

# **Goods Not For Resale Tracking Guide**

Tracking POS orders placed through GNFR is a massive development which is of great benefit to many departments. It will help manage stores expectations of GNFR orders and provide cost savings for the business. The tracking process needs the support of everyone in stores to ensure its success. This brief breaks down all stages of the delivery process to help you understand the new process. Please print this document out and share with all your team as everyone in store is responsible for tracking orders and marking them as received.

## Delivery Process Contacts

Before, *most* queries regarding missing POS GNFR orders were directed to Marketing Mail. This will change with the new tracking. During the delivery process, if you have any questions regarding your POS order you should contact the relevant department only, which department you should contact is detailed on the tracker. At some stages there will be no one to contact about your parcel as its progress/ status detail is clear from the Tracking Status bar.

## Tracking Packages in Store

1. Login to the Goods Not For Resale application.

### Please sign in

Please enter your store e-mail address and password.

Store E-mail Address

Password

Log On

[Forgotten Password?](#)

### My Orders

2. From the store homepage click [My Orders](#) on the navigation bar at the top of the page, this will take you to the order history page.
3. From here you will have a list of your current orders. On the right hand side, next to each order you will see the link [Track Order](#), click this.

### Orders History (157)

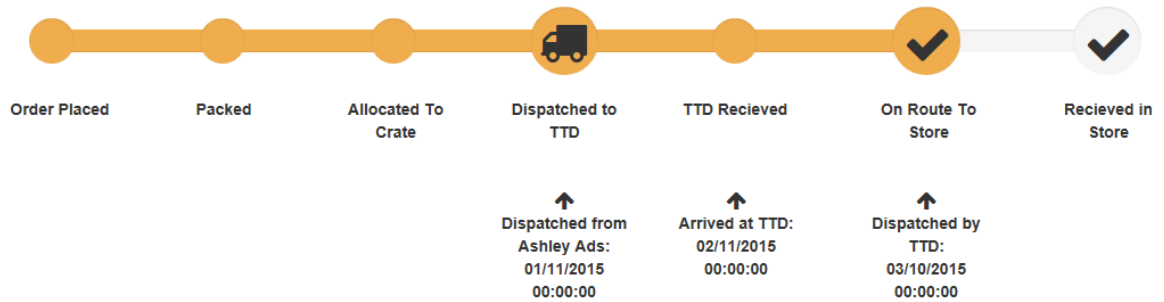
Order#	Date Placed	Value	Status	Tracking
030277	29/10/2015	£103.56	Dispatched	Track Order
030276	23/10/2015	£7.00	Dispatched	Track Order
030275	06/10/2015	£27.55	Dispatched	Track Order
030245	03/08/2015	£7.00	Pending	Track Order
030244	03/09/2015	£0.34	Pending	Track Order

- By clicking "Track Order" you will see the status of your order. The status bar details where your parcel is in the ordering process, an example is shown below.

## Tracking Status - On Route to Store

### Contact Information

For missing package enquires contact [POSTTDTracking@topstiles.co.uk](mailto:POSTTDTracking@topstiles.co.uk)



### Package Info

Package ID: 135

Crate ID: 83

Package 1 of 5

Dispatched from Ashley Ads: 01/11/2015 00:00:00

Arrived at TTD: 02/11/2015 00:00:00

Dispatched by TTD: 03/10/2015 00:00:00

Product Code	Product Name	Product Quantity In Package
POD/RFAECB/0415	PNS Rear Facing Aisle End - Callan Brick	1

Mark as Received

The following pages detail what is happening at each stage of the ordering/ delivery process.

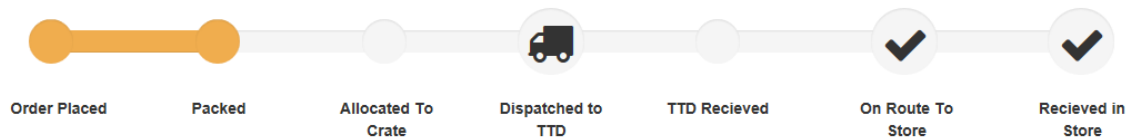
### Order Placed & Packed

You have placed the order and our supplier is packing it. No other information can be provided at this stage as your order is being prepared.

### Tracking Status - Packed

#### Contact Information

Your order is being processed.



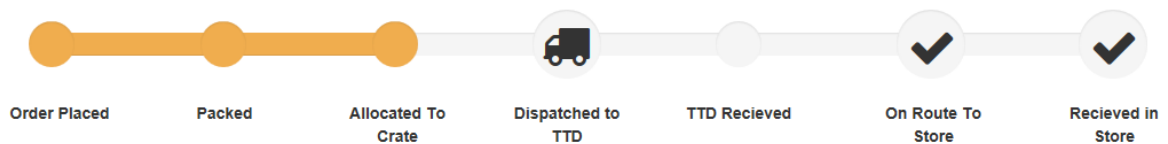
### Allocated To Crate

At this point, your order is waiting to be picked up by TTD. They will pick up packages from our supplier Tuesday and Thursday each week. If you have any queries regarding your order at this stage please contact [Marketing.Mail@toppstiles.co.uk](mailto:Marketing.Mail@toppstiles.co.uk).

