

# Customer in store pick ups process

By santana

- Go to the Lowe's menu on the bottom left of screen
- Find Sterling- Click on it
- Log in using Lowes net User ID and Password
- Once logged in you will come to a screen that says Task on the left hand side and Quick Access on the right hand side
- Scroll down the Task side until you see In-Store Task in bold
- Once you see the In-Store Task the third option down will be listed as Customer Pick Up
- Click on the Customer pick up line
- The customer pick up screen will pop up it will say Shipment Search and then Basic search below in bold
- Once on this screen you will have many different options of finding the customers order
- The first option is for the order number this is the easiest method if the customer has the order number available
- The second best option is using the customers phone number
- The third option would be to use the customers Last name or Last and first name. If only using the last name you may pull up a few customers with the same last name
- Using whichever method you prefer type in the given information in the line corresponding
- The last thing to check once on this screen is to make sure the shipment status is ready for customer.
- The tab should be automatically defaulted to ready for customer, but it doesn't hurt to give it a second check
- Then hit the search button or shift f7
- The customer's order should automatically pop up or you may have to double click them from the list if multiple orders come up
- Once on this screen 3 choices for verification will come up
- First choice is to type in the last 4 digits to the credit card they used
- The second and best used method is to verify the customer's drivers licence
- Last option would be to verify the passport

- Select one of the options keeping in mind if you chose the credit card it will want you to enter the last 4 digits in the little box to the right before moving on
- Once that is done hit next on the bottom of the screen or shift f11
- The next screen that becomes available is to verify the items they are picking up
- You would then scan the product or multiple products and hit next or shift F11 once all is verified
- The next screen that will come available is just to confirm that you are sure you want to print the loading ticket
- Hit confirm long as everything looks ok or hit shift F8 the loading ticket will now be printed