**~ In-Aisle Customer Special Orders - FAQs ~**

1. **What is meant by “In-Aisle Customer Special Orders” and what kind of impact can they have on my business?**

These types of orders take place in the store and are characterized by 1) selling an item you don’t currently stock or 2) reserving an unusually large amount of a regularly stocked product, not being fully filled from the store. Special orders can be a key market differentiator and ultimately add incremental profitability to your bottom line. In fact, the average ticket at Ace for a special order is roughly $120!

1. **My current special order process is slow and cumbersome. How has the process become simpler to manage?**

The process has become much more modernized. ACENET and the Retailer Mobile App have been integrated with your Eagle system, allowing them to talk to each other in near real time. As such, the time and the number of steps to process special orders has been substantially reduced. To further this, the Ace Retail Mobile Assistant has been updated to improve and manage the receipt, staging, pick-up, and delivery processes.

1. **We use the mobile for special orders, but there are times in the process it is more convenient to use a computer terminal versus mobile. Has there been any changes here?**

One of bigger developments rolled out is that ACENET can now be used for customer special order entry. Specifically, using ACENET, customer orders can either be processed as a stock reserve or customer priority order. Doing so then brings the information into your Eagle system to manage the order in Eagle, and adds the item to your inventory file, if is not already there.

1. **Super important to the special orders is communicating back to the customer the status of their order. How is this accomplished with this experience?**

During the order entry process, the Sales Associate obtains a phone number from the customer as to where to receive notifications. In turn, customers receive notifications when their order is acknowledged, when the order is ready for pick up, or the date of home delivery.

1. **I hear different things. When is the right time to invoice the special order?**

Under the enhanced special order process, process them immediately after receipt from the RSC. Upon completion, sales are recorded in Eagle, committed quantities decreased, and the status of the order updated in your mobile app.

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1. **I see the value in the process, but I would like more understanding to implement. What do I do?**

Ace Way of Retailing remains as your one-stop place for a step-by-step understanding and theory behind establishing Ace best practices. Path: ACENET > About Ace – Ace Way of Retailing > AWOR Search: Special Orders.

1. **on AWOR**
2. **What are some important but underutilized best practices I should be doing with every special order I process in the aisle to help ensure an effective process?**

Though the Ace Way of Retailing In-Aisle Special Orders document outlines each of best practice, some of the top ones include:

* Inform customer of your policy to have orders picked up within five days of it being ready.
* Sell the item in the order multiple in which it comes in, particularly if you don’t stock the product.
* For a clean process, do not include any items to be taken by the customer that day under the same transaction as the special order. Ring those up separately.

1. **Who do I contact with any further questions and support?**

For further details about the customer special orders, contact the Store Systems and Operations team:

P: + 1 630.472.4784

E: [storesystems@acehardware.com](mailto:storesystems@acehardware.com)