

.com Assist Quick Start Guide

For new users: what problem it solves and how to use it

Important: This guide starts with picker instructions. BackOffice is documented separately at the end because normal pickers do not need to manage the BackOffice queue unless assigned to BackOffice duties.

Current Workflow Problem

A picker reaches an item on the pick list, but the item is not available on the shop floor.

The current workaround is manual and time-consuming:

- 1 The picker searches for the product in Inform to check whether the item is showing as in stock.
- 2 If the item appears to be in stock, the picker takes a screenshot of the product/details.
- 3 The picker switches from Inform to the Comm app.
- 4 The picker sends the screenshot to the dotcom/BackOffice team.
- 5 The picker writes a message explaining what item is needed and the quantity required.
- 6 The picker either waits for a reply or continues picking other items.
- 7 The picker must later check messages again to see whether the item was found.

This creates avoidable delay. The picker is trying to resolve a missing item while also being measured against pick-rate and availability performance. The issue is not willingness to look for stock; the issue is that the communication method is too manual for a fast picking workflow.

Ideal Long-Term Solution

The ideal solution would be integrated directly into the pickstick. When a picker marks an item as not available on the shop floor, the pickstick should offer an option such as **Send to BackOffice**.

The pickstick already knows the product, quantity, picker, store and pick context. An integrated system could send the request directly to BackOffice without the picker manually searching, screenshotting or messaging.

BackOffice would receive the request in a queue, check for the item, and update the outcome. When the picker returns to skipped/unavailable items, the pickstick could show whether the item is available, partially available, unavailable or substituted.

Current Stop-Gap Solution

Because pickstick integration is not currently available to this prototype, .com Assist demonstrates the same workflow using a mobile device. Pickers can use .com Assist instead of first switching to Inform and Comm.

- Scan the picker screen to search quickly and accurately.
- Search manually when scanning is not practical.
- Check product details and location.
- Set the quantity required.
- Send a structured request to BackOffice when the app shows the item is in stock.
- Track sent requests, update quantity, or cancel requests sent in error.

This is a practical stop-gap. It is not as seamless as full pickstick integration, but it removes screenshots, repeated Comm messages and manual request tracking.

Picker Workflow Summary

- 1 Picker looks for the product on the shop floor.
- 2 The product is not available on the shelf.
- 3 Picker searches in .com Assist, preferably by scanning the picker screen, or by manual search if needed.
- 4 Picker confirms the correct product and quantity.
- 5 If the app shows the item is in stock, the picker can send the request to BackOffice.
- 6 Picker continues picking and checks Sent Requests for updates.
- 7 Picker sees the BackOffice result as available, partially available or unavailable.

When To Use .com Assist

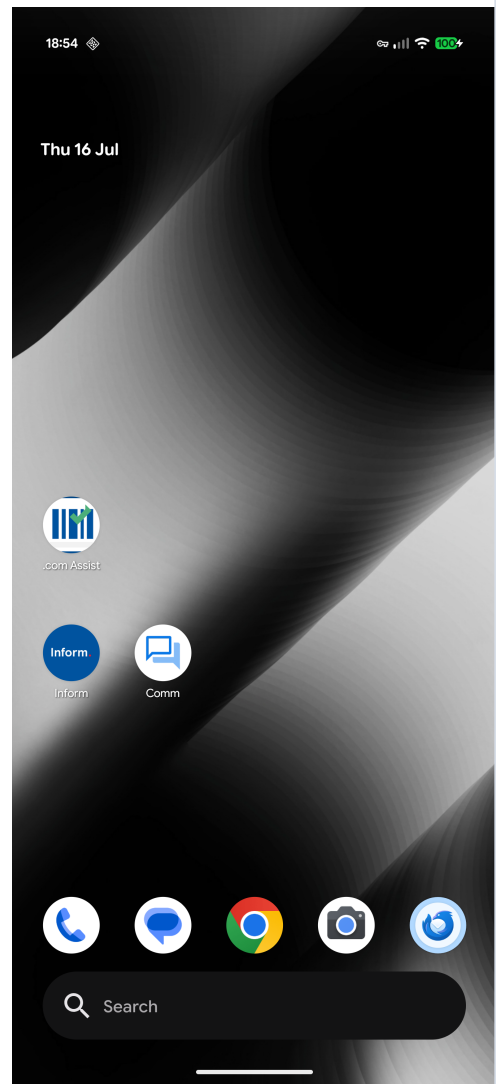
- Use it when the item is not on the shop floor and you need BackOffice/dotcom-area checking.
- Use Scan Picker Screen where possible because it is faster and more accurate than typing manually.
- Use Sent Requests to check for updates rather than chasing separate messages.
- If the app shows the item is not in stock, the BackOffice request option is disabled and the picker can move on.

Picker Instructions

Step 1

Open .com Assist

Start from the phone home screen and open .com Assist.



Step 2

Login

Login using your Tesco account when prompted.

18:55 100%

.com Assist

Login first. In approved mode the Tesco sign-in page handles your Tesco username.

