

DISTRIMEDIA

eWMS remote app

Remote based ordermodule B2C

DISTRIMEDIA

Table of contents

eWMS remote app	1
Intro	3
1 : Access to eWMS	4
1.1 Windows	4
1.2 Mac OS	5
2 Orders	8
2.1 Searching Orders	10
2.2: Customer Modifications	12
2.3: Track&Trace	13
2.4: Cancel orders or Partial delivery launch orders	14
2.5: Modify Orderlines	15
2.6: Change order lines to an other product	17
2.7: Add or remove OrderLines	17
2.8 Import Orders	18
2.9: adding a value added handling	19
3 Pre Advices (pre-announce new incoming stock)	22
3.1: Consult PreAdvices	22
3.2: Modify PreAdvices	24
3.3: Import PreAdvices	25
4 Products	27
5 Returns	32
5.1 Returns global	32
5.2 Create or import returns	33
5.2.1 Manual create returns	33
5.2.2 Import Returns	34
5.3 Follow up returns	36
5.3.1 authorized and unexpected returns	36
5.3.2 Pending and processed returns	37
6 Reports	39
7 Locations	41
Appendix 1 : Contact	41

Log changes per version

3.19: September 2021

- Separate fields for house number and box number in delivery addresses via Excel order import
- Possibility to use carriers with digital invoice data for export orders outside the EU.

Intro

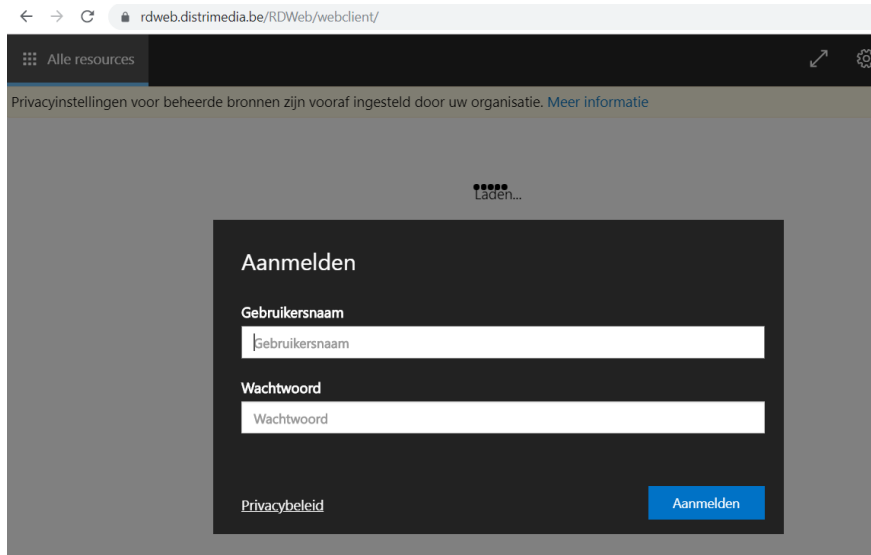
This document provides you with an overview of the eWMS remote app, which Distrimedia makes available to its external relations.

This offers our customers the possibility to load and have orders delivered, without building an interface with their own ERP system. But it can also be used as an additional tool for many of the possibilities offered by the application and described in this document, even if you do use Distrimedia's interface.

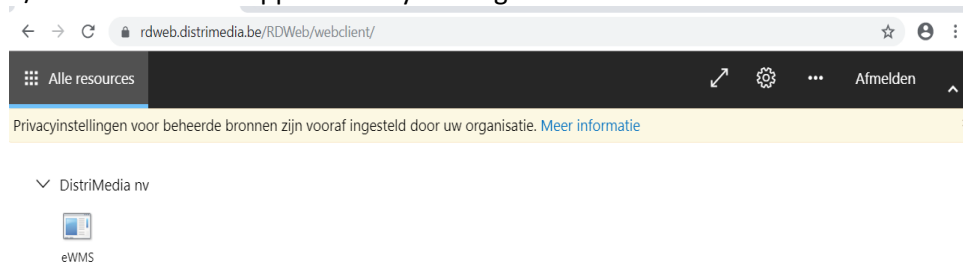
1 : Access to eWMS

1.1 Windows

- 1/ Customers Distrimedia St-Niklaas: Go to <https://rdweb.distrimedia.be> via your web browser.
Customers Distrimedia Tielt: Go to <https://rdwebtielt.distrimedia.be> via your web browser.
- 2/ Please wait until the login screen shows and login with the information provided to you by Distrimedia.



- 3/ Start the eWMS application by clicking on the shortcut.



- 4/ In the popup below (only 1st time), check the bottom options and click "Allow" ("Toestaan")



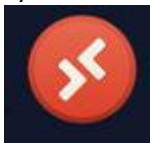
- 5/ Wait for the eWMS login screen and log in with the information provided to you by Distrimedia



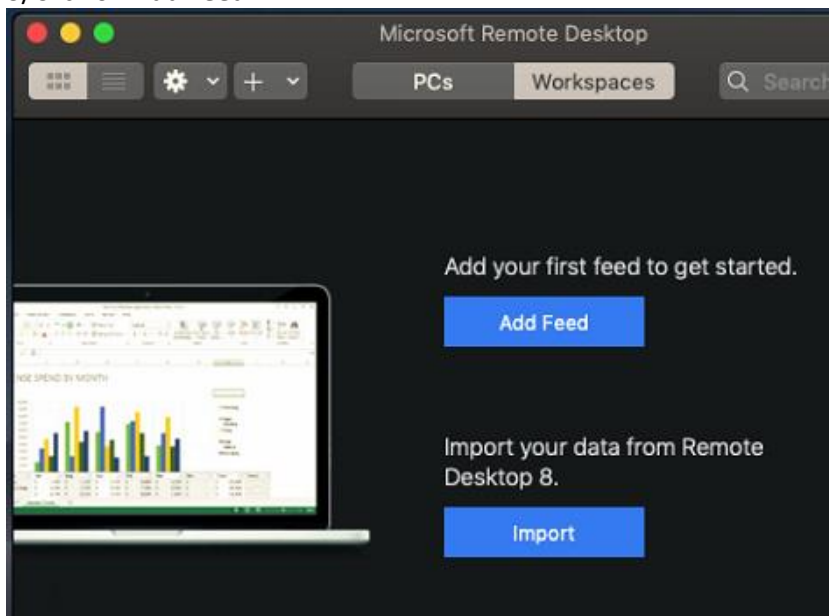
1.2 Mac OS

1/Download and install the “Microsoft Remote Desktop 10” app from the Appstore:
<https://apps.apple.com/nl/app/microsoft-remote-desktop-10/id1295203466?mt=12>

2/Launch the Microsoft Remote Desktop 10 app:



3/Click on **Add Feed**



4/ Distrimedia St-Niklaas-customers: Fill out <https://rdweb.distrimedia.be>

Distrimedia Tielt-customers: Fill out <https://rdwebtielt.distrimedia.be>

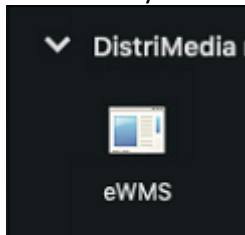
...and wait for the automatic search on settings.

5/ In the following screen click **Add**.

Learn more'. At the bottom are two buttons: 'Cancel' and 'Add'."/>

6/Fill out your lannoo\UserID iand password as provided to you by Distrimedia.
Click **Continue**

7/The application eWMS is shown. The above steps were one-time-only, from now on you can start immediately. Continue from this step from now on , to launch ewms: double click to open



8/ This pop-up may be in between, enter the lannoo \ userID again as befote

9/ Wait for the eWMS login screen and log in with the information provided to you by Distrimedia

Remark Mac-users:

If you will make use of our order import or Pre-Advice import from Excel, see sections [2.8](#) and [3.3](#):
If you copy/paste your selection, it is necessary that you select an extra blank line at the bottom of the selection in Excel, otherwise the last line of data will be lost.


2 Orders

The below picture shows the overview screen that will show when launching eWMS.



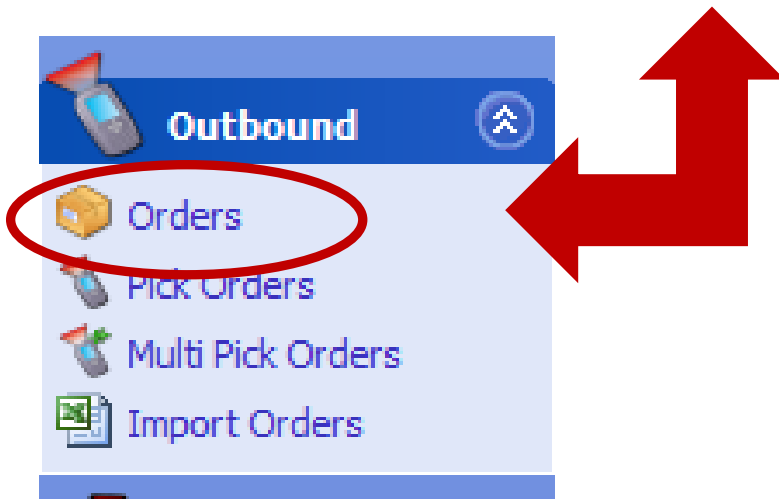
On the dashboard on top of the screen you can see all topics shown below :



This data is retrieved in real time when opening the app. If you wish to refresh this data in real time over time, you can do this using the provided refresh button 

- Waiting for claim: the number of orders containing items that currently are not in stock.
- Waiting picking: the number of orders in stock, but which still need to be picked.
- Being picked: the number of orders currently being picked.
- Completed pick: the number of orders that are picked and ready to be packed.
- Packed: the number of orders packed.
- Weighted: the number of orders weighed.
- Labelled for shipping: the number of orders ready to be shipped.
- Partly shipped: the number of orders that have been partially shipped and still contain items that currently are not available in stock and still need to be shipped.
- Shipments/Parcels Today: the number of shipments / packages to be shipped today.
- Shipments/Parcels this Month: the number of shipments / packages shipped in the current month.
- Shipments/Parcels last Month: the number of shipments / packages shipped in the previous month.
- Shipped Lines/Pcs Today: the number of order lines / pieces to be shipped today
- Shipped Lines/Pcs this Month: the number of order lines / pieces shipped in the current month.
- Shipped Lines/Pcs last Month: the number of order lines / pieces shipped in the previous month.

To view your orders, click on “Orders” in the menu toolbar at the left of the screen.



