



Process Flow for DTS Deliveries – Merchant



Product and Service Selection



Merchant



GIB® Contact Centre / Despatch



DTS Order Tracking

←

Example Order A

234 Example Rd

≡

Delivery

Products

Choose a service

☒ **GIB® Delivered To Site (DTS)** ⓘ

Your selected Merchant process your order and GIB arrange your delivery. Delivery available in Auckland, Hamilton, Tauranga, Christchurch and Wellington.

☐ **Pick up from Merchant (FIS)**

Your order is sent to your selected merchant for processing. You will be contacted to arrange the pick-up.

☐ **Merchant Delivery (FIS)**

Your order is sent to your selected merchant for processing. You will be contacted to arrange the delivery date and time.

☐ **Save and Share**

A copy of your draft will be sent to the people you select below.

Choose a Merchant

Please add/select the merchant you would like your order to be placed with. Ensure you have the correct e-mail address of your merchant.

Example Merchant

address@merchant.com

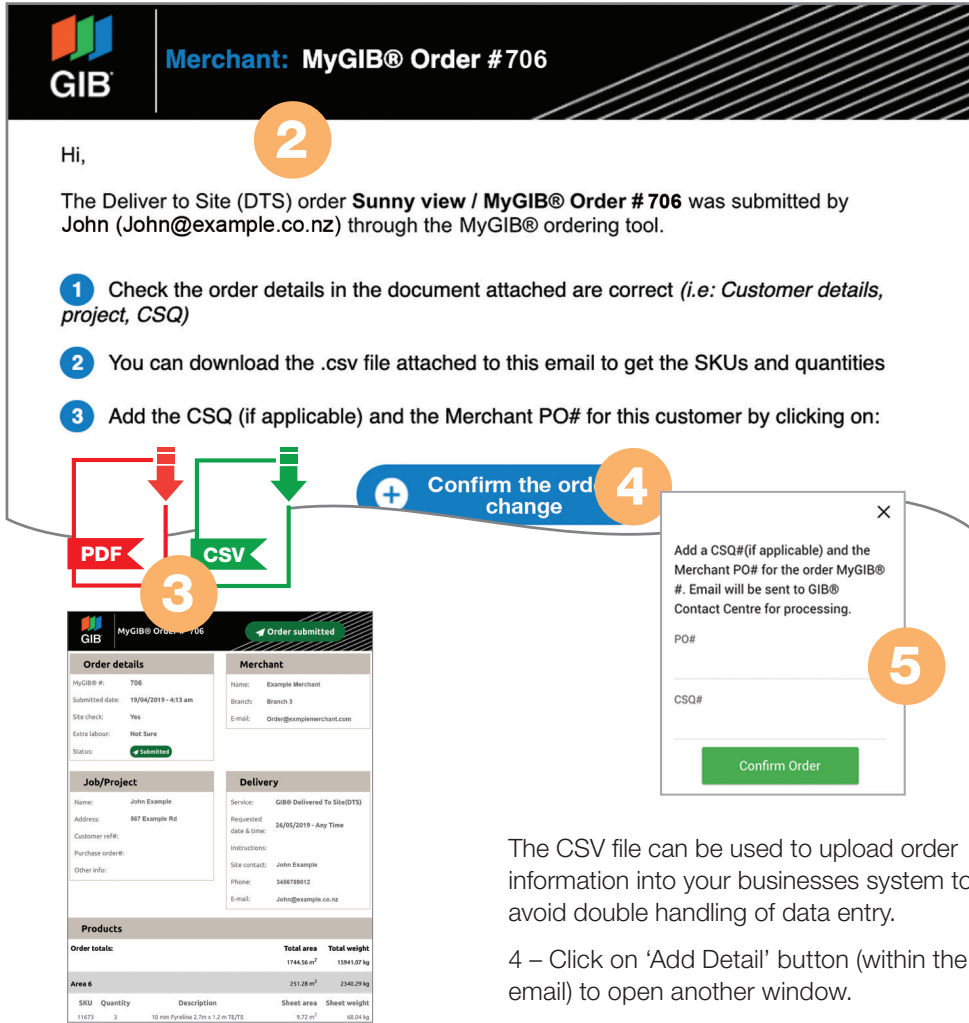
1

▼

With MyGIB® Order and Track customers can easily select products, choose their preferred delivery type, merchant and then track the progress of the orders.

1 – After the customer has clicked 'Submit Order', an automated email will be sent to the selected merchant.

MyGIB® Order and Track – simply, follow the instructions.



