date	The date when the packing slip was printed.
Order Date	The date when the order was created in Order Broker.
Order Number	The originating order number.
Carrier	The carrier designated to ship the order.
Pack Slip Message (unlabeled field below the customer number)	The pack slip message, if any. Can be multiple lines of text. Up to four total lines of order message and gift message text can be displayed, or up to 255 positions (characters and spaces).
Gift message (unlabeled field below the order message)	The gift message, if any. Can be multiple lines of text.

**Note:**

If there is both an order message and a gift message, the first line of the gift message starts on the last line of the order message.

For each order line on the pack slip:

Item	The code identifying the item.
Description	The description of the item.
Ship	The quantity of the item to ship.
Price	The unit price for the item. Not printed if the order is flagged as a gift.
Ext. Price	The customer's extended price for the item (quantity * unit price).

Information for the item may also include:

Fields	Description
Customization	This label indicates that the following lines are the customization instructions for the item, including: • a code identifying the type of customization, such as monogramming, ink color, or script • the customization instructions themselves The total handling charges for the item are listed in the <i>Extension</i> column; however, no prices print if the order is flagged as a gift.
pack slip messages	Any pack slip messages defined to print on the pack slip for a delivery order or a pickup order.
Return Address	The return address for the organization.

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Cancel Order

Purpose: Use this window to cancel an entire order.

You might cancel an order if the customer has indicated that they don't want it. Order Broker does not attempt to find another location for the order.

How to display: This window opens when you select the **Cancel Order** option from More Options (). The option to reject an order is available at the bottom right of most screens, with the exception of the [All Orders](#) screen and the [View Full Order](#) screen.

Cancel reason: Select the reason why you are canceling the order from the drop-down list if more than one cancel reason is defined for your organization.

Applying the cancellation: After you select OK, the canceled order is removed from the screen. If you were on a screen displaying the order, such as the *Pick Order* screen, you return to the list screen, such as the *Ready to Pick* screen, with the canceled order no longer displayed.

Cancel Item

Purpose: Use this window to cancel one or more units of an item on the order if the customer does not want the full ordered quantity. This option is available only if your organization supports updates to individual order lines. Also, note that canceling a partial quantity is available only if your organization supports partial quantity updates.

You might cancel an item if the customer has indicated that they don't want the item. Order Broker does not attempt to find another location for the item.

How to display: This window opens when you select the **Cancel Item** option from the More Options (***) to the right of the item on the [View Order](#), [Pick Order](#), [Ship Order](#), or [Pick Up Order](#) screen.

How many units to cancel? You can cancel the entire open quantity of the order line; or, if supported for your organization, you can cancel a partial quantity. For example, if the customer ordered 2 units by mistake, you can cancel one unit. Use the up and down arrows to change the cancel quantity. The full open order line quantity is selected by default.

Cancel reason: You need to select the *Reason* why you are canceling the item.

Applying the cancellation: After you select OK, the order line quantity is reduced by the cancel quantity. If the entire quantity of the order line is canceled, the item is removed from the screen.

Fields	Description
Item description	A description of the item. An image of the item may also be displayed.
Item code	A code identifying the item.
Cancel quantity	Use the down or up arrows to set the quantity of the item to cancel. You can't cancel a quantity that's larger than the current open quantity for the item on the order. Also, note that canceling a partial quantity is available only if your organization supports partial quantity updates.
Uncanceled quantity	The current open, uncanceled quantity is indicated, for example: 2 Items Ordered.
Reason	Select the reason why you are canceling the item from the drop-down list if more than one cancel reason is defined for your organization.

Reject Order

Purpose: Use this window to reject an entire order if the order can't be fulfilled through your current store location.

You might reject an order if you don't have the stock available to fulfill it.

What happens when you reject:

- When you reject a delivery order, Order Broker sees if there is another location that can fulfill the order.
- When you reject a pickup order, the order is updated as unfulfillable.



Note:

If your organization is configured to split delivery orders across multiple store locations if necessary, any items on the order that are assigned to other store locations for fulfillment are not affected when you reject a delivery order.

How to display: This window opens when you select the **Reject Order** option from More Options (). The option to reject an order is available at the bottom right of most screens, with the exception of the [All Orders](#) screen and the [View Full Order](#) screen.

Reject reason: Select the reason why you are rejecting the order from the drop-down list if more than one reject reason is defined for your organization.

Applying the rejection: After you select OK, the rejected order is removed from the screen. If you were on a screen displaying the order, such as the *Pick Order* screen, you return to the list screen, such as the *Ready to Pick* screen, with the rejected order no longer displayed.

Reject Item

Purpose: Use this window to reject one or more units of an item on the order if the item can't be fulfilled through your current store location. This option is available only if your organization supports updates to individual order lines. Also, note that rejecting a partial quantity is available only if your organization supports partial quantity updates.

