

Petcurean SWAG E-Store SOP

An internal website to place orders for your promotional swag needs

Purpose:

The E-Store is an internal solution for all Petcurean swag and apparel needs. Its purpose is to help reduce per unit costs, decrease shipping and storage costs, and, most importantly, focus on sustainability! The main difference with this process is we no longer physically own the items on the store. They are “made to order” which eliminates our need for inventory on hand as well as ends the need for us to place orders in large quantities which end up going unused.

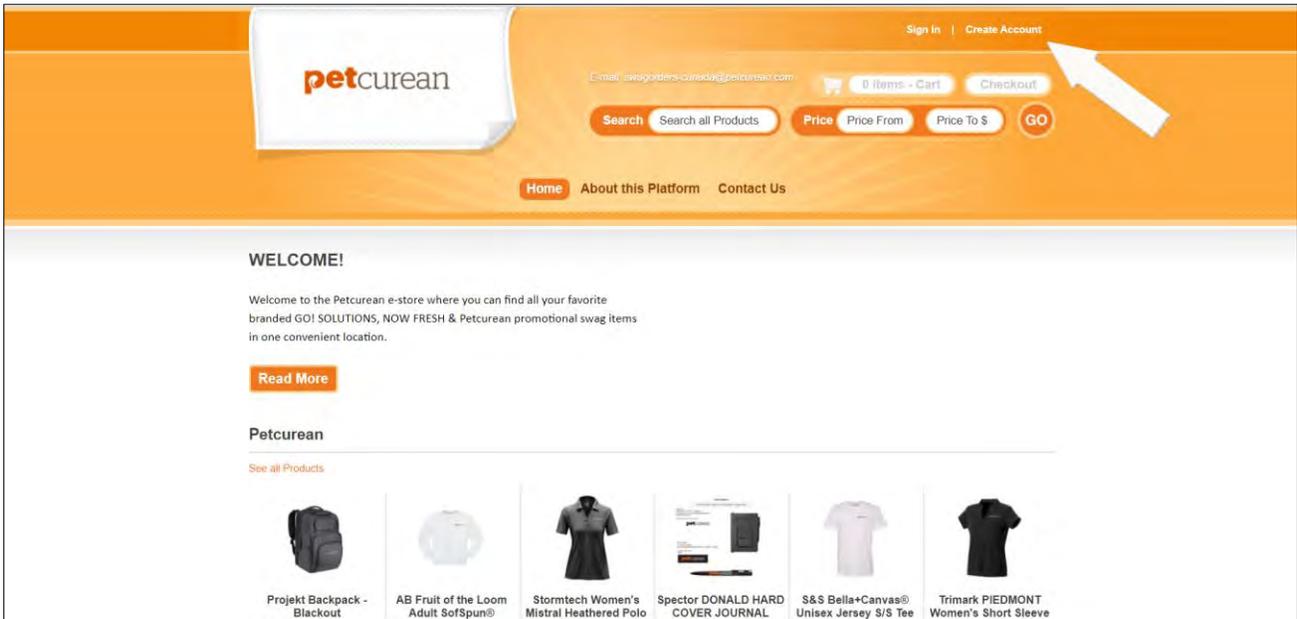
This SOP will walk you through the steps of ordering and answer any questions you may have.

Important Information:

- Orders will occur on a quarterly basis, and the ordering window will be available for a 2-week period. You will be informed by email when this window has opened.
- While we encourage you to place all orders during this time, you may also place ad hoc orders, if needed.
- Note that you will need to meet the minimum order quantity for each item, and minimum orders cannot be split between multiple budget codes.
- You/ your department will be responsible for the receiving and storage of your order. We will notify you once the items have arrived.
- A New SWAG/Apparel Items Request form is available on the website to suggest products you would like to see on the E-Store. Your suggestions will be reviewed and IF approved, sourced by Sudden Impact then added to the website.
- *If you need to update or change your order, please reach out with your **order number** to sales@suddenimpact.ca for assistance.

