

# DISTRIMEDIA

eWMS remote app

DISTRIMEDIA

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## Intro

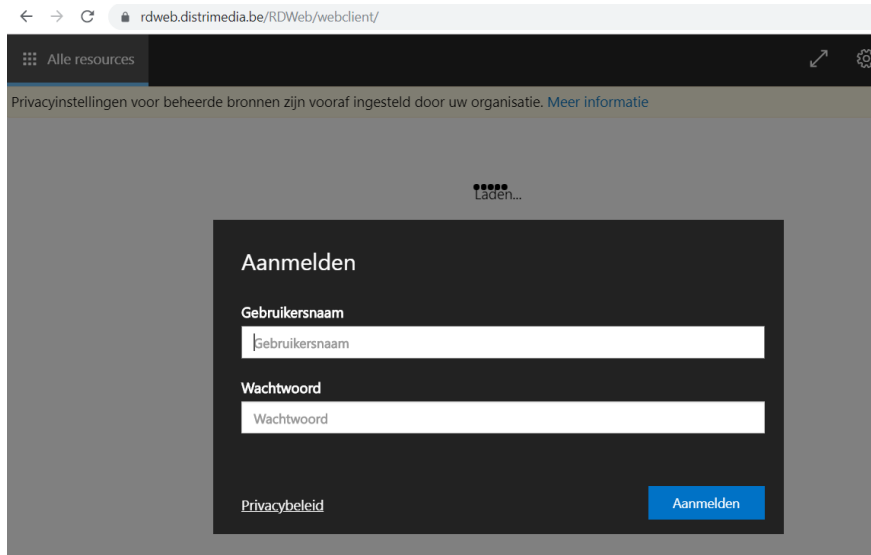
This document provides you with an overview of the eWMS remote app, which Distrimedia makes available to its external relations.

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.



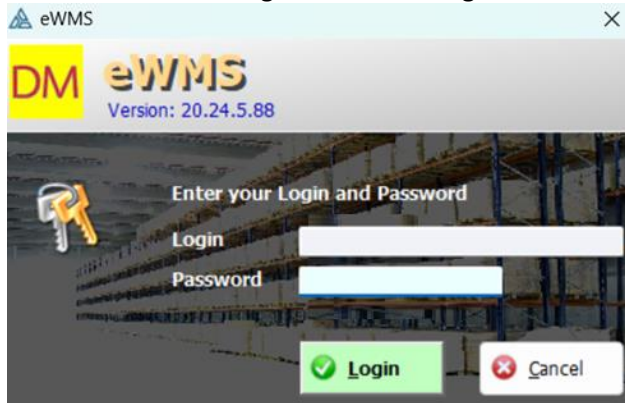
- 3/ Start the eWMS application by clicking on the shortcut.



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

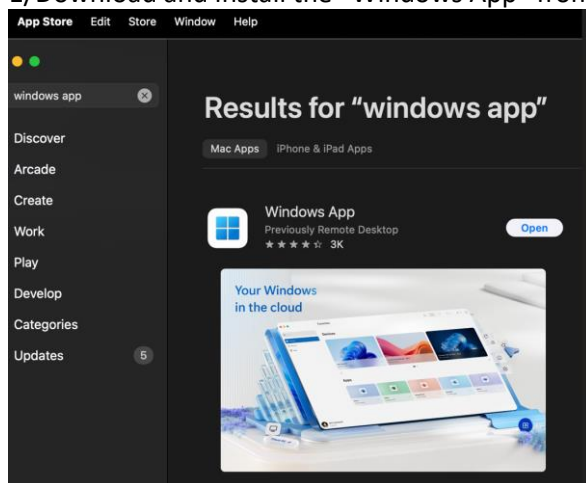


5/ Wait for the eWMS login screen and log in with the information provided to you by Distrimedia

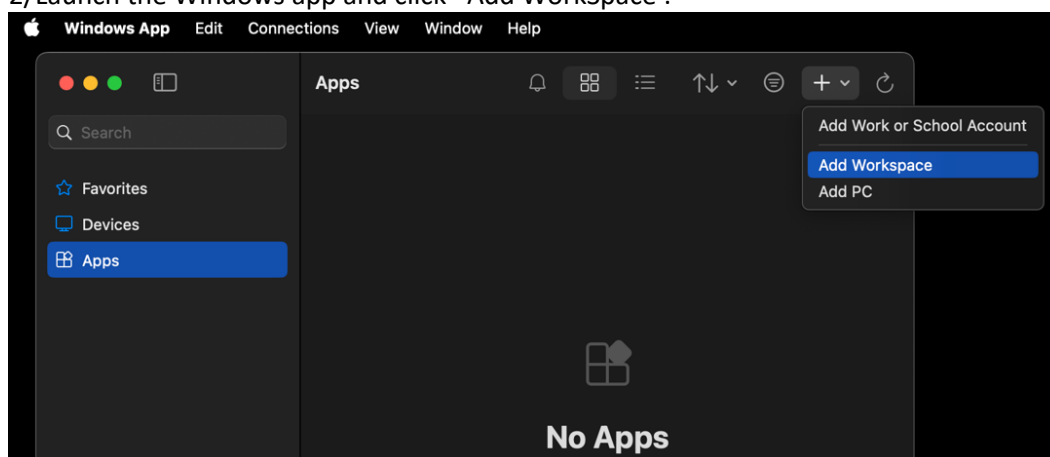


## 1.2 Mac OS

1/Download and install the “Windows App” from the Appstore:



2/Launch the Windows app and click ‘Add Workspace’:



- 3/ Distrimedia Temse-customers: Fill out <https://rdweb.distrimedia.be>  
Distrimedia Tielt-customers: Fill out <https://rdwebtielt.distrimedia.be>  
Click on 'add Credentials'

**Add Workspace**

<https://rdwebtielt.distrimedia.be>

A workspace is associated with this URL.

**Workspace URL:**

<https://rdwebtielt.distrimedia.be/RDWeb/Feed/webfeed.aspx>

Links to remote apps, PCs and files will be downloaded and automatically updated if you add the workspace.

**Credentials:** ☒ Ask when required

If you continue the workspace...

