

Introducing eBOS

- Electronic Based Ordering System

eBOS // ELECTRONIC
BASED
ORDERING
SYSTEM
slickstitch

eBOS is our new fully automated electronic ordering system. It's an industry first designed to make your ordering procedure simple and transparent.

WHY?

Feedback from our customers suggests they would like to have more visibility on order status throughout the ordering process.

eBOS is the tool that allows you to do that. Simply log on and check how your order(s) are progressing whenever you like.

Along with our warehouse management system, eBOS makes us the most advanced and user-friendly decorator in the industry.

WHAT DO YOU NEED TO DO?

All you need to do is send your orders, in exactly the same way with the same order attachments, to:

orders@slickstitch.com

The first 4 lines of your email should be as follows:

order number: xxxx

quantity: xxxx

stitch count: xxxx

date required: xxxx

NB Please note the colons and the space after each category. Date required should be in following format: 01-01-2009

WHAT HAPPENS NEXT?

Once our system has received the order, it places it in the production queue. An account manager will then review the order to check the details and either accept, reject or hold the order.

Anything we do will be documented against the order history and you will be sent an email with the acceptance or query. You will also receive progress emails telling you when the order has been accepted, in progress and when it has been despatched.

If you reply to any of these automated emails, it will automatically appear in the order history notes.

WHERE CAN I VIEW MY ORDERS AND THEIR PROGRESS?

Log on to our web site (www.slickstitch.com), use the same user name and password issued for the warehouse management system - if you don't have one please contact us.

Once in you can:

- check the status of the order(s)
- review the history and notes
- add notes
- add attachments
- edit dates
- place an order on hold
- review old archived orders

If you have any questions give us a call or email any time:

Tel: 01902 313368

**INDER:
design@slickstitch.com**

**NEETY:
neety@slickstitch.com**

**MATT:
matt@slickstitch.com**

