

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	11
2.2: Customer Modifications	12
2.3: Track&Trace and shipment info	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 cancel OrderLines	17
2.8 Import Orders	18
2.9: adding a value added handling	19
2.10: Re-order	21
2.11: Import orders for export outside the EU with digital invoice data	22
3 Pre Advices (pre-announce new incoming stock)	23
3.1: Consult PreAdvices	23
3.2: Modify PreAdvices	25
3.3: Import PreAdvices	26
4 Products	28
5 Returns	33
5.1 Returns global	33
5.2 Create or import returns	34
5.2.1 Manual create returns	34
5.2.2 Import Returns	35
5.3 Follow up returns	37
5.3.1 authorized and unexpected returns	37
5.3.2 Pending and processed returns	38
6 Reports	40
Appendix 1 : Contact	41

Intro

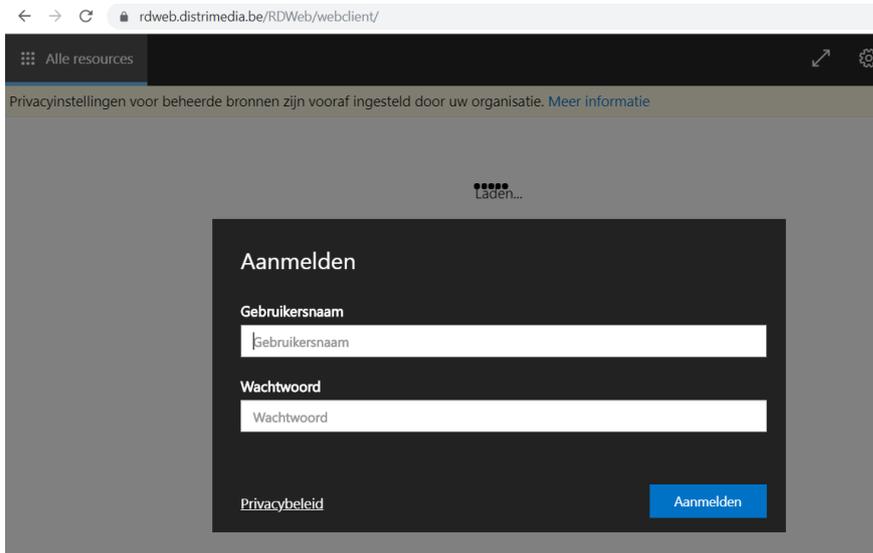
This document provides you with an overview of the eWMS remote app, which Distrimedia makes available to its external relations.

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 Temse: 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")



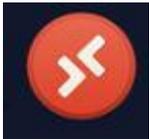
5/ Wait for the eWMS login screen and log in with the information provided to you by Distrimedia



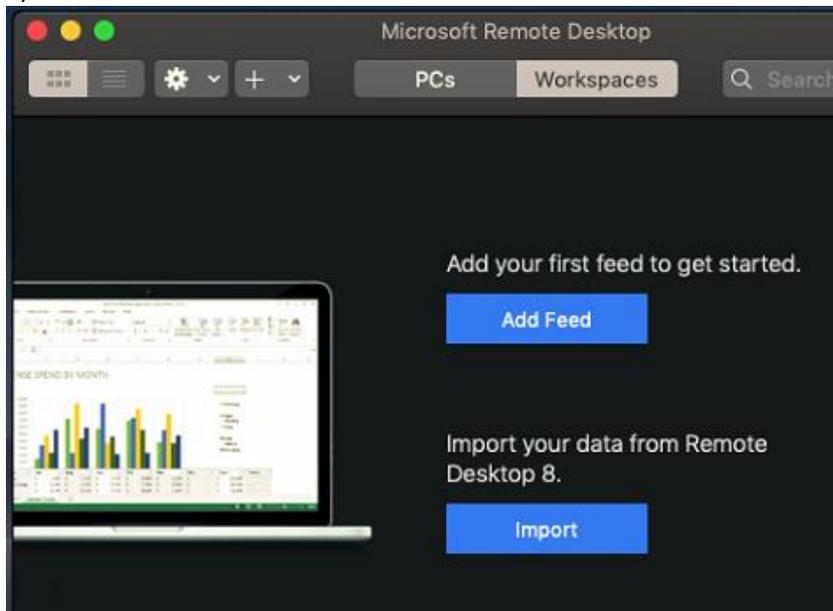
1.2 Mac OS

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>

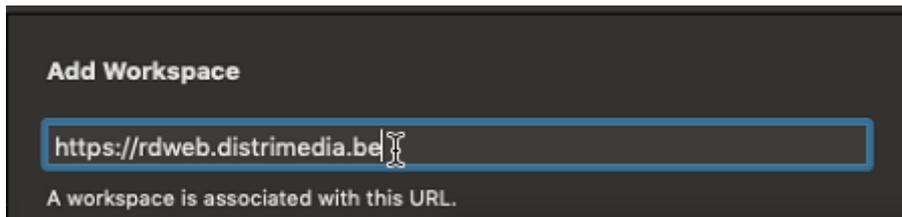
2/Launch the Microsoft Remote Desktop 10 app:



3/Click on **Add Feed**

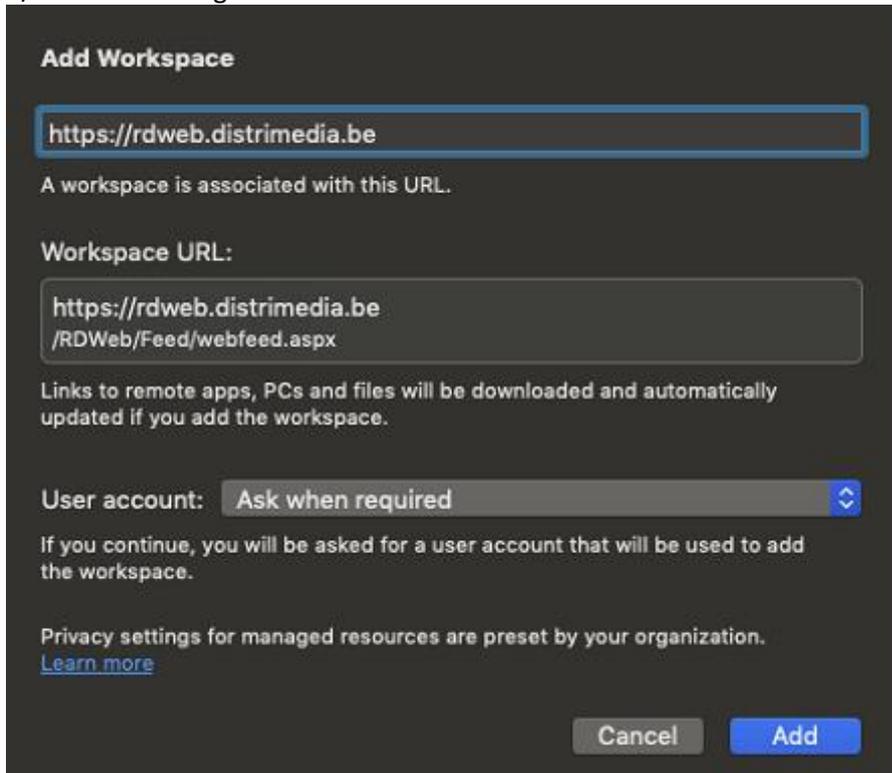


4/ Distrimedia Temse-customers: Fill out <https://rdweb.distrimedia.be>
Distrimedia Tielt-customers: Fill out <https://rdwebtielt.distrimedia.be>

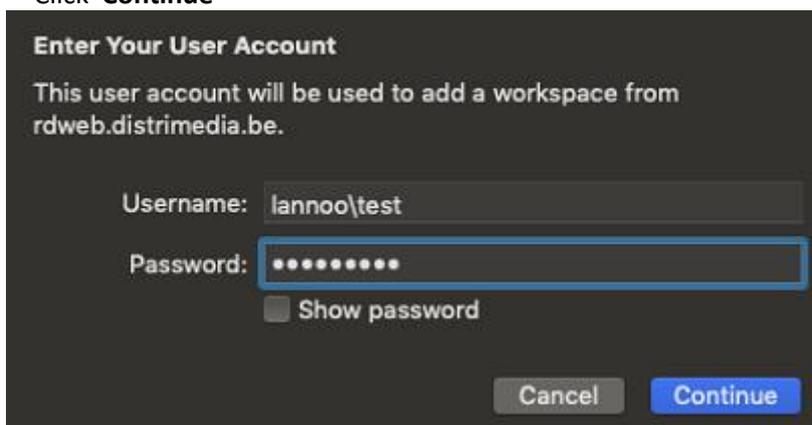


...and wait for the automatic search on settings.

