

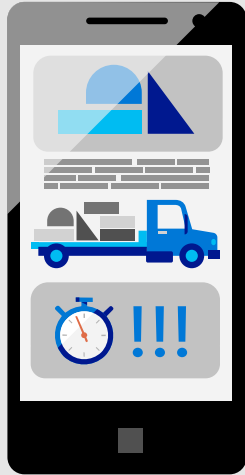
# Microsoft business-class email Day in the life - Retail



Meet Oscar, the owner of Wingtip Toys—a small toy store chain with three locations in the Pacific Northwest. He uses professional cloud email to stay connected to his team across locations and better communicate with suppliers.

## 5:30 AM Stay connected

Rough morning: Oscar checks his phone first thing and sees an email from Gene, his Portland store manager—the building blocks that were supposed to arrive this Saturday are delayed!



## 6:00 AM Email on the go

At the gym, Oscar works on his tablet and easily accesses digital business cards for other building block vendors. He attaches them to an email marked high-importance for Gene.<sup>1</sup>



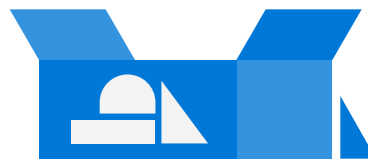
## 8:15 AM Manage operations anywhere

While making breakfast for his son, Oscar approves an employee's time off request with the mobile [Workday for Outlook](#) app.



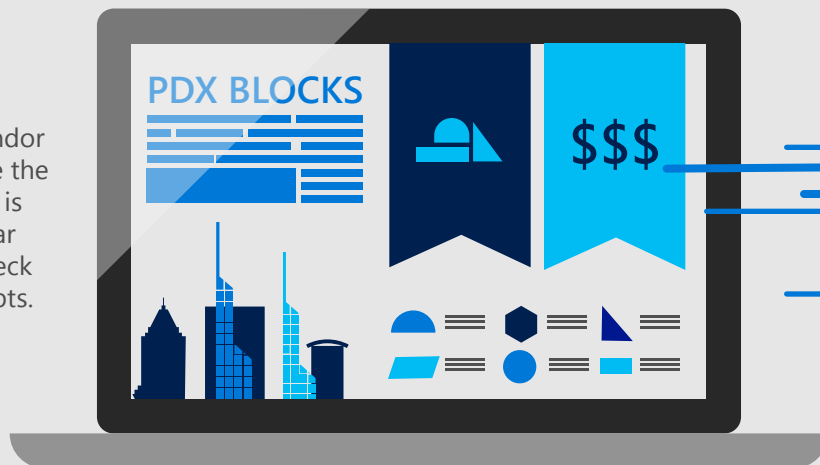
## 10:00 AM Automatic bill reminders

Reminder! Oscar receives an automatic reminder that he needs to pay a supplier in two days. With a few minutes before a meeting, Oscar uses [PayPal for Outlook](#) and takes care of it.



## 11:00 AM Find time to meet

Good news! Oscar finds a Portland vendor who can deliver building blocks before the weekend rush! Bad news—this vendor is expensive. Oscar sends Gene a calendar invite to discuss their options. He'll check tracking later to make sure Gene accepts.



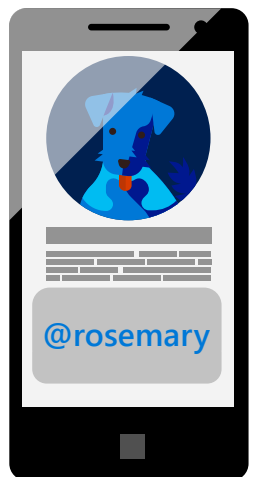
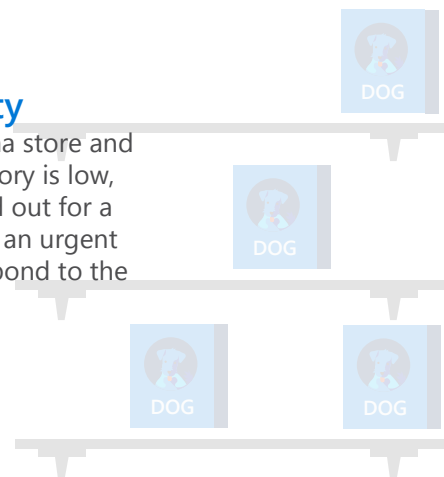
## 12:30 PM Keep conversations moving

Checking email while in line for lunch, Oscar sees an email from his Tacoma store manager, Rosemary. She's hoping he can meet her early tomorrow to receive a shipment. With one hand, he uses "quick reply" <sup>2</sup> to let her know he'll be there.



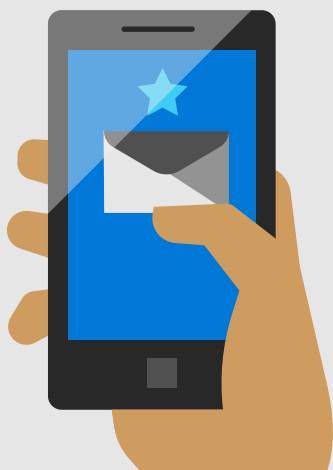
## 3:00 PM Send with authority

Oscar swings by his Tacoma store and notices stuffed-dog inventory is low, but Rosemary had stepped out for a break. He sends Rosemary an urgent email with an @tag to respond to the puppy crisis right away.



## 5:45 PM Make meetings happen

While waiting for his daughter to finish lacrosse practice, Oscar uses [FindTime](#) to set up a meeting with a new board game supplier. He configures his inbox<sup>1</sup> so the supplier's reply will drop into his urgent folder.



## 8:00 PM Keep business moving

Problem solved! Oscar checks his tablet after dinner and sees Gene attached a contract for a more affordable building block vendor. Oscar quickly approves the contract and sends it out through [DocuSign for Outlook](#).



1. Feature only available in Outlook client. 2. Coming to Outlook for Android May 2018 and later this summer to Outlook for Mac. Available in Outlook for iOS