How to place an order:

1. Go to petcurean.logoshop.com
2. The site is password protected. The password is: **Petcurean#**
3. Start a new account:



- Go to 'Create Account' at the top of the screen
- Enter you Name, Petcurean email & create a password

- Follow instructions to add Personal Information

The screenshot shows the petcurean website's 'My Account' page. The top navigation bar includes 'Welcome!', 'My Account', and 'Sign Out'. Below this, the petcurean logo is on the left, and the user's email 'swagorders-canada@petcurean.com', a shopping cart with '0 Items - Cart', and a 'Checkout' button are on the right. A search bar with 'Search all Products' and price filters ('Price', 'Price From', 'Price To \$', 'GO') is also present. The main content area has tabs for 'Profile', 'Address Book', 'Order History', and 'Web Site Access'. The 'Profile' tab is active, displaying the 'Personal Information' form. The form fields are: 'First Name *' (Sheena), 'Last Name *' (Watchorn), 'Company Name *' (PPN Limited Partnership), 'Phone' (Add Phone), 'Email *' (Work dropdown, sheena.watchorn@petcurean.com), and 'Add Email'. A 'Save Profile' button is at the bottom right.

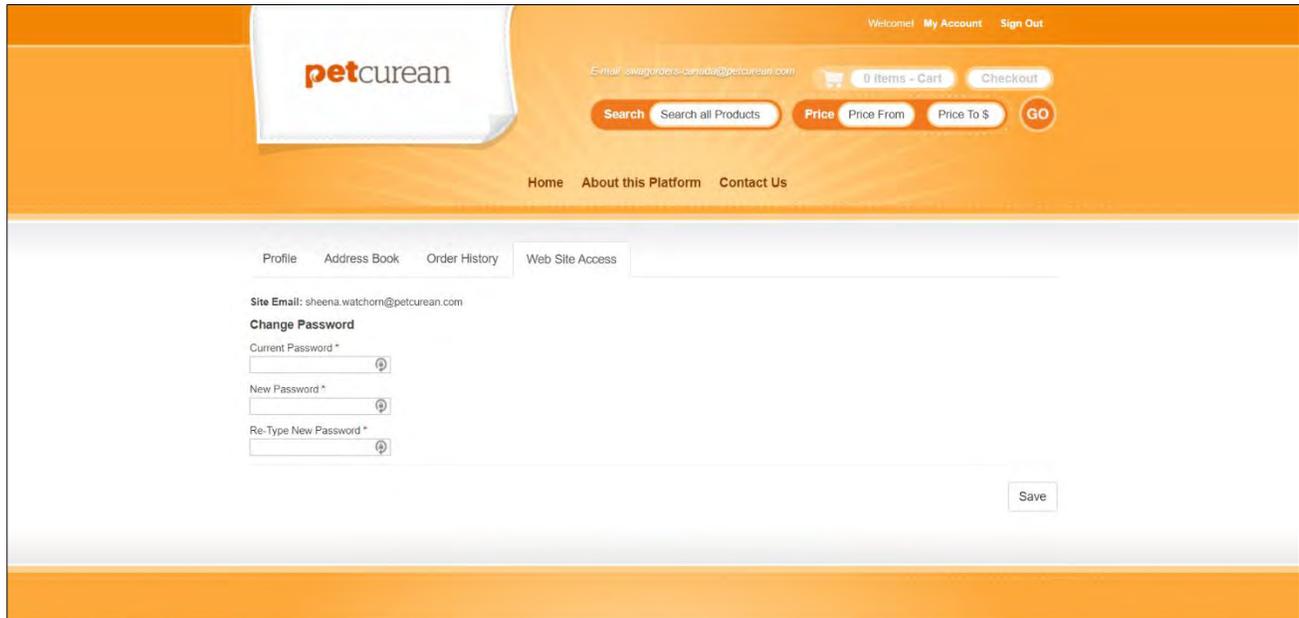
- Click 'Save Profile'

