

The Sales Order Desk Application (SODA) is part of the Merchandise Management System (MMS). The purpose for SODA is to assist in efficiently fulfilling online orders resulting in ongoing growth of efollett sales and excellent customer service.

Processing online orders involves:

- Logging On and Off of SODA
- Printing a Pick List
- Picking Orders Using a Pick List
- Confirming Picks
- Packing Items for the Order
- Performing Loss Prevention

Note: Start a printer session before logging on to SODA. A special icon has been added to every SODA workstation.

Log on to SODA

To log on to SODA:

1. Click Internet Explorer.
2. Select SODA from the Favorites menu. The Merchandise Management System screen is displayed.
3. Click the Java link (underlined in blue) on the Merchandise Management System screen. The SODA Login screen is displayed.
4. Type your user id in the **User ID** field.
5. Type your password in the **Password** field.
6. Click the Login **Go** button. The JDA Portfolio screen is displayed.
7. Select the **Environment, Version, and Language**, if necessary.



8. Click the **Enter** button. The Sales Order Desk Application (SODA) screen is displayed. This is the SODA home page and contains the main menu items.

Note: Two Internet Explorer windows show at the bottom of your screen. Both must remain open until the end of the session.

Log off SODA

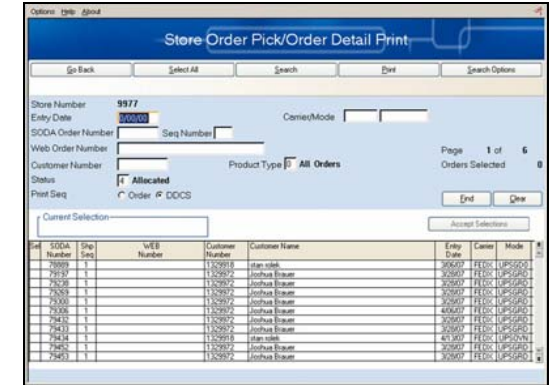
To log off SODA:

1. Click the **Go Back** button in the upper left corner of the screen until the Sales Order Desk Application (SODA) screen is displayed.
2. Click **MMS** in the upper left corner of the page. The MMS dropdown menu is displayed.
3. Click **Logoff**. The Logon screen displays.
4. Click the **Close** button in the upper right corner to close the screen. The Jwalk screen displays.
5. Click the **Close** button in the upper right corner of the window to close the screen. The **Have you logged off your AS/400 session?** dialog box is displayed.
6. Click the **OK** button. The **Are you sure you want to navigate away from this page?** dialog box is displayed.
7. Click the **OK** button. The Windows desktop is displayed.

Printing a Pick List

To generate a Pick List:

1. Select **Store Order Desk Application (SODA) ► Print Pick/Order Documents**. The Store Order Pick/Order Detail Print screen is displayed.
2. Select **Options ► Print Pick List & Order Details**. *Pick List & Order Details* is displayed in the **Current Selection** field.



3. Click the **Print DDCS** radio button to sort and print the list according to Department / Division / Class / Section (DDCS) order. **This is the default and preferred pick method.**

~OR~

- Click the **Print Order** radio button to print the list in order number sequence.
4. Select the order(s) to be printed.
5. Click the **Accept Selections** button to generate the pick list for all selected orders. The pick list job is submitted. It prints on the workstation printer.

Picking Orders Using a Pick List

The pick list indicates the customer's preference for New or Used books. If the preferred condition is not available and the customer has indicated "Yes" to substitution, pick the substituted item. Be sure to note the actual picked condition on the pick list.



During buyback, if the customer's preferred condition is "used", check all areas, i.e. the "buyback area," for used course materials before making the substitution.

If the customer indicated "No" to substitution, the item should be zero picked. Write zero for quantity on the pick list and then enter zero into SODA so the item is placed on backorder.

Accuracy Matters: An accurate inventory is critical to the success of this process. For this process to serve the best interests of our customers the Receiving function must be accurately completed on a timely basis.

Confirming Picks

To confirm picks on the SODA system:

1. Click **Store Order Pick/Ship Confirm** option on the menu. The SODA Picking Confirmation screen is displayed.
2. Type the order number.
~OR~
Highlight an order from the list.
3. Click the **Select** button. The details for the order selected are displayed.

Note: Only one order can be confirmed at a time.

Item	EAN/EPC	SKU	Description	Alloc Qty	Pick Qty	Price	Cart	Cancel	Reason
100	9780158719446	9780158719446	Principles of Law of Public Education	1	1	3.50			
200	978007579541400000	920952	Educational Psychology 3556	1	1	24.00			
200	9780787484800000	920955	Parent Education in Health 6	1	1	41.00			

4. Type a number in the **Pick Qty** field to match the notes on the paper pick list.
5. Click the **Pick Confirmed** button if the order does not require any special processing such as Tax Overrides, Discounts, or Shipping Overrides. (See the *Processing Online Orders – Additional Functions (Intermediate) Quick Reference Guide* for details on handling additional functions.)

SODA processes payment against the customer's credit card or other payment method. When the payment is successful, the packing list for the order is automatically printed.

If the payment process was **not approved**, the order is given an exception status and is displayed on the list of Web Order Exceptions for resolution. (See the *Handling Web Order Exceptions in SODA (Manager) Quick Reference Guide* for details on handling web exceptions.)



Packing Items for the Order

There are specific requirements for handling efollett orders fulfilled in the store.

Shipped Orders

- All items must be packaged in the approved efollett boxes for shipped orders.
- The tracking number is logged for all shipped orders.

Orders for Pickup in the Store

- Designate clearly an online order pickup area. Do this as part of Rush preparation.
- Organize orders by the last two digits of the customer's efollett order number or customer last name.
- Secure orders only in an efollett box or sealed bag and staple the paperwork on the outside of the approved container.

Note: See the SODA Order Fulfillment Manual for tips and more specific instructions.

Loss Prevention

SODA flags orders on the Pick List Header and Order Details screen if they meet the criteria established by Loss Prevention for fraud potential.

Flagged orders must be reviewed against the Store Order Fulfillment Fraud Checklist by the key fulfillment associate before they are processed and shipped to the customer.

For technical issues, contact the Product Support Center at 1-888-327-4242. Support specialists are available Monday through Friday from 6:00 a.m. to 8:00 p.m. CT.



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