2 – The email outlines the steps to process a DTS delivery order.

3 – A PDF and CSV file of the order is automatically generated and attached to the email.

The PDF displays all entered delivery details and product selection details of the order (including SKU numbers).

The CSV file can be used to upload order information into your businesses system to avoid double handling of data entry.

4 – Click on ‘Add Detail’ button (within the email) to open another window.


5 – Add the PO# and CSQ# for this order.

Click 'Confirm Order' which will:

- Push the MyGIB® Order to the orders@gib.co.nz mailbox.
- Trigger the GIB® Contact Centre to put in their processing queue.

NOTE — You, the merchant, needs to confirm the order with the customer.

MyGIB® Order Changes of DTS Deliveries.



Merchant: MyGIB® Order #706

6


Hi,


The Deliver to Site (DTS) order **Sunny view / MyGIB® Order #706** was submitted by John (John@example.co.nz) through the MyGIB® ordering tool.


1 Check the order details in the document attached are correct (*i.e: Customer details, project, CSQ*)

2 You can download the .csv file attached to this email to get the SKUs and quantities

3 Add the CSQ (if applicable) and the Merchant PO# for **8** customer by clicking on:

**7**






6 – When an already submitted order has changed you will receive a notification email, including new PDF and CSV files, with clearly highlighted changes (7A and 7B). The MyGIB® order number will display as a version like this: Order #706_4.

7 – Check the changes in the document attached are correct and make amendments accordingly into your businesses system.

8 – Select the ‘Confirm the order change’ button (within the email) which will:

- Push the MyGIB® Order changes to the orders@gib.co.nz mailbox.
- Trigger the GIB® Contact Centre to put it in their processing queue.



Changed: MyGIB® Order #706_4

Order details

MyGIB® #:

706_4

Submitted date:

19/04/2019 - 4:13 am

Site check:

Yes

Extra labour:

Not Sure

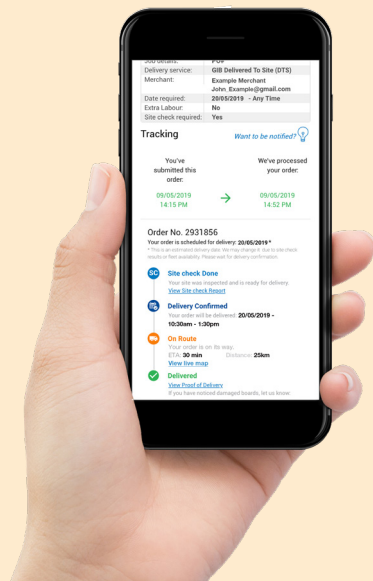
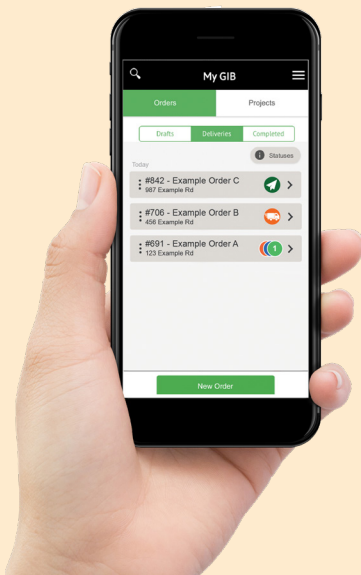
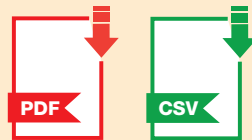
7A

	SKU	Quantity	Description
Deleted	41550	3	13 mm Toughline
	13701	4	43 mm Standard
Area 6a4			
Modified	11673	4	10 mm Fyrelite 2.7m
Modified	12556	3	10 mm Aqualine 2.4m
	14473	6	13 mm X-Block 2.4m
New	12484	3	10 mm Standard 3.6m

7B

MyGIB® Order and Track Features and Benefits

- Orders made through MyGIB® create PDF and CSV files allowing easy upload into your internal ordering systems so there is no double entry required.
- We've made it easier to add PO and CSQ information. Simply, follow the instructions in the 'Order submitted' e-mail and click on the blue button: 'Add Details'.
- No more calling around to find out the progress of an order. Customers can simply check the order status on their mobile phone for the most current delivery information.



MyGIB® Training Guide and video are available on gib.co.nz/MyGIB. For further information get in touch via e-mail wwbdigitalteam@gib.co.nz or call 0800 475 475.

What's next?
Tell your customer about the easier way of placing and tracking GIB® plasterboard orders using MyGIB® Order and Track.