**Add Credentials...**

Privacy settings for managed resources are preset by your organization.  
[Learn more about privacy settings...](#)

Cancel Add

- 4/Fill out your username and password as provided to you by Distrimedia.  
Click **Continue**

**Add Credentials**

Username:

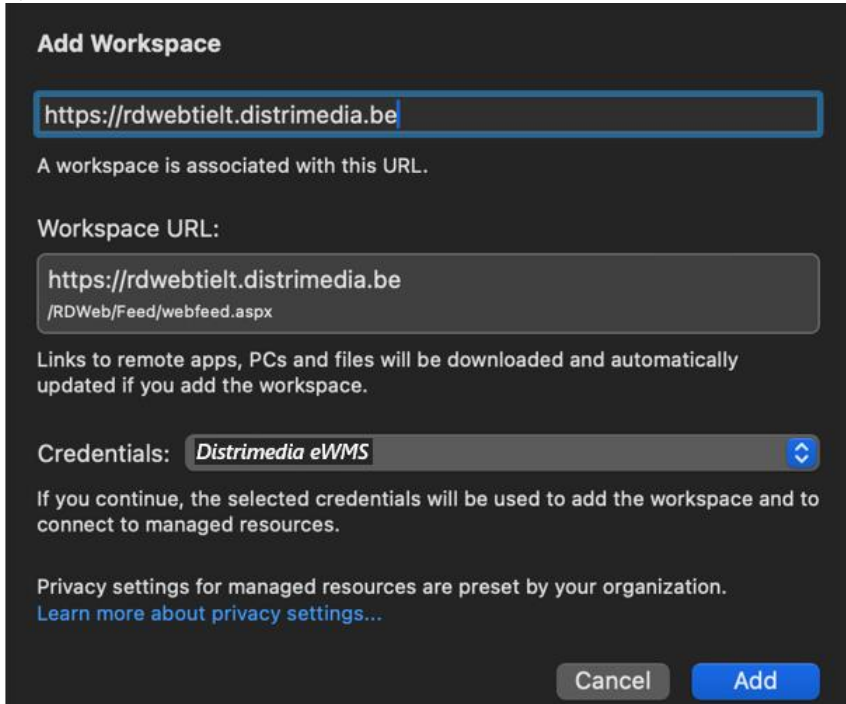
Password:

☐ Show password

Friendly name:

Cancel Add

5/ Click **Add**



**Add Workspace**

A workspace is associated with this URL.

Workspace URL:

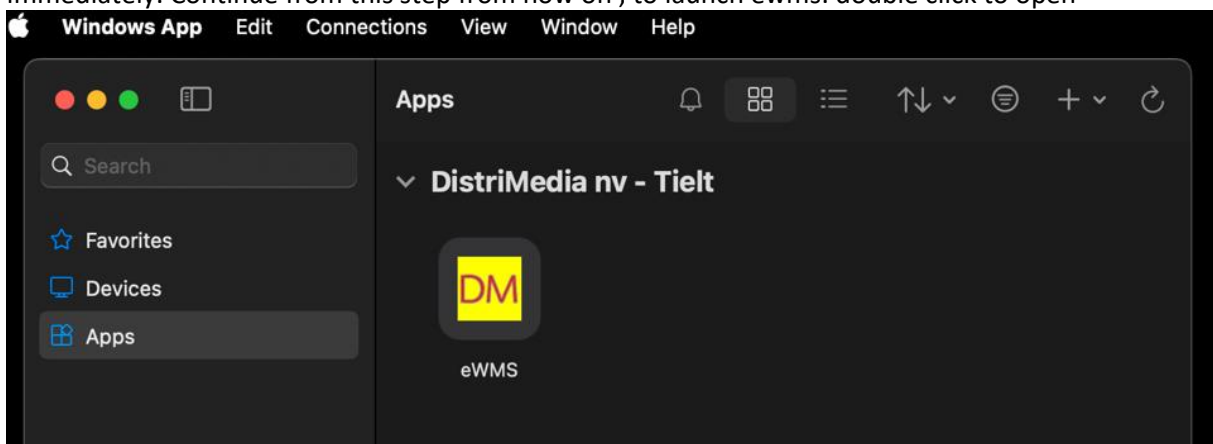
Links to remote apps, PCs and files will be downloaded and automatically updated if you add the workspace.

Credentials:

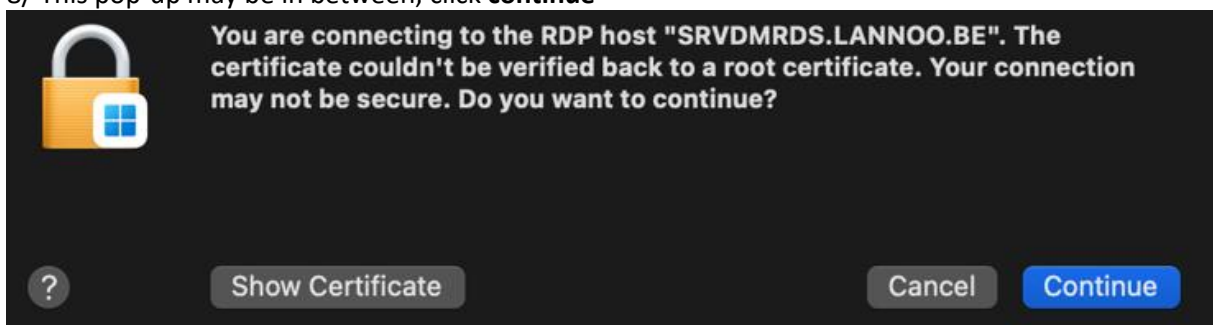
If you continue, the selected credentials will be used to add the workspace and to connect to managed resources.

Privacy settings for managed resources are preset by your organization.  
[Learn more about privacy settings...](#)

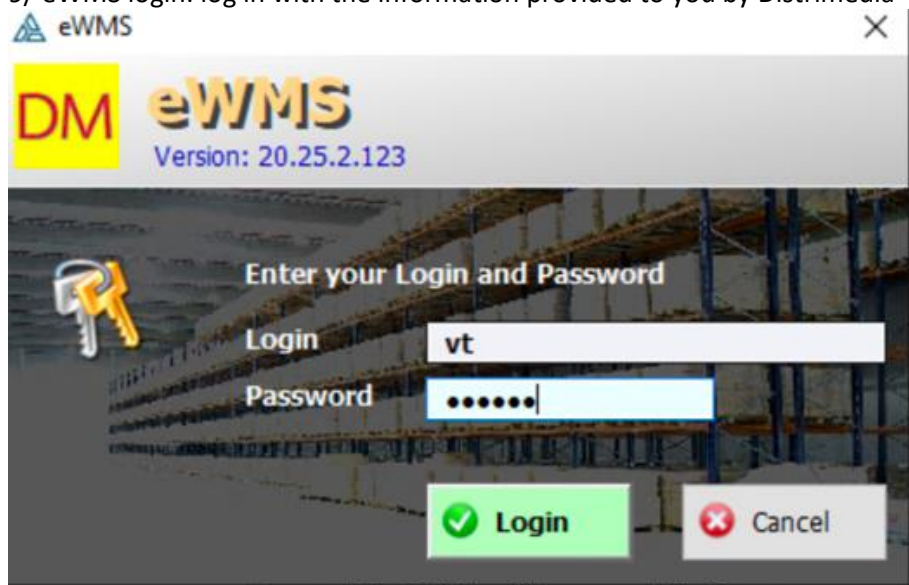
6/The application eWMS is shown. The above steps were one-time-only, from now on you can start immediately. Continue from this step from now on , to launch ewms: double click to open



8/ This pop-up may be in between, click **continue**



9/ eWMS login: log in with the information provided to you by Distrimedia

The image shows the eWMS login interface. At the top, there is a header bar with the 'DM eWMS' logo on the left and a close button (X) on the right. Below the header, the version number 'Version: 20.25.2.123' is displayed. The main area features a background image of a warehouse with a large yellow key icon on the left. The text 'Enter your Login and Password' is centered. Below this, there are two input fields: 'Login' with the text 'vt' and 'Password' with masked characters '.....'. At the bottom, there are two buttons: a green 'Login' button with a checkmark icon and a grey 'Cancel' button with a red X icon.