Approved Inform login uses the official auth endpoint, client, scopes, and redirect scheme.

david.smith.123@tesco.com

Login mode

Picker

Back-Office

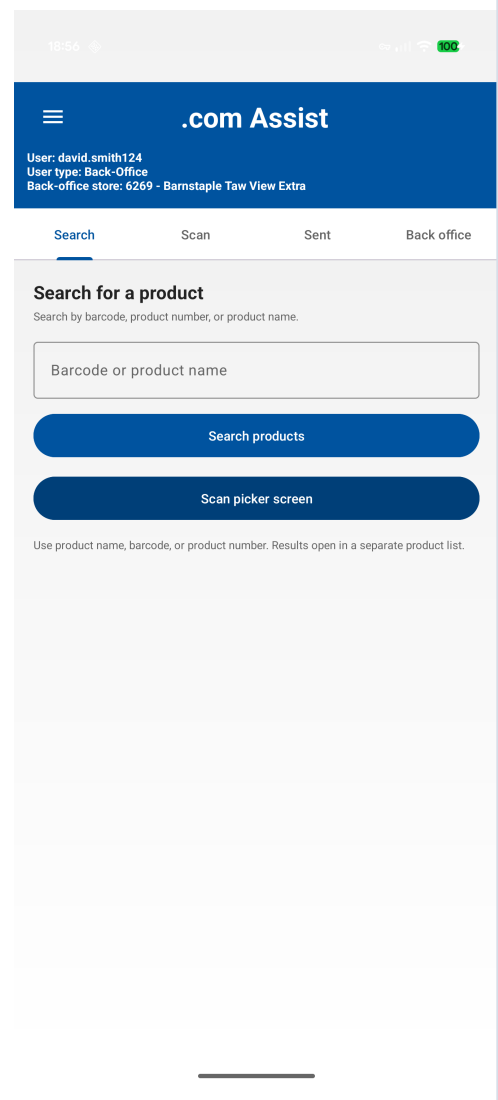
Picker mode sends requests. Back-Office mode manages a selected store queue.

Continue

Step 3

Main screen

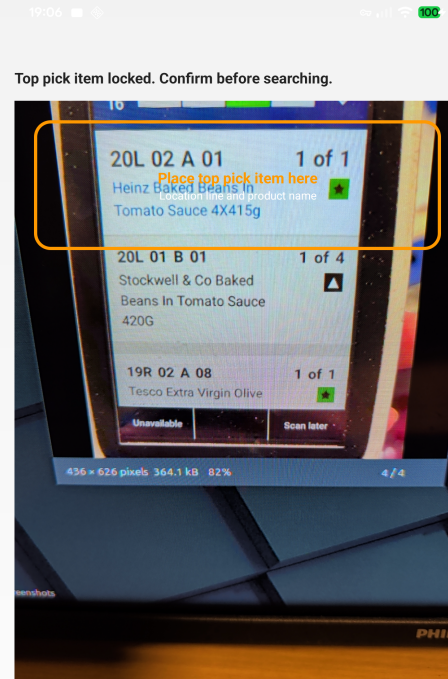
The main screen shows the picker tools: Search, Scan and Sent Requests. The BackOffice tab is for colleagues in the dotcom area managing requests; pickers do not need to be concerned with it during normal use.



Step 4

Scan the picker screen

When a product is not on the shelf, the preferred method is to scan the picker screen. This is faster than typing and improves accuracy because the app reads the product shown on the picker device. Once the app successfully reads the screen, press Search detected item to perform the search.



Detected item

20L02A01

Heinz Baked Beans In Tomato Sauce 4X415g

Search detected item

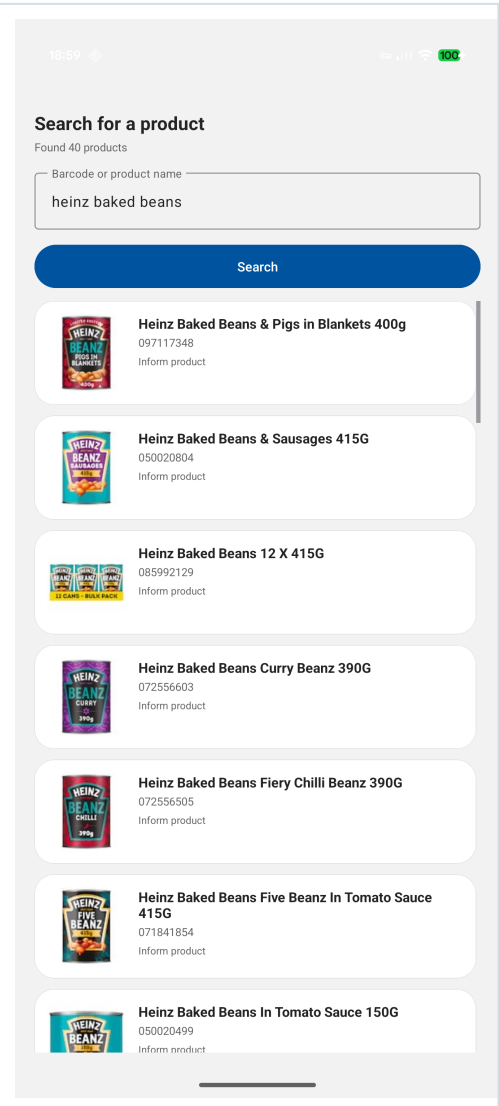
Rescan pickstick screen

Cancel

Step 5

Choose the correct result

A list of results will appear from the search. Select the correct product. Open the product details and confirm it matches the item required. Using the shelf location on the pickstick can aid in confirming it is the correct item.