Following screen is now shown:

Order Info Close

Search: Search Order On:

Filter Webshop: Orders: 5

Filter Date: 23/05/2019

Date	Webshop	Status	Number	Reference	Ship Met	Name	Attention	Address	City	Country
14/05/19	99	RCV	2000074689	MEB200074689	WA	DistrMedia	Hans Scherlipp	Industriepark Noord	Sint-Niklaas	BE
14/05/19	99	CNL	AAA007		WA	DistrMedia	Orlando Vanhove	Industriepark Noord	Sint-Niklaas	BE
14/05/19	99	CNL	AAA004		WA	DistrMedia	Orlando Vanhove	Industriepark Noord	Sint-Niklaas	BE
13/05/19	99	CNL	AAA006		WA	DistrMedia	Orlando Vanhove	Industriepark Noord	Sint-Niklaas	BE
11/05/19	99	SHP	aaa-6		GL	Distrmedia	Orlando Vanhove	industrie park noord	Sint-Niklaas	BE

Customer
DistrMedia
Hans Scherlippens
Industriepark Noord 5A
Gebouw B

Status Changes

Status	Date	Time	User
IMP	14/05/19	14:23	Orlando Vanhove
RCV	14/05/19	14:23	Orlando Vanhove

Last Shipment

Date	Carrier	Pieces
-	-	-

Last Searched Orders

Number	Reference	Webshop	Na

Order Lines	EAN	Reference	Description	Pieces	Claimed	Picked	Status	Carrier	Supplier	Inventon	Claimable	Claimed	Prot
Order Info	222222222222	039-9933-OR	Doggy bag Medium	1	0	0	WAI			5	1	0	
Extra Text													

On top of the Order screen you can filter on the different statuses of the orders

<input checked="" type="checkbox"/> RCV (Received and waiting)	<input checked="" type="checkbox"/> RDY (Picked)	<input checked="" type="checkbox"/> BOX (Packed)	<input checked="" type="checkbox"/> SHP (Shipped)
<input checked="" type="checkbox"/> PCK (Ready to Pick)	<input checked="" type="checkbox"/> WGT (Weighted)	<input checked="" type="checkbox"/> PSH (Partly shipped to customer)	<input checked="" type="checkbox"/> All Items
<input checked="" type="checkbox"/> SCN (In Scanner and Picking)	<input checked="" type="checkbox"/> LBL (Labeled)	<input checked="" type="checkbox"/> CNL (Cancelled)	

If you only want to see the orders that have already been shipped, just check SHP (Shipped). If you want to see all orders, regardless of status, check All Items. When an order is loaded into the DistriMedia eWMS, the following statuses are given throughout the processing process:

- RCV (Received and waiting): the order contains one or more items that are not available. The order is given PCK status when all items within that order are available and claimed.
- PCK (Ready to Pick): all items in the order are available and claimed, the order is ready for orderpicking.
- SCN (In Scanner and Picking): The order is currently being picked.
- RDY (Picked): The order is picked and ready to be packed.
- BOX (Packed): The order is packed and ready to be weighted and labeled for shipping.
- WGT (Weighted): The order is weighted and ready to be labeled for shipping.
- LBL (Labeled): The order is labeled for shipping, and waiting on pickup by the carrier.
- SHP (Shipped): The order is shipped, handed over to the carrier.
- PSH (Partly shipped to customer): The order is shipped, but not entirely, some orderliness remain in backorder and still need to be shipped.
- CNL (Cancelled): The order was cancelled.

2.1 Searching Orders

At the top left of the Order Info screen, you will see a Search bar. This can be used to search for orders by order number, name or address. If necessary, adapt the filter on the order dates.

The screenshot shows a vertical stack of search and filter controls. At the top is a 'Search' section with a text input field. Below that is a 'Webshop' section with a text input field containing the number '88'. Underneath is a 'Filter Date' section containing two date pickers: the first is set to '08/08/2017' and the second to '07/09/2018', each with a dropdown arrow to its right. At the bottom of this section is a button labeled 'Check Order Status'.

24/05/19	21:23	99	CNL	SW20126	SW
24/05/19	21:24	99	CNL	SW2220126	SW
24/05/19	21:37	99	CNL	SW222320126	SW
24/05/19	21:37	99	CNL	SW2242320126	SW
27/05/19	11:58	99	LBL	200074689-98	
27/05/19	11:58	99	LBL	200074689-98	

Customer	Status Changes
Distributie	Status Date Time User
Orlando Vanhove	IMP 14/05/19 10:56 Orlando Vanhove
Industriepark Noord 5A	RCV 14/05/19 10:56 Orlando Vanhove
9100 Sint-Niklaas	PRK 14/05/19 10:56 Orlando Vanhove

By Clicking on “View / change Order info” you will see the following screen: on this screen you can see the details of the order, and possibly to adjust fields (if the status of the order allows this): Ship Method, Transport Ref, Transport Notes, delivery date (deferred delivery date), closing days, ...

Item Will Be Changed

Order

Webshop

99

Test Webshop

Number

200074689-98

Reference

Status

LBL

Site Indication

Language

NL

Carrier

BB

Ship Method

BB

BPOST Briefpost

Transport Ref

Transport Nota

Deliverydate

Days Retention

Days Cancellation

Nbr Shipments

1

Currency

Added Date

27-05-19

Time

11:58

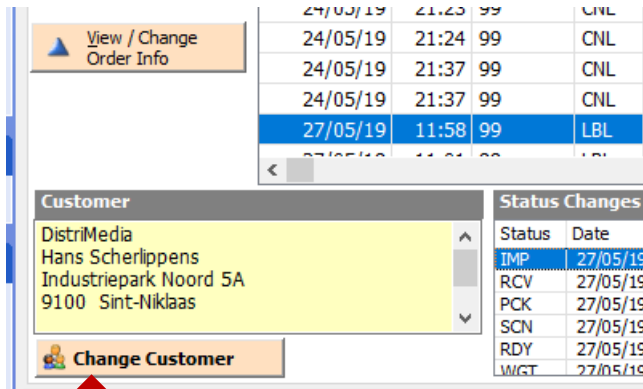
No Delivery On

☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☐ Saturday
☐ Sunday

OK

Cancel

2.2: Customer Modifications



Date	Time	Status
24/05/19	21:23	99
24/05/19	21:24	99
24/05/19	21:37	99
24/05/19	21:37	99
27/05/19	11:58	99

Customer

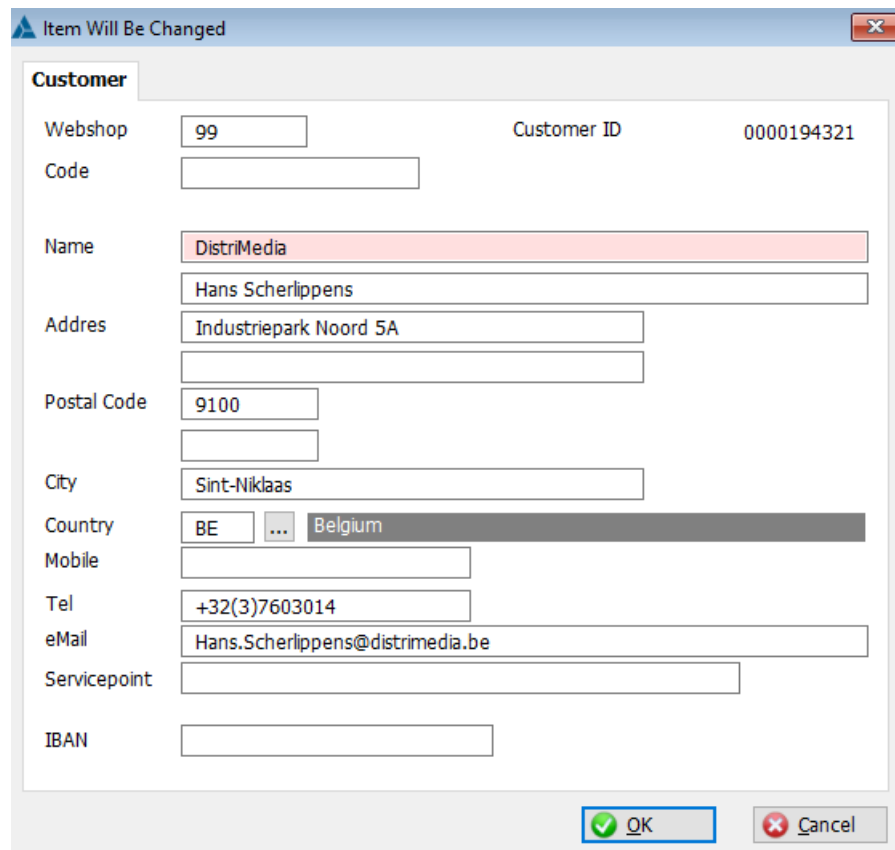
DistriMedia
Hans Scherlippens
Industriepark Noord 5A
9100 Sint-Niklaas

Change Customer

Status Changes

Status	Date
IMP	27/05/19
RCV	27/05/19
PCK	27/05/19
SCN	27/05/19
RDY	27/05/19
WGT	27/05/19

By Clicking on “Change Customer” you will see the following screen: on this screen you can make changes regarding the delivery address, telephone number, etc. of the customer. Please take the status of the order into account.



Item Will Be Changed

Customer

Webshop: 99 Customer ID: 0000194321

Code:

Name: DistriMedia

Hans Scherlippens

Address: Industriepark Noord 5A

Postal Code: 9100

City: Sint-Niklaas

Country: BE ... Belgium

Mobile:

Tel: +32(3)7603014

eMail: Hans.Scherlippens@distrimedia.be

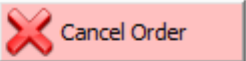
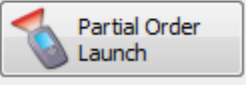
Servicepoint:


IBAN:

OK Cancel

2.3: Track&Trace

Last Shipment
Date **03/09/2018**
Carrier **PNL**
Pieces **1**



By clicking on “Shipment Info” you will see the following screen: the most important information you can see on this screen is the tracking number (circled) and with which carrier the shipment was sent (Ship Method). At the bottom you can see the Label Info, per colli in case of multi-colli shipments. Also note the ‘Shipped Items’ and ‘Picked Items’ tabs, Which shows more detailed info of the shipped items within this shipment.

Shipment Info for Order 00105709

Orders Shipped Info

Shipments

Customer
Carlo de Jong
Heemskerkerweg 37
1944GT Beverwijk
Netherlands
carlodejonggg@gmail.com
0683590766

Change Customer

Manually	Reference	Tracking Item	Ship Method	Carrier	Pieces	Weight	Storage
0	88-00105709	3SVLSX9732861	NL	PNL	1	9.00	

View Tracking URL

Label Info | Shipped Items | Picked Items

Sequer	Awb	Date	Time	Weight	Date	Time	User	Package	BoxNumber	Mode	Template Name
1	3SVLSX9732861	03-09-18	18:22	9.00	03-09-18	18:23	wms2	DECO	1002968025	ZPL	PNLLABEL

View PDF **Close**

By clicking on the ‘View Tracking URL’-button, you will be relayed to the carrier’s Track & Trace info page of the shipment.