**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.





<b>eWMS</b>	<b>Quick Dash Board</b>	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


 Inbound 



 Pre-Advices

 Import Pre-Advices



 Storage 


 Products

 Outbound 

 Retours 


 Import Retours

 Reports 

 Report Requests

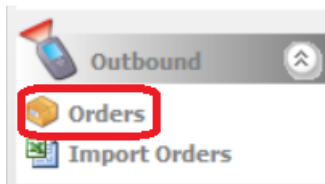
On the dashboard on top of the screen you can see all information shown below :

<b>Quick Dash Board</b>	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:

**Order Info**

Search:

Filter Webshop:

Filter Site Indication:

Filter Date:

☒ 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)

Date	Time	Webshop	Status	Number	Prio	Reference	Site Inc	Shipment	Name	Attention	Address
10-10-23	08:37	99	SHP	SO13682		SO13682		PNL	Distrimedia TST	Orlando Vanhove	14 Zeek Rd
06-07-23	13:48	99	SHP	SO01284		SO01284		DPD	Distrimedia TST	Orlando Vanhove	Ferry road 3
08-06-23	20:37	99	SHP	3138197		3138197-3100025911		EXLD1	Distrimedia	Orlando Vanhove	Schoenstraat

**Customer**  
 Distrimedia TST  
 Orlando Vanhove  
 14 Zeek Rd  
 07950 Morris Plains  
 United States  
 orlando.vanhove@distrimedia.be

**Status Changes**

Status	Date	Time	User
RCV	10/10/23	08:37	ewMS-Service R
PCK	17/11/23	08:56	Orlando Vanhove
SCN	17/11/23	08:56	Orlando Vanhove
RDY	17/11/23	08:57	Orlando Vanhove
BOX	17/11/23	08:57	Orlando Vanhove
WGT	17/11/23	08:57	Orlando Vanhove
LBL	21/11/23	08:51	Orlando Vanhove
SHP	21/11/23	08:51	Orlando Vanhove

**Last Shipment**  
 Date: 17/11/2023  
 Carrier: BTR  
 Pieces: 1

**Last Searched Orders**

Number	Reference	Webshop	Name
--------	-----------	---------	------

Order Lines	EAN	Product Reference	Description	Pieces	Claimed	Picked	Status	Line Reference	Carrier	Supplier	Q F Pallet	Price
Order Info	5999563723400	86	1x mmm 5 fruit roll - Kid's selection - 9 x	1	0	1	CMP			99	3,690	
Extra Order Text												
Customs Mail												

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

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

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

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

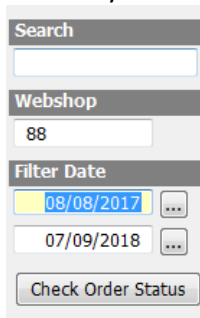
If you only want to see the orders that have already been shipped, just check SHP (Shipped). If you want to see all orders, regardless of status, check All Items. When an order is loaded into the DistriMedia eWMS, the following statuses are given throughout the processing process:

- RCV (Received and waiting): the order contains 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.



Search

Webshop

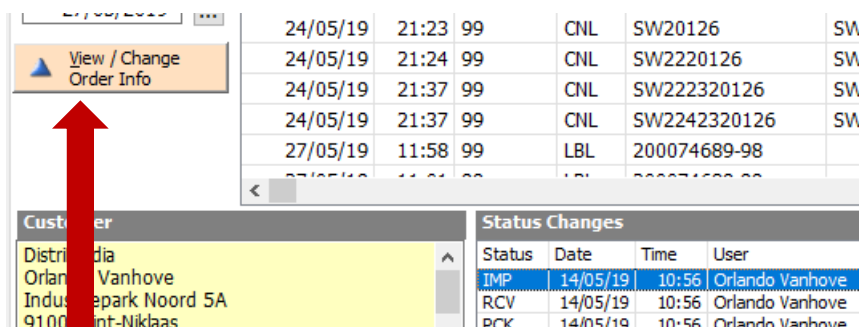
88

Filter Date

08/08/2017 ...

07/09/2018 ...

Check Order Status



View / Change Order Info

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

Customer

Distributiedia

Orlando Vanhove

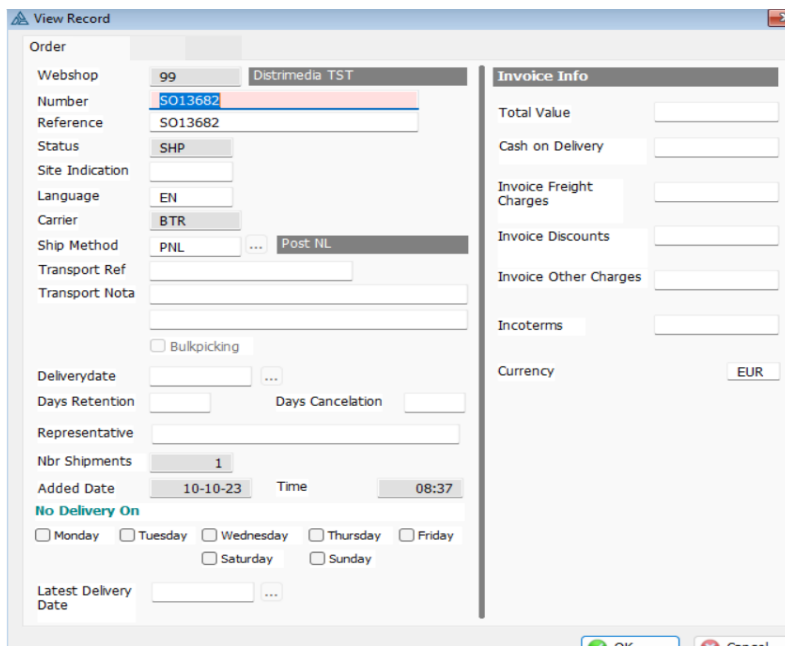
Industriepark Noord 5A

9100 Sint-Niklaas

Status Changes

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



View Record

Order

Webshop: 99

Number: SO13682

Reference: SO13682

Status: SHP

Site Indication:

Language: EN

Carrier: BTR

Ship Method: PNL ... Post NL

Transport Ref:

Transport Nota:

☐ Bulkpicking

Deliverydate:

Days Retention:

Days Cancellation:

Representative:

Nbr Shipments: 1

Added Date: 10-10-23 Time: 08:37

No Delivery On

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday

☐ Saturday ☐ Sunday

Latest Delivery Date:

Invoice Info

Total Value:

Cash on Delivery:

Invoice Freight Charges:

Invoice Discounts:

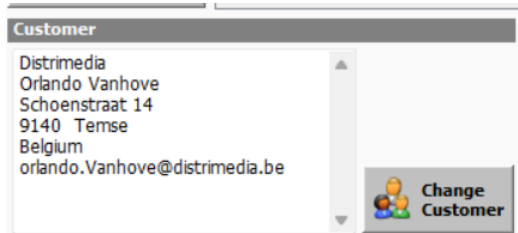
Invoice Other Charges:

Incoterms:

Currency: EUR

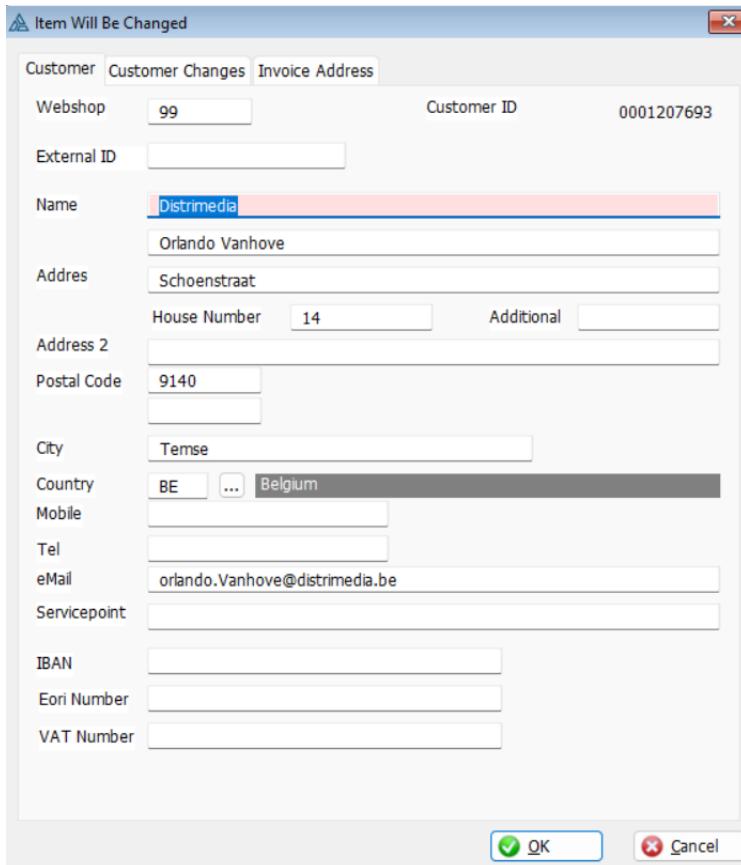
OK Cancel

## 2.2: Customer Modifications



A window titled "Customer" showing a list of customer details. The details are: Distrimedia, Orlando Vanhove, Schoenstraat 14, 9140 Temse, Belgium, and orlando.Vanhove@distrimedia.be. To the right of the list is a "Change Customer" button with a person icon.

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.



A window titled "Item Will Be Changed" with a close button. It has three tabs: "Customer", "Customer Changes", and "Invoice Address". The "Customer" tab is active, showing the following fields:

Webshop	99	Customer ID	0001207693
External ID			
Name	Distrimedia		
	Orlando Vanhove		
Address	Schoenstraat		
	House Number	14	Additional
Address 2			
Postal Code	9140		
City	Temse		
Country	BE	...	Belgium
Mobile			
Tel			
eMail	orlando.Vanhove@distrimedia.be		
Servicepoint			
IBAN			
Eori Number			
VAT Number			

At the bottom are "OK" and "Cancel" buttons.

## 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.

Shipment Info Order 4284

**Orders Shipped Info**

Shipments

Customer

Distrimedia  
Orlando Vanhove  
Schoenstraat 14  
9140 Temse  
Belgium

M	Reference	Tracking Item	Ship Method	Box Type	Carrier	Colli
	99-4284	323200188059920801451030	BP	BIND	BPost	

Change Customer

Try to Re-Book

Print/View Packing Slip

Create extra Shiplabels(s)

View Tracking URL

Label Info

Shipped Items / Extra Packages

Picked Items

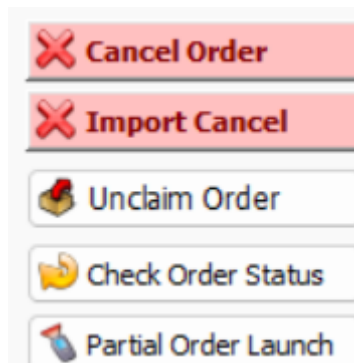
Box Contents

Returnlabels

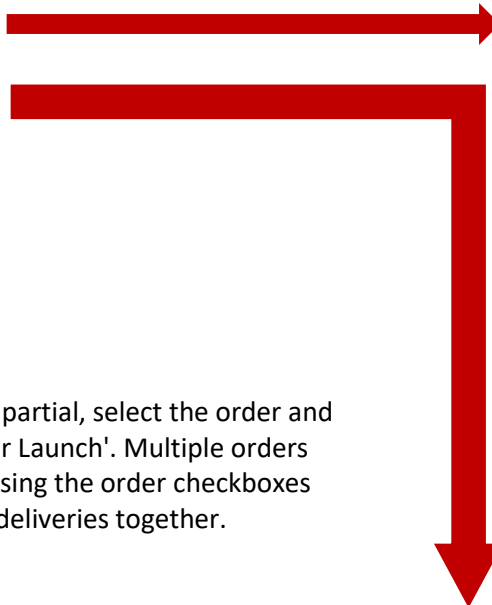
Sequen	Awb	Date	Time	Weight	Date	Time	User	Package	BoxNumber	Cost	Mode	Tem	Name
1	323200188059920801451030	16-03-23	08:17	0.25	16-03-23	08:17	Orlando Vanhove	BIND			ZPL	BPW	EL_SCR

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 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.

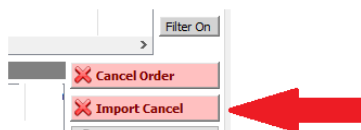


To cancel an order, select the order and click 'cancel order'. Multiple orders can be selected using the order checkboxes, to cancel them together. Confirm with OK.