Step 6

Manual search option

If scanning the picker screen is not practical, use Search to find the product by name, product number or barcode.

The screenshot displays the .com Assist mobile application interface. At the top, the status bar shows the time 18:57 and a 100% battery level. The app's header is blue with a hamburger menu icon on the left and the text ".com Assist" on the right. Below the header, user information is displayed: "User: david.smith124", "User type: Back-Office", and "Back-office store: 6269 - Barnstaple Taw View Extra". A navigation bar contains four tabs: "Search" (which is selected and underlined), "Scan", "Sent", and "Back office". The main content area is titled "Search for a product" and includes the instruction "Search by barcode, product number, or product name." Below this is a text input field with the placeholder "Barcode or product name". Under the input field are two blue buttons: "Search products" and "Scan picker screen". At the bottom of the main content area, a small note reads: "Use product name, barcode, or product number. Results open in a separate product list." The bottom of the screen shows a standard iOS keyboard with a dark theme.

Step 7

Check product details

Confirm the product image, title, barcode, shelf location and stock information. If the app shows the item is not in stock, the BackOffice request option is disabled and there is no request to send.

18:59

100%

Product details
Store details loaded



Dolmio Bolognese Chunky Mushroom Red Pasta Sauce 450g

Barcode: 4002359019746

Location: Aisle 17 - 17R04C6

Availability: In stock

Current store stock
Cases: 1
Singles: 004
[View nearby locations](#)

Quantity required

x1

+

Send request

Request restock

Product Barcode



4002359019746

Step 8

Set quantity needed

Set the quantity required before sending. This can be one item or multiple items, depending on the pick requirement.

12:00

100%

Product details
Store details loaded



Dolmio Bolognese Chunky Mushroom Red Pasta Sauce 450g

Barcode: 4002359019746

Location: Aisle 17 - 17R04C6

Availability: In stock

Current store stock
Cases: 1
Singles: 004
[View nearby locations](#)

Quantity required

-

x3

+

Send request

Request restock

Product Barcode

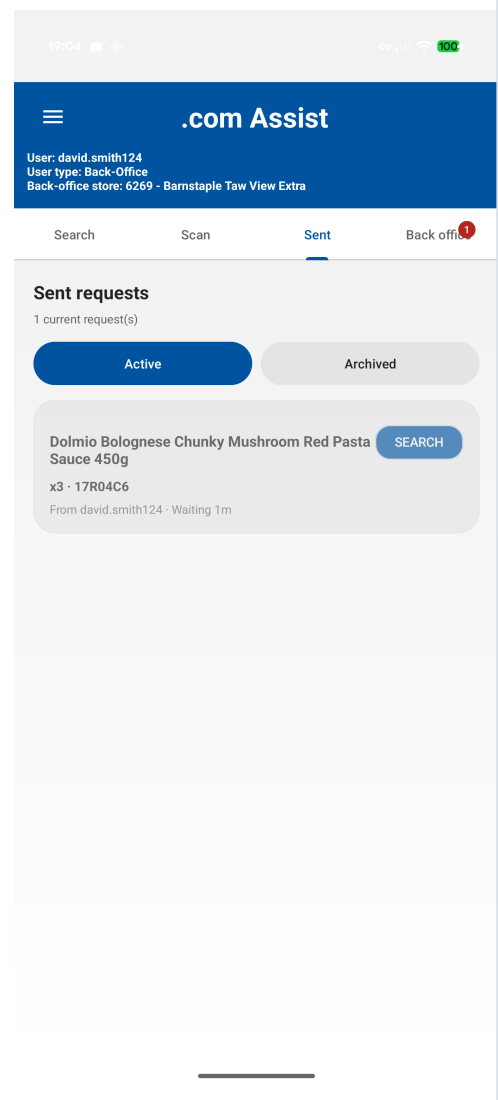


4002359019746

Step 9

Tracking sent requests

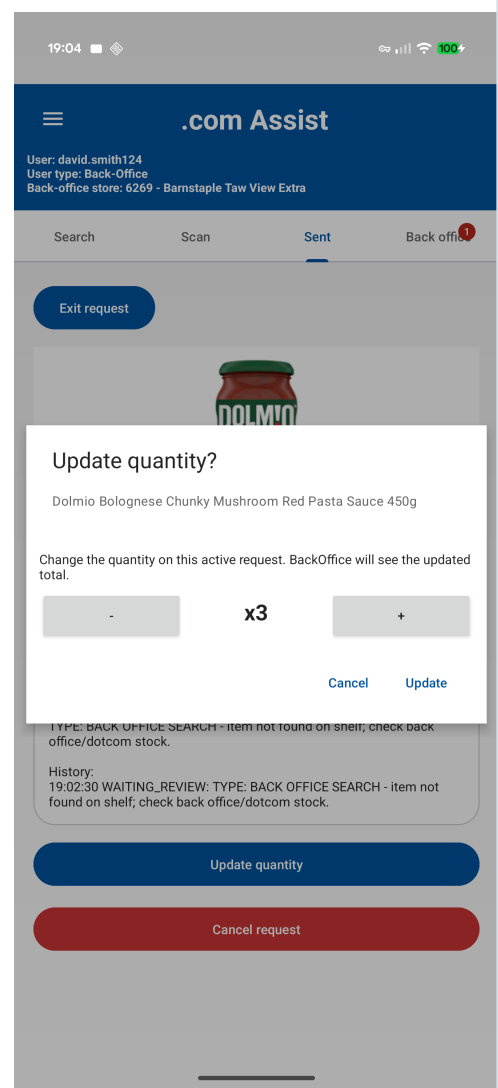
After sending to BackOffice, the request appears in Sent Requests. You can check Sent Requests at any time for updates. Waiting requests remain in the normal waiting state. Updates are shown at a glance using the coloured status box: green means available, amber means partially available or substitute found, and red means unavailable.



