

Picture Process Maps (PPM)

Inventory Management: Shelving, Picking, and Purging

Purpose and Table of Contents

PURPOSE

This Picture Process Map (PPM) for inventory management streamlines the processes of shelving, picking, and purging items efficiently and safely. By organizing items based on size and type, ensuring proper labeling, and using standardized procedures, the PPM helps reduce product loss, save time, and enhance workplace safety. This system ensures that items are easy to find, access, and track, minimizing errors and maximizing productivity in inventory handling.

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These shelving standards are designed to:

Reduce product loss by keeping items well-organized and easily visible.

Save time by ensuring items are immediately noticeable upon opening a bin, eliminating the need to dig or unload bins to find products.

Enhance safety by providing better access to items without the need to move other objects or unload bins.

Guidelines

- If you need to unload a bin to locate an item, it must be packed correctly.

Basic Shelving Rules

- Small items should be stored in small bins.

- Items that can stand (e.g., books, records, toys) should be placed on a shelf.

- Group similar-sized items together. Shoes, purses, and backpacks should go in large bins.

Sunglasses and other small accessories should go in small bins. Clothing should be stored only with other clothing items.

Required Tools and Materials

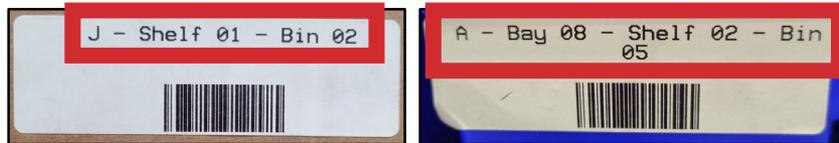
- Two screens
- Computer
- Zebra printer
- Scanner
- Keyboard
- Mouse



Bins, Boxes, and Shelves

The bins or boxes vary in size. The large boxes on the top shelves should be saved for large, lighter items such as wedding dresses, Quinceanera dresses, and puffy coats.

All locations have a SKU, which is scanned each time you place an item into the bin. The SKUs vary slightly, but they work the same. The SKU layout is **row, shelf, and box or bin**. Below are examples.



New Tickets

Every new (bolded) ticket must be addressed within 48 hours. Addressing a ticket includes the following:

- Responding to the customer with follow-up questions as needed
- Answering questions and closing the ticket

NOTE: Addressing a ticket does not include a statement of postponement for “manager” or “short-staffed.”

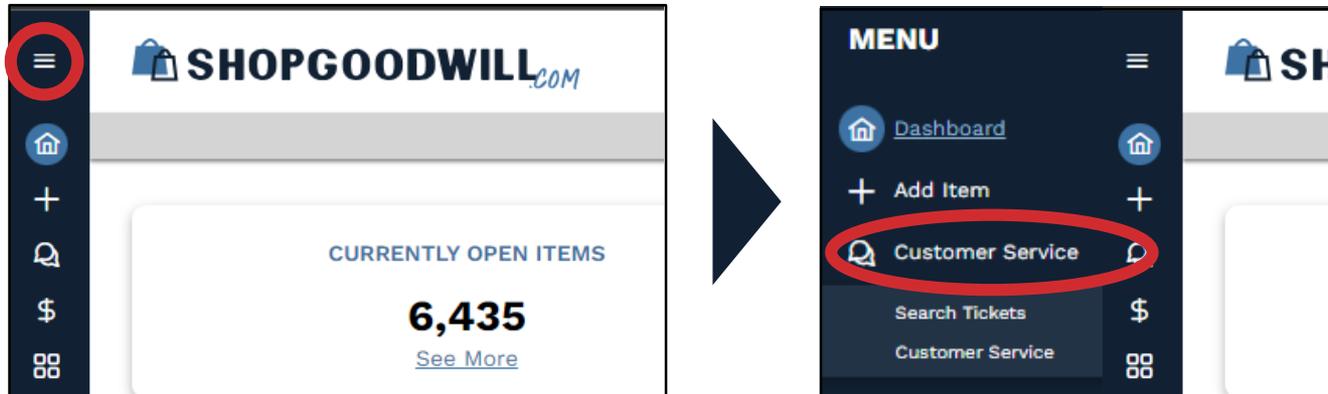
Assigning Tickets

You must address a ticket on the same working day it's assigned to you. If the ticket is already assigned to someone else or you can't respond to it within the same workday, it should not be assigned to you.