- 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		
<b>Mandatory</b>	<b>Optional</b>	<b>Optional</b>	<b>Mandatory</b>	<b>Mandatory</b>	<b>Optional</b>
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

99

Distrimedia TST

Contracting : 2/2

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

Get Clipboard

OK, Cancel Lines

Cancel

## 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...

**Order Info** [Close]

Search: SO10085

Filter Webshop: 99

Filter Site Indication: [ ]

Filter Date: 01/03/2023 to 23/05/2024

View / Change Order Info

**Customer**  
Dhr Paul Janssens  
CanBan Inc.  
Volkorenlaan 81 bus 15  
2610 Wilrijk  
Belgium  
sirswalsawan1130@gmail.com

**Status Changes**

Status	Date	Time	User
RCV	31/07/23	11:55	colms-service R
PCK	31/07/23	12:08	Orlando Vanhove
SCN	31/07/23	12:08	Orlando Vanhove
RDY	31/07/23	12:09	Orlando Vanhove
BOX	31/07/23	12:09	Orlando Vanhove
WGT	31/07/23	12:09	Orlando Vanhove
LBL	31/07/23	12:09	Orlando Vanhove
SHP	31/07/23	12:09	Orlando Vanhove

**Last Shipment**  
Date: 31/07/2023  
Carrier: BB  
Pieces: 1

**Last Searched Orders**

Number	Reference	Webshop	Name

**Order Lines**

Order Lines	EAN	Product Reference	Description	Pieces	Claimed	Picked	Status	Line Reference	Carrier	Supplier	Q F Pallet	Price
Order Info	8437017808107	267	Ecoprolve - Extra Virgen Olive Oil Limited	1	0	1	CMP			99	12	
Extra Order Text	5407005901472	65	Ilanga Nature Confiture de Banane 30 x 2	30	0	30	CMP			99	2,400	

**Buttons:** Cancel Order, Import Cancel, Unclaim Order, Check Order Status, Partial Order Launch, Re-Order

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)



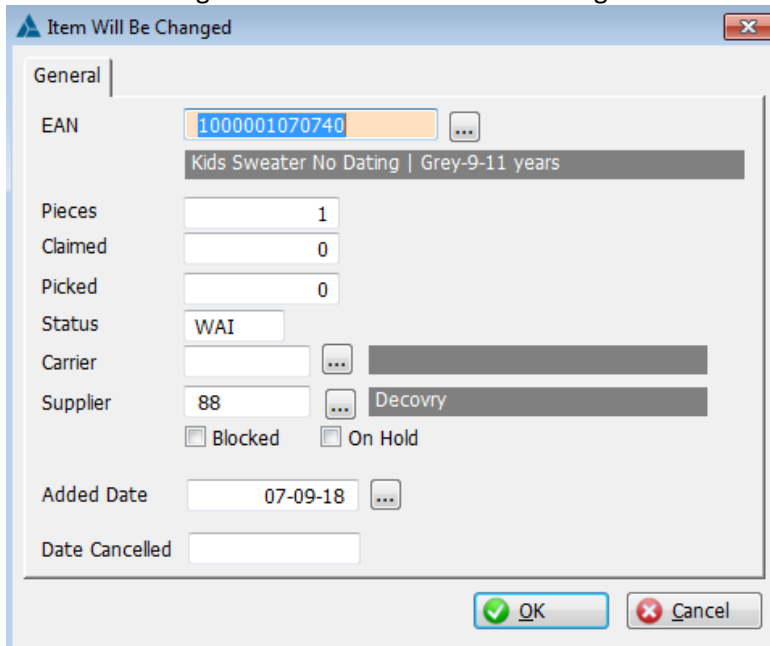
With this button you will copy the EAncode of the selected order line on your clipboard



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:



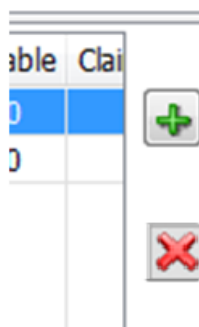
In this screen you can adjust the product. Attention, order lines can only be modified with order line status WAI. If the order status itself is already PCK, you must temporarily unclaim the entire order (button "unclaim order"). After unclaiming, the order will regain status RCV. Now make the necessary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

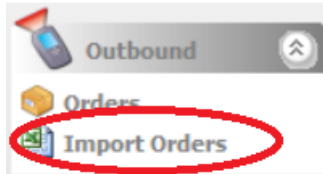


This button allows you to add a new line to an order. Attention, If the order status itself is already PCK, you must temporarily unclaim the entire order (unclaim order button). After unclaiming, the order will regain status RCV. Now make the necessary adjustments to the order lines. After the adjustments, 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](mailto: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(100)
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.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.

### 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 a list of checkboxes for various order statuses (RCV, PCK, SON, RDI, BOX, WGT, LBL, SHP, PSH, CHL). Below this is a table with columns: Date, Time, Webshop, Status, Number, Reference, Site, Ir, Ship Met, Name(+), Attention, Address, and City. The table contains several rows of order data. On the left side, there's a 'Customer' section with details for '1944 eve van schepdael ransberg, 90 1651 beersel-lot'. Below the customer info is a 'Status Changes' table. On the right side, there's a 'Last Shipment' section with details for '21/08/2018' and 'BPO'. At the bottom, there's a 'Value Added Handlings' section with a table that has columns: VAH, Description, Instruction, Date, Time, and Name. A red box highlights the 'Extra Text' tab on the left, and a red arrow points to the 'Value Added Handlings' section. Another red arrow points to a green plus icon in the bottom right corner of the 'Value Added Handlings' section.

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.

## 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

ID	Webshop	EAN	Reference	Description	Inventory	Claimable	Claimed	Problem	OverDue	Blocked	Weight	Qty Pck	Qty Box	Qty Pa
66352	31	0606989407948	TS001BOR-3XL	Borderlands - Psycho Splatter T-Shirt -										40
66336	31	0606989407955	TS002BOR-S	Borderlands - Gun With Legs T-Shirt -	31	31								40
66335	31	0606989407962	TS002BOR-M	Borderlands - Gun With Legs T-Shirt -	35	35					250			40
66334	31	0606989407979	TS002BOR-L	Borderlands - Gun With Legs T-Shirt -	36	36					250			40
66337	31	0606989407986	TS002BOR-XL	Gun With Legs T-Shirt - XL	22	22								40
66333	31	0606989407993	TS002BOR-2XL	Borderlands - Gun With Legs T-Shirt -	56	56								40
66363	31	0606989408006	TS002BOR-3XL	Borderlands - Gun With Legs T-Shirt -	22	22					250			40
66348	31	0606989408136	FTS001BOR-S	Vault Hunter Football T-Shirt - S										40
66347	31	0606989408143	FTS001BOR-M	Borderlands - Vault Hunter Football T-	40	40					250			40
66346	31	0606989408150	FTS001BOR-L	Borderlands - Vault Hunter Football T-	33	33					250			40

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.