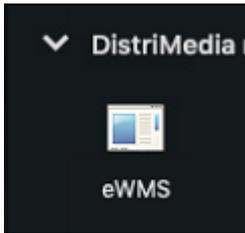
5/ In the following screen click **Add**.



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 before

Enter Your User Account

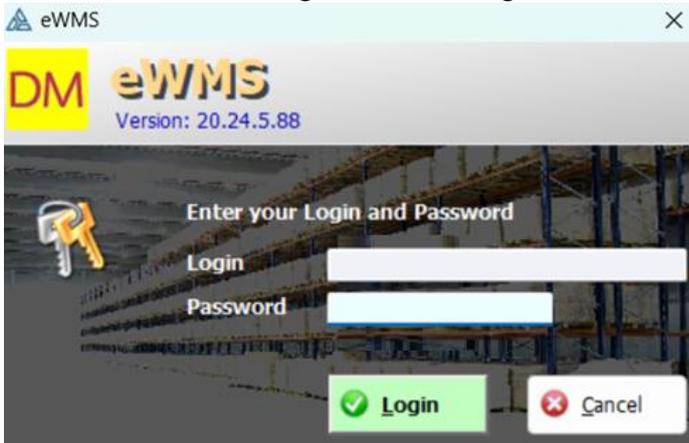
This user account will be used to connect to SRVSPRDS.LANNOO.BE:3389 (remote PC) and rdweb.distrimedia.be (gateway).

Username:

Password:

Show password

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

Upon starting the ewms application, you will see the following. On the left-hand side, you will find a menu bar, grouped by logistics process. At the top, you will find a dashboard with some key figures about your orders and shipments.



The screenshot shows the eWMS application interface. On the left is a menu bar with categories: Inbound, Pre-Advices, Storage, Products, Outbound, Retours, and Reports. The dashboard at the top displays the following data:

Quick Dash Board		Waiting for Claim	0	Being Picked	0	Weighted	0	Shipments/Parcels Today	0/0	Shipped Lines/Pcs Today	0/0
		Waiting Picking	9	Completed Pick	0	Labeled	0	Shipments/Parcels this Month	342/397	Shipped Lines/Pcs this Month	1.097/3.971
		Packed	0	Partly Shipped	0			Shipments/Parcels last Month	332/434	Shipped Lines/Pcs last Month	902/5.958

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



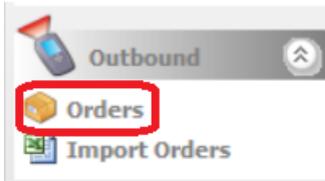
The dashboard table displays the following data:

Quick Dash Board		Waiting for Claim	0	Being Picked	0	Weighted	0	Shipments/Parcels Today	0/0	Shipped Lines/Pcs Today	0/0
		Waiting Picking	9	Completed Pick	0	Labeled	0	Shipments/Parcels this Month	342/397	Shipped Lines/Pcs this Month	1.097/3.971
		Packed	0	Partly Shipped	0			Shipments/Parcels last Month	332/434	Shipped Lines/Pcs last Month	902/5.958

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 are out of stock, or orders that are still withheld due to a delayed delivery date.
- Waiting picking: the number of orders that are fully in stock, which are yet to be picked.
- Being picked: the number of orders currently being picked.
- Completed pick: the number of picked orders ready to be packed.
- Packed: the number of orders packed.
- Weighted: the number of orders whose parcels have been weighed.
- Labelled for shipping: the number of orders for which transport has been booked, ready to be shipped that day.
- Partly shipped: The number of orders that have been shipped partly and still contain items in backorder to be delivered.
- 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 orders in detail, click on 'orders' in the menu bar on the left, in the 'outbound' section.



Following screen is now shown:

The screenshot shows the 'Order Info' window with the following sections:

- Search:** Includes checkboxes for RCV (Received and waiting), PCK (Ready to Pick), SCN (In Scanner and Picking), RDY (Picked), BOX (Packed), WGT (Weighted), LBL (Labeled), SHP (Shipped), PSH (Partly shipped), and CNL (Cancelled). There is also an 'All Items' checkbox and a 'Search Order On' dropdown menu.
- Filter Webshop:** Set to '99'.
- Filter Site Indication:** Empty.
- Filter Date:** Range from 01/05/2023 to 23/05/2024.
- Table:** A table with columns: Date, Time, Webshop, Status, Number, Prio, Reference, Site Inc, Shipment, Name, Attention, Address. It lists three orders with status SHP.
- Customer:** Distrimedia TST, Orlando Vanhove, 14 Zeek Rd, 07950 Morris Plains, United States, orlando.vanhove@distrimedia.be.
- Status Changes:** A table with columns: Status, Date, Time, User. It shows a sequence of statuses from RCV to SHP.
- Last Shipment:** Date 17/11/2023, Carrier BTR, Pieces 1.
- Last Searched Orders:** Table with columns: Number, Reference, Webshop, Name.
- Order Lines:** Table with columns: EAN, Product Reference, Description, Pieces, Claimed, Picked, Status, Line Reference, Carrier, Supplier, Q F Pallet, Price. It shows one line with EAN 5999563723400 and description 'I\mmm 5 fruit roll - Kid's selection - 9 x'.

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

The filter checkboxes are as follows:

- RCV (Received and waiting)
- PCK (Ready to Pick)
- SCN (In Scanner and Picking)
- RDY (Picked)
- BOX (Packed)
- WGT (Weighted)
- LBL (Labeled)
- SHP (Shipped)
- PSH (Partly shipped to customer)
- CNL (Cancelled)
- All Items

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 an item or several that are out of stock. Or the order has a delayed delivery date. An order gets PCK status as soon as all items in the order are available and could be claimed (except delayed delivery dates).
- PCK (Ready to Pick): all items in the order are available and claimed, the order is ready for orderpicking.

- SCN: The order is currently being picked.
- RDY: The order is picked and ready to be packed.
- BOX: The order is packed and ready to be weighted and labeled for shipping.
- WGT: The order is weighted and ready to be labeled for shipping.
- LBL: The order is labeled for shipping, and waiting on pickup by the carrier.
- SHP: The order is shipped, handed over to the carrier.
- PSH: The order is partly shipped
- CNL: 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 search interface with the following elements:

- Search:** A text input field.
- Webshop:** A dropdown menu with '88' selected.
- Filter Date:** Two date pickers. The first is set to '08/08/2017' and the second to '07/09/2018'. Both have ellipsis icons to the right.
- Check Order Status:** A button at the bottom.

The screenshot shows a table of orders with columns for date, time, status, and order number. A red arrow points from the 'View / Change Order Info' button to the text below.

Date	Time	Status	Order Number	Customer
24/05/19	21:23	99	CNL SW20126	Distrimedia
24/05/19	21:24	99	CNL SW2220126	Orlando Vanhove
24/05/19	21:37	99	CNL SW222320126	Industriepark Noord 5A
24/05/19	21:37	99	CNL SW2242320126	9100 Sint-Niklaas
27/05/19	11:58	99	LBL 200074689-98	

Status	Date	Time	User
IMP	14/05/19	10:56	Orlando Vanhove
RCV	14/05/19	10:56	Orlando Vanhove
PCK	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, ...