4. When logged in, you can access My Account:

- To input Head Office's address – Under the 'Address Book' tab

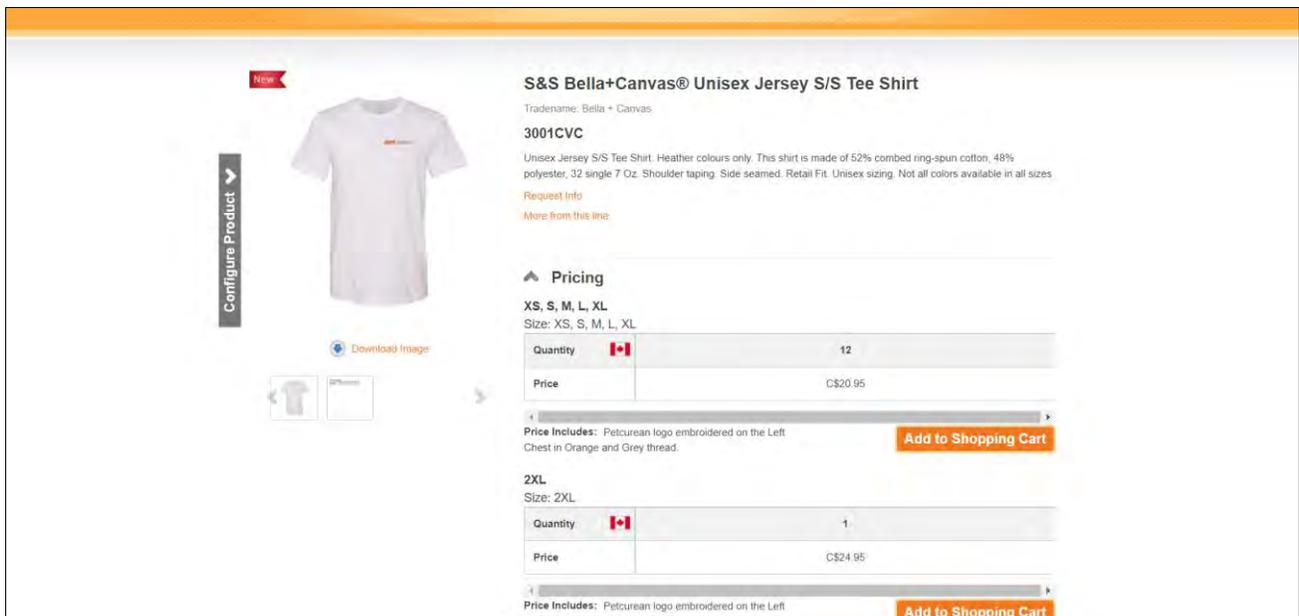
The screenshot shows the petcurean website's 'My Account' page with the 'Address Book' tab selected. The top navigation bar is identical to the previous screenshot. The main content area has tabs for 'Profile', 'Address Book', 'Order History', and 'Web Site Access'. The 'Address Book' tab is active, displaying the 'Address Book' section. It includes an '+ Add Address' button and a list of addresses. The first address is 'Petcurean Primary', marked as 'Primary' with a blue tag. The address details are: '435 - 44550 South Sumas Rd', 'Sheena', 'Chilliwack, BC V2R 5M3', 'Canada', and '804.392.8089'. 'Edit' and 'Delete' buttons are visible next to the address.

- Review your 'Order History'
- Reset your password – Under the 'Website Access' tab

