

STORE SCANNING –

**YOU MUST BE SET UP IN THE ALINE DATABASE BEFORE YOUR SCANNER CAN BE ACTIVATED
– IF YOU HAVE RECEIVED AN EMAIL FROM FIELD OPERATIONS WITH A LOG IN AND
PASSWORD THEN YOUR ALINE DATABASE SET UP HAS BEEN COMPLETED.**

- **Before using your scanner, email our IT department to set up an appointment to have your scanner set up on your home computer (servicedesk@alinegreetings.com). You cannot use the scanner until this step is completed and you will also need to access your computer in order to complete the set up.**
- *Barcodes are scanned by pressing the larger button in the center of the scanner and pointing the beam at the applicable barcode. In the event that a barcode is scanned in error it can be reversed by scanning it while pressing the smaller button on the scanner.*

Store Scanning Overview

- 1. Scan Store label (this is the label with the customer number and store name – see below 1a). This label should be scanned **upon entering the store** before tidying the card racks or placing the order.



1a.

- 2. Prior to scanning your new order, you should first straighten the cards in the rack and put up your last card order if applicable.
 - 3. There will be 2 planogram labels for each planogram contained in the store; one will be at the beginning of the section and the other at the end – see below 2a. Store can have one planogram or multiple planograms. For Example, Blessings and Best Wishes and Handmade cards will have their own planograms. You must scan the first label to open the planogram for ordering purposes, then you scan the label on the individual pocket that you require product for – see below 2b. Once you have scanned all pockets of the planogram requiring product scan the planogram label at the end of the planogram to close out that planogram.
-



2a.



2b.

- 4. Continue the process until you have ordered cards for all planograms in the store. Please note that seasonal cards and most accessories are not planogrammed.
- 5. Additional Documents label (only has to be scanned once, either at beginning or end of order). The Additional Documents label should **NOT** be scanned anywhere in between the beginning planogram label or the ending planogram label as this will cause the rack and pocket label scans to have **NO** related planogram. This should only be used if you are sending in an order for any additional items that you cannot scan (ie. Specific card titles, extra seasonal cards). Rather than fax, we prefer that additional requirements for the store are emailed to customerservice@alinegreetings.com with the subject line additional documents, please include both customer number and name in the email.
- 6. Before leaving the store please scan the Store label (ending store) once more. This closes out the order for the account and allows you to start scanning orders for other accounts. Failure to close out the store and scan into the next customer will result in orders being scanned together under one account.

ADDITIONAL NOTES:

Orders should be uploaded to the computer at the end of each day. The scanner should then be cleared before the next day's orders are scanned. Failure to clear the scanner can result in duplicate orders being shipped. Additional documents should be sent to customer service the same time that you upload your orders so they can be combined and shipped together – email to customerservice@alinegreetings.com or by fax to 1-800-771-7633.

All products carried by Aline can be scanned with the exception of seasonal cards. Seasonal cards should be requested through the additional document process.

Accessory product can be scanned from our catalogue or directly from scanning the bar code on the product in store.



Orders that are received through the scanner process can be processed through the system quicker than orders that are written. Written orders have to be entered manually by someone in our customer service department.

Charging of the scanner should be done on a regular basis, having your scanner plugged into your computer only long enough to upload your orders is not sufficient time for charging. We recommend that you charge your scanner overnight at least once a week.

You should always carry a small amount of Aline order forms on hand in case a problem with your scanner occurs. You can request forms and all other supplies required by sending an email to fieldoperations@alinegreetings.com or by completing a supply requisition form from the printable form section of our web application.