Order Lines	EAN	Product Reference	Description	Pieces	Claimed	Picked	Status	Line Reference	Carrier	Supplier	Q F Pallet Price	Inventory	Claimable	Claimed	Problem	OverDue	Blocked	Weight	Date	Time
Order Info	2000020043242	2000020043242	Verre Duvel Personnelisé	1	0	1	OMP			94	19,99	0	0	0	0	0	0	0	08-05-23	10:42
Extra Order Text:	2000001001173	C0073_L	Duvel Sokken 43-46 - 43-46	1	0	1	OMP			93	12,00	0	0	0	0	0	0	50	08-05-23	10:42
Customer Mail	2000001000019	P3424	Duvel Sleutelhanger 'Viesopener'	1	0	1	OMP			93	6,000	5,50	320	320	0	0	0	45	08-05-23	10:42

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**



☒ Ok ☐ Cancel

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							
ORDERREFERENCE	GOODS TOTAL VALUE	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of
ORDERREFERENCE	TOTAAL WAARDE GOEDEREN	OrderToegerekendeTaak_of	OrderToegerekendeTaak_of	OrderToegerekendeTaak_of	OrderToegerekendeTaak_of	OrderToegerekendeTaak_of	OrderToegerekendeTaak_of	OrderToegerekendeTaak_of	OrderToegerekendeTaak_of	OrderToegerekendeTaak_of	OrderToegerekendeTaak_of	OrderToegerekendeTaak_of	OrderToegerekendeTaak_of	OrderToegerekendeTaak_of	OrderToegerekendeTaak_of	OrderToegerekendeTaak_of
OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of	OrderValueAddedTask_of
CPD-12345	39.9	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

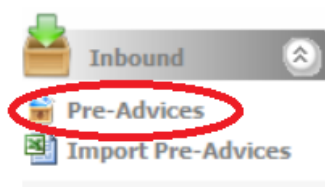
Other necessary invoice data are at product level, this data can be entered when importing PreAdvices, or manually in ewms. Concerns weight, HScode, CountryOfOrigin and if applicable Composition (see 3.4)



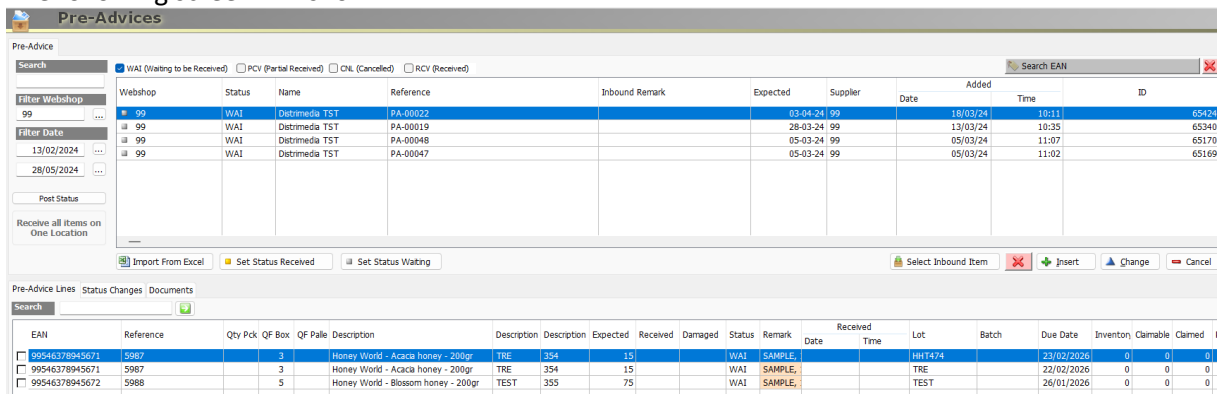
## 3 Pre Advices (pre-announce new incoming stock)

### 3.1: Consult PreAdvices

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

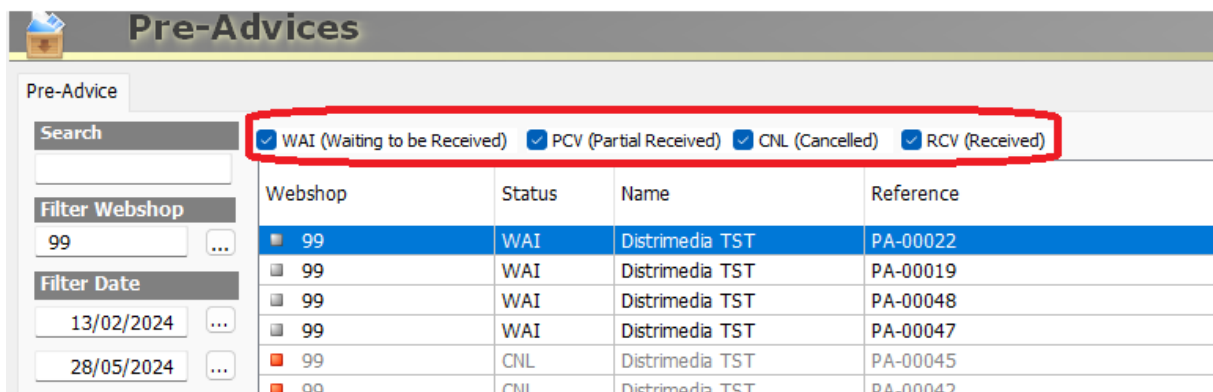


The following screen will show:



Webshop	Status	Name	Reference	Inbound Remark	Expected	Supplier	Date	Added	Time	ID
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
99	WAI	Distrimedia TST	PA-00048		05-03-24	99		05/03/24	11:07	65170
99	WAI	Distrimedia TST	PA-00047		05-03-24	99		05/03/24	11:02	65169

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.



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
99	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											
<div>Search <input type="text"/></div>											
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 Advice

Webshop: 88

Supplier: 88

Reference: retour 200076220

Expected Date: 04/09/2018

Status: WAI

Temporarily "On Hold"

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

Pcs. Expected: 2

Pieces. Received: 0

Lot:

Batch:

Due Date:

Remark: OPGELET ARTIKEL BESTAAT UIT 2 COLLI

### 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](mailto: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
InvoiceCode	InvoiceCode	OrderNumber	Reference	EAN of ProductRef	ProductRef	LotNumber	BatchNumber	Version	OrderDate	ProductRef	Description	Description	Description	Description
SupplierCode	SupplierCode	Date	Reference	EAN of ProductRef	ProductRef	LotNumber	BatchNumber	Version	OrderDate	ProductRef	Description	Description	Description	Description
Number	Number	Date	Reference	EAN of ProductRef	ProductRef	LotNumber	BatchNumber	Version	OrderDate	ProductRef	Description	Description	Description	Description
99	99	20180516	Intake PO 123 405457018471	10	L12345			20201231						
99	99	20180516	Intake PO 123 2222222222222	10				20201231	Test002	Dogg Bone			1500	600
99	99	20180516	Intake PO 456 2222222222222	12					Test003	Dogg Bag Small			1200	750
99	99	20180516	Intake PO 456 2222222222222	12									10	180
														0

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

Inbound

Pre-Advices

Import Pre-Advice

Storage

Products

Outbound

Webshop

60

Number of line

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 PO123465		1000008003310	5				1000008003310		SanSander pak				
60	19-02-21	Levering PO123465		1000008003311	5				1000008003311		Kitchen Katepal				
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 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