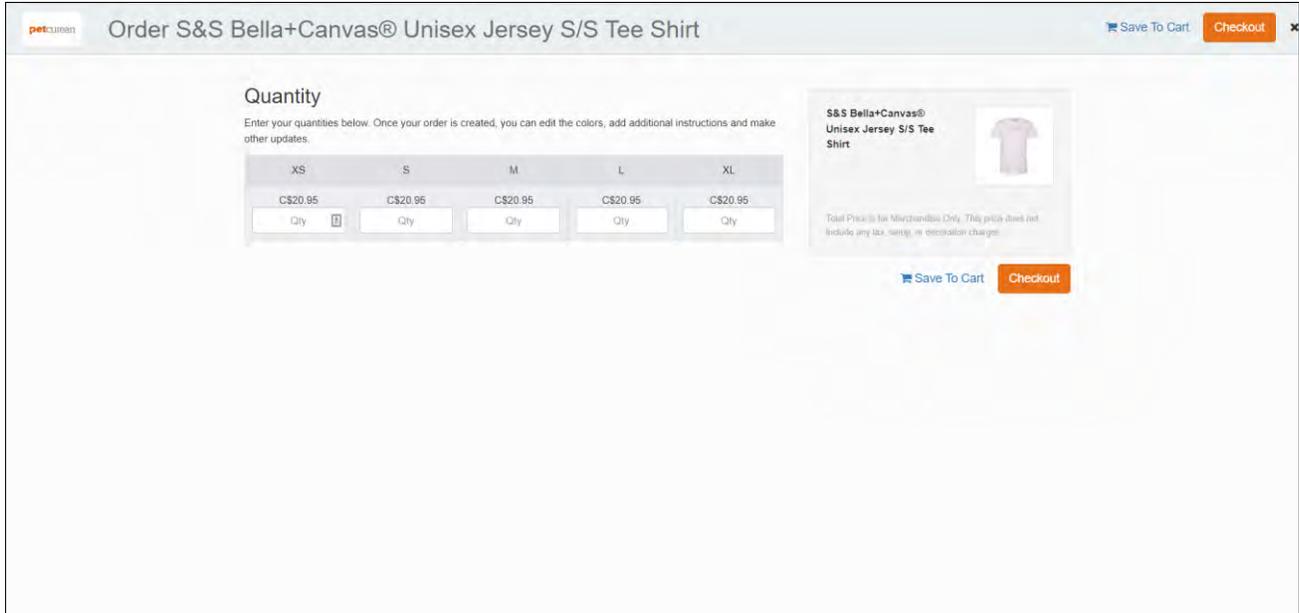


5. Create an Order:

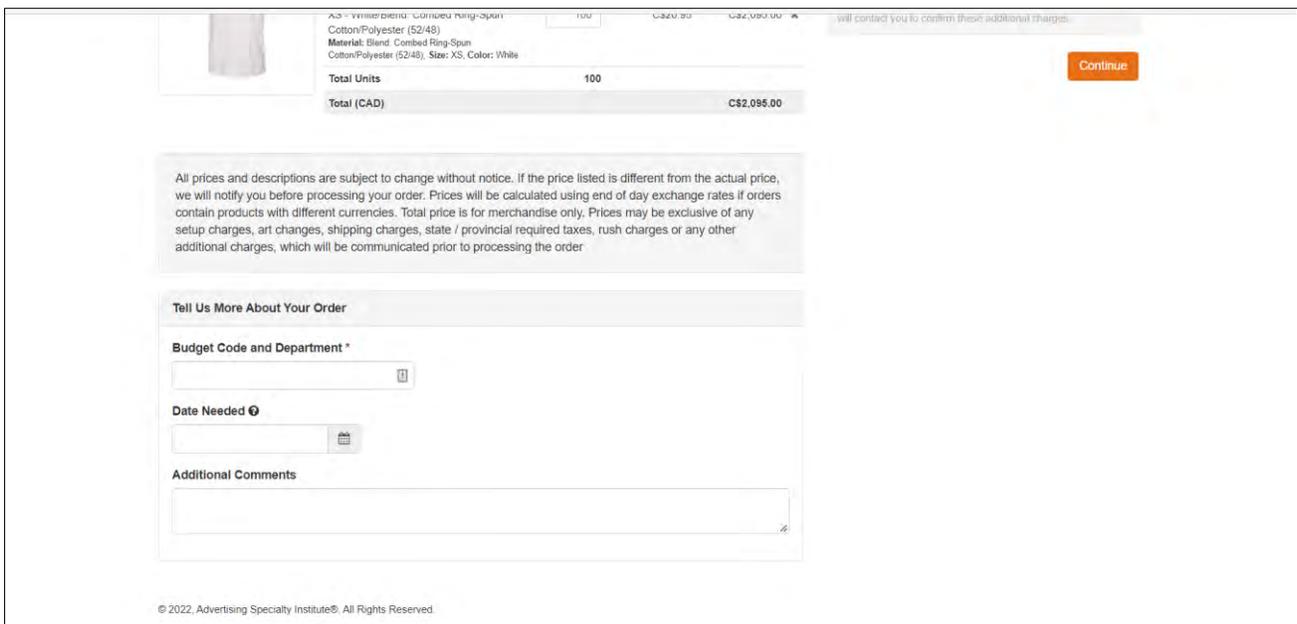
- Click 'Home' to return to the main screen
- Add branded swag & apparel to your cart



- Enter the quantity (the website will not allow you to enter less than the minimum quantity) **Reminder that you will be responsible for storing any items you purchase.*
- Enter sizes, if needed



6. Enter your Budget Code & Department. **This is a required field. Only one GL per order.*
7. Enter the date you need your order by, if applicable. Add additional comments and specify in detail – rush order, specific event/store etc.



8. Enter Head Office address (435-44550 South Sumas Rd. Chilliwack, BC V2R 5M3) if it does not auto populate for you
9. Additional fees such as setup, imprint, and shipping charges will not be reflected in your order total at check out. Once calculated, they will be applied to your final invoice.

Next Steps:

1. Once you have checked out, an order summary will be emailed to you.
2. Sudden Impact will receive your order and send an order acknowledgement for approval.
3. Items will then be produced and shipped to the address provided. Keep in mind that these items are 'made to order' and can have varying processing times. Please give a window of at least 3 weeks to receive your order in hand and it may arrive in multiple packages/shipments.

***To update your order, or if there are any quality issues, such as damage or misprints, please reach out with your ORDER NUMBER to swagorders-canada@petcurean.com for assistance.**