



## Order Puller

Ensure that all online orders are pulled correctly and efficiently in chronological order, prioritizing accuracy over speed.

### Job Duties:

Collect all available items, apparel, retail, and customization, for each online order.

Identify missing items from orders and document them physically & electronically.

- Report any previously unknown missing items/low stock to Inventory Manager

Place each pulled order in appropriate bins.

Leave comments in Shopify for each order regarding all updates/changes made.

Backfill orders with missing items when new stock arrives in chronological order.

Help ensure a clean warehouse by putting items back in the correct bin.

Clean up trash and floors as needed as part of store weekly and daily duties.

Label the bins that online orders are placed in.

TS employees will be asked to work in other areas at the store as needed.

### Pulling Process:

If the Inventory Manager is not present, print out forms for new online orders.

- Update "Printed Online Order Forms @ West" Google Sheet.

Begin pulling each day based on the oldest order placed, or any orders for clubs/items communicated to be a priority.

Look up each order in Shopify using the Order Number.

Collect all available items, double checking each pulled item's color, size, and style by verifying the item SKU matches the SKU provided on the Order Form.

- Include club customization items for any heat pressing needed.

Circle the quantities of every item pulled on the Order Form.

If an item is missing and has not been pulled yet, do not circle that item.

Highlight items on Order Form (if needed) appropriately:

- Yellow: All missing items. In addition to highlighting, add each missing item to the "Missing Items" Google sheet.
- Orange: In-Store Pickup item for all In-Store Pickup orders.
- Pink: Items being sent to embroidery.

Place each pulled order in the appropriate bin based on the items in the order, being mindful of any missing items and their ETAs.

- Place orders with missing items arriving soon in the "Waiting for Missing Items" bin.

Leave comments in Shopify regarding which items were pulled, where the order was placed after being pulled, and any notes/context that may be helpful for the Online Office staff. Online Office staff will contact customers directly.