The screenshot shows the 'View Record' screen with the following details:

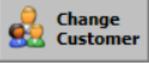
- Order:**
 - Webshop: 99
 - Number: SO13682
 - Reference: SO13682
 - Status: SHP
 - Language: EN
 - Carrier: BTR
 - Ship Method: PNL (Post NL)
 - Transport Ref: [Empty]
 - Transport Nota: [Empty]
 - Deliverydate: [Empty]
 - Days Retention: [Empty]
 - Days Cancellation: [Empty]
 - Representative: [Empty]
 - Nbr Shipments: 1
 - Added Date: 10-10-23, Time: 08:37
 - Latest Delivery Date: [Empty]
- Invoice Info:**
 - Total Value: [Empty]
 - Cash on Delivery: [Empty]
 - Invoice Freight Charges: [Empty]
 - Invoice Discounts: [Empty]
 - Invoice Other Charges: [Empty]
 - Incoterms: [Empty]
 - Currency: EUR

2.2: Customer Modifications

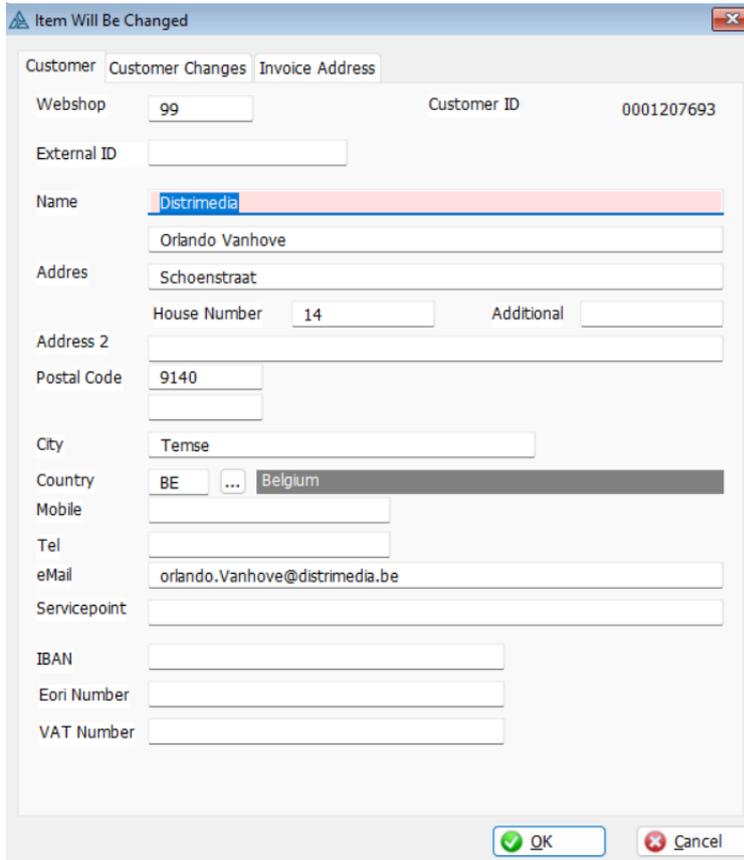


Customer

Distrimedia
Orlando Vanhove
Schoenstraat 14
9140 Temse
Belgium
orlando.Vanhove@distrimedia.be

 Change Customer

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 Customer Changes Invoice Address

Webshop Customer ID 0001207693

External ID

Name

Address

House Number Additional

Address 2

Postal Code

City

Country

Mobile

Tel

eMail

Servicepoint

IBAN

Eori Number

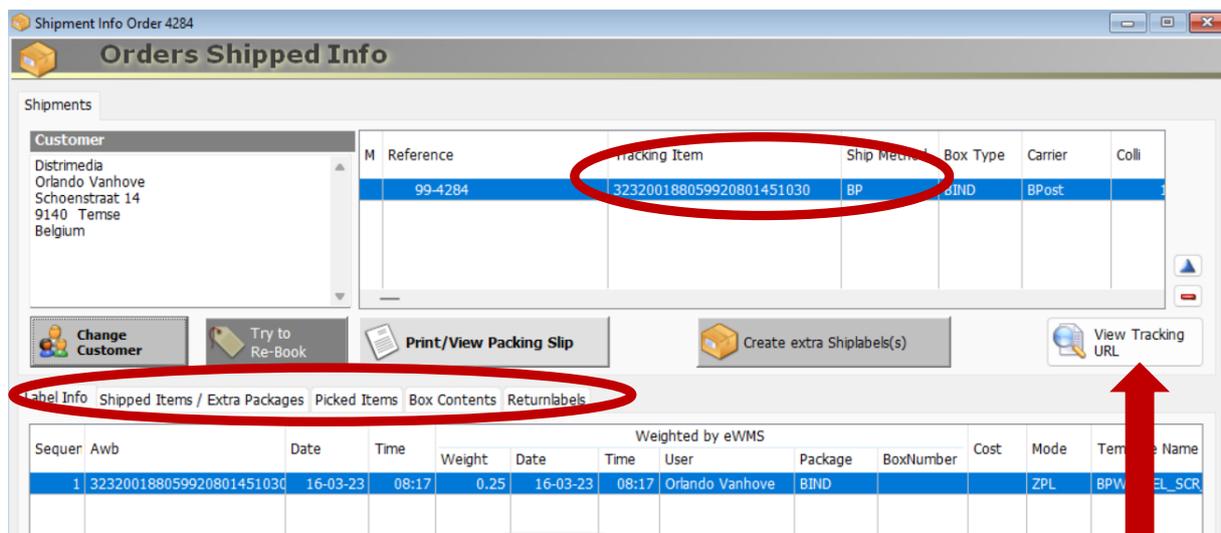
VAT Number

2.3: Track&Trace and shipment info

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

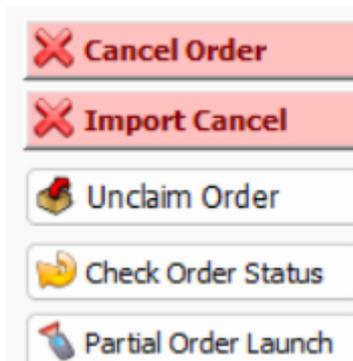
At the bottom(circled) you can consult the even more details on separate tabs:

- Label Info: shipping info per package
- Shipped Items: overview of the items in the shipment
- Picked Items: overview of the items in the shipment with additional information on lot numbers, batch numbers, expiry dates and pick location.
- Box Contents: If for multi-colli shipments the option was applied to register the contents of each box separately, you can find this information here.
- Return Labels: If a return label is proactively sent with outgoing shipments, you can find the return label info here.

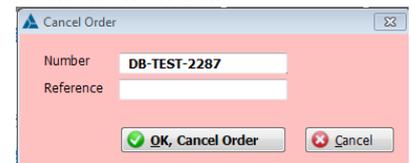


By clicking on the 'View Tracking URL'-button, you will be relayed to the carrier's Track & Trace info page of the shipment.

2.4: Cancel orders or Partial delivery launch orders



To cancel an order, select the order and click 'cancel order'. Multiple orders can be selected using the order checkboxes, to cancel them together. Confirm with OK.

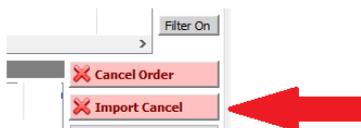


To send an order partial, select the order and click 'partial Order Launch'. Multiple orders can be selected using the order checkboxes to launch partial deliveries together.

- Order lines can also be canceled via an Excel import. The template for this can always be requested from Distrimedia. Always respect the layout of this template (do not add/remove columns,...)

	A	B	C	D	E	F
		One of two mandatory		One of two mandatory		
	Mandatory	Optional	Optional	Mandatory	Mandatory	Optional
	WebshopCode	OrderNumber	OrderReference	EAN of ProductRef	ProductRefer	PiecesToCancel
	WebshopCode	Ordernummer	OrderReferentie	EAN or ProductRef	ProductRefer	AantalTeAnnuleren
	number(2)	varchar(25)	varchar(25)	Number(20)	varchar(30)	Number(20)
	99	27000000948		2000001000829	p3902	1
	99	27000000948		2000001000222	c0145	1
	99	27000000948		2000001000281	IT-001109	1

After filling out the template, select all lines with date and copy them (CTRL+C)
Then click in ewms in the order info screen on the button "Cancel import"



Now paste the data (ctrl+v), check for any errors and click on "ok,cancel lines"

Webshop Code	Order Number	Order Reference	EAN	External Ref	Pieces	Pieces To Cancel	Picked	Error String	Order ID
99	S00079		5407005250812	146	2	1	0		861,96
99	S00079			Ap01	1	1	0		861,96

2.5: Modify Orderlines

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...

