**In-Aisle Customer Special Orders**

The average ticket of a customer special order is more than three times larger than that of a regular transaction.\* In the same token, consumers are increasingly shopping retail a number of different ways (i.e. in-store pick-up, buying on- line picking up in-store, delivery), and expect brands to have the products they desire.

\* Denotes based on an Ace study

To help achieve these expectations, the enhanced customer special order process is now available.

1. Reduce the number of steps to execute special orders
2. Shorten the time to process orders
3. Enable more visibility to order status
4. Ultimately provide your customers a better end-to-end experience

This upgrade modernizes and eliminates the existing “pen and paper” approach by syncing up ACNET, your Eagle for Windows system, and the Ace Retailer Mobile app. Doing so, the upgrades, include:

* New item detail customer order experience for stock reserve and customer priority orders in ACENET
* More integration between the retailer mobile app, ACENET, and Eagle for Windows
* Automated customer notifications of order confirmation, pick-up and delivery updates
* Promote and track customer order assembly and delivery
* Higher levels of visibility to order status
* Eliminate the manual need to create customer order related SKUs in Eagle for Windows

Pathway to Implementation and training:

* ACENET > About Ace – Ace Way of Retailing > AWOR > Search: In-Aisle Special Orders
* Ace Learning Place > Search: In-Aisle Special Orders

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