### Tracking Status - Allocated To Crate

#### Contact Information

For missing package enquires contact [Marketing.Mail@toppstiles.co.uk](mailto:Marketing.Mail@toppstiles.co.uk)



## Dispatched to TTD

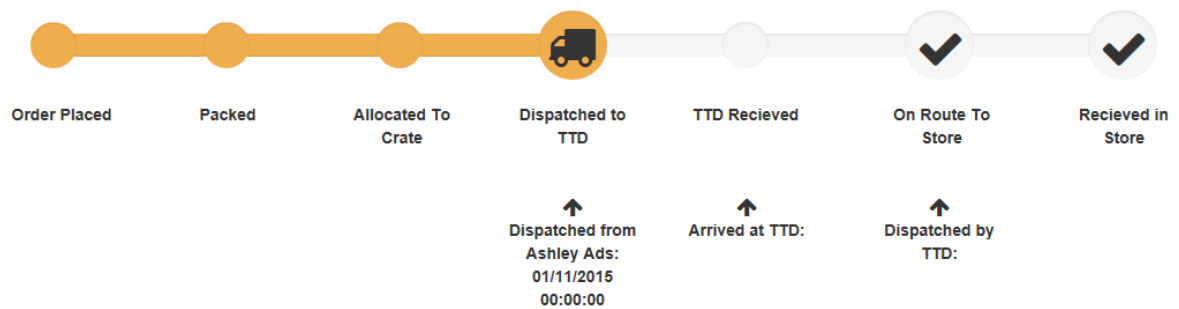
Your order is now in transit to TTD where it will need to be processed. Due to the package being in transit, there will be no updates at this stage, therefore no one to contact.

The dates at which your order is dispatched from our supplier is displayed at this stage. Note this date, should you need to contact anyone about your order.

### Tracking Status - Dispatched to TTD

#### Contact Information

Your order is being processed.



## TTD Received

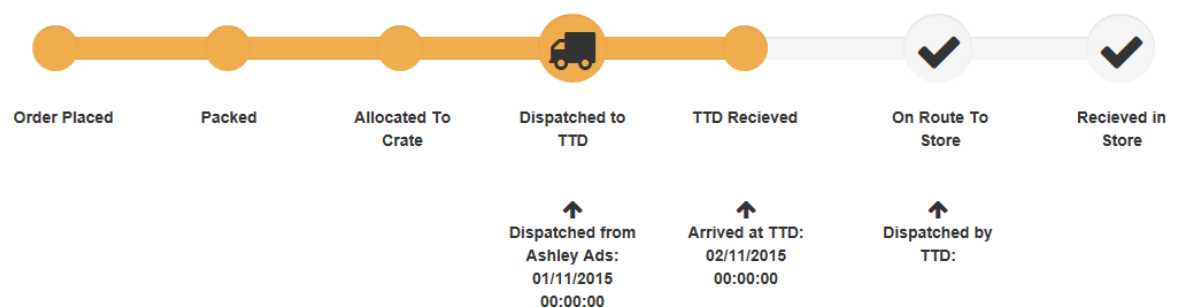
Your order has been received and is currently being processed by TTD. This stage shows dates of when this arrived. We would expect the package to be delivered to you on your next TTD delivery, providing there is space on the next pallet you are due to receive.

Queries regarding your package at this point should be sent to [POSTTDTracking@topstiles.co.uk](mailto:POSTTDTracking@topstiles.co.uk).

### Tracking Status - TTD Received

#### Contact Information

Your order is being processed.



**PLEASE NOTE THE STEP OF “POS AT HUB” AND “POS DISPATCHED FROM HUB” IS TO BE ADDED TO THE TRACKING PROCESS.**

## On Route To Store

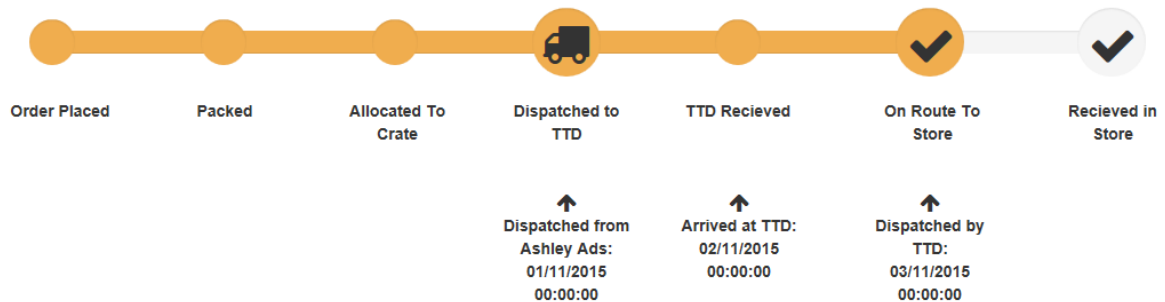
Once the package has reached this status your order will be on your next TTD delivery.

