E-Commerce

Upright Labs
New Store Setup Guide

New Store? Lost your store's password?

Use this guide to request access to new stores or learn how to reset your password.

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New Account Setup

To set up a new Upright Labs account:

Email eservices@goodwillaz.org to request a store account be set up in Upright Labs.

Note:

- E-Commerce leadership will set up your account and let you know when it is active.

- Follow the steps on the next page once your account is set up to set your password.

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Password Initial Setup/Change

Follow the steps below to set up your unique store password or reset your password.

1. Navigate to the Upright Labs website: https://app.uprightlabs.com

2. Click on the "Forgot your password or username?" link.

3. Enter your username/store email address and click the "Send password reset email" button.

4. Navigate to the email inbox for the email you entered in Step 3.

5. Click the "Reset Password" button in the email. You'll be taken to the Reset Password page.

6. Enter the password you would like to use for your store and confirm the password.

7. Click the "Update password" button, and your password should be successfully updated.

Note:

If you have a terminated team member who had access to your general store login, you will need to follow the Password Change steps on the previous page to change your password.

If you cannot log in or did not receive the password reset email,
*send an email to: eservices@goodwillaz.org with your **store number** and **phone number**.*

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Logging Into Upright Labs

Follow the steps below to log in to Upright Labs.

1. Navigate to the Upright Labs website:
   https://app.uprightlabs.com

2. Enter your username* or store email address (i.e., Store039 or Store039@goodwillaz.org)

3. Enter your password and click on the Sign In button.

*Your User Name can also be found in the password reset email you received in the previous step.

Note:

Upright Labs can be accessed from within or outside of your Goodwill network.

Welcome back!

Please sign in with your account

Username or email

Password

Sign in

Forgot your password or username?

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Sending Items to E-Commerce

1. Manifests are created for each tote and gaylords containing loose items.

2. The Manifest Barcode is always unique to the tote or gaylord you are sending. Totes will use the serial number located on the serial number tag as the Manifest barcode. Gaylord can use the system-generated barcode.

3. A copy of the Manifest should be placed INSIDE the tote it was created for. Gaylords should have a copy of the manifest taped to the outside of the gaylord.

4. Jewelry, Collectibles, and Electronics should be separated.

   a. Jewelry totes should only include bags of jewelry. Be sure these are light enough for one person to lift. (This is normally about 4 bags of jewelry). All jewelry should be in bags, not loose in the tote.

   b. Electronics totes should include any item(s) that plug-in or utilize a battery (stereos, tablets, phones, computers, etc.)

   c. If the tote contains anything else, it is a 'Collectibles tote'.

5. All totes should be sealed at one end with the Serial Number tag and the other end with a regular zip-tie.

6. You will need to **send an email** to transportation@goodwillaz.org when you have e-Commerce items ready for pickup. The system will NOT notify transportation.

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Manifest Screen

1. Login to the Upright Labs website: https://app.uprightlabs.com

2. Click the **Add manifest** button in the top righthand corner

3. This screen also shows you all manifests that have been created for your store and the status of each item.

The item preferences section will give you basic information regarding what items do well in e-Commerce, and what not to send. We have some restrictions on what can be sold and what cannot be sold online. Click on any item and you may find more information!

Creating a Manifest

This screen will appear after you click 'Add Manifest'

Manifests > **Create Manifest**

Create Manifest

Supplier (required)
039

You are assigned as this supplier

Manifest barcode (required)
039E9YMPK

The Manifest barcode should be REPLACED with the SERIAL NUMBER located on the orange serial number tag that is attached to the tote. Leave the auto-populated barcode if sending in large items or a gaylord that do not have a serial number attached.

Products 0

Title
Red sweater, Lot of records, etc...

Add Product

Title can be as detailed as you want, or simply say 'Collectibles', 'Electronics', or 'Jewelry' but should be representative of what is in the tote/gaylord. See examples on next page.

Save manifest

Supplier Notes
optional notes here

Supplier Notes can be seen by the processors in E-Commerce. You can relay any specific information about this manifest here.
Example: "*Although the Super Man in this tote is damaged, we think it's worth a lot of money!*"

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Option 1: Simple Manifesting

This is the Manifest Barcode Number that was previously entered, which matches the orange serial number tag attached to this tote.