2.4: Cancel orders or Partial delivery launch orders

Last Shipment

Date **03/09/2018**
Carrier **PNL**
Pieces **1**

Shipment Info

Cancel Order

Partial Order Launch

To send an order partially, search the concerning order using the search-bar and click this button. The order status will update to PCK and all products that are already available (order line status CLA or PCL), will be shipped already.

To cancel an order, search the concerning order using the search-bar and click this button. Confirm with OK

Cancel Order

Number **DB-TEST-2287**
Reference

OK, Cancel Order **Cancel**

The detail of the Order Info screen below shows which statuses the order has already gone through, when this happened and by whom .

Status Changes			
Status	Date	Time	User
RCV	03/09/18	17:04	eWMS-Service
PCK	03/09/18	17:04	eWMS-Service
SCN	03/09/18	17:42	Linda Meersman
RDY	03/09/18	17:43	Linda Meersman
BOX	03/09/18	18:22	EWMS_INPAK02
WGT	03/09/18	18:23	EWMS_EXPEDITIE

In the below half of the order info screen, you can see the orderliness for the selected order in the upper half of the screen. You can see all Order lines with their EANcode, reference,description,quantities,etc...

Order Info

Search

Filter Webshop

93

Filter Date

27/12/2020

←

→

18/04/2021

View / Change Order Info

☐ RCV (Received and waiting)
 ☐ RDY (Picked)
 ☐ BOX (Packed)
 ☒ SHP (Shipped)
 ☐ All Items

☐ PCK (Ready to Pick)
 ☒ WGT (Weighted)
 ☐ PSH (Partly shipped)

☐ SCN (In Scanner and Picking)
 ☐ LBL (Labeled)
 ☐ CNL (Cancelled)

Search Order On

Box / Track / Customer

Product

Date	Time	Webshop	Status	Number	Prio	Reference	Site Inc	Shipment	Name	Attention
18-03-21	10:13	93	SHP	Order Emilie Vermeirel				BP	Mathilde	
18-03-21	10:12	93	SHP	Order Emilie Vermeirel				BP	Naomi	
18-03-21	10:11	93	SHP	Order Emilie Vermeirel				BP	Antonella	
18-03-21	10:10	93	SHP	Order Emilie Vermeirel				BP	Manu	
18-03-21	09:16	93	SHP	28000001161-1				BPEUR	Reine Laignell	
18-03-21	05:55	93	SHP	270000020583				BP	Peter Mariën	
18-03-21	02:25	93	SHP	270000020582				BP247	Parcel locker AUTOM	Tanguy Ligon
18-03-21	01:05	93	SHP	44000000158				BPINT	Kevin Nowakowski	
18-03-21	00:56	93	SHP	26000000702				BP	Huub Woutermaerte	

Customer

Parcel locker AUTOMAAT DEURNE
 BPOST
 Tanguy Ligon
 GALLIFORTLEI 4
 2100 ANTWERPEN
 Belgium

Change Customer

Status Changes

Status	Date	Time	User
RCV	18/03/21	02:25	eWMS-Service R
PCK	18/03/21	02:25	eWMS-Service R
SCN	18/03/21	09:07	Josée Hofman
RDY	18/03/21	09:19	Josée Hofman
BOX	18/03/21	10:24	Eveline Abourizk
WGT	18/03/21	10:35	Thomas De Pauw

Last Shipment

Date	18/03/2021
Carrier	Bpost
Pieces	1

Shipment Info

Last Searched Orders

Number	Reference	Websh
00240586	400030623	88

Order Lines	EAN	Reference	Description	Pieces	Claimed	Picked	Status	Carrier	Supplier	Inventon	C
Order Info	2000001000288	IT-001322	Glas Duvel 'Cashmere'	1	0	1	CMP	93	316		
Extra Order Text	2000001000383	IT-001755	Duvel Glas 'Zandloper'	1	0	1	CMP	93	1263		
Customs Mail	2000001000380	IT-001761	Duvel Glas '2021, Jaar van de os.'	1	0	1	CMP	93	638		
	2000001000374	IT-000705	Duvel Glas æ™ Tyrsa Zilver' - 16,5 cl	1	0	1	CMP	93	1497		
	2000001000224	IT-000958	Glas Duvel æ™ Biennale Lyon 2019' - 16,5 cl	1	0	1	CMP	93	656		
	2000001000373	IT-000959	Duvel Glas æ™ Tyrsa Goud' -16,5 cl	1	0	1	CMP	93	1467		

An order line can have different statuses:

- CLA = claimed: The stock for this order line is claimed fully for the whole ordered quantity
- CMP = claimed and picked: The orderliness has been picked and shipped.
- CNL = cancelled: The order line is cancelled
- WAI = waiting: the order line is waiting on available stock (Inventory claimable= 0)
- PCL = partially claimed: A part of the ordered quantity for this order line is claimed in the stock, but there is not enough stock available to claim the fully ordered quantity.

At the bottom right of the Order Info screen you can see 8 buttons, see picture below.

ie	Blocked	W
	0	
	0	
	0	
	0	
	1	
	0	
	0	

With this button you can add an order line, if the order status still allows this. See 2.7

With this button you can adjust an order line, if the order status still allows this. See 2.6

With this button you can delete an order line, if the order status still allows this. Although it is recommended to use the cancel button. See 2.7

With this button you can try to claim the order line manually. If enough stock is available the order line will update to status CLA. Only necessary when editing an order, this is done automatically by default.

With this button you can prioritize an order line. When new stock arrives, lines marked prior will take precedence over stock claims regardless of the order date and time. If several order lines for the same product are marked prior, the priors will again look at the order date and time. If there is still stock but claimed for other orders, these claims will NOT be automatically removed, for this you have to use buttons claim / unclaim.

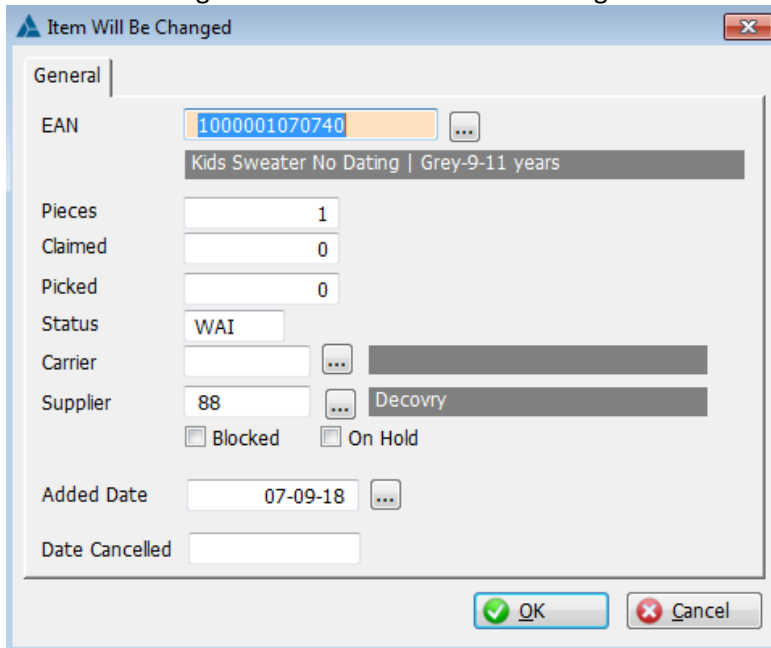
This button allows you to unclaim the selected order line when the status is claimed or partly claimed. This might be done to make stock available for a possible priority order for the same product. Or to perhaps change the quantity of an order line (first unclaim, then change, and then claim again)

With this button you can cancel the selected order line within an order if the status still allows it. Confirm with YES.

With this button you will copy the EAncode of the selected order line on your clipboard

2.6: Change order lines to an other product

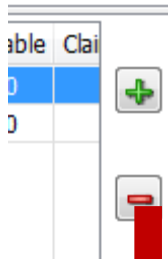
After you have looked up a certain order, double click on the relevant order line or use the change button on the right side. You will see the following screen:




In this screen you can adjust the order line. Attention, changing order lines is only possible on order-line status WAI. If the order status itself is already PCK, it is best to temporarily unclaim the entire order (button “unclaim order”). If the order status itself is still RCV, but the status of the orderline to be changed is CLA or PCL, you first need to unclaim this line using the unclaim-orderline-button. This way, the orderline will get the WAI status again and the product can be modified. You will notice that the product might be in stock, but still has the status WAI on the orderline. To claim this item, press the Try-to-Claim-button. You will now get two options: to claim only the selected orderline, or to try and claim all orderlines of the order at once. If all order lines within the order now have the status CLA (claimed) again, the order status is self will automatically update to PCK (pickable). If this is not the case, and you already want to ship what is available in stock(PCL/CLA), click on “Partial Order Launch”.

2.7: Add or remove OrderLines

At the bottom right of the Order Info screen you can see 2 buttons, see photo below.

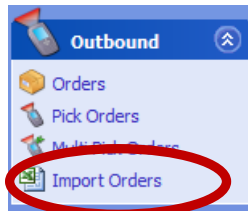


With this button you can add a new line to an order. Attention, This is only possible if the order status is RCV or PSH. After adding the order line, you can click on the Try- to-Claim-Line-button so that available stock is immediately claimed for this order line.

With this button you can delete an order line, this is only possible with order line status WAI. Preferably, however, it is better to use the cancel button for this.  Then the order line will get order line status CNL and this will also be visible later on. When you delete an order line, this won't show any more.

2.8 Import Orders

In the main menu on the left, "import orders" is provided.



This functionality allows orders and their order lines to be loaded from an Excel file with a specific format. DistriMedia has a specific template with fixed layout available for this. This layout must always be respected. The template can always be requested via customerservice@DistriMedia.be. There are 2 variants. One with the option of putting in the house number and boxnumber in separate fields from the street. And a variant where street + house number (+ box number) are entered in the same field. The option to state separately is preferred as some carriers require this.

	A	B	C	D	E	F	G	H	I	J	
1	Mandatory	Optional	Optional	Mandatory	Optional	Mandatory	Mandatory	Mandatory	Mandatory	Optional	Optional
2	ORDERNR	TRANSPORT_CODE	ORDERDATE (leeg = huidige datum)	NAAM	NAAM2	ADRES	POSTCODE	WOONPLAATS	LAND	TAAL	E-MAIL
3	ORDER_NUMBER	CARRIER	ORDER DATE (empty=current date)	NAME	NAME2	ADDRESS	ZIPCODE	CITY	COUNTRY_CODE	LANGUAGE	E-MAIL
4	varchar(25)	char(10)	Date MM/DD/YYYY HH:MI	varchar(60)	varchar(60)	varchar(40)	varchar(11)	varchar(40)	char(2) - ISO2	char(2) (EN,NL,FR)	varchar(100)
5	200074689	PNL		DistriMedia	Hans Scherlippens	Industriepark Noord SA	9100	Sint-Niklaas	BE	NL	Hans.Sc
6	DBG-1278912			Orlando Vanhove		Teststraat 25	1000	Brussel	BE	NL	orlando.v
7											

1/ fill out the template and select all lines with data (so excluding the rows with column titles and info) And copy the data (CTRL + C)

ATTENTION: always check that the EAN property is set to number without decimals. You can change this by selecting the column -> right click -> cell properties -> number (decimal = 0).