The screenshot shows the 'Order Info' interface. At the top, there's a search bar with 'SO10085' and various filter checkboxes for status (RCV, PCK, SCN, RDY, BOX, WGT, LBL, SHP, PSH, CNL) and 'All Items'. Below this is a table of order lines with columns: Date, Time, Webshop, Status, Number, Prio, Reference, Site Inc, Shipment, Name, Attention, and Address. The first row shows: 31-07-23, 11:55, 99, SHP, SO10085, SO10085, PNL, Dhr Paul Janssens, CanBan Inc., Volklorenlaan. Below the table are sections for Customer (Dhr Paul Janssens, CanBan Inc., Volklorenlaan 81 bus 15, 2610 Wilrijk, Belgium), Status Changes (listing events like RCV, PCK, SCN, RDY, BOX, WGT, LBL, SHP with dates and times), Last Shipment (Date: 31/07/2023, Carrier: BB, Pieces: 1), and Last Searched Orders. At the bottom, there's a table of Order Lines with columns: Order Lines, EAN, Product Reference, Description, Pieces, Claimed, Picked, Status, Line Reference, Carrier, Supplier, Q F Pallet, Price. The first row is: Order Info, 8437017808107, 267, Ecoprolive - Extra Virgen Olive Oil "Limited", 1, 0, 1, CMP, 99, 12. The second row is: Extra Order Text, 5407005901472, 65, Ilanga Nature Confiture de Banane 30 x 2, 30, 0, 30, CMP, 99, 2,400.

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 7 buttons.

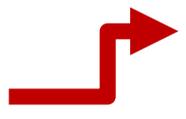
View Record		
ie	Blocked	W
	0	
	0	
	0	
	0	
	1	



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 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)



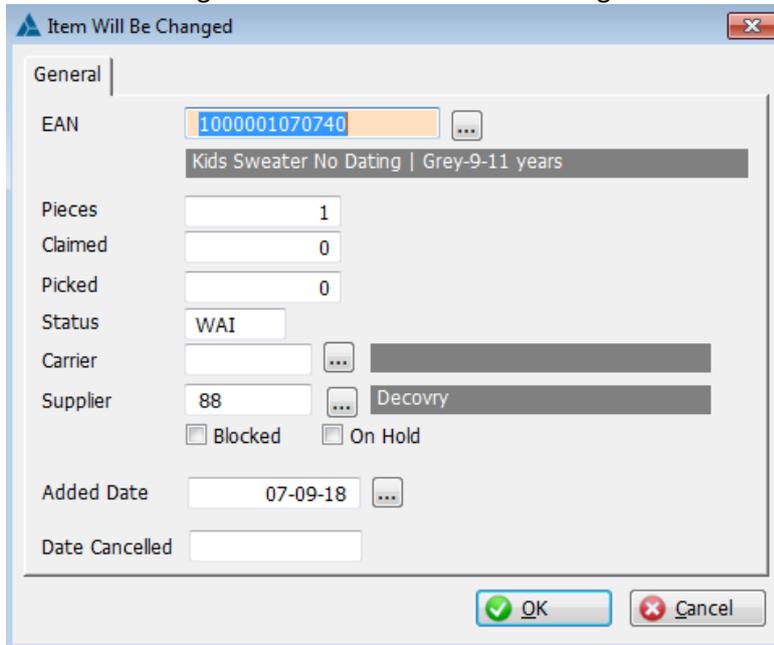
With this button you will copy the EAncode of the selected order line on your clipboard



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

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:



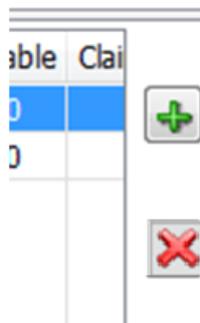
In this screen you can adjust the product. Attention, order lines can only be modified with order line status WAI. If the order status itself is already PCK, you must temporarily unclaim the entire order (button "unclaim order"). After unclaiming, the order will regain status RCV. Now make the necessary adjustments to the order lines. After the adjustments, the order needs to be claimed again.

Right-click try to claim, and select the 'try to claim complete order' option.

If all order lines within the order now have CLA (claimed) status, the order status itself will automatically update to PCK (pickable) and a new pick task will be created for the warehouse. If this is not the case, and you already wish to ship what is in stock, press "Partial Order Launch".

2.7: Add or cancel OrderLines

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

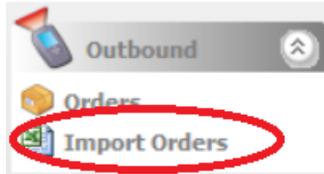


This button allows you to add a new line to an order. Attention, If the order status itself is already PCK, you must temporarily unclaim the entire order (unclaim order button). After unclaiming, the order will regain status RCV. Now make the necessary adjustments to the order lines. After the adjustments, the order should be claimed again.

With this button you can cancel an order line

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	ORDERDATUM (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(
5	200074689	PNL		Distrimedia	Hans Scherlippens	Industriepark Noord 5A	9100	Sint-Niklaas	BE	NL	Hans.Sc
6	DBG-1278912			Orlando Vanhove		Teststraat 25	1000	Brussel	BE	NL	orlando.
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.

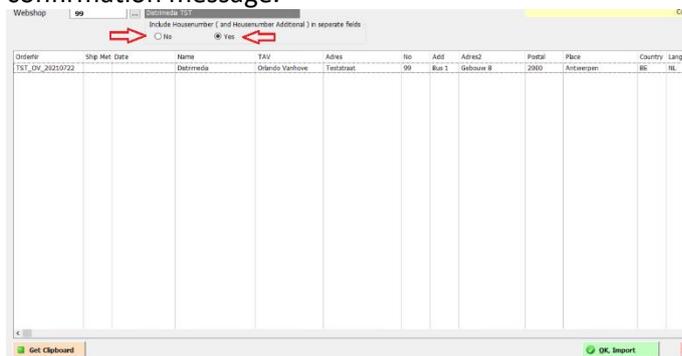
For all fields, the template indicates which fields are mandatory and which are optional.

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.



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 with the 'Value Added Handlings' tab selected. The 'Extra Text' tab is highlighted with a red box. The 'Value Added Handlings' table has columns: VAH, Description, Instruction, Date, Confirmed Time, and Name. A red arrow points to a green plus icon in the top right corner of the table, indicating the button to add a new handling.

VAH	Description	Instruction	Date	Confirmed Time	Name

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

Indicate for which logistics processes The task/notification applies: for order picking, for packing, or both.

A more specific instruction for the order in question can be given here (optional)

Webshop	VAH Code	Description	ID
73	0	Info Orderpick	0549
73	1	Inpakinstructie	0286

Then select the relevant Value Added Handling + select. This is a category. More specific instructions for the relevant order can optionally be given in the screen above, field 'instruction'

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.

