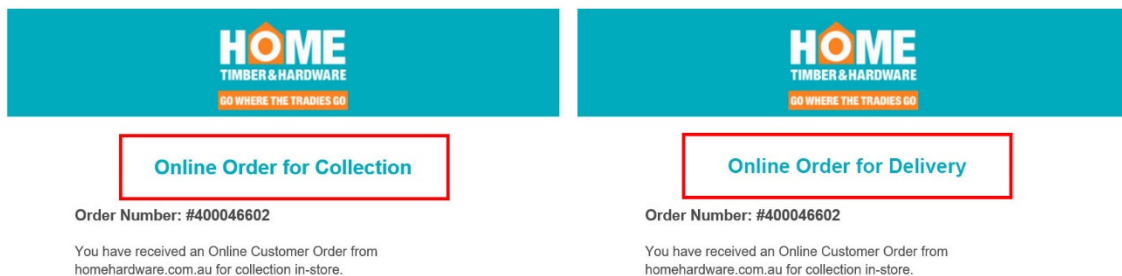


# Click & Deliver

Key people/role:	Paul King, Dean Grose, Retail / Trades Sales staff
Applications required:	DART, Extranet
Equipment required (other than PC)	
Document locations (if applicable)	
When:	On receipt of online customer purchase
Brief:	Click n Collect customers now have the option (effective 3.3.21) to select delivery for their CNC purchase

## Customer Purchase

1. The corporate Home Hardware website has the Click n Collect function/service for customers. They will now have the option to choose delivery and when the order is received in store, follow the normal procedures for filling the purchase. If the order indicates delivery has been chosen by the customer, a \$25 delivery charge will show on their order. The orders will still be sent via email and will look like this



2. When the stock has been received in store
  - a. Determine if the purchaser has given ATL – Authority to Leave. If so, go to step 2 (C) OR
  - b. Call the Click & Deliver customer and arrange delivery
    - i. Confirm the address given at the time of purchase
    - ii. Arrange a date & time
    - iii. Inform the customer they must be at the delivery address with the ID for checking **at the time of the delivery**

If the customer collects from store you will need to refund the delivery fee or if no agreement is reached the customer can be refunded completely.

In all circumstances remember we want the customers to come into the store – by shopping in store we can add & up-sell and they experience personal customer service.

- iv. Customers that have their orders processed by Globe can only enter 2880 for a post code. If they enter another postcode a message appears in their purchasing window asking them to contact the store for options.
  - v. Note that Tibooburra is in 2880 post code area and we won't deliver for \$25. This is an exception and you should contact the customer to try to arrange an alternative (collection from store or additional fee to complete delivery). If the customer collects from store you will need to refund the delivery fee or if no agreement is made the customer can be refunded completely.
- c. In a DART Sales | Transaction screen, enter the product details & price for item purchases.
  - d. On the next line, enter the product code for the Click & Deliver delivery service - for the item – DELCLICK. It will prefill the details for Click & Deliver description & cost - \$25.
  - e. Record the order number details.
3. Enter the address details in the description cell after you have selected DELCLICK – press F2 to edit the description if ATL applies, type in 'Authority to Leave.
  4. Enter the address details in the 'Deliver to' box.
  5. Prepare the paperwork as normal with customer copy for signature to be kept by Globe and a copy for the customer as normal – stamped with 'customer copy'
  6. *Put a photocopy of the tax invoice on the delivery board. This is only an indication to Alex (or Delivery Driver) to go to the Goods Receiving area to find the purchase with the pink checklist for delivery.*
  7. Instead of attaching a yellow checklist for a Click'n'Collect purchase requiring us to take a copy of the licence as part of the ID check, use a pink checklist. It is different based on the criteria for checking ID.
    - a. If the customer has given an 'Authority to Leave', cross out all checkboxes on the pink check list and write ATL.
    - b. At the delivery address Alex (or delivery driver) must take a photo of the front of the property and where the purchases have been left.
  8. Put the item to be delivered with other CNC purchases.

NOTE AUTHORITY TO LEAVE. This is what the customer agrees to online when they selection this option –

**“Delivery Confirmation**

We require a signature as proof of identification, if you refuse to sign we will be unable to hand over the goods. Due to the nature of the goods we supply we do not generally offer an Authority to Leave however you may organize this with your local store if you wish. If you have given the store an Authority to Leave at your property you are accepting all responsibility for the product once it is delivered to your property. Non-delivery claims will not be accepted.”

## Customer Returns

1. Click & Deliver returns fall under the existing online orders return policy. If a customer notices their goods are damaged when the delivery driver arrives, they should not accept the goods and ask the delivery driver to return the goods to Globe for resolution.

If the customer wants to return the goods after they have taken possession of the goods, they should call Globe to discuss their options. There is no ‘free returns’ policy so if you need to arrange a delivery driver to collect the goods from the customer you can deduct this cost from the refund (notify the customer of this first.)

2. Alternatively, the customer can return the goods to the store themselves. If it is for change-of-mind the shipping fee does not need to be refunded – only the cost of the goods. If the product is faulty you should refund the cost of the goods and shipping fee and make this claim with the manufacturer following our Globe in-store procedures.

**NOTE**            **The Store is not required to provide a refund or replacement if the customer changes their mind. This appears on the Click & Collect, Click & Deliver website.**

## Shipping Fee Refunds

By default, the Shipping Fee **is not** refunded to the customer because the goods have usually already been shipped and the service paid for. If an order is refunded before the items have been shipped and you want to refund the Shipping Fee as well, you will need to **contact The Hub** to arrange a full refund including Shipping Fee.

New 2 March 2021 (LJ)