ATTENTION: If you wish to specify an order date, check whether the date has the correct format: dd / mm / yyyy hh: mm. This field is not mandatory and may also be left blank. The orders will then automatically get the date of that day.

For all fields, the template indicates which fields are mandatory and which are optional.

Multiple orders can also be loaded simultaneously, you then repeat the basic information of the order itself (order number, address fields, ...), only the fields that indicate the product and the corresponding number change.

2/ Click on Import orders in the main menu.

Select whether the order import file is the template with or without house number/box number in separate fields.

3/ Click on "get clipboard", your data will be shown. Then press "OK, Import". You will receive a confirmation message.

detail orderimport DistriMedia eWMS.

Remark MacOS:

If you are using Mac Os, it is necessary that you select an extra blank line at the bottom of the selection in Excel, otherwise the last line of data will be lost.

2.9: adding a value added handling

Using the columns "OrderAddValueTask_id" and "OrderAddValueTask_Description" in the order import excel (see 2.8) you can immediately add value-added tasks (at order level) when creating the order. Using columns "OrderLineAddValueTask_id" and "OrderLineAddValueTask_Description" you can add Value Added tasks on order lines directly during the import of the order. The codes always need to be agreed in advance with Distrimedia.

The following shows how you can add value added tasks to an order afterwards, this only makes sense with order statuses RCV or PCK.

After importing the orders in the way (2.8) above, you can add a Value Added Handling to the order. To do this, go to the Orders overview screen and open the 'Extra Text' tab at the bottom. Value added tasks always need to be coordinated in advance with Distrimedia.

The screenshot displays the 'Order Info' screen in a software application. At the top, there's a search bar and several filter checkboxes for order statuses like RCV, PCK, SHP, etc. Below this is a table listing order details such as Date, Time, Webshop, Status, Number, Reference, Site, Ir, Ship Met, Name, Attention, Address, and City. A red box highlights the 'Extra Text' tab in the 'Order Lines' section. To the right of this tab is the 'Value Added Handlings' section, which contains a table with columns: VAH, Description, Instruction, Date, Time, and Name. A red arrow points to a green plus icon in the top right corner of the 'Value Added Handlings' table, indicating where to click to add a new handling.

Order Info screen | sheet Extra Text

Then press this button and you will get the following screen:

Next, press this button and you will get the following screen

You can now select the appropriate Value Added Handling and click the select - button.

The same can also be done on order line level. Extra tasks can therefore also be added per order line. To do this, go to the 'OrderInfo' tab for the concerning order and select the relevant order line. The OrderLine VAH section allows you to add value-added tasks.

2.10: Import orders for export outside the EU with digital invoice data

If you want to send orders outside the EU using the Excel order import, and if you also use a carrier that requires all invoice data digitally (carrier to be coordinated with Distrimedia), it is necessary that all invoice data is supplied to Distrimedia. This happens on the one hand using the PreAdvice Import by certain parameters on the products, and on the other hand using the OrderImport Excel with regard to prices and customer data.

Also provide your own EORI and VAT number to Distrimedia, this will be used within the sender details on the digital pro forma invoice.

In this topic we describe data using the Excel order import template, the invoice data that is important for preadvices is described in section 3.4

In the order import template, a number of columns are specifically intended for data that is necessary to deliver a digital pro forma invoice to the carrier/customs.

These columns are highlighted in blue:


- Goods Total Value: Total value of shipment (sum of unit prices x quantity of all items)
- Single Unit Price: The sales price of each item, please note the unit price.
- Order Freight Charges : Transport costs charged to the customer
- Order Discounts: Total of any discounts given to the customer (negative amount)
- Order Other Charges: Total of any other charges charged to the customer
- Incoterms: DAP or DDP

(DAP = The recipient pays taxes and import costs, DDP = these costs are charged to the sender)

- Receiver EORI : In case of delivery to company, the EORI number of the receiver is required.

Not necessary for B2C

- Receiver VAT: In case of delivery to company, the VAT number of the receiver is required. Not necessary for B2C.



V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL
Optional	Required for export outside EU	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional							
ORDERREFERENCE	GOODS TOTAL VALUE	OrderValueAddedTax_id	OrderValueAddedTax_desc	OrderLineValueAddedTax_id	OrderLineValueAddedTax_desc	Lotnummer	Batchnummer	OrderDate	Shipmentdate	SingleUnitPrice	OrderFreightCharges	OrderDiscount	OrderOtherCharges	Incoterms	ReceiverEORI	ReceiverVAT
ORDERREFERENCE	TOTALE WAARDE GOEDEREN	OrderToegerekendeTaal_id	OrderToegerekendeTaal_desc	OrderToegerekendeTaal_id	OrderToegerekendeTaal_desc	Lotnummer	Batchnummer	OrderDate	Shipmentdate	SingleUnitPrice	OrderFreightCharges	OrderDiscount	OrderOtherCharges	Incoterms	ReceiverEORI	ReceiverVAT
vanafwaarde	Number(20,2,decimal)	vanafwaarde	vanafwaarde	vanafwaarde	vanafwaarde	vanafwaarde	vanafwaarde	vanafwaarde	vanafwaarde	vanafwaarde	vanafwaarde	vanafwaarde	vanafwaarde	vanafwaarde	vanafwaarde	vanafwaarde
OFD-12345	35.3	1	Folder toevoegen			12345	Batch_001	20231231	20231231	19.95	5.75	0	0	DDP	GB0732634829	GB0830581777

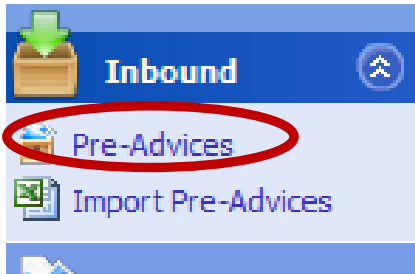
Once this data has been entered correctly, in addition to the standard order import data, the order can be imported according to the procedure described in section 2.8

Other necessary invoice data are at product level, this data can be entered when importing PreAdvices, or manually in ewms. Concerns weight, HScode, CountryOfOrigin and if applicable Composition (see 3.4)

3 Pre Advices (pre-announce new incoming stock)

3.1: Consult PreAdvices

To view Pre Advices, click 'Pre-Advices' in the menu bar at the left of your screen.



The following screen will show:

Pre-Advices

Pre-Advice

Search ☒ WAI (Waiting to be Received) ☐ PCV (Partial Received) ☐ CNL (Cancelled) ☐ RCV (Received)

Filter Webshop ...

Filter Date

Webshop	Status	Name	Reference	Inbound Remark	Expected	Supplier	Date	Time
88	WAI		Gemeo_21000933		23-03-21	88	19/03/21	09:
88	WAI		Metaltext Belux SA_21001001	metaltext	25-03-21	88	19/03/21	09:
88	WAI		Metaltext Belux SA_21001031	metaltext	29-03-21	88	19/03/21	09:
88	WAI		Metaltext Belux SA_21001060	metaltext	30-03-21	88	19/03/21	09:
88	WAI		Locka bvba - The Fillup Club_21001051		07-04-21	88	19/03/21	09:
88	WAI		Vanmokum bv -_21001083	deco	19-03-21	88	19/03/21	09:
88	WAI		vanlerberghe bvba_21000993		18-03-21	88	18/03/21	14:
88	WAI		Bench & Berg SA_21001064		16-04-21	88	18/03/21	14:
88	WAI		Bench & Berg SA_21000919		16-04-21	88	18/03/21	14:

Pre-Advice Lines

Search

EAN	Reference	QF Box	QF Palle	Description	Description	Description	Expected	Received	Damaged	Status	Remark
<input type="checkbox"/> 7446042978946	gemeo111011927_set4			Plate Habuza Ø 27 cm Set of 4 Blue	Set of: 4		1			WAI	
<input type="checkbox"/> 1000006127314	gemeo112010921_set4			Plate Magar Ø 21 cm Set of 4 Blue Grey	Set of: 4		1			WAI	
<input type="checkbox"/> 1000006127315	gemeo112010915_set4			Plate Magar Ø 15 cm Set of 4 Blue Grey	Set of: 4		1			WAI	
<input type="checkbox"/> 7446042978953	gemeo111011919_set4			Plate Habuza Ø 19 cm Set of 4 Blue	Set of: 4		3			WAI	
<input type="checkbox"/> 7446042983919	gemeo111041918_set1			Salad Bowl Ø 25 cm Habuza Blue			6			WAI	
<input type="checkbox"/> 1000006111569	gemeo101010928_set4			Plate Wade Ø 28 cm Set of 4 Light Grey	Set of: 4		1			WAI	

Overview screen Pre-Advices.

By default, only status WAI (Waiting to be Received) is checked, these are all deliveries that are still open and delivery is still expected. "Date Expected" is the expected delivery date as it was indicated when loading the PreAdvice. Statuses CNL, PCV, and RCV respectively represent all canceled pre-advice, partial deliveries, and completely received deliveries. These statuses must be checked in the checkboxes if you want insight in the preadvices with these statuses.

Pre-Advices

Pre-Advice

Search

Filter Webshop

Filter Date

☒ WAI (Waiting to be Received)
 ☒ PCV (Partial Received)
 ☒ CNL (Cancelled)
 ☒ RCV (Received)

Webshop	Status	Name	Reference	Inbound Remark	Expected	Supplier	Date	Added
88	WAI	Decovry	Germeo_21000933		23-03-21	88		19/03/21
88	WAI	Decovry	Metaltex Belux SA_21001001	metaltex	25-03-21	88		19/03/21
88	WAI	Decovry	Metaltex Belux SA_21001031	metaltex	29-03-21	88		19/03/21
88	WAI	Decovry	Metaltex Belux SA_21001060	metaltex	30-03-21	88		19/03/21
88	WAI	Decovry	Locka bvba - The Fillup Club_21001051		07-04-21	88		19/03/21
88	WAI	Decovry	Vanmokum bv -_21001083	deco	19-03-21	88		19/03/21
88	WAI	Decovry	vanlerberghe bvba_21000993		18-03-21	88		18/03/21
88	WAI	Decovry	Bench & Berg SA_21001064		16-04-21	88		18/03/21
88	WAI	Decovry	Bench & Berg SA_21000919		16-04-21	88		18/03/21

Pre-Advice Lines Pre-Advice Status

Search

EAN	Reference	QF Box	QF Palle	Description	Description	Description	Expected	Received	Damaged	Status	Rema
<input type="checkbox"/> 7446042978946	germeo111011927_set4			Plate Habuza Ø 27 cm Set of 4 Blue		Set of: 4	1			WAI	

You can search a certain PreAdvice using the search bar. The searching is done on the reference of the PreAdvice. Also notice the date filter and the possibility to search on preadvices that contain a certain product ("Search EAN"). If necessary, don't forget to enlarge the date filter.

