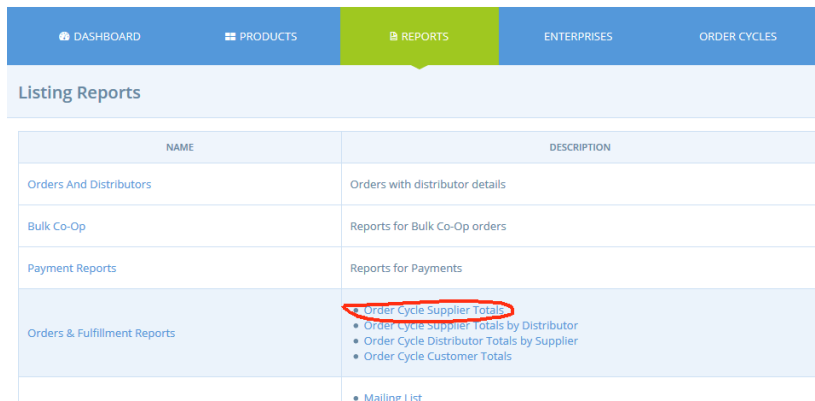


When you get an order

The order cycle close on Wednesdays for Balsall Common, Bentley Heath and Wythall & Hollywood. If your goods have been ordered through the hub you will get an e-mail notification. If they have been ordered through more than one market you will get an email for each of them. So check your email account Wednesday afternoon for a list of sales. You will only receive an email if you have sold (an) item(s).

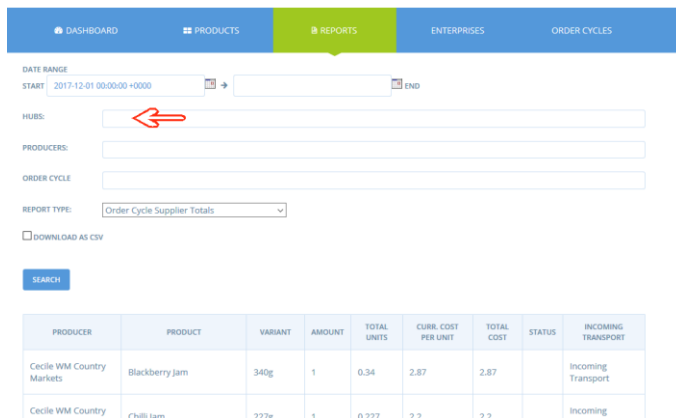
If you want to know what orders you have got so far, in the middle of a cycle, log in, go into the **administration** area and click in the **reports** heading.



NAME	DESCRIPTION
Orders And Distributors	Orders with distributor details
Bulk Co-Op	Reports for Bulk Co-Op orders
Payment Reports	Reports for Payments
Orders & Fulfillment Reports	<ul style="list-style-type: none">Order Cycle Supplier TotalsOrder Cycle Supplier Totals by DistributorOrder Cycle Distributor Totals by SupplierOrder Cycle Customer Totals
	<ul style="list-style-type: none">Mailine List

Click on **Order Cycle Supplier Totals** and you will see what has been ordered from you.

The orders listed will be from the beginning of the month onwards for all the hubs you are registered



DATE RANGE
START: 2017-12-01 00:00:00 +0000 → END

HUBS:

PRODUCERS:

ORDER CYCLE:

REPORT TYPE: Order Cycle Supplier Totals

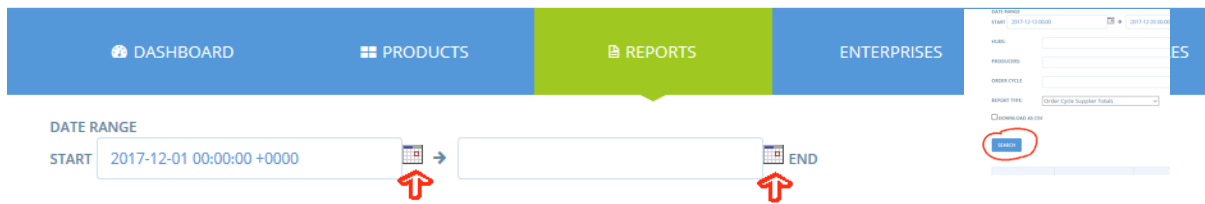
DOWNLOAD AS CSV

SEARCH

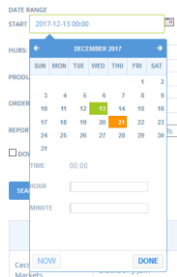
PRODUCER	PRODUCT	VARIANT	AMOUNT	TOTAL UNITS	CURR. COST PER UNIT	TOTAL COST	STATUS	INCOMING TRANSPORT
Cecile WM Country Markets	Blackberry jam	340g	1	0.34	2.87	2.87		Incoming Transport
Cecile WM Country ..	Chilli jam	227g	1	0.227	2.2	2.2		Incoming

with. If you click in the **Hubs** box (indicated here with an arrow) and then click on search, you can select individual markets from a drop-down list.

What you need is just the orders for the current cycle so set the beginning and the ending date using the calendar boxes indicated below by red arrows:



Don't forget to click **Done** when you have selected the date.



You have to click **Search** to recreate the list with those items ordered in the selected date range

Remember that other orders may still be added if the cycle is not complete but this can give you advance warning of what is certain so far.

If you don't receive an email when the order cycle closes it is a good idea to check this way yourself. If you haven't received an email, but there appears to be an order, telephone your market's Hub manager.

At the market

Get your goods to the market a little before it opens and take it to the person handling orders. Your customer may also have ordered other things through the Hub and, on the market order table, all the goods will be put together in one bag with the customer's name on.

It is best not to have the price on the goods in case it is not exactly the same as what the customer has paid. In all other respects it should be labelled as you would normally .

If you are a market producer do NOT list them in your invoice book.

If a customer doesn't turn up to collect their goods that is their problem! The goods have been paid for and we have done what were contracted to do. On the other hand, we do have access to customers contact details and, within reason, we will attempt to make everything work out.

Customer dissatisfaction

To be truthful this is an area where we are still working on policy. For market producers the situation is the same as for sales in the market. If the customer isn't happy with the goods we replace the goods or refund the money. The only questions asked are directed towards avoiding the same mishap in the future. The cost of the goods is taken from the producer's end-of-month payment.

In the markets customers never return goods simply because they have changed their minds, or on a whim, so that situation doesn't arise. We hope the same applies to orders placed through the Hub, -but we have yet to find out. Also, there are laws relating to customers' rights online that we will need to respect.

For Artisan producers we hope to be able to proceed as we do for our own producers. Presumably they too would want to refund or replace defective/disappointing goods. When we have more experience, we will develop a written policy to be accepted by all parties. For the time being we operate on the basis that we are all honourable.