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			Only required for export outside EU
Short (1 of 0)	Gebruik Datedate (1 of 0)	OmschrijvingNL	OmschrijvingFR	OmschrijvingEN	ExactFormaat (1 of 0)	Hooft (cm)	Breedte (cm)	Lengte (cm)	PreAdviceRegelInstructie	Alarmpeil	Hscode	CountryOrigin	Compositon
UseDueDate (1 of 0)	UseDueDate (1 of 0)	DescriptionNL	DescriptionFR	DescriptionEN	LineExactSize (1 of 0)	Height (cm)	Width (cm)	Length (cm)	PreAdviceLineInstruction	MinimumStockLevel	Hscode	LandOfOrigin	Sameinstelling
Number (1)	Number (1)	Number (40)	Number (40)	Number (40)	Number (1)	Number (20)	Number (20)	Number (20)	Number (100)	Number (20)	Number (10)	Number (2-150)	Number (128)
1										5	18069039	BE	41% Polyester / 18% Polyacryl / 11% Alpaca / 9% Wool / 7% Viscose / 1% Cashmere
											6109	CN	

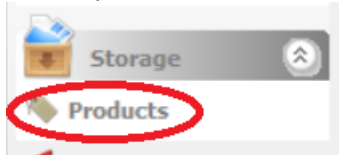
- Weight: The net weight of 1 piece of the item in question (in grams)
- Hs code: The official HS code of the article
- Country Of Origin: Country code (ISO-2) of origin of the article
- Compositon: Composition of the article, only needed for certain article groups, e.g. textiles.  
Example: 41% Polyester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

Products													
Products													
Search Product													
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							
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							
Recalculate (F6)													
Inventory													
Pieces	In Scanner	Reserved	Location Code	Type	Storage	Lot	Batch	Due Date	Claimed LBD	Days	Last Pick date	Reason	Blocked
45			MZ0.28.010.05	GRIP	GRP								

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 .

**Item Will Be Changed**

Product

Webshop: 99 ID: 78,481

EAN: 222222222222

External Reference: 039-9933-OR-M

Description: Doggy bone Medium

Description:

Description:

Weight: 750 gram

☐ Use Exact Size when Booking

Height: 20 cm

Width: 5 cm

Length: 5 cm

Quantity Full Box: 25 Quantity Full Pallet: 500

☐ **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:

Country Of Origin:

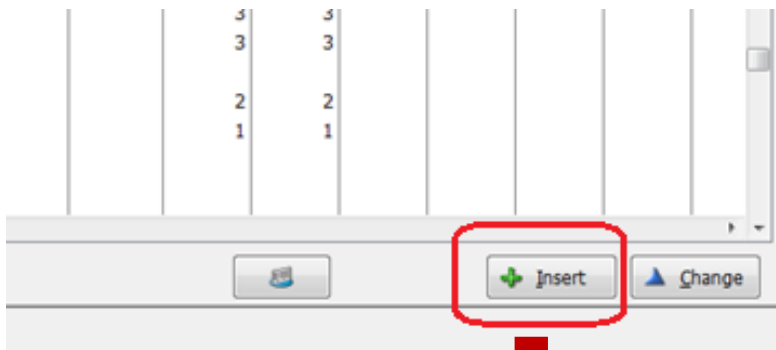
Composition:

Min Level For Notification: 25

OK Cancel

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:

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 `duedate-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 D	Last Pick date	Added Date	Time
5		BE.39.047.5						28/06/2018	08:22

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	

Date	Time	Pcs	Description	User
30-07-18	14:01	4	-4 omzetten nr 9999999067969 kov Carole	Hile 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.

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
					</						

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.

Inventory   Inventory Changes   Manual Changes   Order Info   <b>Translations</b>   Preferred Locations   VAH		
Language	Description	Description
EN	Chouffe glass 6x33cl	
FR	Chouffe verre 6x33cl	
NL	Chouffe glas 6x33cl	

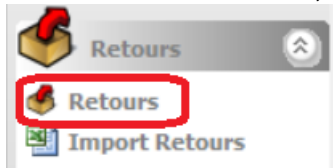
Sheet VAH . Here you can ensure that for a particular item, for every order, a notification is sent to the order picker or packer for 'value added handling' .

Inventory   Inventory Changes   Manual Changes   Order Info   Translations   Preferred Locations   <b>VAH</b>		
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)

A screenshot of the eWMS 'Retours' screen. The top section shows a search bar and filters for 'WAI (Waiting to be Received)', 'PCV (Partial Received)', 'RCV (Received)', and 'CMP (Completed)'. Below this is a table of returns with columns: Webshop, Status, Retour Reference, Expected, Date, Time, Added, Added User, Order Number, Order Reference, and Track ID. The table lists multiple returns, all with status 'WAI'. 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 is a section for 'Retour Lines' with columns: EAN, Reference, Description, Reason, Reason Description, Instructions, Status, Expected, Received, Damaged, and L. This section shows three lines of returns, all with status 'WAI'.

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.

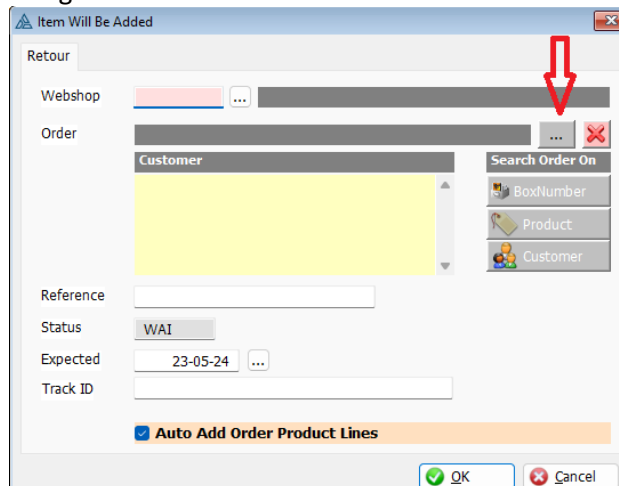
2/Or you choose the follow-up procedure. (See next section 5.3 'follow up returns')

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.