Step 10

Updating quantities

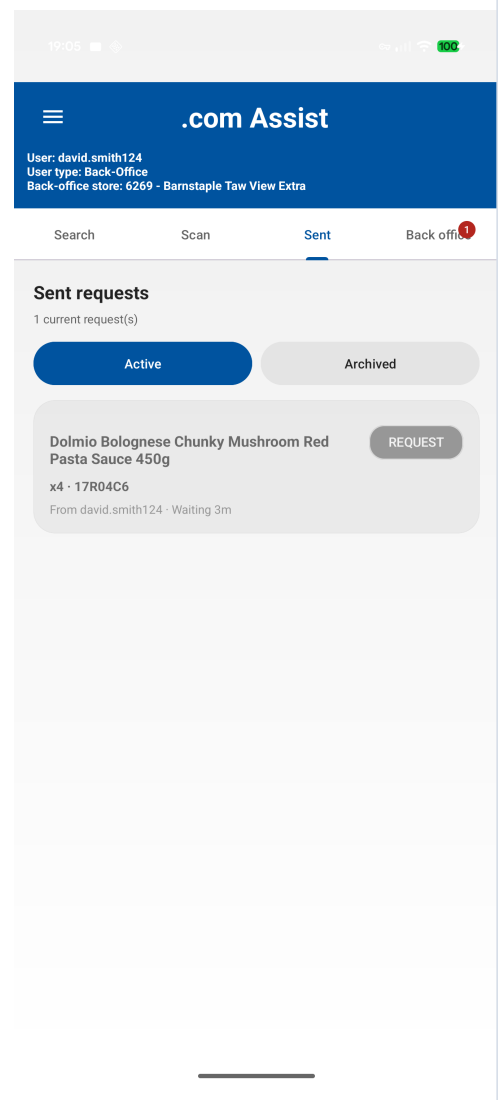
If you submit a request and then realise you need more than one of the requested item, or the quantity submitted was wrong, open the request and update the quantity while it is still waiting.



Step 11

Quantity updated

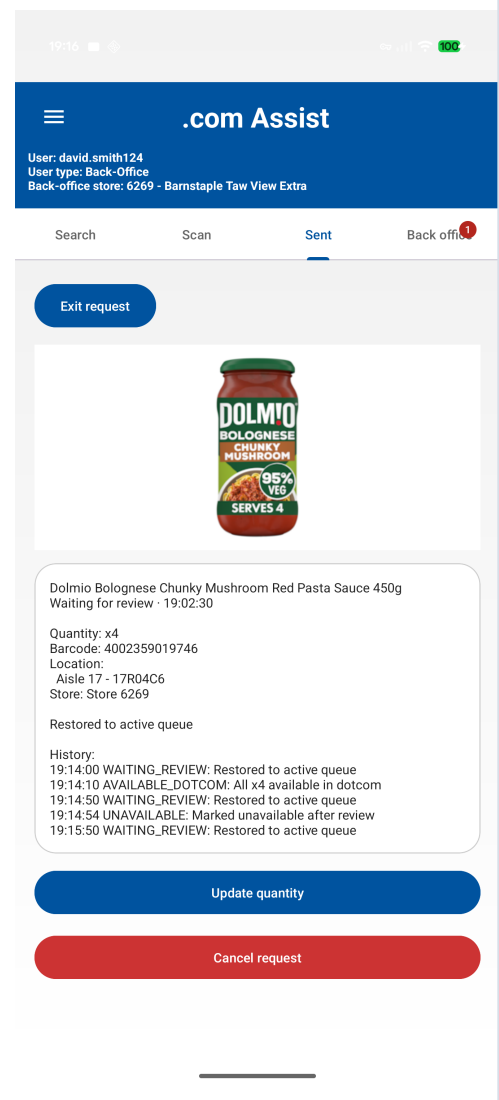
The request now shows the updated quantity. The BackOffice queue is also updated with the new quantity.