This was the title entered. This title was kept simple while meeting requirements.

When finished, click Print sheet, and print two copies. One goes in the tote and the other is be given to the driver.

Here's the Supplier note entered earlier.

Editing a Manifest

Need to add more items, remove an item, or change a line item? Just Click 'Edit'.

Manifests > View Manifest > **Edit Manifest**

Edit Manifest

Supplier (required)

039

You are assigned as this supplier

Manifest barcode (required)

56399

Add an additional item here.

Title

Red sweater, Lot of records, etc...   Add Product

Click any line item to edit the title

Title	SKU	
Spider Man Figure	56399-A	Delete
Box of Pokemon Cards	56399-B	Delete
	56399-C	Delete
1 Channel Sweater	56399-D	Delete

Click SAVE Manifest after creating or editing a manifest!

Save manifest

If you decided not to send the item, delete it. If you forgot to put it in the tote, delete it. THIS IS VERY IMPORTANT as we will need to investigate why it was shown and not received.

Supplier Notes

Store039 commented on 01/26/2022

Send an email to transportation@goodwillaz.org when you have e-Commerce items ready for pickup.
The drivers will only take e-Commerce if given the corresponding manifests they are picking up.

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Printed Manifest

This is the result of the printed manifest and will be used by
e-Commerce to process the items and ensure your store is credited.

Manifest 56399

- Status: Created
- Supplier: 039
- Created by: Oak Store
- Created at: 01/26/2022 06:21:58 PM

56399

#	Description	Product Barcode
1	Spider Man Figure	56399-A
2	Box of Pokemon Cards	56399-B
3	2 Coach handbags	56399-C
4	1 Channel Sweater	56399-D

Supplier Notes

Store039 commented on 01/26/2022

Although the Super Man in this tote is damaged, we think it's worth a lot of money!

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Securing Tote

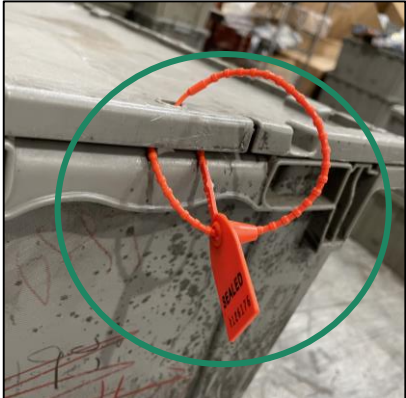**0084427-test** Created
Created on Jul 27, 2022 by Kshaver
Sent by **099**

🖨 Print sheet   🖨 Print barcode   More ⌄

1. Click Print sheet to print the manifest (manifest will print on 8.5"x11" paper).

2. Place the printed manifest inside the tote.

3. Secure one end of the tote with an orange serial number tag that matches the manifest number.

4. Secure the opposite end of the tote with a standard zip tie.

0084427-te Ready for Pickup
Created on Jul 27, 20
Sent by **099**
Products 4

Update status   🖨 Print sheet   🖨 Print barcode   More ⌄

⊙ Sort by status

5. Click **Update Status** and then select **Ready for Pickup**.

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Print Scan Form for Driver

1. From the main Manifest Home Screen, click the drop down & select Ready for Pickup

2. Select All Manifests. Use the TOP checkbox to auto-select all manifests after you have filtered only the ones Ready for Pickup.

2 results

	2 items selected	Change status	Print Scan Form						
☑	🔍		Select ▼	Select ▼				Ready for Pickup ✕ ▼	
☑	099VPEVPE	5	099	ROC Clearance Store	07/27 5:39pm	07/27 5:42pm	Ready for Pickup		👁
☑	0084427-test	4	099	Kristy Shaver	07/27 5:15pm	07/27 5:36pm	Ready for Pickup		👁

3. Print Scan Form which will be handed to the driver for verification of totes/gaylords they will pickup.

NOTE: *Until further notice, you will still need to email transportation@goodwillaz.org and inform them when you have items ready for pickup. Be sure to update the Status to 'Ready for Pickup,' which will be used in the next step. When the status is updated, it will appear next to the manifest number in the top left, as shown*

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Common Manifesting Issues

Avoiding these common manifesting errors will help ensure
that your store receives credit for items sent to e-Commerce.