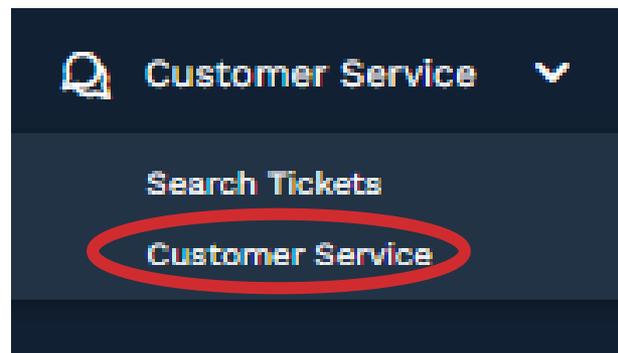
The only person/s who can reassign tickets are managers.



1. In your Shop Goodwill account (shopgoodwill.com), from the Menu icon, select **Customer Service**.



2. Click the arrow pointing down and select **Customer Service**.



Accessing Customer Tickets Steps

(Continued)

- In your Customer Service dashboard, you will find the list of customer tickets. If the information is in bold, it means that the ticket is brand new or a customer has replied.

Customer Service											Clear All Filters
<input type="checkbox"/>	6935517	05/30/2024 03:08:31 PM	05/30/2024 02:40:40 PM	Barbara Koich	No	Shipping Support	200309026	why such a high shipping cost?	Ryan Lee	Open	
<input type="checkbox"/>	6935414	05/30/2024 03:08:04 PM	05/30/2024 01:48:11 PM	Annalee Crum	No	Item Inquiry	199906852	native print	Customer Service	Open	

- To open a specific ticket, click on the eye icon.

Customer Service				
Actions	Select	Ticket	Last Activity	Created D
		↑↓ ▾	↓ ▾	↑↓ ▾
<input type="checkbox"/>	<input type="checkbox"/>	6161181	08/02/2023 07:41:13 AM	08/02/2023 07:41:13 AM



At the top of the ticket, you'll find the following items:

The screenshot shows a horizontal header for a customer ticket. It is divided into three main sections, each highlighted with a red box. The first section on the left is labeled 'Ticket ID:' and contains the number '6957179'. Below this section is a blue button labeled 'Expand All'. The middle section is labeled 'Subject:' and contains the text 'An issue with my order'. The third section on the right is labeled 'Ticket assigned to*' and contains a dropdown menu with 'Please select' and a search input field with 'tim' entered. Below the search field, the name 'Tim Patterson' and email 'timothy.patterson@goodwillaz.org' are visible. To the right of this section is a blue button labeled 'Re-assign This Ticket'.

Ticket ID Number.
This refers to the tracking number for this query.

Subject.
This gives you a basic idea of the issue.