You might reject an item if you don't have the stock available to fulfill it.

What happens when you reject:

- When you reject an item on a delivery order, Order Broker sees if there is another location that can fulfill the order line.
- When you reject an item on a pickup order, the order is updated as unfulfillable.

How to display: This window opens when you select the **Reject Item** option from the More Options (***) to the right of the item on the [View Order](#), [Pick Order](#), [Ship Order](#), or [Pick Up Order](#) screen.

How many units to reject? You can reject the entire open quantity of the order line, or a partial quantity, if your organization supports partial quantity updates. For example, if the order line is for two units, but you only have one unit in stock, you can reject one unit. Use the up and down arrows to change the reject quantity. The full open order line quantity is selected by default.

Reject reason: You need to select the *Reason* why you are rejecting the item.

Applying the rejection: After you select OK, the order is removed from the screen.

Fields	Description
Item description	A description of the item. An image of the item may also be displayed.
Item code	A code identifying the item.
Reject quantity	Use the down or up arrows to set the quantity of the item to reject. You can't reject a quantity that's larger than the current open quantity for the item on the order. Also, note that rejecting a partial quantity is available only if your organization supports partial quantity updates.
Unrejected quantity	The current open, unrejected quantity is indicated, for example: 2 Items Ordered.
Reason	Select the reason why you are rejecting the item from the drop-down list if more than one reject reason is defined for your organization.

Change Order Pick Up Date

Purpose: Use this window to change the order pickup date for a pickup order if the customer needs more time to pick up all or part of the order. This option is available only if your organization is configured to automatically cancel unclaimed pickup orders after a specified number of days.

What happens when you change the pickup date: The customer receives a new pickup reminder email indicating the changed date. Also, there is a new entry at the Order History screen for each item on the order for the date when you changed the pickup date, even though the information displayed is no different from the previous entry.

How to display: This window opens when you select the **Change Order Pick Up Date** option from the More Options () at the bottom of the [Ready to Pickup](#) screen, the [Pick Up Order](#) screen, or from the [View Order](#) screen when you displayed this screen from the *Ready to Pickup* screen. Again, this option is available only if your organization is configured to automatically cancel unclaimed pickup orders after a specified number of days.

Changing the date: Optionally, enter a new date, or select the calendar icon to pick a new date. The new date must be in the future.

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About Store Connect

Purpose: Use the **About Store Connect** window to identify the current version of Store Connect for troubleshooting purposes.

How to display this window: Select **About Store Connect** below the help icon () at the top of the screen.

All fields in this window are display-only.

Field	Description
Version	The current build number for Store Connect, including the release number, patch number, and build number, for example: 21.0.0.1, where 21.0 is the release number, 0 is the patch number, and 1 is the build number.
Application Level	The current application version and build number, including the date/time stamp for the build.
Service Level	The current service version and build number, including the date/time stamp for the build.

22

Tasks

Use the Tasks list to advance to a list screen for available tasks:

- [New Orders](#)
- [Ready to Pick](#)
- [Ready to Ship](#)
- [Ready to Pick Up](#)
- [All Orders](#)

How to display: Select the Tasks icon () to display the Tasks list.

Glossary

Field	Description
Available	The available quantity of the item after subtracting the quantity on any open orders, plus the quantity on the displayed order line. Since the quantity of the displayed order line is added to the calculated available quantity, the available quantity displayed for two order lines for the same item will differ if the order lines are for different quantities. For example, if the available quantity is 50, and the quantity on the order line is 5, the available quantity displayed is 55; however, if the quantity on the order line is 2, the available quantity displayed is 52.
Customer	The customer's first and last name. If there is a company, the name of the company precedes the first and last name.
Date and Time	The date and time when the order was received by the originating system and created in Order Broker. Displayed on list screens, such as the New Orders screen. If the date and time indicated is older than the number of hours specified in the <i>Order Age Hours</i> at the Store Connect Preferences screen in Order Broker, a red triangle ( 12/7/2021) indicates that the order has not been processed within the service level specified for your organization. Also, the date and time are in red type.
Express	An icon () indicates if the carrier on the order is flagged as an express shipper.
Fulfillment Type	Possible fulfillment types are Delivery and Pickup , indicating if the order should ship to the customer or if the customer will come to the store to pick it up. See the Store Connect Overview for background.
Item	The code identifying an item on an order.
Line number	The number identifying an order line. May differ from the line number in the originating system.
Lines	The number of order lines on the order that are assigned to the store location for fulfillment. At the <i>New Orders</i> screen, this is the number of order lines that have been assigned to the store location, but have not yet been accepted for processing.
Number of Units	The number of units on an order line.
Order Broker	Order Broker is the system that manages order assignment to fulfilling locations, as well as email notifications to the customer and other tasks. Store Connect is part of Order Broker.
Order ID	A code assigned to identify the order in the originating system. Note: Two orders can be assigned the same order ID if, for example, the customer added a new item to an existing order.