Step 12

To cancel a request

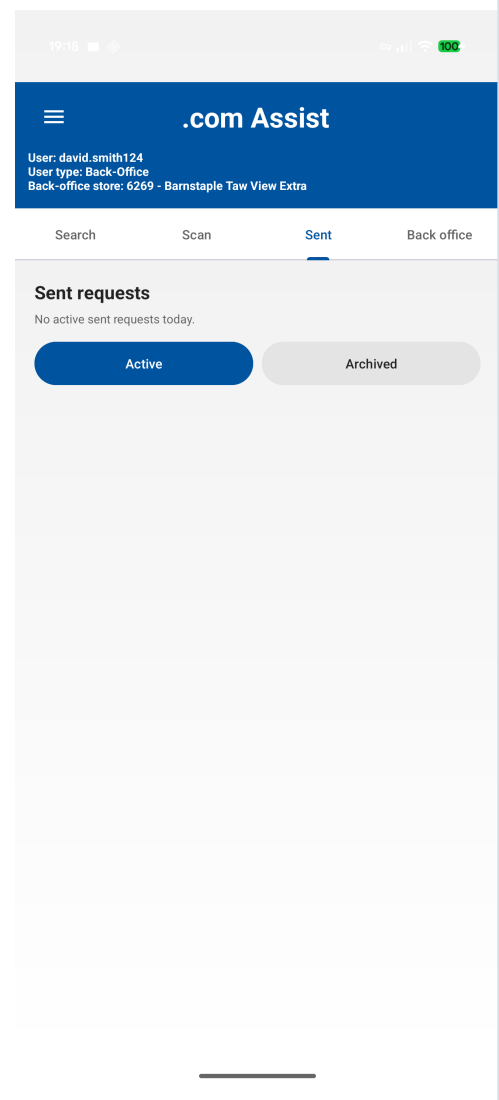
If you wish to cancel a request for any reason, open the Sent Requests tab, open the request, and use the Cancel request option at the bottom.



Step 13

Cancelled request removed

When a request is cancelled, it is immediately removed from the active Sent Requests tab.



Results

A sent request can receive a number of different outcomes. These are shown in Sent Requests using the status text and coloured status box.

Status	Colour	Meaning	Picker action
Waiting for review		BackOffice has not actioned the request yet.	Continue picking and check Sent Requests later.
Available in dotcom		The requested product has been found and is available in the dotcom/back area.	Find the item in the dotcom area and scan/pack away using the normal pickstick process.
Partially available in dotcom		Some, but not all, of the requested quantity has been found.	Use the currently approved store workflow for the remaining quantity, for example substitution or marking unavailable on the pickstick as appropriate.
Substitute found		BackOffice has found a substitute option.	Follow the normal substitute process for that pick.
Unavailable		The requested product was not found by BackOffice.	Follow the normal unavailable workflow on the pickstick.

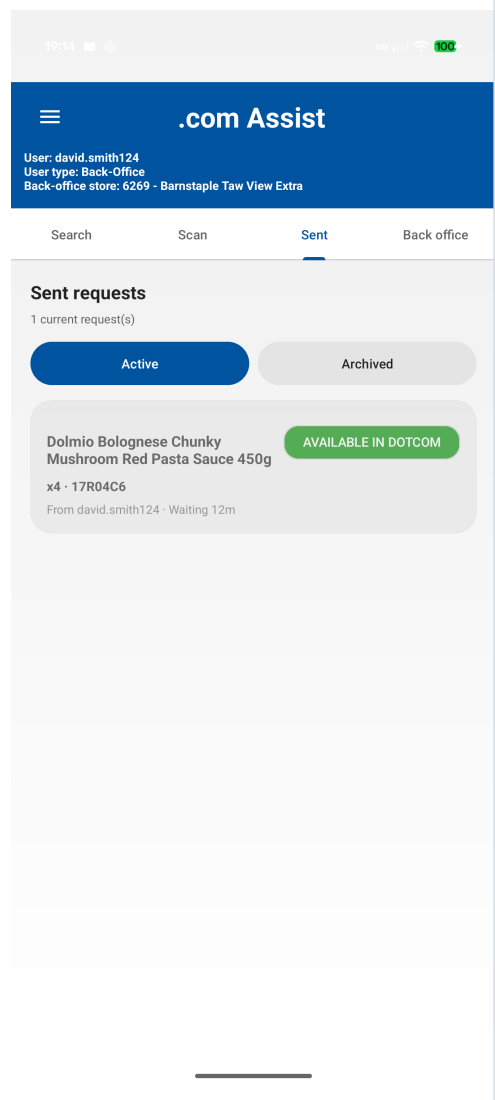
Pickers should use these results to decide the next step for remaining pick-list items that were not on the shop floor. This app is designed to assist with finding products that should be available in the store rear/dotcom area; it does not replace the current pickstick process for scanning, substitution, or marking items unavailable.

Examples of picker result screens:

Step A

Available in dotcom

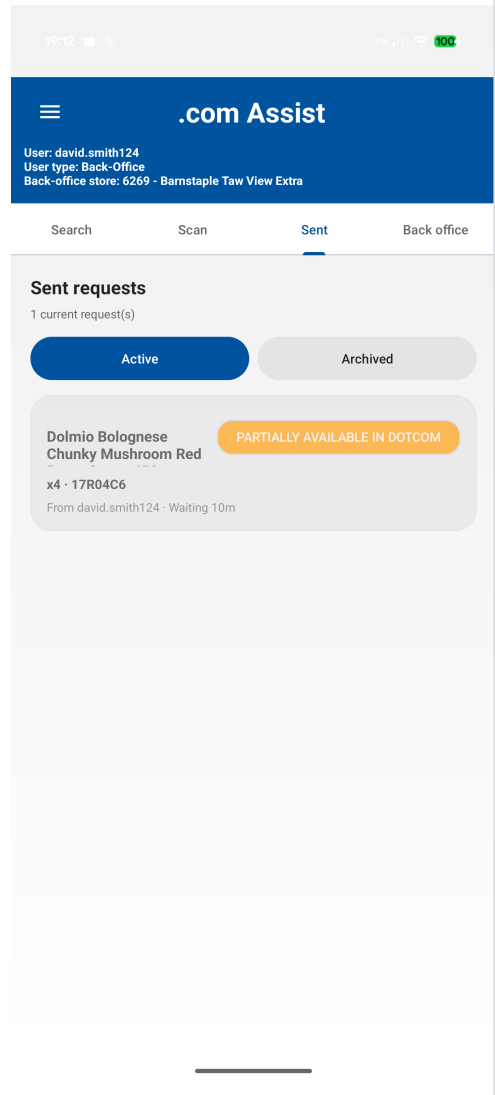
All requested items were found.



Step B

Partially available in dotcom

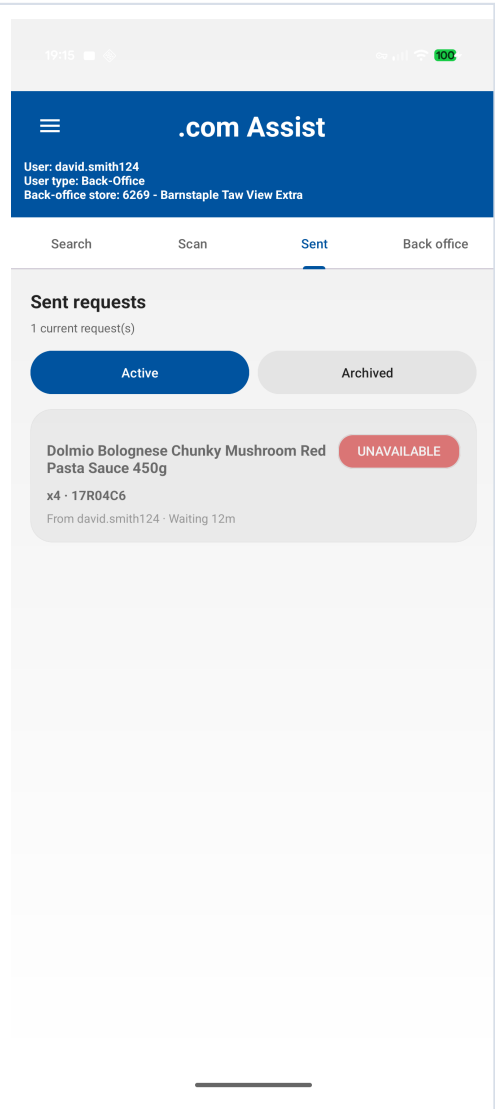
Only part of the requested quantity was found.



Step C

Unavailable

The requested product was not found.



BackOffice Instructions

BackOffice-only: This section is for the user managing BackOffice requests. Pickers do not need to complete these steps.

As the BackOffice administrator, you will have access to the BackOffice tab. Under this section you will receive picker requests and can also view the live request queue at any time.

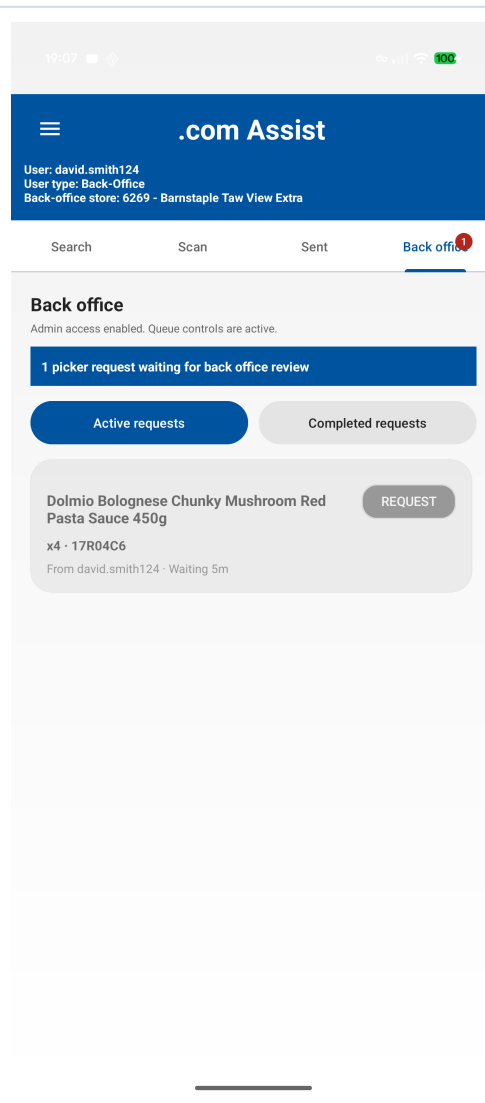
When a request is received, open it to see what is being requested, including the product image, product details, quantity required, shelf location and who requested it. You can then use the live scanner to scan product barcodes while searching for the correct item.

