

# How to Process and Verify a Special Order

This process takes place **after the order has already been received and checked in**. Although orders may arrive **mixed with regular merchandise**, **special orders must always be identified and processed first** due to their importance.

**Important: This process applies mainly to clothing special orders and non-technology items. Technology special orders follow a different process.**

## Step 1: Identify and Prioritize the Special Order

After receiving check-in is completed, review the receiving documents. Orders may be mixed together, so you must:

- Check the **Comment** section on the receiving document
- Look for a **CSQ number** (example: CSQ832647)
- Once identified, **prioritize the special order** and set it aside for verification before working on regular stock

## Step 2: Verify the Item Count

- Physically count the item(s)
- Confirm the quantity matches the receiving document
- Verify the correct item, size, and description

If anything does not match, **stop and notify a lead or manager** before continuing.

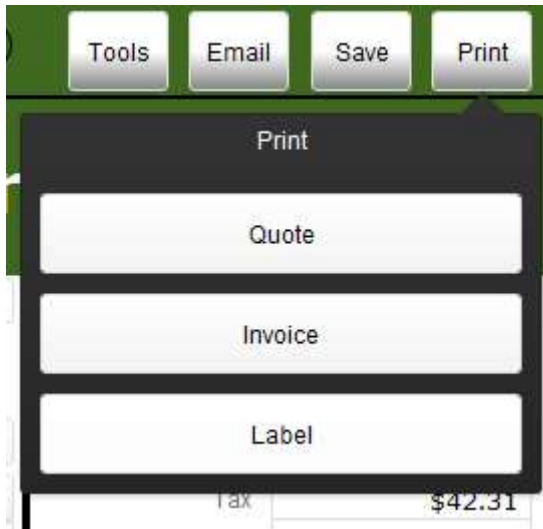
## Step 3: Print the Special Order Label

Once the count is verified:

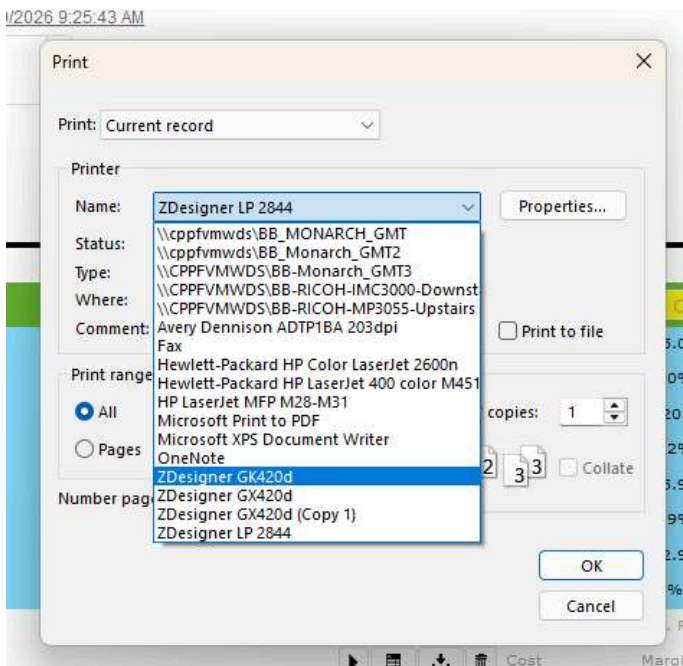
1. Go to the computer with the **label maker**
2. Open **FileMaker Pro**
3. Select **Order Database**
4. Use **Quick Search**
5. Enter **only the numbers from the CSQ**
  - Example: CSQ832647 → type 832647
6. Press **Enter**



← Near the top right of the Order Database screen after you type the CSQ click print



← After you click the print button you should see these drop down click “Label”



← Once you click “Label” you will see this prompt and there is only one computer in the warehouse that has a label printer attached to it which is the one near the register to the corner of the warehouse

#### 7. Step 4: Label the Item

- Attach the printed label directly to:
  - The item or
  - The package containing the item
- Make sure the label is **secure and clearly visible**

**For Example:**



### Step 5: File the Receiving Document

- Place the receiving document into the **designated receiving folder**
- Another team member will later **enter the order into 301**
- Do **not** complete 301 for clothing or non-tech special orders unless instructed

This is near the register to the left →



↳ This is the Special Order section ↴



### Step 6: Stage the Special Order

- Take the labeled item or package
- Place it in the **Special Order section**
- Ensure it is organized and easy to locate

## **Step 7: Send a Teams Completion Message (IMPORTANT)**

Once the order has been counted, labeled, and staged, notify leadership via **Microsoft Teams**. This is a very important step. Without this step orders will get lost in translation.

### **Message format:**

CSQ832647 - [Customer Name] finished

Example:

CSQ832647 - Jamie Snyder finished

This allows a **team lead or manager** to schedule delivery or pickup.

### **Key Reminders**

- **Special orders always take priority**
- Always check the **Comment section**
- CSQ numbers are required for tracking of special orders
- Labels must be printed before staging
- **Teams communication is required when finished**