Customer in store pick ups process

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# Tasks:

☐ **Go to the Lowe's menu on the bottom left of screen**

☐ **Find Sterling- Click on it**

☐ **Log in using Lowes net User ID and Password**

☐ **Once logged in you will come to a screen that says Task on the left hand side and Quick Access on the right hand side**

☐ **Scroll down the Task side until you see In-Store Task in bold**

☐ **Once you see the In-Store Task the third option down will be listed as Customer Pick Up**

☐ **Click on the Customer pick up line**

☐ **The customer pick up screen will pop up it will say Shipment Search and then Basic search below in bold**

☐ **Once on this screen you will have many different options of finding the customers order**

☐ **The first option is for the order number this is the easiest method if the customer has the order number available**

☐ **The second best option is using the customers phone number**

☐ **The third option would be to use the customers Last name or Last and first name.**

*If only using the last name you may pull up a few customers with the same last name*

☐ **Using whichever method you prefer type in the given information in the line corresponding**

☐ **The last thing to check once on this screen is to make sure the shipment status is ready for customer.**

☐ **The tab should be automatically defaulted to ready for customer, but it doesn't hurt to give it a second check**

☐ **Then hit the search button or shift f7**

☐ **The customer's order should automatically pop up or you may have to double click them from the list if multiple orders come up**

☐ **Once on this screen 3 choices for verification will come up**

☐ **First choice is to type in the last 4 digits to the credit card they used**

☐ **The second and best used method is to verify the customer's drivers licence**

☐ **Last option would be to verify the passport**

☐ **Select one of the options keeping in mind if you chose the credit card it will want you to enter the last 4 digits in the little box to the right before moving on**

☐ **Once that is done hit next on the bottom of the screen or shift f11**

☐ **The next screen that becomes available is to verify the items they are picking up**

☐ **You would then scan the product or multiple products and hit next or shift F11 once all is verfied**

☐ **The next screen that will come available is just to confirm that you are sure you want to print the loading ticket**

☐ **Hit confirm long as everything looks ok or hit shift F8 the loading ticket will now be printed**