At the bottom of the screen you will find the details of the selected PreAdvice, the PreAdvice lines. Here you can see which items of a particular delivery have been pre-notified, received, received as damaged,...

PreAdvice Line Status WAI = waiting

PreAdvice Line Status RCV = received

PreAdvice Line Status OCV = Over received

PreAdvice Line Status PCV = Partly received

Pre-Advice Lines Pre-Advice Status

Search

EAN	Reference	QF Box	QF Palle	Description	Description	Description	Expected	Received	Damaged	Status	Remark
<input type="checkbox"/> 0641022721735	goodnightlight33			Outdoor Lamp Duck Duck XL Yellow			2			WAI	
<input checked="" type="checkbox"/> 1000006113741	goodnightlight41			Multicolour LED Waterproof Boat Lamp			3	3		RCV	
<input checked="" type="checkbox"/> 3700568228966	goodnightlight36			Outdoor Lamp Duck Duck Small White			2	2		RCV	
<input checked="" type="checkbox"/> 3700568228959	goodnightlight35			Outdoor Lamp Duck Duck Small Yellow			2	2		RCV	

detail Pre-Advices.

3.2: Modify PreAdvices

Modifying PreAdvices is only possible if the status of the Pre Advice still allows it. (status WAI, both for the PreAdvice header and for the relevant PreAdvice line.

<input checked="" type="checkbox"/> WAI (Waiting to be Received) <input type="checkbox"/> CNL (Cancelled) <input type="checkbox"/> PCV (Partial Received/Completed) <input type="checkbox"/> RCV (Received)						
Status	Webshop	Name	Reference	Date Expected	Supplier	Name Supplier
WAI	88		fab design	04-09-18	88	
WAI	88		bellavista	04-09-18	88	
WAI	88		actona	31-05-25	88	
WAI	88		Suzy's Fashion	04-09-18	88	
WAI	88		Meert	04-09-18	88	
WAI	88		Vertty	10-08-18	88	

Item Will Be Changed

Pre Advice

Webshop: 88 Decovry

Supplier: 88 Decovry

Reference: retour 200076220

Expected Date: 04/09/2018

Status: WAI Temporarily "On Hold"

OK Cancel

Remove the selected pre-advice.
Only possible if status WAI and all PreAdviceLines still have status WAI

When clicking the Change-button you will see the above screen. In this screen you can change the reference or expected date of the pre-advice. You can also temporarily put the delivery "on hold" meaning the warehouse temporarily will not be able to receive the incoming stock.

New PreAdvices can also be created manually using the Insert button. First create the PA header, then add the new PreAdvice lines at the bottom of the screen, via the insert button at the bottom of the screen. Attention, if you use products with due date, batch number or lot number, you need to also include this information.

The PreAdvice lines can also be modified at the bottom. Please note this is only possible on PreAdvice status WAI. You can do so using the buttons Insert, change and delete. Here, for example, the expected quantity can still be updated, Or Lot number, batch number, due date, ... A comment can also be added: a short Instruction for Distrimedia for a specific preadvice-line. This message is displayed during reception of the goods at Distrimedia and is shown to the employees of Distrimedia. Eg "attention, article consists of 2 packages"

Item Will Be Changed

Pre Advice Line

Product ID: Outdoor Lamp Duck Duck XL | Yellow
0641022721735

Pcs. Expected: 2 Pieces. Received: 0

Lot: Damaged:

Batch:

Due Date:

Remark: OPGELET ARTIKEL BESTAAT UIT 2 COLLI

OK Cancel

3.3: Import PreAdvices

The "import from excel"-button is also provided in the Pre-Advices screen. Or you can also launch this function using the direct link in the menu bar on the left. Using this procedure, new incoming stock can be pre-announced. The data can be loaded from an Excel file with a specific format. This format must always be respected. The template can always be requested via customerservice@Distrimedia.be. The template also provides the possibility to create new products in the last series of columns. These columns are mandatory if it concerns new articles that are still unknown to Distrimedia. If already known at Distrimedia, these columns may remain empty. For new products, all product information must be specified such as EAN, description, number per full box and pallet, mandatory use lotnr-batchnr-duedate or not, nrdaysnodelivery for products with duedate, etc ... It is always shown which fields are mandatory and which optional. Distrimedia has a specific template with fixed layout available for this.

One of the last columns is column "Instruction". This allows you to put a short instruction for Distrimedia for a specific preadvice item. This message is shown to Distrimedia employees during the reception process at Distrimedia. For example, "take care to stock per set of 3"

One of the last columns is column "MinimumStockLevel". This allows you to specify a quantity for this item on which you will receive an automatic message if the stock falls below or equals to this quantity. If it is the first time that you use this, you will still need to provide your e-mail address to Distrimedia to receive these messages.

Instructions import:

1/ Fill in the template and select all rows of data you wish to import, so do not include the first five rows of column titles and info. Copy the selected data to your clipboard (CTRL + C)

ONLY MANDATORY if new item, unknown at Distrimedia														
Mandatory	Optional	Optional	Optional	Mandatory	Mandatory	Optional	Optional	Optional	Optional	Mandatory	Optional	Optional	Optional	Optional
IntakeCode	LotNumberCode	OrderNumber	Reference	EAN of ProductRef	Assort	LotNumber	BatchNumber	Version/Date	EAN	ProductRef	Description	Description2	Description3	Description4
IntakeCode	SupplierCode	DateExpected	Reference	EAN of ProductRef	Pieces	LotNumber	BatchNumber	Version/Date	EAN	ProductRef	Description	Description2	Description3	Description4
LotNumber	LotNumber	Date	LotNumber	LotNumber	LotNumber	LotNumber	LotNumber	LotNumber	LotNumber	LotNumber	LotNumber	LotNumber	LotNumber	LotNumber
99	99	20180516	Intake PO 123 405457018471	10	L12345			20201231						
99	99	20180516	Intake PO 123 222222222222	10				20201231	Test002	Dogg Bone				
99	99	20180516	Intake PO 456 222222222222	1					Test003	Dogg Bag Small				
99	99	20180516	Intake PO 456 222222222222	12										

2/Click on the import-from-excel-button in eWMS and click the get-clipboard-button. All copied data will be shown.

Inbound										Webshop										60																				Number of lines																																																																																									
Pre-Advices										Pre-Advice										Pre Advise Line										Product Info																																																																																																			
Import Pre-Advices										supplier										Expected										Reference										Instruction										EAN										Pieces										Lot										Batch										Due Date										EAN										Reference										Description									
60										19-02-21										Levering PO123465																				1000008003310										5																																								1000008003310																				San/Sander pakk																			
60										19-02-21										Levering PO123465																				1000008003311										5																																								1000008003311																				Kitchen Katepak																			
60										19-02-21										Levering PO123465																				1000008003351										5																																								1000008003351																				Sweet Suzanne																			
60										19-02-21										Levering PO123465																				1000008003352										5																																								1000008003352																				CuteChristopher																			
60										19-02-21										Levering PO123465																				1000008003353										5																																								1000008003353																				Deco Dina Pakke																			
60										19-02-21										Levering PO123465																				5410976069010										10										L0335										21000780										31-12-21										5410976069010										206/910										The Original Sea																			

Remark Mac-users:

If you are using Mac Os, it is necessary that you select an extra blank line at the bottom of the selection when making the selection for your copy/paste, otherwise the last line of data will be lost.

3/ confirm your import with the “ok, import” button. Multiple PreAdvices can also be imported at once. This is determined by the Reference column. So there can be for example 2 lines for PreAdvice A with reference “Delivery PO987654” and 3 lines for PreAdvice B with reference “Delivery PO123456”

Webshop **60** Number of lines : 6

Pre-Advice				Pre Advise Line				Product Info			
Supplier	Expected	Reference	Instruction	EAN	Pieces	Lot	Batch	Due Date	EAN	Reference	Description
60	19-02-21	Levering PO987654		1000008003310	5				1000008003310		SanISander pakket
60	19-02-21	Levering PO987654		1000008003311	5				1000008003311		Kitchen Katepakket
60	19-02-21	Levering PO123465		1000008003351	5				1000008003351		Sweet Suzanne Pakk
60	19-02-21	Levering PO123465		1000008003352	5				1000008003352		CuteChristopher Pakk
60	19-02-21	Levering PO123465		1000008003353	5				1000008003353		Deco Dina Pakket
60	19-02-21	Levering PO123465		5410976069010	10	L0335	21000780	31-12-21	5410976069010	206/910	The Original Sea She

4 Products

If you wish to search for a specific product in order to gain insight into the product information, stock of this product or order information about orders on a specific product, this can be done via the menu "products".



Following screen will be shown:

Products

Search Product

ID	Webshop	EAN	Reference	Description	Inventory	Claimable	Claimed	Problem	OverDue	Blocked	Weight	Q
2649	99	222222222222	039-9933-OR-M	Doggy bag Medium		4	4					

< >

Inventory | Inventory Changes | Manual Changes | Order Info

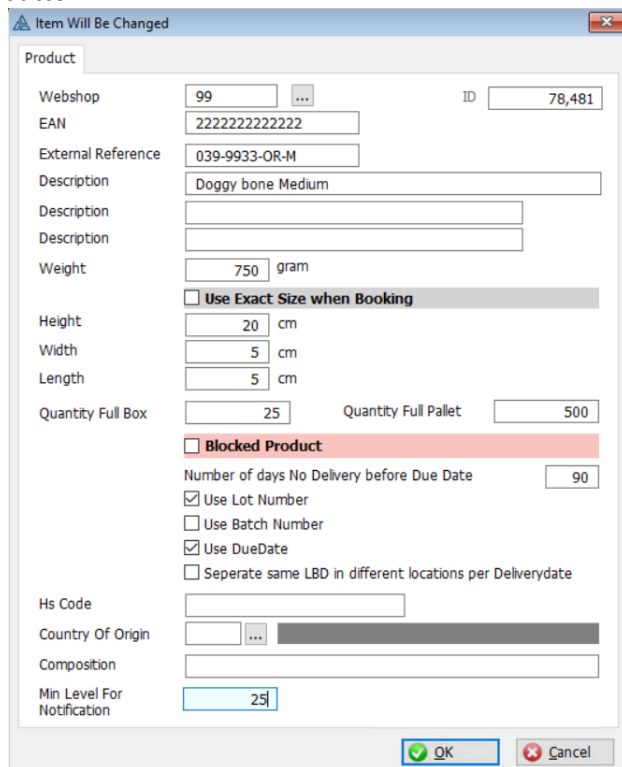
Pieces	In Scanner	Code	Lot	Batch	Due Date	Nbr C	Last Pick date	Added Date	Time
4		BE.99.001.01						27/05/2019	14:52

Overviewscreen Products.