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One Manifest Created for Multiple Totes

Example 1

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One Manifest Created for Multiple Totes

Example 2

Created at: 10/30/2022 03:14:56 PM

#	Description
1	clothes
2	jewelry
3	baseball cards, clothes, purses and sunglasses
4	instruments, legos, a signed picture and an old typing machine
5	vintage pottery, old book
6	2 Pictures

Product Barcode

060YDM8PG

060YDM8PG-A
060YDM8PG-B
060YDM8PG-C
060YDM8PG-D
060YDM8PG-E
060YDM8PG-F

Totes in Gaylord:
- No Serial Number
- No Tracking Number
- All on a single manifest

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Incorrectly Manifested

Notes

Store ___ commented on 09/04/2022
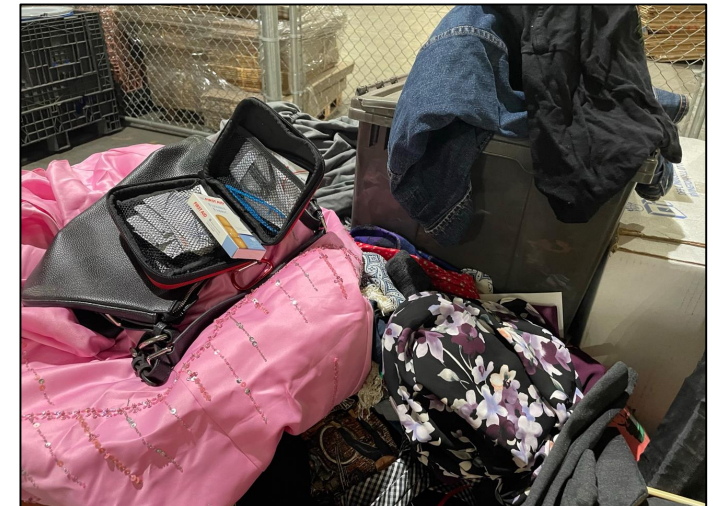
Loose electrical, linen, and Cloth items in this gaylord due to no totes.
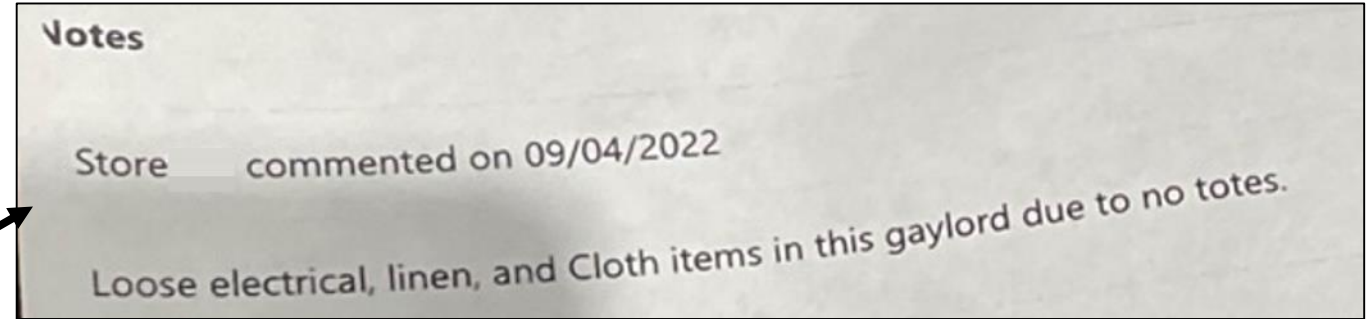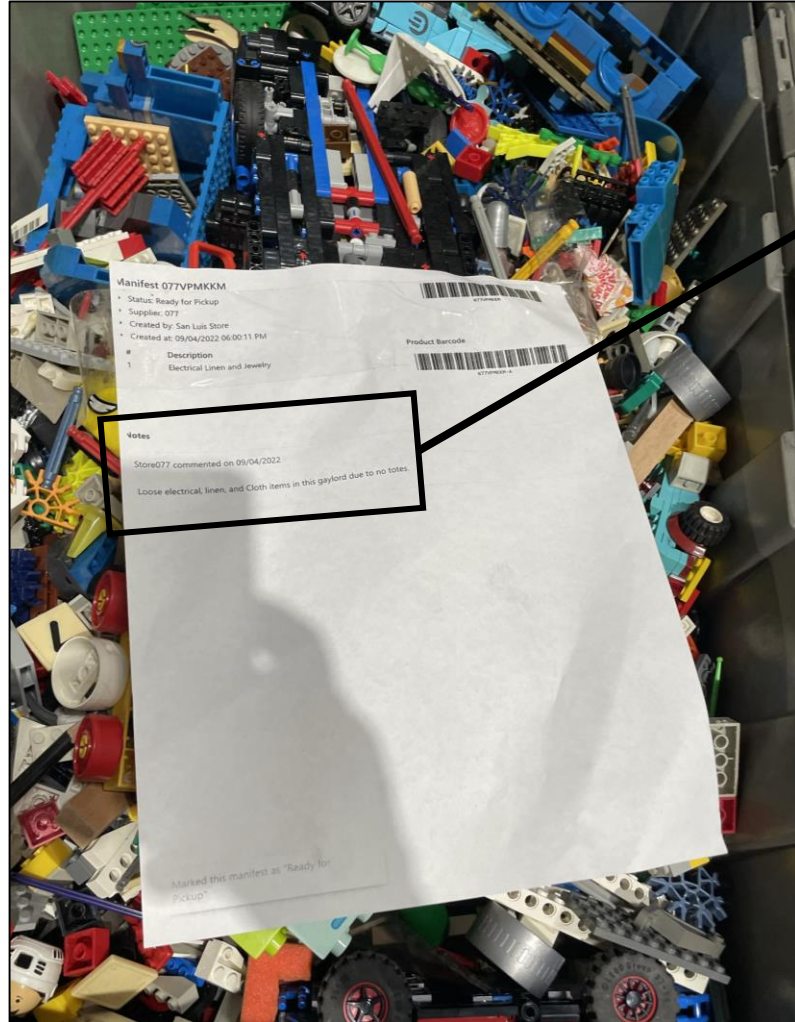
The above Gaylord to the right was received with no manifest. The sending store put a sign with a store number instead of a manifest.

