

The Pink Order Worksheets are included to help you record your customer orders during your show. The form is meant to be used as a tool so that you will have all of the information required when you start to enter your orders online.



ALICE KATHLEEN  
& COMPANY

Please note that these worksheets will not be returned to us. They are for your reference only. We will receive all of the orders electronically through the website after you enter them. Please treat all of the customer information as confidential.

### To complete the Pink Order Worksheet:

- 1.) Enter all customer information on the top of the form. Please note that if their billing address is different than the shipping address you will need to note this in **Order Notes** so you can enter it on the website. All of the customer information is mandatory as you will need it to complete order entry.
- 2.) To enter the item information, please reference the Alice Kathleen tag attached to the item.
  - The Item ID is the first field
  - The description is right under the Item ID
  - For the color selection, there is the color that the sample is in and colors listed below the description. In the example below, this Smocked Tunic Bow Dress would be available in Pink Roses, Blue Corduroy or Red/Blue Liberty. Please note the color requested ordered on the form. Each item should have color swatches attached and pictures are available on the website.
  - The Sizes available are listed below the color choices.
  - The Retail Price is shown on the Right Hand Side of the label.

Item ID: **32D** 15  
Smocked Tunic Bow Dress: Pink Roses **\$65.00**  
Also available in Blue Corduroy and  
Red/Blue Liberty

Sizes: **2,3,4,5,6,7,8,10**  
Sample Size: 7

- 3.) Next you will want to enter the quantity ordered. If a customer wants their order totaled, please extend the prices and complete the tax, shipping information for them. Reassure them that they will receive an email confirmation with this information once you enter their order.
- 4.) Finally, complete the payment information in the bottom left hand corner. Again please be sure to complete all fields so you have the information you need to enter their order. If anything is incomplete, you will need to contact them before the order can be entered into our website. This could cause an undue delay in processing.
- 5.) **Please remind customers about the 10-12 week timeline as noted on the worksheet.** Also all credit cards and checks/cash are charged/deposited upon order receipt. If you would like the customer to sign off on the final order, there is a place to do that at the bottom.
- 6.) The top right hand section of the form should be completed when you enter the order online. The Tally Sheets will ask for the order # so you will want to be sure and record this information. The order confirmation number can be found on the last screen of the order entry process.

If you have any questions about the Pink Order Form, please let us know. We appreciate your patience and cooperation as we work through the new electronic Order Entry process. Thank you!

## To enter your Customer orders on the website:

- 1.) Go to [www.alicekathleen.com](http://www.alicekathleen.com)
- 2.) In the top left hand corner, you will see a magnifying glass icon. Click on the word search and type the item id for your first item.



- 3.) Double check that the item that pops up is the item that your customer has ordered. If so, click on the item to select your size and color combination.
- 4.) Add the item to your cart by clicking on **Add to Cart**.
- 5.) Repeat steps 2-4 until you have entered all items for the order.
- 6.) Once you add the last item, you will click **View Cart**.
- 7.) This will bring up all items in your Cart. Verify all items in the cart. **Please make sure that you double check each order for color, size etc.... as all orders are given to the manufacturer as placed and you will be responsible for any order entry errors.**
- 8.) When all items are correct, click on the **Specify Hostess Box** and add your name. **Please be sure to add your name in this box as this will be used to reconcile your Tally Sheet so your credit can be issued.**
- 9.) Now you will click on **Check Out**.
- 10.) Follow the prompts on the next screen to enter all of the Customer's information. Do not click on the box to save this information for next time. Then click on **Continue to Shipping Method**.
- 11.) Standard Shipping will always be checked and the shipping cost will be pre-determined by the system.
- 12.) Click on **Continue to Payment Method**.
- 13.) Choose if the customer is paying by **Credit Card** or by **Check**. If paying by credit card please enter all of the card information along with the correct billing address as recorded on your pink order worksheet. If there are any issues with the card, please contact your customer directly to resolve. If a customer chooses to pay by check, please send all checks from your show back to us in the pre-addressed stamped envelope provided in your hostess packet.
- 14.) Click on **Complete Order**. The next screen will be the confirmation screen. Please enter the Order number in the top left hand corner on your pink Order Worksheet as it is the only confirmation that you will receive that the order is confirmed. Your customer will receive a confirmation email at this time as well.
- 15.) Repeat this procedure for each order placed at your show. We ask **that all orders from your show be entered by midnight the Wednesday following your show.**
- 16.) At this time, you will also complete your Tally form for the show. Once you complete your show Tally form and you have entered your personal order total in the Tally spreadsheet, you will need to email the Tally to [glynnes@alicekathleen.com](mailto:glynnes@alicekathleen.com). Once we receive your Tally and reconcile it to the orders entered, we will issue you a one-time code to be used to place your personal order on the website. This code will discount your order in the amount of your incentives and only charge you for an overage, if applicable. We ask that your personal order be placed by the Friday following your show to ensure timely delivery.

If you have any questions on the order entry procedures, please do not hesitate to contact us.

Many thanks in advance,

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