



Standard Operating Procedure

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| Procedure Title: | Shipping online orders |
| Date: | 07/20/23 |
| Version: | 1.0 |
| Department: | CCHC |
| Approved By: | |

Purpose:

Definitions:

Procedure:

- Open the orders email (orders@completecare.net) in the desktop version of outlook.
- Right click on new orders and click on quick print. You will need to do this individually.
-Using the desktop version creates a cleaner looking invoice to send to the patient with their order. Please make sure to print double sided.
- Open Pirateship.com on the computer to prepare the shipping labels. Username and password should be saved, log in if it is not already pulled up.
- Gather all the supplements on the first order and then determine the appropriate box size for the order. Tape the bottom of the box.
- Use available wrapping material to **individually wrap each supplement** especially the glass bottles as they break easily during shipping. (**More wrap is better than less**, try to fill any air space in the box so it's snug)
- On Pirate ship click "ship" on the left-hand side, then select "single".
- When filling in the boxes make sure to put the email at the top and double check that you are **sending it to the shipping address on the invoice and not the billing address if different.**
- Below the address fields there is a drop-down box under Ship From, you will want to change it from the Medford location to the eagle point location.
- Next you will want to put in the box dimensions and the weight with Lbs. and oz. (its better to round up an oz instead of being under)
- Then select get rates, it will show you rates for both UPS and USPS with the cheaper option being prominent. My default shipping service is USPS (UPS charges a \$4 pick up fee) The exception is if USPS is over \$4 more than the UPS option.
- Hit the big green "buy label" button at the bottom once you have selected the shipping company and Print label.
- Put the invoice and "Thank you" card in the box and tape the top. Apply shipping label to the top of box.
- At the end of the day go onto the main screen of Pirate ship and click on "Schedule Pickup", Select the "request pickup" in upper left corner. Then select the shipping company (most likely will be USPS) Make sure to change the address to Eagle point and select reception from drop down for package pickup. Fill in box qty and estimated weight then select pick up.
- Lastly, you want to document the order in an excel spreadsheet. Select month tab- Include Pt name, order #, date, initials and items ordered. Once picked up highlight in yellow.

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Log Ins:

Pirateship.com- Username: info@completecare.net Password: P@\$\$w0rd123#

Uline.com- Username: Info@completecare.net Password: P@\$\$w0rd