

INFORMATION ONLY

AIS STOREFRONT CUSTOMER ORDER PROCESSING

Payment by using the PayPal system is working well. However, the process of using the system has brought about an increased workload and processing time at the Storefront. Customer orders are received by mail, phone, email and fax.

Under the previous processing system, a voucher using QUICKBOOKS was prepared for all customer orders received during the week. Charges for orders with credit/debit card payment were processed through an in-house electronic terminal. On occasion we would have to go back to the customer for a shipping address or verification of credit/debit card information.

With the current procedures, orders with payment by cash, check or money order are processed as before. Order with payment by PayPal account or credit/debit card are processed through the PayPal system. Using an on-line invoice templet provided by Paypal.com, the customer information (email address, name and shipping address) and items ordered are entered. The invoice is sent through the system to the customer who enters the payment information and submits the invoice for processing. Upon receipt from the system that the payment /processing has been completed, the order is prepared for mailing. Most times the confirmation that the payment has been completed is within 3 days. We have had several that have taken 5 – 10 days (and 2 that were not completed/submitted by the customer. Customer decided to send a check). Should we not receive confirmation within 5 days, a reminder is sent through the system and by separate email to the customer.

Unless the customer request expedited mailing, all orders are taken to the post office weekly (usually Friday). Invoices are prepared/submitted as received and an email is sent to the customer that the invoice should be received shortly. A reminder is included to follow the accompanying instructions, apply the payment information and submit the invoice for processing.

An ongoing problem is the missing information in the receipt of the order from the customer. The customer will send an email "I would like to order "x" items but fail to provide a mailing address or type of payment information. A return email is sent to the customer requesting a billing/shipping address and/or how they desire to make payment. Most times payment is by a PayPal account or credit/debit card. We have had a few reply "I will send a check".

For the customer who desires to make payment by credit/debit card but refuses to use the PayPal system, we have a SQUARE account to process the charges (some months 1-2 orders, others none). The SQUARE account will be used to charge Storefront credit/debit card payments at conventions.

The PayPal system processing fee is less expensive than the previous system. Jill B. can provide a cost comparison.

John & Kay Ludi

AIS Storefront

INFORMATION ONLY