If an incorrect product is scanned, the app shows a mismatch/error so the user knows the product is not the one requested. If the correct barcode is scanned, the app confirms the match and the BackOffice user can mark the request outcome.

Step 1

BackOffice queue

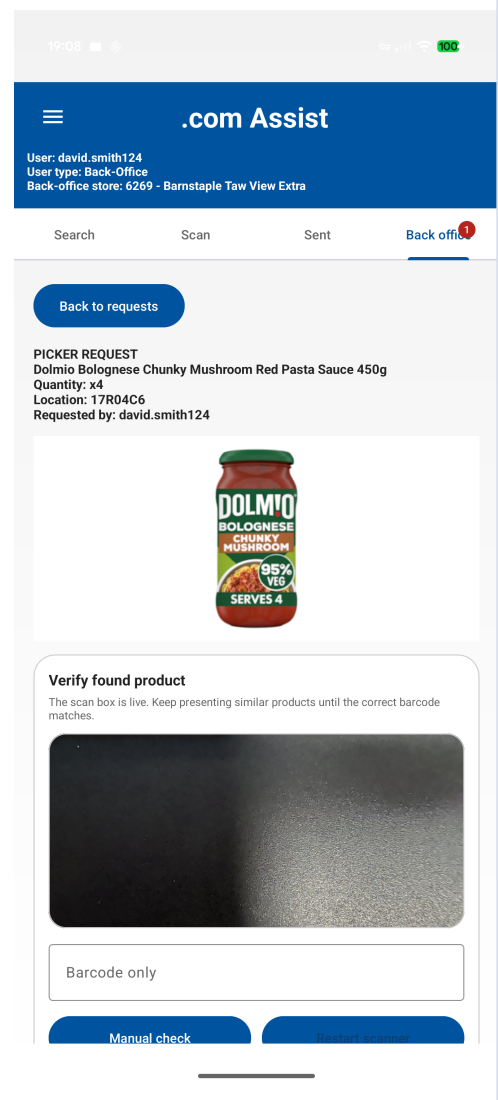
BackOffice receives a notification when a picker submits a request. BackOffice can also open the BackOffice tab to see live requests waiting in the queue.



Step 2

Open request detail

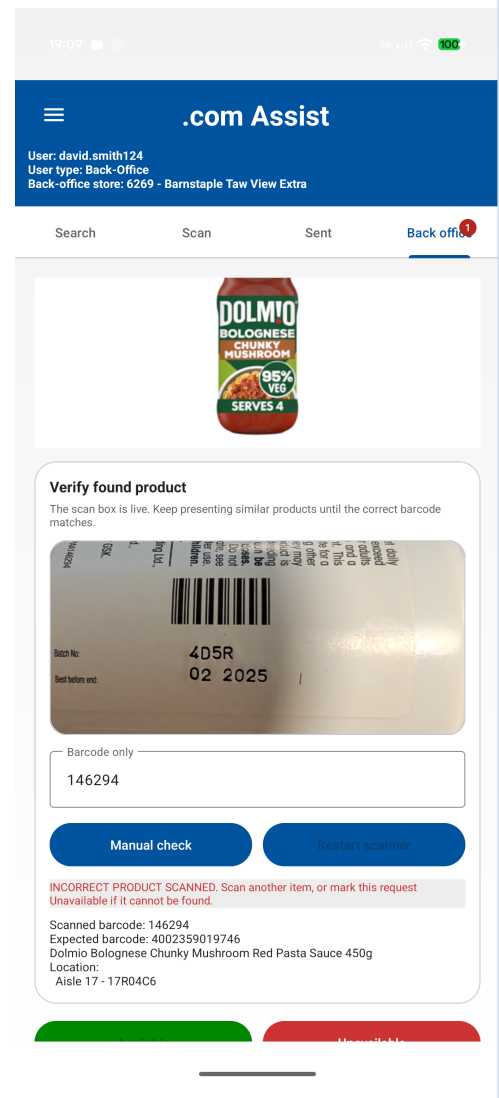
Tap a request to view what is being requested. This shows the product image, product details, requested quantity, location and requester.



Step 3

Incorrect product scanned

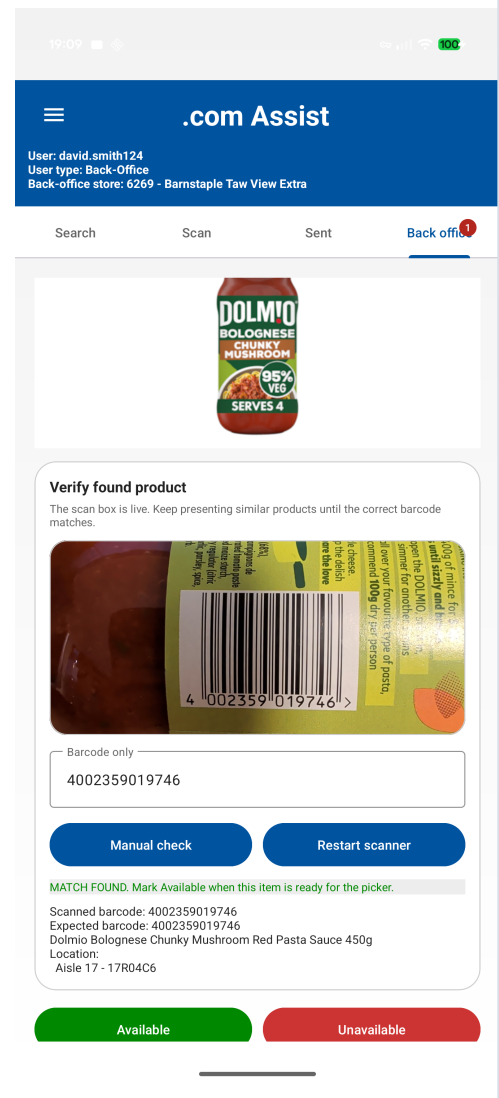
BackOffice can use the live scanner to scan product barcodes while looking for the requested item. If the wrong product is scanned, the app shows a mismatch/error so the user knows it is not the requested product.