OrderInfo

Date	Time	Webshop	Status	Number	Prio	Reference	Site Inc
28-04-21	11:14	8	SHP	140804		wc_order_608924dfd	
27-04-21	19:47	8	SHP	140803		wc_order_60884d8c4	
26-04-21	17:39	8	SHP	140801		wc_order_6086d261	
26-04-21	11:41	8	SHP	140800		wc_order_60868a9f4	
26-04-21	00:26	8	SHP	140794		wc_order_60858baf0	
25-04-21	17:14	8	SHP	140792		wc_order_608586ccc	
25-04-21	15:14	8	SHP	140791		wc_order_60856b0d7	
25-04-21	14:09	8	SHP	140789		wc_order_60855be9d	
25-04-21	12:48	8	SHP	140786		wc_order_608546786	

Orderline VAH

VAH	Description	Instruction	Date	Time	Pcs	Lot
CP4910	Cadeaupapier Blau Happy birthday Fabi!!!		26/04/21	12:53	1	L0351

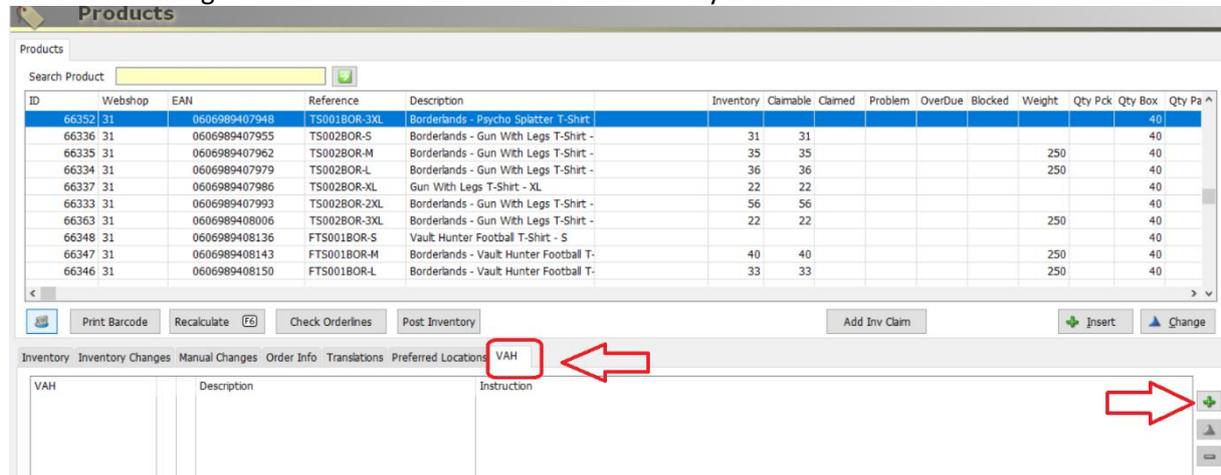
Set a Fixed Value Added Handling for a product

In the product screen you can search and select a product.

You can then select the “VAH” tab at the bottom.

Via the + button, you can link a task to the selected product.

All new incoming order lines for this item will automatically have the task added



To set up the task, follow the instructions at the top of this section 2.9

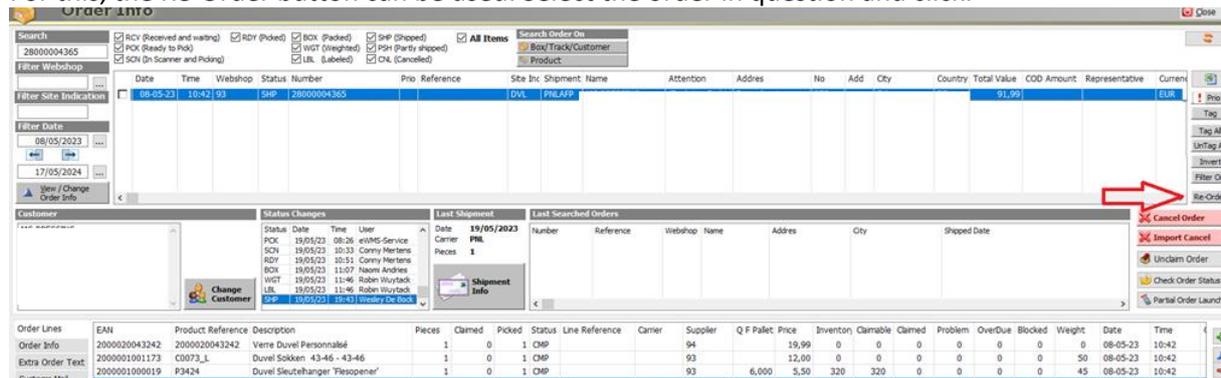
Set a Fixed Value Added Handling for a Site Indicator

Distrimedia also has the option to automatically applying Value Added Handling to orders with a specific site indicator. You cannot set this up yourself. If desired, you can contact customer service.

2.10: Re-order

Sometimes a particular order needs to be resent, possibly with a minor adjustment.

For this, the Re-Order button can be used. Select the order in question and click.



You will then see the screen below, where you enter a suffix to be applied to the new order. For example, if you enter suffix '2' for original order number 28000004365, the new order number will be 28000004365-2 .

The same logic is also applied to the order reference, should there be one (optional).

Re-Order

New Order Number for **28000004365**



The new order is now immediately created automatically and it also immediately checks whether everything can be claimed so that a new picking task is also created immediately.

2.11: 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.
- Receiver VAT: In case of delivery to company, the VAT number of the receiver is required. Not

↓

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	Only required for export outside EU						
ORDERREFERENCE	GOODS TOTAL VALUE	OrderValueAddtTask_of	OrderValueAddtTask_desc	OrderLineValueAddtTask_of	OrderLineValueAddtTask_desc	LotNumber	BatchNumber	OrderDate	Shhdiscuss	SingleInstPrice	OrderFreightCharges	OrderDiscount	OrderOtherCharges	Incoterm	ReceiverEORI	ReceiverVAT
ORDERREFERENCE	TOTALE WAARDE GOEDEREN	OrderToegreikendeTask_of	OrderToegreikendeTask_desc	OrderPregelToegreikendeTask_of	OrderPregelToegreikendeTask_desc	Lotnummer	Batchnummer	Invaldatum	Shhdiscuss	Eenheidsprijs	OrderTransportkosten	OrderKortingen	OrderOverigeKosten	Incoterm	OntvangerEORI	OntvangerVAT
vanhoofcode	NumberOfColonnal	vanhoofcode	vanhoofcode	vanhoofcode	vanhoofcode	L12345	Box_001	20231231	ECC	19.95	5,75	0	0	DDP	GB0732634829	GB0838581777
CRD-12345	39,3	1	Folder toevoegen													

↓

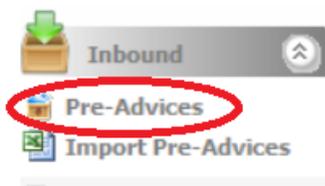
Once this data has been entered correctly, in addition to the standard order import data, the order can be imported according to the procedure described in section 2.8

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) Search EAN

Filter Webshop	Webshop	Status	Name	Reference	Inbound Remark	Expected	Supplier	Date	Added	Time	ID
99	99	WAI	Distrimedia TST	PA-00022		03-04-24	99	18/03/24	10:11		65424
	99	WAI	Distrimedia TST	PA-00019		28-03-24	99	13/03/24	10:35		65340
Filter Date	99	WAI	Distrimedia TST	PA-00048		05-03-24	99	05/03/24	11:07		65170
13/02/2024	99	WAI	Distrimedia TST	PA-00047		05-03-24	99	05/03/24	11:02		65169
28/05/2024											

Post Status

Receive all items on One Location

Import From Excel Set Status Received Set Status Waiting

Pre-Advice Lines Status Changes Documents

EAN	Reference	Qty Pck	QF Box	QF Palle	Description	Description	Description	Expected	Received	Damaged	Status	Remark	Date	Received Time	Lot	Batch	Due Date	Inventon	Claimable	Claimed	
<input type="checkbox"/> 99546378945671	5987	3			Honey World - Acacia honey - 200gr	TRE	354	15			WAI	SAMPLE						23/02/2026	0	0	0
<input type="checkbox"/> 99546378945671	5987	3			Honey World - Acacia honey - 200gr	TRE	354	15			WAI	SAMPLE						22/02/2026	0	0	0
<input type="checkbox"/> 99546378945672	5988	5			Honey World - Blossom honey - 200gr	TEST	355	75			WAI	SAMPLE						26/01/2026	0	0	0

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-advices, 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
99	WAI	Distrimedia TST	PA-00022
99	WAI	Distrimedia TST	PA-00019
99	WAI	Distrimedia TST	PA-00048
99	WAI	Distrimedia TST	PA-00047
99	CNL	Distrimedia TST	PA-00045
00	CNL	Distrimedia TST	PA-00047

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	

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.