At the top of the screen you will see the Search-Product-bar. You can enter the EAN, ProductReference(SKU) or part of the description of a product.

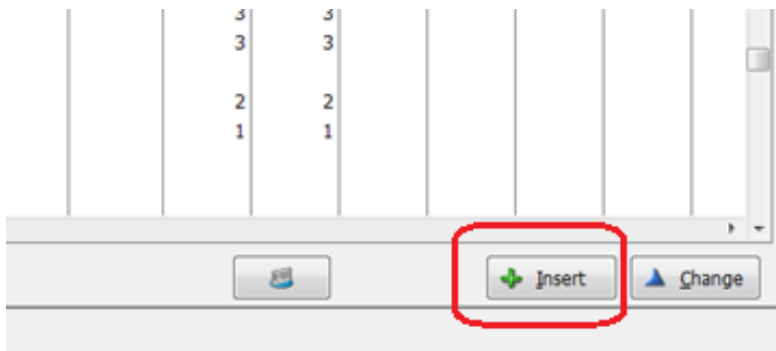
- On the right of the upper half of the screen , you can see whether or not the product is in stock (=column inventory)
- How many pieces of this stock are still claimable .This can differ from the number of pieces in stock due to eg an expiration date,stock claimed for pending orders,... . (=column claimable)
- You can also see how many pieces are already been claimed for outstanding orders (=column claimed)
- The column OverDue shows how many pieces are overdue.

More detailed product info can be seen by clicking on the product or using the change-button .



In this screen you can see various product settings and you have the possibly to change them.

You can also create new products manually by clicking the insert-button



Item Will Be Added

Product

Webshop

99

...

ID

0

EAN

External Reference

Description

Description

Description

Weight

gram

☐

Use Exact Size when Booking

Height

cm

Width

cm

Length

cm

Quantity Full Box

Quantity Full Pallet

☐

Blocked Product

Number of days No Delivery before Due Date

☐

Use Lot Number

☐

Use Batch Number

☐

Use DueDate

☐

Seperate same LBD in different locations per Deliverydate

Hs Code

Country Of Origin

...

Composition

Min Level For Notification

OK

Cancel

In this screen you can add a product, with EAN and description, to the product list. Also indicate whether it concerns a product with due date or batch number and possibly how many days before the expiry date a product can still be delivered. Indicate how many pieces are in a full box or pallet. If known, you can also specify weight and size.

HS code, Country of Origin and Composition only apply if you also export outside the EU.

“Min Level For Notification” allows you to set an alert level for a product where you will receive an automatic message as soon as the stock falls below or equals to this quantity. If it is the first time that you use this, you will still need to give your e-mail address to Distrimedia to receive these messages.

At the bottom of the Products overview screen you can see how many copies of a product are in stock and what its current warehouse location (s) is (are).At the bottom of the Products overview screen you can see how many pieces of a product are in stock and what its current warehouse location(s) is (are) .

Pcs	In Scanner	Code	Lot	Batch	Due Date	Nbr D	Last Pick date	Added Date	Time
5		BE.39.047.5						28/06/2018	08:22

Please notice sheet 'Inventory changes'. Here you can see all previous stock movements on this product. E.g. when and by whom this product was picked, new stock was received, stock from a returns was added again to the stock, etc ...

Inventory	Inventory Changes	Manual Changes	Order Info	Translations		
Pieces	From Location	To Location	Mode	User	Date	Time
-1	BE.44.087.1	Picked	5	Ellen Sioncke	12-05-20	
-12	BE.44.097.1	BE.44.069.7	2	Packing co-worker 3	05-05-20	
12	BE.44.097.1	BE.44.069.7	2	Packing co-worker 3	05-05-20	
10		BE.44.071.7	1	Josée Hofman	30-04-20	
10		BE.44.087.7	1	Josée Hofman	30-04-20	
12	BE.44.087.1	BE.44.097.1	2	Naomi Andries	24-04-20	
-12	BE.44.087.1	BE.44.097.1	2	Naomi Andries	24-04-20	
24		BE.44.087.1	1	Naomi Andries	24-04-20	
-10	BE.44.009.7	Picked	5	Josée Hofman	16-04-20	
10		BE.44.009.7	1	Aylin Sahin	19-03-20	

INVENTORY CHANGES/detail

Also notice sheet 'Manual Changes'. Here you can see, if applicable, the stock changes that were made manually (stock correction, difference on cycle count,...).

Inventory		Inventory Changes	Manual Changes	Order Info
Date	Time	Pcs	Description	User
30-07-18	14:01	4	-4 omzetten nr 9999999067969 ior Carole	Hille Halans

MANUAL CHANGES/detail

Also notice sheet 'Order Info'. Here you can see several things concerning this item:

- On top it shows all orders that have claimed inventory on this product. These orders all still pending and are not shipped yet, but the stock for this product is already claimed for these orders.
- At the bottom left, you can see all order lines that have order lines on this product. This concerns
 - order lines that have claimed the product but are not shipped yet (CLA),
 - order lines for which the product has already been picked and shipped (CMP)
 - order lines that are still waiting (WAI) for the product (not enough stock available)
 - Order lines that were cancelled (CNL)
- At the bottom right, an overview of all order lines shipped for this product with extensive information such as which lot number or which due date the relevant product had for a certain order line.

Inventory

Inventory Changes

Manual Changes

Order Info

Claimed

Order Number	Name	City	Status	Carrier	Date	Claimed	Total Pieces	Total Picked	Total Claimed	Status	ID
DBG-1278912-97	Orlando Vanhove	Brussel	POK	GL	27-05-19	1	1	0	1	CLA	309575

ORDER INFO/detail

5 Returns

5.1 Returns global

To view details on returns, click 'Retours' in the menu bar at the left of your screen.



By default, only the pending returns are shown (status WAI). These returns were pre-announced, but not yet received, processed and taken into stock.

If you also want to see the processed returns, you can check the checkboxes PCV and RCV at the top. PCV are processed returns, but not all of the return lines have been processed 1 to 1 when comparing the announced quantities and the quantities that were processed. So status PCV means there will be at least 1 line that indicates a difference. For example, the customer has indicated that he will return two pieces, but only sends one.

Status RCV indicates that everything was completely returned as pre-announced.

Status CMP, see next section (follow up returns)

The screenshot shows the 'Retours' application interface. At the top, there's a green header bar with the 'Retours' logo. Below it, a search bar and filters for 'WAI (Waiting to be Received)', 'PCV (Partial Received)', 'RCV (Received)', and 'CMP (Completed)'. A table lists returns with columns: Webshop, Status, Retour Reference, Expected, Date, Time, Added User, Order Number, Order Reference, Name, Address, and City. Below the table, there are buttons for 'Set Status Received', 'Import From Excel', and 'Post Status'. A 'Customer' dropdown menu is also visible. At the bottom, there's a 'Retour Lines' section with a table showing EAN, Reference, Description, Reason, Status, Expected, Received, Damaged, Lot, Batch, Due Date, and Date. The table shows a single line with EAN 1000001050895, Reference interst160040-1, Description Bar Boekenrek Breed | Wit, Reason DAMAGED, Status WAI, Expected 1, and Received 0.

In case of unexpected returns, Distrimedia will proceed as agreed, using one of these two options:
1/ you choose that all returned goods can always be taken back into stock.

Distrimedia will then create the return (PreAdvice) and process the return. You can follow up this procedure using menu 'returns' in eWMS or in the daily and monthly e-mail reports regarding returns.

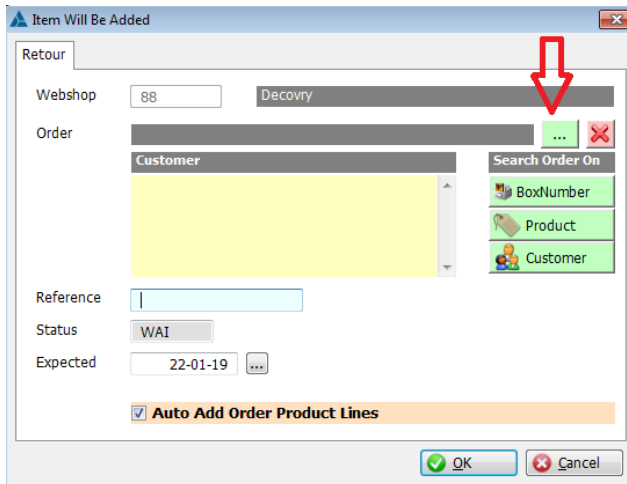
2/Or you choose the follow-up procedure. (See next section 5.3 'follow up returns')

In case of expected returns you can already register the expected return in eWMS. (See next section 5.2 'Create or import returns'). For returns that are not expected, Distrimedia will temporarily store the returns, which gives you the opportunity to resend them (possibly with adjusted address) or to have them taken back in stock.

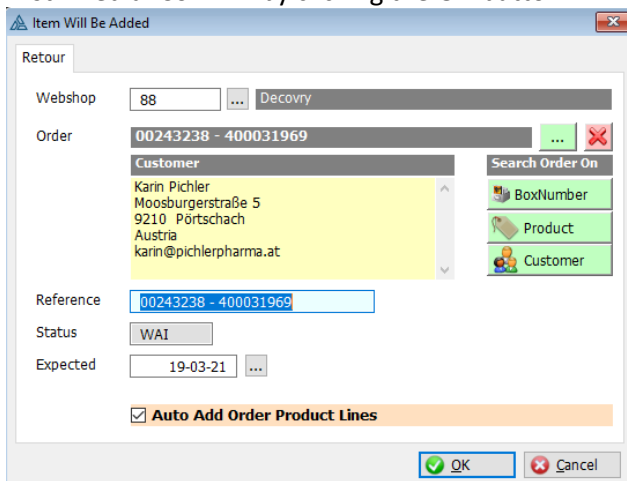
5.2 Create or import returns

5.2.1 Manual create returns

Use the insert button in the top half of the screen for this. Then link the new return to the order that was shipped earlier. This by using the button “...” so you can search and select the concerning order using the order number. Other search functions are also provide: box number, product or customer .



The reference field is automatically filled with the order number once you have linked it. You can adjust the Expected date with the presumed date that the return will be delivered to Distrimedia. Confirm by clicking the OK-button.



On the bottom half of the screen, all product lines are now automatically created for what was previously sent for this order. Of course, the customer may not be returning everything. You can delete lines using the delete-button. Or perhaps change the quantities using the change-button. In exceptional cases, a line can also be added for a product which was not part of the order, using the insert button.

