

Etail Systems Tip Sheet

Objective: To set up a product for drop ship/direct despatch & send notification of that order to the supplier.

To be able to offer a greater amount of products on your site, you may choose to sell items which you don't stock, but your supplier can despatch to the customer directly for you. This is what we call "drop ship" or "direct despatch". The customer places the order the same as the usually would, it's just the set up in COMS which is different.

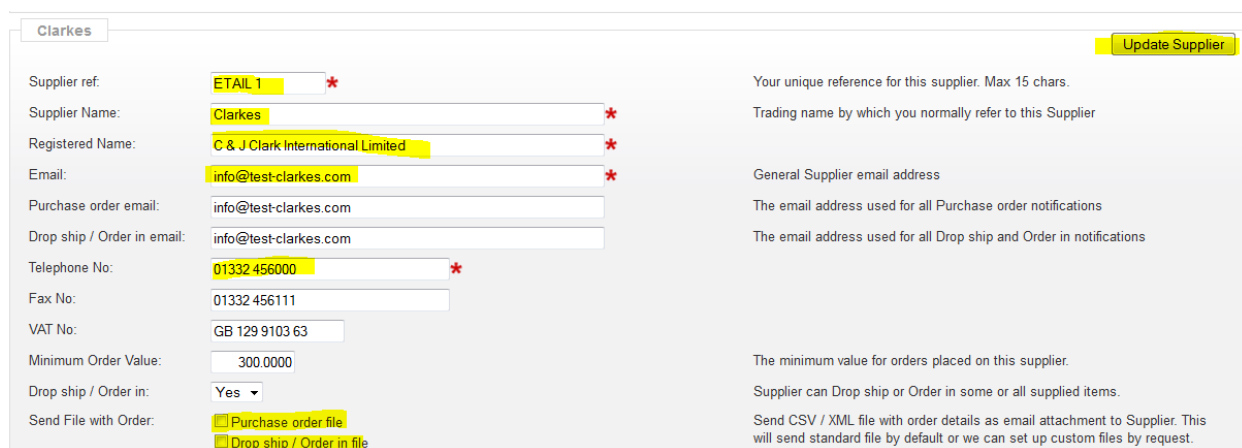
Setting up your suppliers

Firstly, you'll need to set up your suppliers in COMS, in Admin > Suppliers. Click the "Add New Supplier".



The screenshot shows the Etail Systems Admin interface. The top navigation bar includes links for MOTO 2, Orders, Products, Members, Sites, Site Admin, New Site, Admin (highlighted), Reports, Home, Partner, and Sign out. Below this, a secondary menu lists various modules: Details, Contacts, Defaults, Financial, Product Defaults, Suppliers (highlighted), POs, Stockists, Affiliates, Warehousing, Catalogues, Services, Modules, Email setup, and DIF. A breadcrumb trail indicates the current path: You are here > Client: Etail Demo (ID: 287899650) > Admin > Suppliers. The 'Suppliers' section is active, and an 'Add New Supplier' button is visible in the top right corner.

Fill in all the details you can on this page. Anything with a red asterisk is required. There are also section further down this page which can be filled in. Click the "Update" button on each section to save your details.




The screenshot shows the 'Add New Supplier' form for a supplier named 'Clarks'. The form includes various fields for supplier information, with red asterisks indicating required fields. The fields are: Supplier ref. (ETAIL1), Supplier Name (Clarks), Registered Name (C & J Clark International Limited), Email (info@testclarks.com), Purchase order email (info@testclarks.com), Drop ship / Order in email (info@testclarks.com), Telephone No. (01332 456000), Fax No. (01332 456111), VAT No. (GB 129 9103 63), Minimum Order Value (300.0000), Drop ship / Order in (Yes), and Send File with Order (Purchase order file and Drop ship / Order in file). The form also includes a 'Update Supplier' button in the top right corner.

Warning: The email address entered will be the email which the drop ship notification gets sent to, so please make sure that it's the correct email address.

If you want to send a Purchase Order file or a drop ship/order in file as an attachment to the email, select the required tick box & click "Update Supplier". Depending on if it's a Purchase Order or a Drop ship/order in attachment, these can be sent to different email addresses if needed.

Setting up & processing a drop ship order

Setting up your products

Supplier Order Fulfillment: **Drop ship** ▼
Supplier: **Clarkes** ▼
Order from: 

Now, you'll need to set up a product as drop ship. Go into the first product edit page in COMS. If you scroll to the bottom you'll see a dropdown called "Supplier Order Fulfillment". Select "Drop ship" from here, & then select the correct supplier. Click "Update" to save your changes. If you've missed anything, a COMS error message will appear & tell you what information is missing.

If it's a product you're pre-selling, you can select the date on which you want to order this product from.