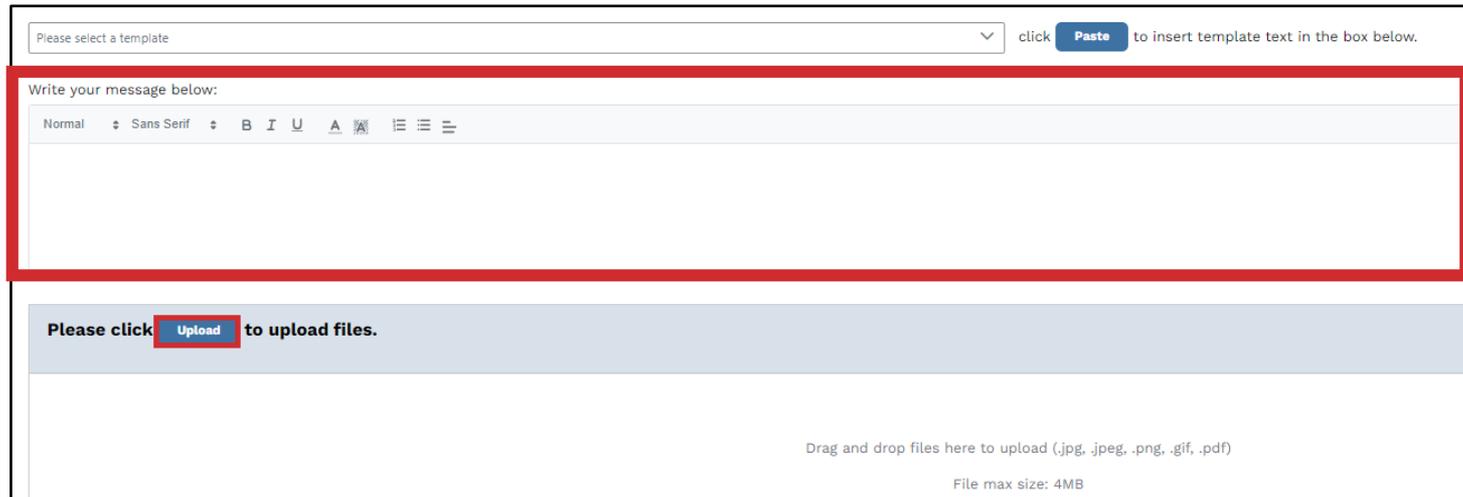
Ticket Assigned to.
You can customize the ticket assignment by using the drop-down menu and selecting the name before clicking “Reassign This Ticket.”

The next section contains the message from the customer. The following details are included:

- Date/Time - This refers to when the ticket was created.
- Responder - This is the customer's name.
- Message - This contains the customer's message.
- View Complete Message - Allows you to open the message in a new window.
- Attachments - This may be used if the customer includes a product picture.

Date/Time	Responder	Message	Hide	
06/12/2024 01:49:12 PM	Reina Daveggio	hi, I just have a question. I'm wondering how this item got cracked. I'm going to send you a picture because she was not damaged like this in your pictures at all. It must've happened while they were packaging the item up somebody must've dropped it. I am so sad. I don't know what to do. Reina Daveggio	<input type="checkbox"/>	View Complete Message  IMG_046Z.jpg

Below is a screenshot of the messaging area. You will use this to reply to customer tickets. You may drag and drop or upload photos and other information for the customer. Please note that the template section is currently not being used.



The screenshot displays a messaging interface. At the top, there is a dropdown menu labeled "Please select a template" with a downward arrow. To its right, the text "click **Paste** to insert template text in the box below." is visible. Below this is a large text input area with a red border, labeled "Write your message below:". The input area includes a rich text editor toolbar with options for "Normal", "Sans Serif", "B", "I", "U", "A", and "X". Below the input area is a section for file uploads, labeled "Please click **Upload** to upload files.". At the bottom of this section, there is a drag-and-drop area with the text "Drag and drop files here to upload (.jpg, .jpeg, .png, .gif, .pdf)" and "File max size: 4MB".