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 Advise

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

Damaged:

Lot:

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-batchrn-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	LeverageCode	OrderNumber	Reference	EAN of ProductRef	Asatid	LotNumber	BatchNumber	VersionNum	OrderDate	EAN	ProductRef	Description1	Description2	Description3
MemberID	SupplierCode	Date of Delivery	Reference	EAN of ProductRef	Pieces	LotNumber	BatchNumber	OrderDate	EAN	ProductRef	Description1	Description2	Description3	Weight (kg)
MemberID	SupplierCode	Date of Delivery	Reference	EAN of ProductRef	Pieces	LotNumber	BatchNumber	OrderDate	EAN	ProductRef	Description1	Description2	Description3	Weight (kg)
99	99	20180516	Intake PO 123 408457018471		10		L12345	20201231						
99	99	20180516	Intake PO 123 222222222222		10			20201231	#####	Test002	Dogg Bone			1500
99	99	20180516	Intake PO 456 222222222210		3				#####	Test003	Dogg Bag Small			600
99	99	20180516	Intake PO 456 222222222210		12									1200

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

Supplier	Expected	Reference	Instruction	EAN	Pieces	Lot	Batch	Due Date	EAN	Reference	Description
60	19-02-21	Levering PO123465		1000008003310	5				1000008003310		SaniSander pak
60	19-02-21	Levering PO123465		1000008003311	5				1000008003311		Kitchen Katepai
60	19-02-21	Levering PO123465		1000008003351	5				1000008003351		Sweet Suzanne
60	19-02-21	Levering PO123465		1000008003352	5				1000008003352		CuteChristophe
60	19-02-21	Levering PO123465		1000008003353	5				1000008003353		Deco Dina Pakk
60	19-02-21	Levering PO123465		5410976069010	10	L0335	21000780	31-12-21	5410976069010	206/910	The Original Sei

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 Advice 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		San/Sander 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		

Buttons: Get Clipboard, **OK, Import**, Cancel

3.4 : PreAdvices import for goods with export outside EU and digital invoice data

If you want to ship orders outside the EU and use order import via Excel, and you also use a carrier that requires all invoice data digitally (to be coordinated with Distrimedia), it is important that all invoice data is provided to Distrimedia. This is done on the one hand in the import of PreAdvices via certain product parameters, and on the other hand via the import of orders regarding prices and customer data.

Also provide Distrimedia with your own EORI and VAT number, which will be used in the sender data for the digital pro forma invoice.

Here we describe data for PreAdvice via Excel, the invoice data that is important for order import is described in section 2.10.

In the PreAdvice template, a number of columns are specifically meant for data necessary to deliver a digital pro forma invoice to the carrier/customs.

These columns are marked in blue:

	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG
Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Only required for export outside EU		
Sheet (1 of 0)	Gebruik Duedate (1 of 0)	OmschrijvingNL	OmschrijvingFR	OmschrijvingEN	ExactFormaat (1 of 0)	Hooftte (cm)	Breedte (cm)	Lengte (cm)	PreAdviceRegel/instructie	Alarmpeil	Hscode	CountryOrigin	Compositon
7 of 0)	UseDueDate (1 of 0)	DescriptorNL	DescriptorFR	DescriptorEN	LineExactSize (1 of 0)	Height (cm)	Width (cm)	Length (cm)	PreAdviceLineInstruction	MinimumStockLevel	Hscode	LandOfOrigin	Sameinstelling
	Number (1)	varchar(40)	varchar(40)	varchar(40)	Number (1)	Number(20)	Number(20)	Number(20)	varchar (100)	Number(20)	Number (10)	varchar(2)-ISO4	varchar (128)
	1									5	18069039	BE	
											6109	CN	41% Polyester / 18% Polyacryl / 11% Alpaca / 9% Wool / 7% Viscose / 1% Cashmere

- Weight: The net weight of 1 piece of the item in question (in grams)
- Hs code: The official HS code of the article
- Country Of Origin: Country code (ISO-2) of origin of the article
- Compositon: Composition of the article, only needed for certain article groups, e.g. textiles.
Example: 41% Polyester / 18% Polyacrylic / 11% Alpaca / 9% Wool / 7% Viscose / 1% Cashmere

Once this data is entered correctly, in addition to the standard data of the PreAdvice import, the PreAdvice can be imported according to the procedure described in section 3.3.

Other necessary invoice data are at order or customer level, these data can be specified when importing the orders. See section 2.10

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:

The screenshot shows the 'Products' screen with a search bar and a table of product data. The table has columns for ID, Webshop, EAN, Reference, Description, Inventory, Claimable, Claimed, Problem, OverDue, Blocked, Weight, and Qt. The row for product ID 177791 is highlighted in blue.

ID	Webshop	EAN	Reference	Description	Inventory	Claimable	Claimed	Problem	OverDue	Blocked	Weight	Qt
161519	73	10000081066010	4008	POS 8 zakje Cheers to making memor	15	15						
165491	73	10000081066011	4009	POS 9 Pancarte 2 flessen NONA 70cl	97	96					1	
165778	73	10000081066012	4010	POS 10 Kerstdoos June	2712	2712						
165779	73	10000081066013	4011	POS 11 Kerstdoos Spritz	674	674						
165780	73	10000081066014	4012	POS 12 Pancarte groot								
169302	73	10000081066015	4013	POS Kerstkaart "22	499	499						
171058	73	10000081066016	4014	POS Folder 3-luik wintereditie								
177791	73	10000081066017	4015	POS 13 zakje But first, apero	45	44	1					
177792	73	10000081066018	4016	POS 14 zakje You matter to me	187	186	1					
180778	73	10000081066019	4017	POS 15 Recepten NONA Ginger NL	287	281					6	

Below the table, there is a 'Recalculate' button and a '+ Ins' button. At the bottom, there are tabs for 'Inventory', 'Inventory Changes', 'Manual Changes', 'Order Info', 'Translations', 'Preferred Locations', and 'VAH'. The 'Inventory' tab is active, showing a detailed view of the selected product with columns: Pieces, In Scanner, Reserved, Location Code, Type, Storage, Lot, Batch, Due Date, Claimed LBD, Days, Last Pick date, Reason, and Blocked.

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.

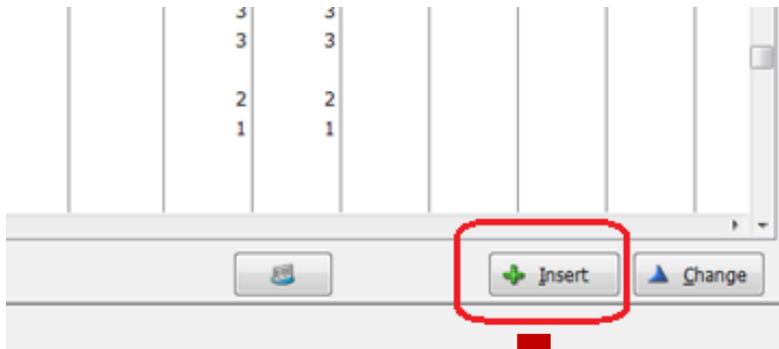
More detailed product info can be seen by clicking on the product or using the change-button.

The screenshot shows a dialog box titled "Item Will Be Changed" with the following fields and options:

- Webshop: 99
- ID: 78,481
- EAN: 222222222222
- External Reference: 039-9933-OR-M
- Description: Doggy bone Medium
- Weight: 750 gram
- Height: 20 cm
- Width: 5 cm
- Length: 5 cm
- Quantity Full Box: 25
- Quantity Full Pallet: 500
- Use Exact Size when Booking
- Blocked Product
- Number of days No Delivery before Due Date: 90
- Use Lot Number
- Use Batch Number
- Use DueDate
- Seperate same LBD in different locations per Deliverydate
- Hs Code: [empty]
- Country Of Origin: [empty]
- Composition: [empty]
- Min Level For Notification: 25

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



If you press the Insert button, you will see the following screen:

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-lotnr or batchnr 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. HsCode, CountryOfOrigin 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) .

Inventory									
Inventory Changes Manual Changes Order Info									
Pcs	In Scanner	Code	Lot	Batch	Due Date	Nbr C	Last Pick date	Added Date	Time
5		BE.39.047.5						28/06/2018	08:22

INVENTORY detail

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						
Pieces	From Location	To Location	Mode	User	Date	Tim
-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	

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					
Date	Time	Pcs	Description	User	
30-07-18	14:01	4	-4 omzetten nr 9999999067969 lov Carole	Hille Halans	

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.