Sending your drop ship notifications

Now that's all set up, you just need to wait until you have an order for a dropship item. To check if you have any items awaiting drop shipping, you need to go to Orders > Drop Ship. This will show you all outstanding orders waiting to be drop shipped. You need to select a supplier from the drop down & click "Search" before you're able to drop ship anything.

MOTO 2 **Orders** Products Members Sites Site Admin New Site Admin Reports Home Partner Sign out
Dr Matt New Orders MOTO **Drop Ship** Repeat Orders Import Delivery Picking Search Orders Enquiries Forms Stats Admin

You are here Client: Etail Demo (ID: 287899650) Orders Drop Ship

Supplier: **All Suppliers** ▼ **Search**

Once you've done this, some extra options will appear on the right hand side of the screen. Here, you can select which orders you want to drop ship (everything is ticked by default), & you can click the "edit" button if you need to edit any of the information on the order (you will be taken to the order screen to do this).

	Supplier	Order No	Status	Order Date	Type	Product	SKU	Qty	
1	Clarkes	10115		27/05/14 12:00	DropShip	30 Piece Personalised Photo Jigsaw		1	<input checked="" type="checkbox"/>
Personalisation: Personalisation Text 1: Test personalisation test here									
Deliver to: Miss K r, 4, b, b, LA14 2PN, United Kingdom									
Delivery instructions:									
Special instructions:									
2	Clarkes	10114		11/04/14 17:19	DropShip	Sterling silver cufflink Cartridge		1	<input checked="" type="checkbox"/>
Personalisation: Please Personalise your product here max 5 letters:									
Deliver to: Miss Etail Systems, Suite 5, Trinity Enterprise Centre, Barrow-in-Furness, Cumbria, LA14 2PN, United Kingdom									
Delivery instructions:									
Special instructions:									
3	Clarkes	10113		11/04/14 15:31	DropShip	Sterling silver cufflink Cartridge		1	<input checked="" type="checkbox"/>
Personalisation: Please Personalise your product here max 5 letters: D J W									
Deliver to: Miss Etail Systems, Suite 5, Trinity Enterprise Centre, Barrow-in-Furness, Cumbria, LA14 2PN, United Kingdom									
Delivery instructions:									
Special instructions:									
4	Clarkes	10112		11/04/14 15:09	DropShip	Sterling silver cufflink Cartridge		1	<input checked="" type="checkbox"/>
Personalisation: Please Personalise your product here max 5 letters:									
Deliver to: Miss Etail Systems, Suite 5, Trinity Enterprise Centre, Barrow-in-Furness, Cumbria, LA14 2PN, United Kingdom									
Delivery instructions: leave by back gate									
Special instructions:									
5	Clarkes	10111		11/04/14 11:43	DropShip	Sterling silver cufflink Cartridge		1	<input checked="" type="checkbox"/>
Personalisation: Please Personalise your product here max 5 letters: K J M									
Deliver to: Miss Etail Systems, Suite 5, Trinity Enterprise Centre, Barrow-in-Furness, Cumbria, LA14 2PN, United Kingdom									
Delivery instructions:									
Special instructions:									
Special instructions:									

Drop Ship selected products

Setting up & processing a drop ship order

If everything is OK with those orders, you can scroll down to the bottom of the screen, add any "Special Instructions" to the supplier if needed, & then click "Drop Ship selected products". Once you do this, a message will appear confirming or denying that an email has been sent to your supplier.

Information

Purchase order #1006 raised for selected products
Supplier drop ship email sent to Clarkes

The (purchase order option) email which is sent to the supplier contains the following:

Drop Ship Order: 1006

Invoice To:
Etail Demo
16 King Street
Over
Anytown
AB12 3CD
United Kingdom

Tel: 0844 482 0908
Account: ETAIL 1

Please supply and drop ship the following:

DESCRIPTION / REFERENCE	QTY	UNIT PRICE
30 Piece Personalised Photo Jigsaw	1	£0.00

Drop ship Order No: 10115 to:
Miss k r
4, b, b, LA14 2PN, United Kingdom
1 x 30 Piece Personalised Photo Jigsaw
Item 1 - Personalisation Text 1: 'Test personalisation test here'

Please confirm acceptance of this Purchase order by clicking the following link:

http://coms.etailsystems.com/confirmpurchaseorder.aspx?cpo=101_287899650_289406976_32538624

Contacting us:

Should you have a question about this order please call us on 0844 482 0908 or email us at demo@etailsystems.com.

If the confirmation link is clicked, they'll see a screen that looks like this:

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Content and Order Management Suite

You will also receive an email to let you know the order has been confirmed.

Purchase order #: 1006 has already been confirmed.

The CSV attached to the email contains all the relevant customer & order information which is needed for the supplier to complete the order. If you'd like to see an example of what this file looks like, please contact us. We can create custom CSVs if you want more adding to this file.

If you have any questions about drop shipping, please call 0844 482 0908 or email support@etailsystems.com