

# HOW TO POST ORDERS IN THE GROUPS

Every evening at 8 PM the Zoho agent reads the order groups and turns each message into an order in Zoho. If the message has the customer, the items with prices, a total and the payment, the order comes out right the first time. If something is missing, someone has to fix the order by hand later.

## / TEMPLATE

### COPY AND FILL IN

#GT110355 (if there is a number)  
 Mon 10/20 · Parcel (or Atlanta / Pickup)  
 Customer: First Last, phone  
 Address or "pickup", time

Cold-smoked mackerel x1: \$17  
 Cold-smoked rainbow trout x1: \$26  
 Barrel herring x1: \$10  
 Kholodets x2: gift

Delivery: \$0  
 Discount: -\$0  
 TOTAL: \$53  
 Payment: Zelle  paid (or: not paid)

## / 7 RULES

### 1 One customer = one message.

If 4 people each pay for themselves, that's 4 messages (they can share one #GT number).

### 2 A price on every line.

If you don't know the weight yet, write "price after weighing".

### 3 Prices after weighing go in as a reply to the order.

Not as a separate message. Otherwise the agent can't tell which order they belong to.

### 4 TOTAL is always a number.

Never leave "Grand Total: \$" empty.

### 5 Always the payment.

How they paid (Zelle, cash, card, Cash App) and whether it's paid.

### 6 Customer added or changed something after 8 PM?

Reply to the same order: "Added: Bacon \$14. New TOTAL \$356".

### 7 Don't forward the customer's message as-is.

Rewrite it in the template format.

Write a gift as "gift". Delivery we cover: "Delivery: \$0 (on us)".

## / CHECK BEFORE YOU SEND

☐ Customer name and phone

☐ Delivery and discount

☐ How they paid, and paid or not

☐ A price on every line

☐ TOTAL as a number

☐ One customer per message

## / BEFORE AND AFTER

Real messages from the groups, Oct 17–20. Names changed, phones and addresses removed.

### 1. No customer, no payment

#### BEFORE

Saturday  
[address], Alpharetta  
By 5:00 PM  
Silver Bay red caviar \$100

Who is the customer? What phone? Paid?

#### AFTER

Sat 10/18 · Atlanta  
Customer: Anna K., phone  
[address], Alpharetta, by 5 PM  
  
Silver Bay red caviar 500g x1: \$100

Delivery: \$0  
TOTAL: \$100  
Payment: Zelle ☒ paid

### 2. Order and prices in different messages

One person posts the order without prices. Someone else later posts the prices as a separate message, with no order number. The agent sees two different "orders".

#### BEFORE: MESSAGE 1

#GT110354  
Olga M.  
Steelhead Trout Cold Smoked x1  
Salmon "Sliced" Cold Smoked 1lb x2  
Rainbow Trout Cold Smoked x1  
Canadian Mackerel Cold Smoked x1  
Salmon "Yukola Style" Cold Smoked x1  
Delivery fee: \$50  
Grand Total: \$

#### BEFORE: MESSAGE 2

Сёмга – 76  
Лосось слайс – 30, 31  
Форель rain – 27  
Mackerel 17  
Yukola 38  
Delivery 50  
Total – 269

Which order are these prices for?

#### AFTER: ONE MESSAGE

#GT110354  
Mon 10/20 · Parcel  
Customer: Olga M., phone  
[address], Gulfport FL  
  
Cold-smoked steelhead x1: \$76  
Cold-smoked sliced salmon 1lb x2: \$30 + \$31  
Cold-smoked rainbow trout x1: \$27  
Cold-smoked mackerel x1: \$17  
Yukola x1: \$38

Delivery: \$50  
TOTAL: \$269  
Payment: Zelle ☒ paid

If the weight wasn't known yet: post the order right away, then add the prices as a reply to it.

### 3. Almost perfect

GOOD EXAMPLE

#GT110346  
Monday  
Marina S.  
[address], Dunedin FL  
  
Silver bay chum 0,5 \$90  
Корейка \$33  
Кусочек юкола \$36  
Доставка \$35  
Дискаунт \$34  
Всего \$160  
Оплата Зелле

WHAT TO ADD

Everything important is here: items with prices, delivery, discount, total, payment.  
  
Only missing:

- the customer's phone
- "paid" or "not paid"

### / WAREHOUSE (СКЛАД GROUP)

Each stock move as its own message, one line:

In: Salo 15.4 lb (from whom / invoice #)  
To smoker: Salmon bellies 71.6 lb  
From smoker: Cold-smoked salmon bellies 58.2 lb  
Write-off: Mackerel x2, reason (damaged / expired / tasting)

Questions about the format: ask Max.