Retour Lines										
Comments/Actions Status Changes										
Germany										
Delete										
EAN	Reference	Description	Reason	Description	Status	Expected	Received	Damaged	Destroyed	Lot
8534770055240	creaturecup39CC-ES18	Creature Cup Dragon Black	REGULAR	Regular Return	WAI	1	0			
8534770051662	creaturecupsCC-803	Creature Bowl Spinne	REGULAR	Regular Return	WAI	1	0			
8534770055318	creaturecupsCC-CF06	Creature Cup Lion Red	REGULAR	Regular Return	WAI	1	0			
8534770051730	creaturecupsCC-B01	Creature Bowl Frog	REGULAR	Regular Return	WAI	1	0			

< History > Insert Change Delete

Attention: For the remain product lines, you must also specify the reason of return using the change-button. Complete the RetourReason field. Next to this field is a button provided where you can select the reason of return:

Code	Description
NO PICKUP	Not Picked Up
NOT HOME	Not at home
NSAT	Not satisfied with the product
OTHER	Other
RECEIVED TOO MUCH	Received too Much
REFUSED	Refused
REGULAR	Regular Return
WRONG COLOR	Wrong color
WRONG PRODUCT	Wrong Product
WRONG SIZE	Wrong Size

Product: Leo Covered Bowl Set with Tray | 6 pcs
5413821068602

RetourReason: DAMAGED (Damaged)

Expected: 1
Received: 0
Damaged: 0

Lot:
Batch:
Due Date:
Status: WAI
Received: Time:

5.2.2 Import Returns

Distrimedia also has the option to import returns by using an Excel file with a fixed layout. It can be used to import one or multiple returns at the same time.

The template can be provided by our customerservice: customerservice@Distrimedia.be

Instructions Import:

1/ Fill in the template and select all rows with data you wish to import, excluding the first five rows with column titles and info. Copy the data on to your clipboard (CTRL + C)

	A	B	C	D	E	F	G	H	I	J	K	L	M
1				Overruled when linked to order									Link return to order, 1 of 3 is sufficient
2	Mandatory	Optional	Optional	Optional	Mandatory	Mandatory	Optional	Optional	Optional	Mandatory	Optional	Optional	Optional
3	WebshopCode	LeverancierCode	DatumVerwacht	Referentie	EAN of ProductRef	Aantal	Lotnummer	Batchnummer	Vervaldatum	RetourRedenCode	OrderID	OrderNumber	OrderReference
4	WebshopCode	SupplierCode	DateExpected	Reference	EAN or ProductRef	Pieces	Lotnumber	BatchNumber	DueDate	ReturnReasonCode	OrderID	Order Number	Order Reference
5	number(2)	number(2)	Date YYYYMMDD	varchar(50)	Number(20)/varchar(30)	Number(20)	varchar(20)	varchar(20)	Date YYYYMMDD	char(10)	Number(10)	varchar(25)	varchar(25)
6	99	99	20201014	Test123	1111111111111111	3				DAMAGED		20201/001/99	
7	99	99	20201014	Test345	5410471130901	4				REGULAR	43		
8	99	99	20201014	Test345	1000004000010	1				REGULAR	43		
9	99	99	20201014	Test6789	5410471904366	1				REGULAR			9c2f0734b6445e
10	99	99	20201014	Test0001-20201016	sku123-a	5	L123		20991231	REGULAR			
11	99	99	20201014	Test0002-20201019	sku123-a	5	L123		20991231	REGULAR			
12	99	99	20201014	Test0002-20201019	01004MA01	5	L456		20991231	REGULAR			


2/ Navigate to the "Returns" screen in eWMS and click the "import-from-excel" button.

Or use the link "Import Returns" directly in the menu bar on the left.

3/ Click “get clipboard” or CTRL + V. The copied data will be displayed.

Webshop **99** Number of lines : 7

Pre-Advice Retour				Pre Advise Line Retour				Reason Code	Order Info
Supplier	Expected	Reference	EAN	Pieces	Lot	Batch	Due Date		
99	14-10-20	Test0002-20201019	01004MA01	5	L456		31-12-99	REGULAR	43 20201/001/99 43 9c2f0734b6445eccd3d18fe68
99	14-10-20	Test345	1000004000010	1				REGULAR	
99	14-10-20	Test123	1111111111111	3				DAMAGED	
99	14-10-20	Test345	5410471130901	4				REGULAR	
99	14-10-20	Test6789	5410471904366	1				REGULAR	
99	14-10-20	Test0001-20201016	sku123-a	5	L123		31-12-99	REGULAR	
99	14-10-20	Test0002-20201019	sku123-a	5	L123		31-12-99	REGULAR	



☒ Get Clipboard


Remark Mac-users:

If you are using Mac Os, it is necessary to select an extra blank line at the bottom of your selection in Excel before copying / pasting, otherwise the last line of data will be lost.

3/ confirm your import with the “ok, import”-button.

Webshop **99** Number of lines : 7

Pre-Advice Retour				Pre Advise Line Retour				Reason Code	Order Info
Supplier	Expected	Reference	EAN	Pieces	Lot	Batch	Due Date		
99	14-10-20	Test0002-20201019	01004MA01	5	L456		31-12-99	REGULAR	43 20201/001/99 43 9c2f0734b6445eccd3d18fe68
99	14-10-20	Test345	1000004000010	1				REGULAR	
99	14-10-20	Test123	1111111111111	3				DAMAGED	
99	14-10-20	Test345	5410471130901	4				REGULAR	
99	14-10-20	Test6789	5410471904366	1				REGULAR	
99	14-10-20	Test0001-20201016	sku123-a	5	L123		31-12-99	REGULAR	
99	14-10-20	Test0002-20201019	sku123-a	5	L123		31-12-99	REGULAR	



☒ Get Clipboard

5.3 Follow up returns

5.3.1 authorized and unexpected returns

You can choose to have more control over what should be done with the incoming returns and you may wish to have a clear way of following up on your returns.

Besides the option to process a return the regular way (goods back into stock), you can also have the possibility to launch a reshipment.

Initially, agreements can be made with Distrimedia whether certain returns may be processed according to a fixed agreement = Authorized return. This can be, for example:

- Returns that are returned due to not being picked up at a collection point, may be sent again (2nd attempt). If returned again due to not being picked up a 2nd time> process return into stock
- Returns that are accompanied by a return request form from your website may always be processed in stock....


All other returns are considered unexpected returns, for example:


- Return due to invalid address
- Not picked up at collection point
- The Customer returned the order without registering or notifying the webshop


Distrimedia will store these returns temporarily (max. 1 month). This by creating a new dummy-product and take into your stock that way.

This dummy-product represents the entire returned shipment, which may therefore involve multiple products. Distrimedia will send an automatic e-mail to an e-mail address provided by the webshop, stating which order has been returned and which dummy-product has been created and taken into stock.

New Unexpected Return, Temporally Stored as EAN 2000500000004



returns@distrimedia.be
Aan  Orlando Vanhove

 Er zijn extra regels in dit bericht.

Beantwoorden

Allen beantwoorden

Doorsturen

...

di 12/11/2019 10:59

Dear customer, we've temporarily stored an unexpected return.

OrderNumber : 9991234
Reference : 9991234
Name : Distrimedia
Address : Orlando Vanhove
Address : Industriepark noord 5a

Postal : 9100
City : St-Niklaas
Country : BE
Mobile :
Telephone : +32(3)7603056
Email : orlando.vanhove@distrimedia.be
BAN :

We've created and stored this entire return that may contain several products as a one temporally new product:

Product EAN :2000500000004
Description :Returned Box 9991234/9991234

Please take action on this return and let us know of the return needs to be re-shipped, perhaps to another address, or we need to process the return as a regular return and take all returned goods back in to stock.

¹ In case of reshipment, please create a new order for 1x 2000500000004, perhaps with adapted address if needed.

¹ In case of regular return, please create a new order for 1x 2000500000004, using shipment_code BTR , and Distrimedia's address as delivery address:
Distrimedia
Returns Department
Industriepark Noord 5a
9100 St-Niklaas, BE.

¹ Please respond as soon as possible and use Ordernumber or Reference in your reply.

Distrimedia now expects a new order. Possibly via your backend if your incoming orders to Distrimedia are automated, or via the ewms import function. See section 2.8.

There are now two options:

- The return must be resent, whether or not with a modified delivery address:
Register a new order with any custom address and the same shipping method code as the original order. This order contains 1 order line > 1 piece of the dummy-product that was passed on to you.
- The return must be processed as regular return needs to be taken into stock:
Register a new order for 1 piece of the dummy-product, but use shipping method_code BTR (= back to returns department), Distrimedia will then take the dummy-product out of the temporally stock and will process the return into stock.

5.3.2 Pending and processed returns

Distrimedia provides a number of things for your own follow-up of returns.

- Distrimedia can activate return status CMP (= completed) for you.

A return that has yet to be processed has the status WAI

A return that has been completed will have the status of PCV (processed, but numbers deviate from what was pre-announced) .

A return with status RCV is completed entirely correctly according to what was pre-announced. These three status (WAI,PCV/RCV) are the statuses that Distrimedia automatically updates .

When activated, you will now notice a 4th return status, status 'CMP'.

Updating a return from PCV/RCV to CMP , can only be done by you and will never be done by Distrimedia. for example when you have made a refund to the Customer for a processed return, you then update the return status to CMP .In the top you can also filter by status CMP, or the other way around, and only filter by PCV and RCV because these are the completed returns, which you still need to take action on an then update them to SMP. Please also pay attention to the date filter.

the date filter.

Retours

Search

Filter Webshop

99

...

Filter Date

05/08/2019

...

18/11/2019

...