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

Pieces	Claimed	Picked	Order Number	Status
1	1	0	DBG-1278912-97	CLA
1	0	1	12	CMP
4	0	4	000000020506	CMP
4	0	4	000000020526	CMP
1	0	1	200074689-99	CMP

Pieces	Lot	Batch	Due Date	Location	Order Number	Date
1				BE.99.001.01	12	
0				BE.99.001.01		1
0				BE.99.001.01		1
4				RF.99.001.01	000000020506	1

Sheet 'Translations'. Here, besides the standard description of the article, descriptions per language can also be registered. Orders are loaded with a certain language. If a description for the language in question is available, it is used on the packing note sent with the order, If not, the standard description is used.

Language	Description	Description
EN	Chouffe glass 6x33cl	
FR	Chouffe verre 6x33cl	
NL	Chouffe glas 6x33cl	

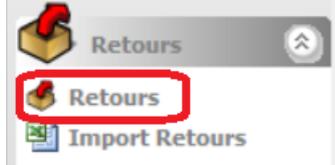
Sheet VAH . Here you can ensure that for a particular item, for every order, a notification is sent to the order picker or packer for 'value added handling' .

VAH	Description	Instruction
01	Flyer/gadget toevoegen	1x Wobbler NL en 1x Wobbler FR toevoegen

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' interface with a list of return lines. The list includes columns for Webshop, Status, Retour Reference, Expected Date, Date, Time, Added User, Order Number, Order Reference, and Track ID. The status 'WAI' is selected. Below the list, there are buttons for 'Set Status Received', 'Import From Excel', and 'Post Status'. A 'Customer' dropdown is also visible.

Webshop	Status	Retour Reference	Expected	Date	Time	Added User	Order Number	Order Reference	Track ID
86	WAI	20240520-SAESRR/0:0	24-05-24	23-05-24	12:05	eWMS-Service Request	0000055419674/0	20240520-SAESRR/0	05448800636328
86	WAI	20240521-SAIE7L/0:0	24-05-24	23-05-24	12:05	eWMS-Service Request	0000055423188/0	20240521-SAIE7L/0	05448800636327
86	WAI	20240510-SAFMB6/0:0	24-05-24	23-05-24	07:47	eWMS-Service Request	0000055335188/0	20240510-SAFMB6/0	05448800636307
86	WAI	20240518-SAN6B3/0:0	23-05-24	22-05-24	21:10	eWMS-Service Request	0000055399895/0	20240518-SAN6B3/0	05448800636306
86	WAI	20240509-SAQD4A/0:0	23-05-24	22-05-24	19:26	eWMS-Service Request	0000055321074/0	20240509-SAQD4A/0	05448800636305
86	WAI	20240424-SA6YWL/0:0	23-05-24	22-05-24	13:57	eWMS-Service Request	0000055159107/0	20240424-SA6YWL/0	05448800636299
86	WAI	20240513-SAY6XC/0:0	23-05-24	22-05-24	11:19	eWMS-Service Request	0000055358764/0	20240513-SAY6XC/0	05448800636292
86	WAI	20240521-SAGEIC/0:0	23-05-24	22-05-24	09:48	eWMS-Service Request	0000055422558/0	20240521-SAGEIC/0	05448800636280
86	WAI	20240514-SASRIU/0:0	23-05-24	22-05-24	09:05	eWMS-Service Request	0000055371900/0	20240514-SASRIU/0	05448800636279
86	WAI	20240511-SAFWU/0:0	22-05-24	21-05-24	21:24	eWMS-Service Request	0000055347470/0	20240511-SAFWU/0	617623134235
86	WAI	20240508-SAFV2L/0:0	22-05-24	21-05-24	14:34	eWMS-Service Request	0000055311076/0	20240508-SAFV2L/0	05448800636277
86	WAI	20240511-SAMTR/0:0	22-05-24	21-05-24	10:35	eWMS-Service Request	0000055344082/0	20240511-SAMTR/0	05448800636271
86	WAI	20240514-SAVDRE/0:0	22-05-24	21-05-24	09:37	eWMS-Service Request	0000055374778/0	20240514-SAVDRE/0	05448800636264
86	WAI	20240426-SAPMAF/0:0	22-05-24	21-05-24	09:06	eWMS-Service Request	0000055182771/0	20240426-SAPMAF/0	05448800636263
86	WAI	20240504-SAF85J/0:0	22-05-24	21-05-24	08:43	eWMS-Service Request	0000055269408/0	20240504-SAF85J/0	05448800636262
86	WAI	20240510-SA7LNX/0:0	22-05-24	21-05-24	01:51	eWMS-Service Request	0000055334765/0	20240510-SA7LNX/0	05448800636261
86	WAI	20240508-SABLPL/0:0	21-05-24	20-05-24	22:59	eWMS-Service Request	0000055310963/0	20240508-SABLPL/0	05448800636260
86	WAI	20240501-SA1CER/0:0	21-05-24	20-05-24	20:40	eWMS-Service Request	0000055233259/0	20240501-SA1CER/0	05448800636259
86	WAI	20240504-SAZ3HE/0:0	21-05-24	20-05-24	19:37	eWMS-Service Request	0000055264246/0	20240504-SAZ3HE/0	05448800636258
86	WAI	20240501-SAS5LE/0:0	21-05-24	20-05-24	17:55	eWMS-Service Request	0000055233432/0	20240501-SAS5LE/0	05448800636257
86	WAI	20240512-SACLGH/0:0	21-05-24	20-05-24	10:56	eWMS-Service Request	0000055354722/0	20240512-SACLGH/0	05448800636252
86	WAI	20240513-SAAZV2/0:0	20-05-24	19-05-24	17:38	eWMS-Service Request	0000055362940/0	20240513-SAAZV2/0	05448800636234

Retour Lines	Comments/Actions	Status Changes								
EAN	Reference	Description	Reason	Reason Description	Instructions	Status	Expected	Received	Damaged	...
5397036700314	1094330203	PANTS MAIKA BLACK WOMAN	REGULAR	Regular		WAI	1	0		
5397036927483	1094060203	JEANS LOW FIT BLACK WOMAN	REGULAR	Regular		WAI	1	0		
5397189447302	232135293203	PANTS Chocolate L	REGULAR	Regular		WAI	1	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.

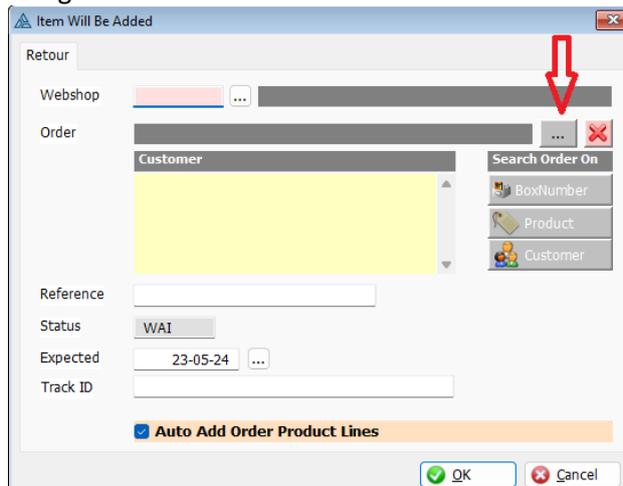
2/ Or you choose the follow-up procedure. (See next section 5.3 'follow up returns')

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

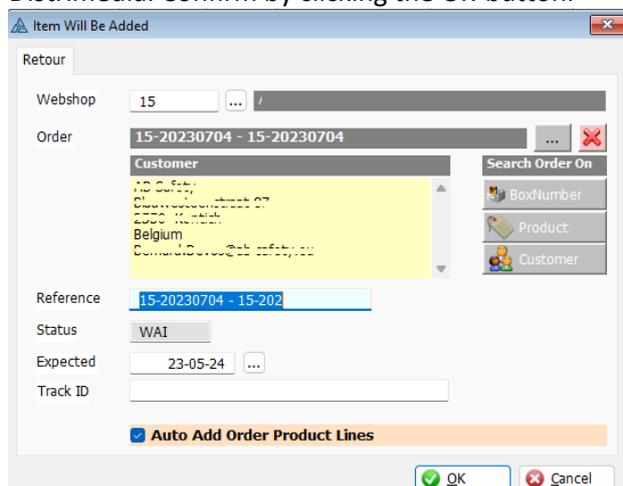
5.2.1 Manual create returns

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 screenshot shows the 'Item Will Be Added' dialog box. The 'Order' field is empty, and a red arrow points to the search button next to it. The 'Reference' field is empty. The 'Expected' date is set to 23-05-24. The 'Auto Add Order Product Lines' checkbox is checked.