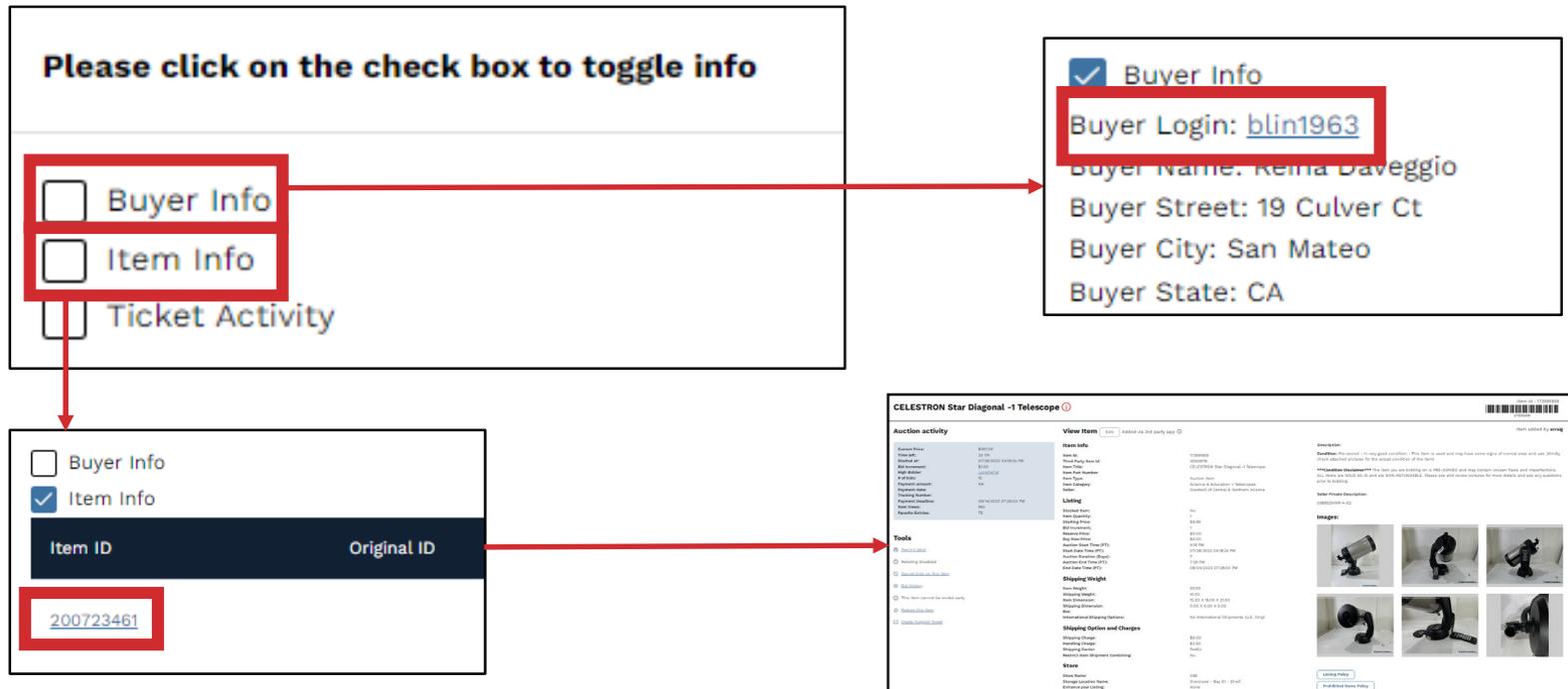
When ready to send the message, click **Post New Message**. Use the **Close This Ticket** icon when you have clarified any requested information and do not anticipate the customer to respond.



Access to Item and Buyer Information

Inventory Management

If you need more customer information, click “Buyer Info.” You’ll mostly need to right-click the Buyer Login hyperlink to open their profile in a new tab and find more information. To open the listing, click on **Item Info**, which will give you a drop-down menu that includes a hyperlink to the listing. Right-click the Item ID# to open the listing in a new tab. This new tab contains all the information you need about the auction, listing, images, and more.



Auction Activity Basics

Time left: Time remaining until the auction closes

High Bidder: Email for the highest bidder/winner (Right-click on this to open the Buyers information page)

Payment Deadline: The date and time the winner of the auction has to pay for the item

Tools

- **Reprint Label:** Allows you to print a new label for the item
- **Relisting Disabled/This Item cannot be ended early:** These pertain to fixing listings or the listing of a returned item, or removing a listing altogether
- **Cancel bids on this item/Bid History:** These are used when a customer requests their bid to be removed, and after the auction is complete, it lets us see the final bidders and their bids
- **Feature this item:** This is used by listers when we have an item we want to prioritize
- **Create Support Ticket:** This is used if you need to reach out to the winner of an auction. It sets up a ticket for you to communicate with the customer

CELESTRON Star Diagonal -1 Telescope

Auction activity

Current Bid:	\$301.00
Time left:	2d 11h
Started at:	07/28/2023 04:18:24 PM
Bid Increments:	\$1.00
High Bidder:	LunaDeCat
# of bids:	15
Payment amount:	NA
Payment date:	
Payment Deadline:	08/14/2023 07:28:00 PM
Item views:	564
Favorite Entries:	72

Tools

- [Reprint label](#)
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