Setting up & processing a drop ship order

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.
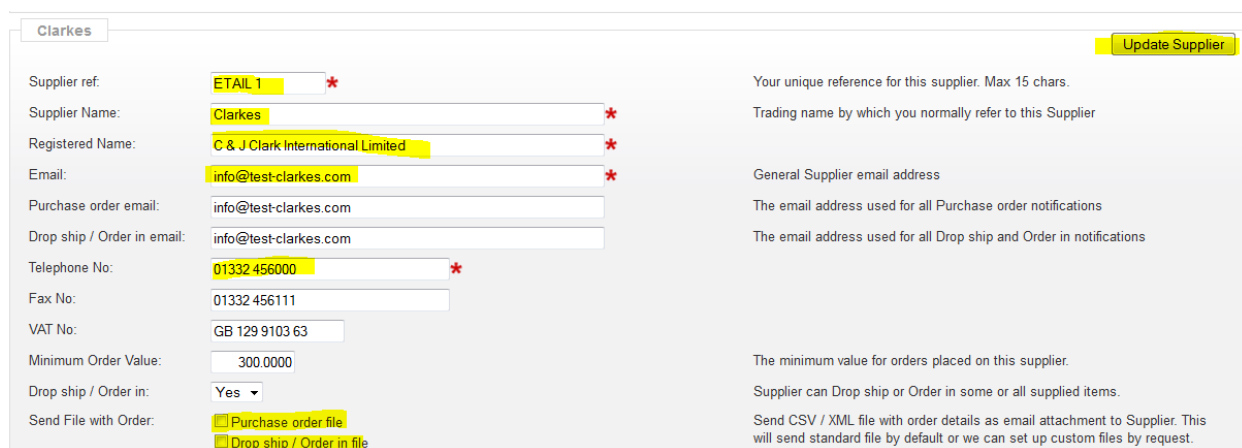
Setting up your suppliers

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

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.

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.

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Setting up your products

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.

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).

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.

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

Content and Order Management Suite

Purchase order #: 1006 has already been confirmed.

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