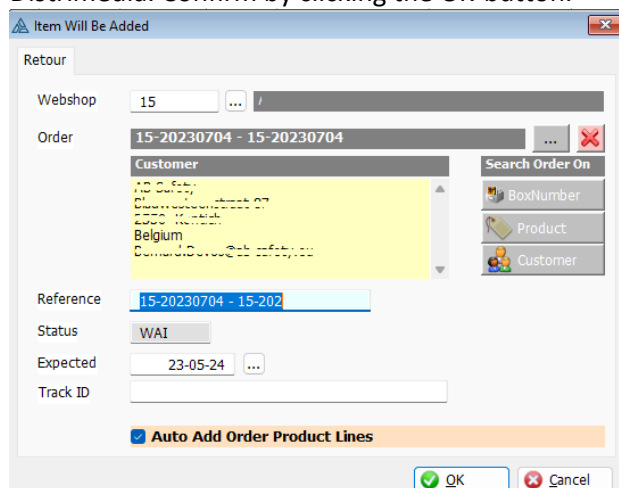
## 5.2 Create or import returns

### 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.

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-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

Items

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

Insert

Change

Delete

Select

Close

Item Will Be Added

Retour Line

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

OK

Cancel

## 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.

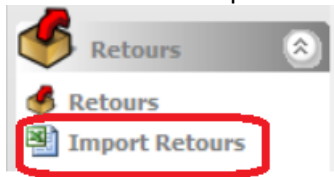
The template can be provided by our customerservice: [customerservice@Distrimedia.be](mailto:customerservice@Distrimedia.be)

### 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
				Overruled when linked to order									Link return to order, 1 of 3 is sufficient
	Mandatory	Optional	Optional	Optional	Mandatory	Mandatory	Optional	Optional	Optional	Mandatory	Optional	Optional	Optional
	WebshopCode	LeverancierCode	DatumVerwacht	Rierentie	EAN of ProductRef	Aantal	Lotnummer	Batchnummer	VervalDatum	RetourRedenCode	OrderID	OrderNumber	OrderReference
	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	11111111111111	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	
<div style="display: flex; justify-content: space-between; align-items: center;"> <span> Get Clipboard</span> <span> OK, Import</span> <span> Cancel</span> </div>									

#### 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	
<div style="display: flex; justify-content: space-between; align-items: center;"> <span> Get Clipboard</span> <span> OK, Import</span> <span> Cancel</span> </div>									

## 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 2<sup>nd</sup> 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](mailto: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.

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

<sup>1</sup> 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.

<sup>1</sup> 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

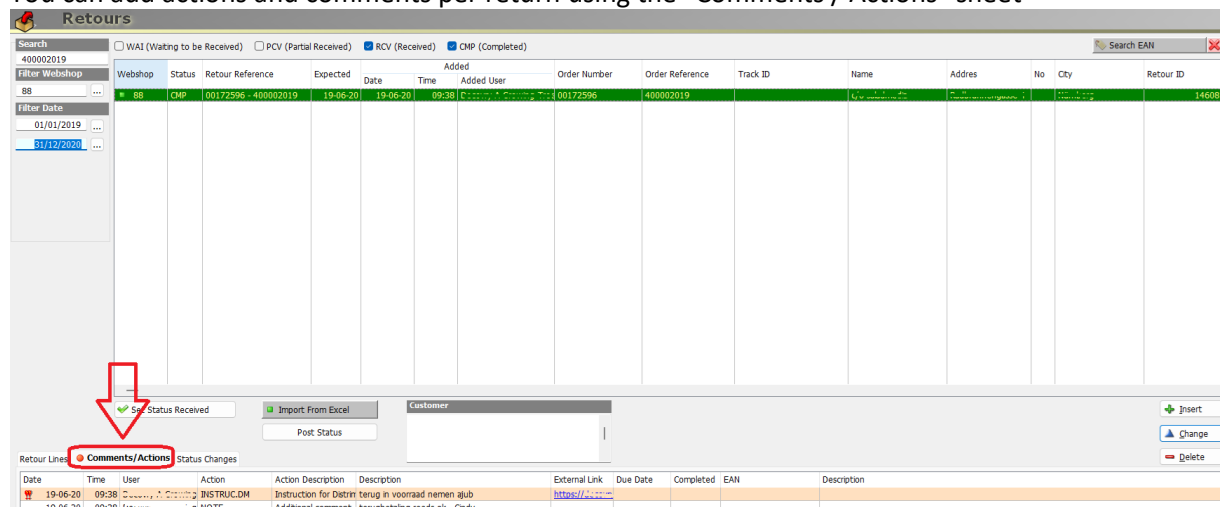
Distrimedia provides a number of things for your own follow-up of returns.

- Distrimedia can activate return status CMP (= completed) for you.  
A return that 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 Hoogenbergh 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	...	INSTRUCDH	Instruction for Distrim terug in voorraad nemen agub		<a href="https://...">https://...</a>				
19-06-20	09:38	...	NOTE	Additional comment: Instruction made at Distrim						

- 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

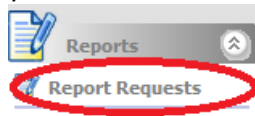
**B** *I* U  

test



## 6 Reports

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



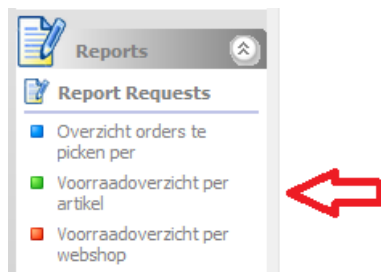
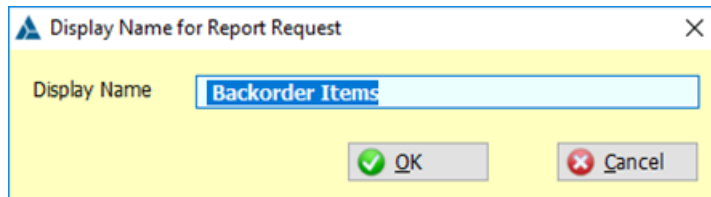
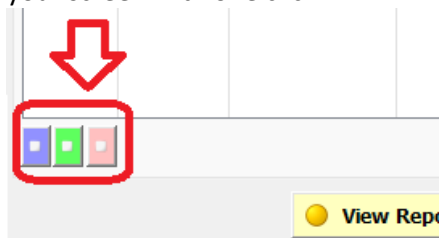
The reports have schedules that automatically send reports by e-mail at specific times. In this screen you can always start a report manually if you need it extra. Select the relevant report and click on the execute button at the bottom. Within a few moments the e-mail recipients, who otherwise automatically,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

A screenshot of the 'Report Requests' screen. At the top, there's a header 'Report Requests' with a document icon. Below it, there are filter sections: 'Filter Webshop' with a dropdown set to '46' and a search icon, and 'Filter Description' with an empty input field and a search icon. The main part of the screen is a table with columns: 'Fav', 'Webshop', 'Webshop Name', and 'Description'. The first row is highlighted in green and shows 'Backorder Items' for Webshop 46. Other rows include 'Inbound new stock per day', 'Inbound new stock per month', 'Product Inventory', 'Returns per day', 'Returns per month', 'Shipped Items per month', 'Shipped Items variabel with current stock', 'Shipping Report per day', 'Shipping Report per month', 'Pre>Returns on hold', and 'Pre>Returns too long on hold'. At the bottom, there are two buttons: 'View Report Result' (yellow) and 'Execute' (orange with a red 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](mailto:customerservice@distrimedia.be) +32 (0)3 206 01 30

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

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