Step 4

Correct product scanned

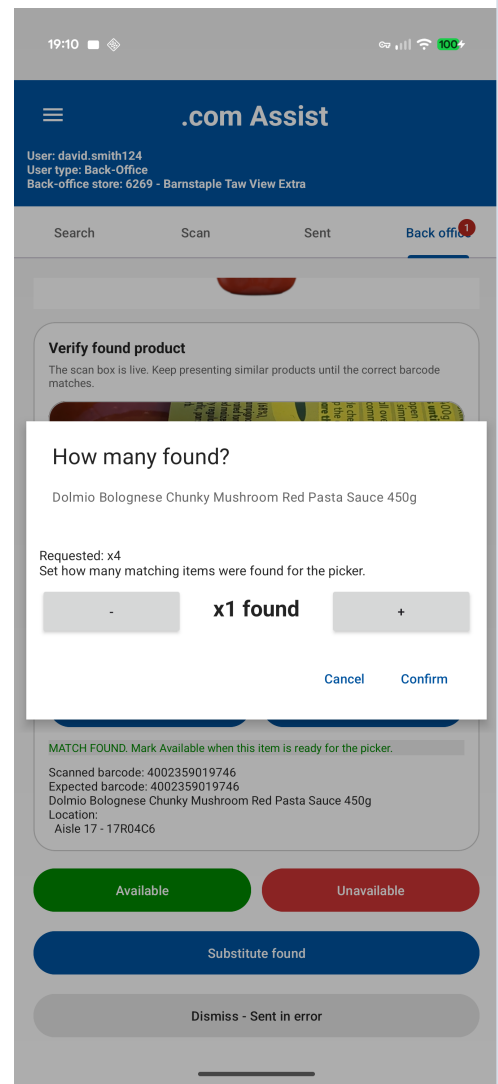
When the correct product barcode is scanned, the app confirms the match. This helps prevent mistakes between similar products, sizes or brands.



Step 5

Record how many were found

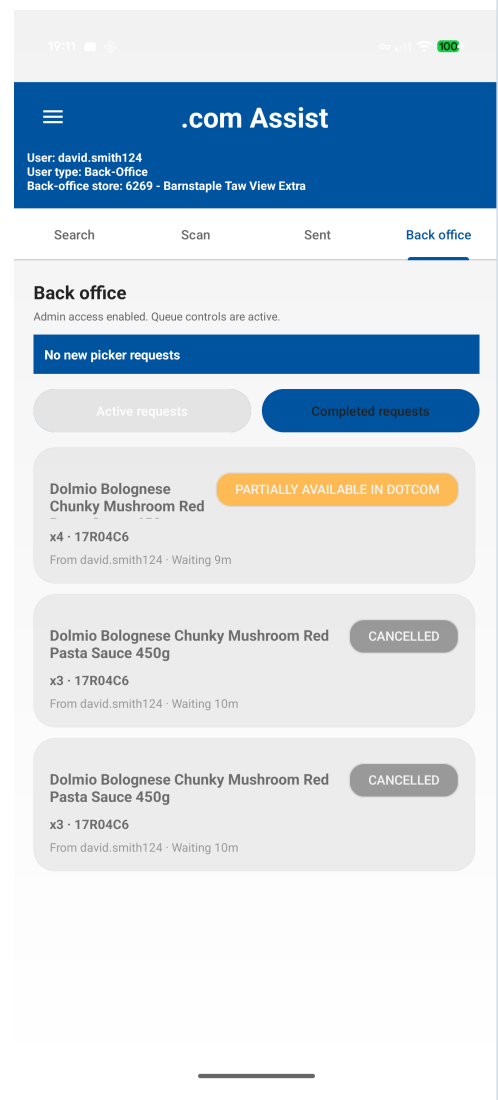
If more than one item was requested, BackOffice records how many matching items were found.



Step 6

Partial result

If only some were found, the request is marked partially available. The picker can then see the partial result in Sent Requests.



Summary

.com Assist gives pickers and BackOffice one shared workflow. The picker identifies the missing item, sends a structured request, BackOffice verifies and marks the outcome, and the picker checks Sent Requests for the result.

The aim is to reduce screenshots, repeated group messages and manual follow-up while the picker continues their pick.

Feedback, Comments & Suggestions

If you have any feedback, comments or suggestions about .com Assist, please let your line manager know.