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.



The screenshot shows the 'Item Will Be Added' dialog box. The 'Order' field is now filled with '15-20230704 - 15-20230704'. The 'Reference' field is filled with '15-20230704 - 15-20230704'. The 'Expected' date is still 23-05-24. The 'Auto Add Order Product Lines' checkbox is checked.

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.

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-B03	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			

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:

Retour Reasons

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

Item Will Be Added

Retour Line

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

RetourReason: DAMAGED (Dropped) 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	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	1111111111111	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	

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	

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, Temporarily 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
 : Orlando Vanhove
address : Industriepark noord 5a

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

We've created and stored this entire return that may contain several products as a one temporarily 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.

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

* 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.

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 temporarily 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 still has to be processed has status WAI, a return that has been completed has status PCV (processed but numbers differ from what was reported previously) or RCV (completed correctly according to what was reported previously). This is where Distrimedia's automatic updating of the return statuses stops. You can now put these returns on CMP status yourself, only when this has also been handled for you, e.g. by having refunded the client. At the top, you can also filter on CMP status, or not at all, and only filter on PCV and RCV as these are the finished returns on which you still need to take action. Do note the date filter.

Webshop	Status	Retour Reference	Expected	Date	Time	Added User	Order Number	Order Reference	Track ID	Name	Address	No	City	Retour ID
99	CMP	12	04-11-19	04-11-19	16:12	Orlando Vanhove	12			Tilman van Hoopenbergh Mee 24 B 6			Antwerpen	7764

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

Date	Time	User	Action	Action Description	Description	External Link	Due Date	Completed	EAN	Description
19-06-20	09:38		INSTRUC.DM	Instruction for Distrim terug in voorraad nemen sjub		https://...				

- 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 None Medium High

Action ...

Description

External Link

User

Product ...

Extra Info



Tahoma 9 **B** *I* U  

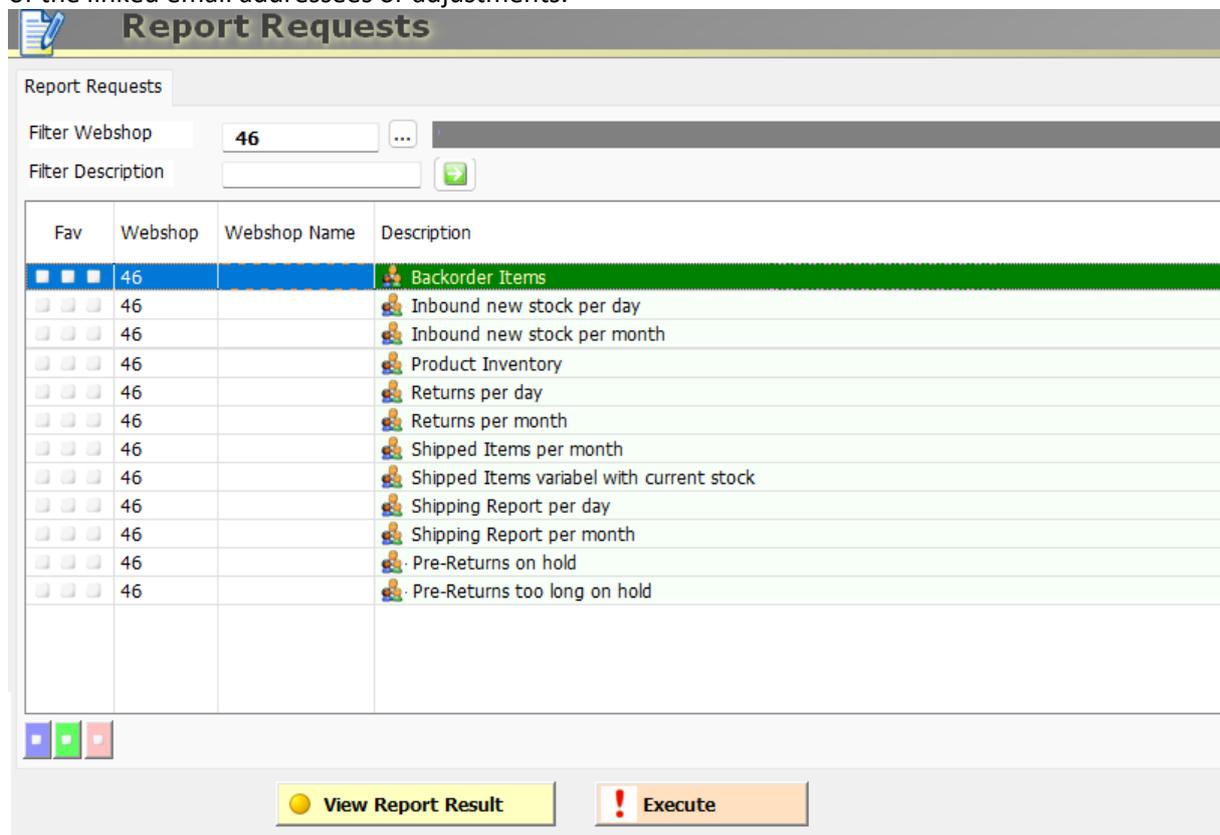
test

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.

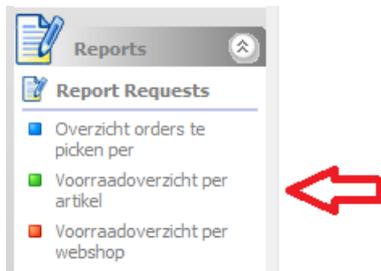
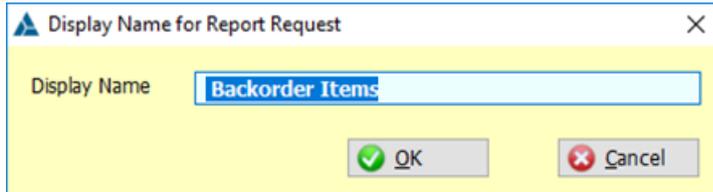


The screenshot shows the 'Report Requests' interface. At the top, there is a header with a document icon and the title 'Report Requests'. Below the header, there are filter options: 'Filter Webshop' with a dropdown menu showing '46' and a search icon, and 'Filter Description' with an empty input field and a search icon. The main area contains a table with the following columns: Fav, Webshop, Webshop Name, and Description. The table lists various reports, with the first row 'Backorder Items' highlighted in green. At the bottom of the table, there are three small colored buttons (blue, green, red). Below the table, there are two buttons: 'View Report Result' (yellow with a magnifying glass icon) and 'Execute' (orange with an exclamation mark icon).

Fav	Webshop	Webshop Name	Description
<input checked="" type="checkbox"/>	46		Backorder Items
<input type="checkbox"/>	46		Inbound new stock per day
<input type="checkbox"/>	46		Inbound new stock per month
<input type="checkbox"/>	46		Product Inventory
<input type="checkbox"/>	46		Returns per day
<input type="checkbox"/>	46		Returns per month
<input type="checkbox"/>	46		Shipped Items per month
<input type="checkbox"/>	46		Shipped Items variabel with current stock
<input type="checkbox"/>	46		Shipping Report per day
<input type="checkbox"/>	46		Shipping Report per month
<input type="checkbox"/>	46		Pre>Returns on hold
<input type="checkbox"/>	46		Pre>Returns too long on hold

You can also run a report and display the result only on the screen. This by using the button "view report result"

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



Appendix 1 : Contact

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

Customer Service : customerservice@distrimedia.be +32 (0)3 206 01 30

IT : orlando.vanhove@distrimedia.be +32(0)3 206 01 34

Returns: returns@distrimedia.be +32 (0)3 206 10 46