The tote to the left was received separately and had a manifest indicating it was a Gaylord.

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Items Arrive Broken

Vintage Set of Chelsea House Parakeets

Sold Aug 30, 2022

Pair of CHELSEA HOUSE Hand Painted Porcelain Colorful Birds Parrots Figurines

Pre-Owned

$424.99
or Best Offer
+$35.00 shipping

View similar active items

Sell one like this

Arrived in the tote without padding under a large box of sports cards.

FINAL AUCTION PRICE REALIZED: $38.99.

Item Description: 2 Home Décor Figurine

Approximate Measurements (inches): 12 x 6 x 5

Condition: Good- There are broken pieces on the figures, broken pieces are included. Lot is sold AS-IS.

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Items Arrive Damaged

Arrived in Gaylord with multiple totes
It was not wrapped for transport.

A full can of oil was loose in a tote of misc. Saved as
much as possible, but all items required cleaning.

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Example of Gaylord Received

Gaylord contained loose small and large items, totes, and trash.
No manifest was received.

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Mixed Product in Totes/Jewelry Bags

Contains collectibles & electronics

Contains jewelry, collectibles, and electronics

Contains loose jewelry

Over-filled with jewelry

Non-jewelry items in jewelry bags

Jewelry Sorting Station

E-Commerce often finds lighters, coins, small collectibles, & knives in jewelry bags.

Processor stations have boxes to put those items into; however, the sending store may not be credited.

Once these items are processed, they are assigned to a random store for credit.

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