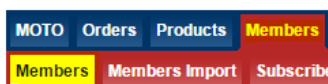# Etail Systems Tip Sheet

Objective: To understand how to set up VIP Members & how to recognise them in New Orders.
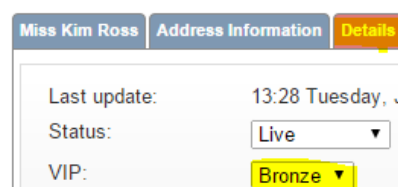
The VIP function enables you to distinguish between your "normal" customers & your "VIP" customers. There are 3 levels – Bronze, Silver & Gold.

Setting a Member as VIP

To set someone as a VIP Member, you'll need to go to Members > Members & search for the correct member.

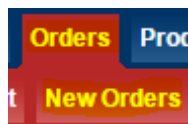Click on the "Details" section & select the VIP Level from the Dropdown.

All orders from that member will then be marked as that VIP Level:

Setting an Order as VIP

You can also set single orders as VIP, even if someone isn't a member or the member isn't a VIP at Member level.

To do this, find the order in Orders > New Orders, & click on the order you want to set as VIP.

Once you're on the order screen, click the "VIP" button in the top right. Click it once for a Bronze, twice for Silver, and three times for Gold.

You'll know if this has been successful as a little badge icon will appear on the top left, with the colour of the VIP level assigned to that order.

Bronze = 🏅 Silver = 🏅 Gold = 🏅

Once the order VIP button has been clicked three times, it will disappear.

NB: Once you've set an order as VIP, this can't be undone.

Picking VIP Orders

If you're using Warehousing & Picking, you can filter by the courier, & then by VIP Orders, so your VIP Customers & Orders can have a separate picking list, so you can despatch those orders as a priority.

Filter by:
Royal Mail ▼
Then By:
VIP Orders ▼

If you need any help with VIP Members & Orders, please call 0844 482 0908 or email support@etailsystems.com