Field	Description
Order Status	Possible order statuses are: • <i>Accepted</i>: The entire order has been accepted for fulfillment at the assigned location. • <i>Canceled</i>: The entire order has been canceled. • <i>Fulfilled</i>: The entire order has been shipped (delivery order) or picked up by the customer (pickup order). • <i>New</i>: The order has just been received from the originating system, created in Order Broker, and assigned to a Store Connect location for fulfillment. The status displayed in Order Broker is <i>Polled</i>. • <i>Picked</i>: The entire order has been picked. • <i>Unfulfillable</i>: The order cannot be fulfilled through Order Broker.
Placed Location	The code and description of the location where the order was placed. May represent another store location, the distribution center, or the web storefront.
Phone Number	The customer's phone number.
Request ID	A unique number to identify the order in Order Broker.
Ship To	The shipping address for a delivery order, if a separate shipping address was specified. Not displayed for a pickup order. Can include: • Company name • Ship-to name, including title, first name, middle initial, last name, and suffix (such as Jr.) • First address line and apartment or suite number • Second through fourth address lines • City, state or province, zip or postal code, and country code • Daytime phone number • Evening phone number • Email address If the address has been updated in the originating system since the order was originally created, it isn't automatically updated here.
Sold To	The customer placing the order. Can include: • Company name • Ship-to name, including title, first name, middle initial, last name, and suffix (such as Jr.) • First address line and apartment or suite number • Second through fourth address lines • City, state or province, zip or postal code, and country code • Daytime phone number • Evening phone number • Email address If the address has been updated in the originating system since the order was originally created, it isn't automatically updated in Store Connect.

Field	Description
Status (Order Line Status)	The status that was applied to the order line. Possible statuses are: • <i>Accepted:</i> The order line has been accepted for fulfillment at the assigned location. • <i>Canceled:</i> The order line has been canceled. • <i>Fulfilled:</i> The order line has been shipped (delivery order) or picked up by the customer (pickup order). • <i>New Order:</i> The order line has just been received from the originating system and created in Order Broker. The line should stay in this status very briefly. • <i>Picked:</i> The order line has been picked. • <i>Polled:</i> The order has been made available for processing in Store Connect. The line should go into Polled status very soon after the order is created in Order Broker. • <i>Rejected:</i> The order line has been rejected by the assigned fulfilling location. After a rejection, Order Broker either reassigns the order line or changes its status to Unfulfillable. • <i>Unfulfillable:</i> The order line cannot be fulfilled through Order Broker.
Store	The code identifying the store assigned to fulfill an order, and the description of the store.
Tracking Number	The number used to track a shipment. Available for review at the Order History screen. A required entry if you use manual shipping to ship a delivery order.
Under Review	Indicates that the order is currently under review and not eligible to be picked up or shipped; however, you can still accept and pick an order that is under review.
User ID	The ID of the user who performed an update or transaction for an order or order line. Displayed after “By” at the Order History screen. Maybe be a code identifying the system who performed the update or transaction, such as when the order is submitted to Order Broker.

Frequently Asked Questions

If data is cut off: If the screen area is very small, you might need to use the scroll bar at the bottom of the screen to display all columns. For example, at a list screen such as the *New Orders* screen, you might need to use the bottom scroll bar to display the number of order lines on the right.

If you logged into the wrong store location: If you need to change store locations after logging in (for example, if you logged into store A and you meant to log into store B), you need to log out of Store Connect and then log back in.

Update failed: You might see this error message when you attempt to complete the next processing step for an order if an update has made the order or line ineligible for the processing step. For example, if you attempt to confirm shipment of a delivery order, you might see this error message if the order has recently been canceled. You also might see an error message if an order you were attempting to ship or confirm for pickup was recently flagged as *Under Review*.

Why is the same order number listed for two different orders? This might occur if, for example, the customer placed the order and then added an additional item to the order.

Why does the order have additional items when I view it at the View Full Order screen from the All Orders screen? The lines on a delivery order can be split across multiple store locations if, for example, item 1 is available only at store A but item 2 is available only at store B. The *View Full Order* screen displays all order lines, regardless of whether they are assigned to your current store location, while other screens display order lines only if they are assigned to your current store location.

Trouble logging into Store Connect: The following issues can prevent a store associate from logging into Store Connect. If one of the following occurs for a store associate, contact your system administrator:

- A screen indicates that you don't have access to Store Connect. If your system administrator provides you with access, you can select the Retry button.
- A screen indicates that you do not have access to any store locations. You need to try logging in again after your system administrator has provided you with access to one or more store locations.