WAI (Waiting to be Received)

PCV (Partial Received)

RCV (Received)

CMP (Completed)

Search EAN

Webshop	Status	Retour Reference	Expected	Added			Order Number	Order Reference	Name
				Date	Time	Added User			
99	CMP	test	05-10-19	05-10-19	17:08	Orlando Vanhove			
99	CMP	12 -	04-11-19	04-11-19	16:12	Orlando Vanhove	12		Tilleman van

- You can add actions and comments per return using the "Comments / Actions" sheet

Retours

Search: ☒ WAI (Waiting to be Received) ☐ PCV (Partial Received) ☐ RCV (Received) ☐ CMP (Completed)

Filter Webshop: 88

Filter Date: 11/03/2020 24/06/2020

Webshop	Status	Retour Reference	Expected	Date	Time	Added User	Order Number	Order F
88	WAI	00172596 - 400002019	19-06-20	19-06-20	09:38	Decovry A Growing Tre	00172596	400002
88	WAI	00181916 - 100026013	19-06-20	19-06-20	09:33	Decovry A Growing Tre	00181916	100026
88	WAI	00194854 - 100029557	18-06-20	18-06-20	14:56	Decovry A Growing Tre	00194854	100026
88	WAI	00194854 - 100029557	18-06-20	18-06-20	14:55	Decovry A Growing Tre	00194854	100026
88	WAI	00194858 - 100029558	18-06-20	18-06-20	14:15	Decovry A Growing Tre	00194858	100026
88	WAI	00188093 - 400007973	18-06-20	18-06-20	13:01	Decovry A Growing Tre	00188093	400007
88	WAI	00187398 - 100027527	18-06-20	18-06-20	12:45	Aylin Sahin	00187398	100027
88	WAI	00185732 - 200131465	17-06-20	17-06-20	21:01	Decovry A Growing Tre	00185732	200131
88	WAI	00191588 - 200133233	17-06-20	17-06-20	19:49	Decovry A Growing Tre	00191588	200133

Set Status Received

Customer: c/o saladmedia, Stephan Walluszk, Radbrunnengasse 4, 90403 Nürnberg

Retour Lines: **Comments/Actions** Status Changes

Date	Time	User	Action	Action Description	Description	External Link	Due Date
19-06-20	09:38	Decovry A Growing Tre	INSTRUC.DM	Instruction for Distrin	terug in voorraad nemen ajub	https://decovry	
19-06-20	09:38	Decovry A Growing Tre	NOTE	Additional comment	terugbetaling reeds ok - Cindy		

- You can add comments several times. Adding these comments / actions is flexible and variable so that you can do everything you want: You can use a certain action code and create your own codes if this is desirable, eg, Waiting on customer, PayedBack, ...
- If desired, you can also use 'action is completed'. For example, this can make it clear that you still have to do something for this, or Distrimedia can make separate reports that only report returns with open actions if this is desirable. , ...
- It is possible to add a link to a web page (eg photo) so that you can easily click on it later
- A description (short title)
- It is always logged which user has registered a certain action
- You can assign priority categories if desired: none, medium or high
- A large text field is provided where you can put a lot of notes, per action.

Retour Comment:

☐ Action is Completed

Due Date: Priority:

Action:

Description:

External Link:

User: Orlando Vanhove

Product:

Extra Info

Tahoma 9

test

6 Reports

The menu 'Report Requests' gives you an overview of the reports that have been made available to you.



The reports have schedules that automatically send reports by e-mail at specific times. In this screen you can always start a report manually if you need it extra. Select the relevant report and click on the execute button at the bottom. Within a few moments the e-mail recipients, who otherwise automatically, will receive the report. You can always contact our customer service for an overview of the linked email addressees or adjustments.

Report Requests

Report Requests

Webshop: GMB Group

Filter Description:

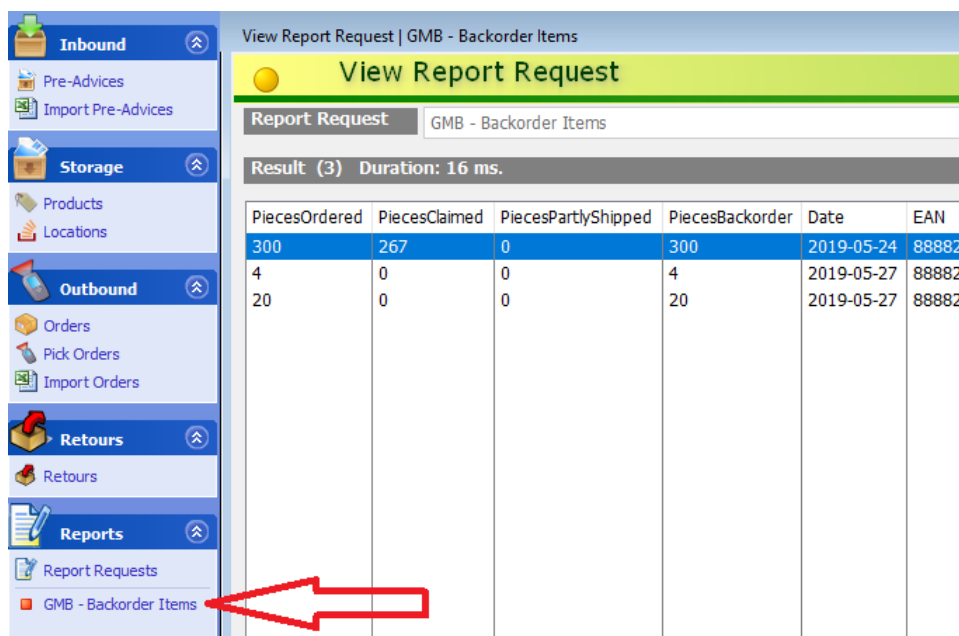
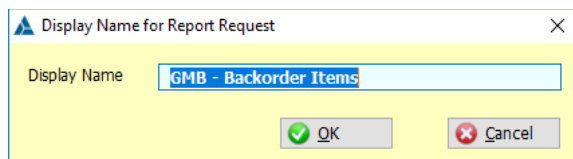
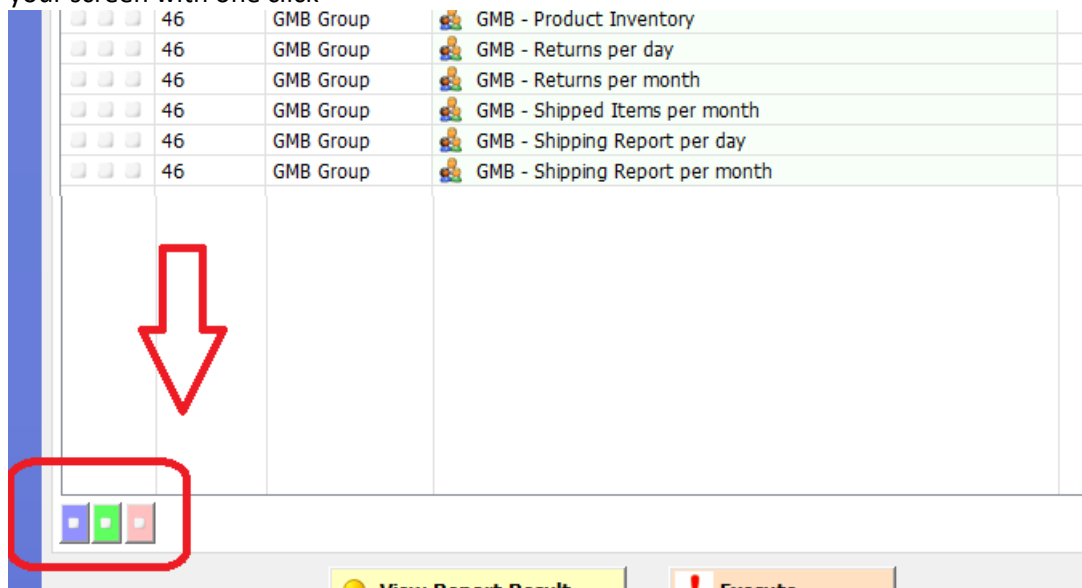
Fav	Webshop	Webshop Name	Description	Display Favorites	Last Executed			Next Execution	
					Date	Time	Execute	Date	Time
<input checked="" type="checkbox"/>	46	GMB Group	GMB - Backorder Items		27-05-19	08:04	55 ms.	28-05-19	08:00
<input type="checkbox"/>	46	GMB Group	GMB - Inbound new stock per day		26-05-19	20:04	5 ms.	27-05-19	20:00
<input type="checkbox"/>	46	GMB Group	GMB - Inbound new stock per month		01-05-19	00:13	5 ms.	01-06-19	00:10
<input type="checkbox"/>	46	GMB Group	GMB - Product Inventory		27-05-19	08:04	41 ms.	28-05-19	08:00
<input type="checkbox"/>	46	GMB Group	GMB - Returns per day		26-05-19	20:04	5 ms.	27-05-19	20:00
<input type="checkbox"/>	46	GMB Group	GMB - Returns per month		01-05-19	00:09	5 ms.	01-06-19	00:05
<input type="checkbox"/>	46	GMB Group	GMB - Shipped Items per month		01-05-19	00:09	5 ms.	01-06-19	00:05
<input type="checkbox"/>	46	GMB Group	GMB - Shipping Report per day		26-05-19	20:07	5 ms.	27-05-19	20:05
<input type="checkbox"/>	46	GMB Group	GMB - Shipping Report per month		01-05-19	00:09	5 ms.	01-06-19	00:05

You can also run a report and display the result only on the screen.

This by using the button "view report result", in addition you can request a printout using the button "print" at the bottom.



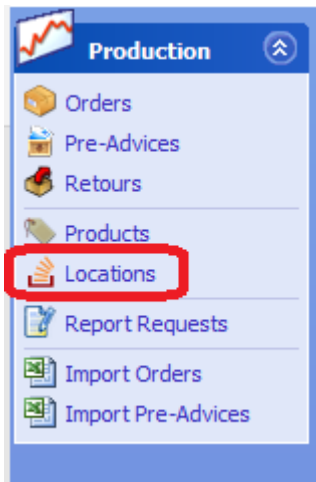
Please note that the print is limited in number of columns and this may not lead to the desired result for large reports, in which case you can still request the report by e-mail and print it. You can also assign some favourites using the coloured buttons at the bottom left. These will then be visible directly in the main menu so that you can immediately put the result on your screen with one click



7 Locations

The menu Locations can gain you insight into the storage of your products.

Know that you can also easily get an overview of locations and storage per product in the product screen.



Locations

Locations

Search

Webshop	Code	Blocked		Description	Instruction for Picking	Storage Mode
		In	Out			
88	BE.14.049.3			BE.14.049.3		PAL
88	BE.14.051.3			BE.14.051.3		PAL
88	BE.14.053.3			BE.14.053.3		PAL
88	BE.14.055.3			BE.14.055.3		PAL
88	BE.14.057.3			BE.14.057.3		PAL
88	BE.14.059.3			BE.14.059.3		PAL
88	BE.14.061.3			BE.14.061.3		PAL
88	BE.14.063.3			BE.14.063.3		PAL
88	BE.14.065.1			BE.14.065.1		HPAL
88	BE.14.065.2			BE.14.065.2		HPAL
88	BE.14.065.3			BE.14.065.3		PAL

Print Barcode

Insert

Change

Delete

Inventory

Pieces	EAN	Reference	Description	Lot	Batch	Due Date	Total Inventor	Inventory ID	LocationID	Product ID
13	8714713070381	Wood42	Meert Wandplank 100 cm WIT				48	18603	11649	15772

Appendix 1 : Contact

If you have any questions, you can always contact us:

Customer Service : customerservice@distrimedia.be +32(0)3 760 30 11

ICT : orlando.vanhove@distrimedia.be +32(0)3 760 30 56

Returns: returns@distrimedia.be +3232(0)3 760 30 15