If it hasn't arrived within 4 days, then email your queries to [POSTTDTracking@toppstiles.co.uk](mailto:POSTTDTracking@toppstiles.co.uk).

## Tracking Status - On Route to Store

### Contact Information

Your order is being processed.



## Received in Store

This process is to be completed by you, at store- **BUT ONLY AS OF WK 10.**

## Tracking Status - Received in Store

### Contact Information

For missing package enquires contact [POSTTDTracking@toppstiles.co.uk](mailto:POSTTDTracking@toppstiles.co.uk)



1. When the tracker reaches the 6<sup>th</sup> step in the tracking process "On Route", you should expect this package to be delivered on your next TTD delivery.
2. When the package arrives in store, it is your responsibility to mark the package as received. [Mark as Received](#)

- Once the package has been 'marked as received', the tracker will update to show the received in store tick.

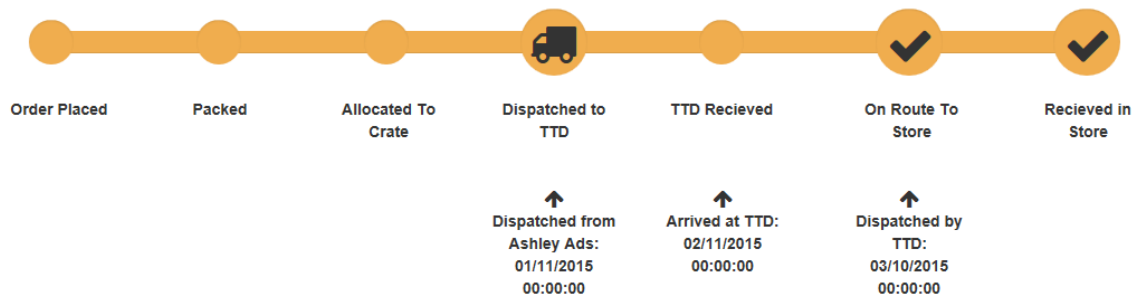


**Received in  
Store**

## Tracking Status - Received in Store

### Contact Information

For missing package enquires contact [POSTTDTracking@toppstiles.co.uk](mailto:POSTTDTracking@toppstiles.co.uk)



- You will have **72 hours** to click button the 'mark as received' button. After 72 hours, any reports of missing parcels will not be replaced free of charge. Items which arrive damaged must be marked as received, but reported to Marketing Mail.
- You will receive an email reminder, shown below, to mark these packages as received after 72 hours of being shipped, provided will be a link to the order.

## Mark as Received

You have received Package ID - 72 for Order - 28671 . Please mark this as received by going to <http://pos.toppstiles.co.uk/Home/OrderTracking?orderHeaderID=28671>

## Multiple/Split Orders

Not all items from your order will necessarily be packaged together. This may be due to the size of the items ordered (they might not be able to be packaged together) or if one item is currently being reprinted. In this incidence, the items will be split over multiple packages. In these instances, items on the order are split and their tracking status is shown individually by different trackers.

Below is an example of what an order will look like that has been split into 5 individual packages, we have shown just 2 of the 5 packages below as an example. Under the tracker the package ID number and Package Number is shown to help you query a package if necessary, highlighted below. Crate ID is for TTD's reference.

### Tracking Status - Received in Store

#### Contact Information

For missing package enquires contact [POSTTODTracking@topstiles.co.uk](mailto:POSTTODTracking@topstiles.co.uk)



#### Package Info

Package ID: 135  
Crate ID: 03  
Package 1 of 5

Dispatched from Ashley Ads: 01/11/2015 00:00:00  
Arrived at TTD: 02/11/2015 00:00:00  
Dispatched by TTD: 03/10/2015 00:00:00

Product Code	Product Name	Product Quantity In Package
PODRFAECB0415	PNS-Rear Facing Aisle End - Collan Brick	1

Mark as Received

### Tracking Status - TTD Received

#### Contact Information

Your order is being processed.



#### Package Info

Package ID: 136  
Crate ID: 03  
Package 2 of 5


Dispatched from Ashley Ads: 01/11/2015 00:00:00  
Arrived at TTD: 02/11/2015 00:00:00  
Dispatched by TTD:


Product Code	Product Name	Product Quantity In Package
POD/SBC/0615	Store Business Cards	1 On Demand

Mark as Received



## Print On Demand

Print on demand items will be sent separately and as such will be marked with **On Demand**  icon by the side of the item. If a Print on Demand item is ordered with a standard stocked POS item, the order will split out, as shown above.

If you hover over the  you will notice that it is advised that on demand products can take up to 2 weeks to arrive.