ShopCtrl

KNOWLEDGE CENTER
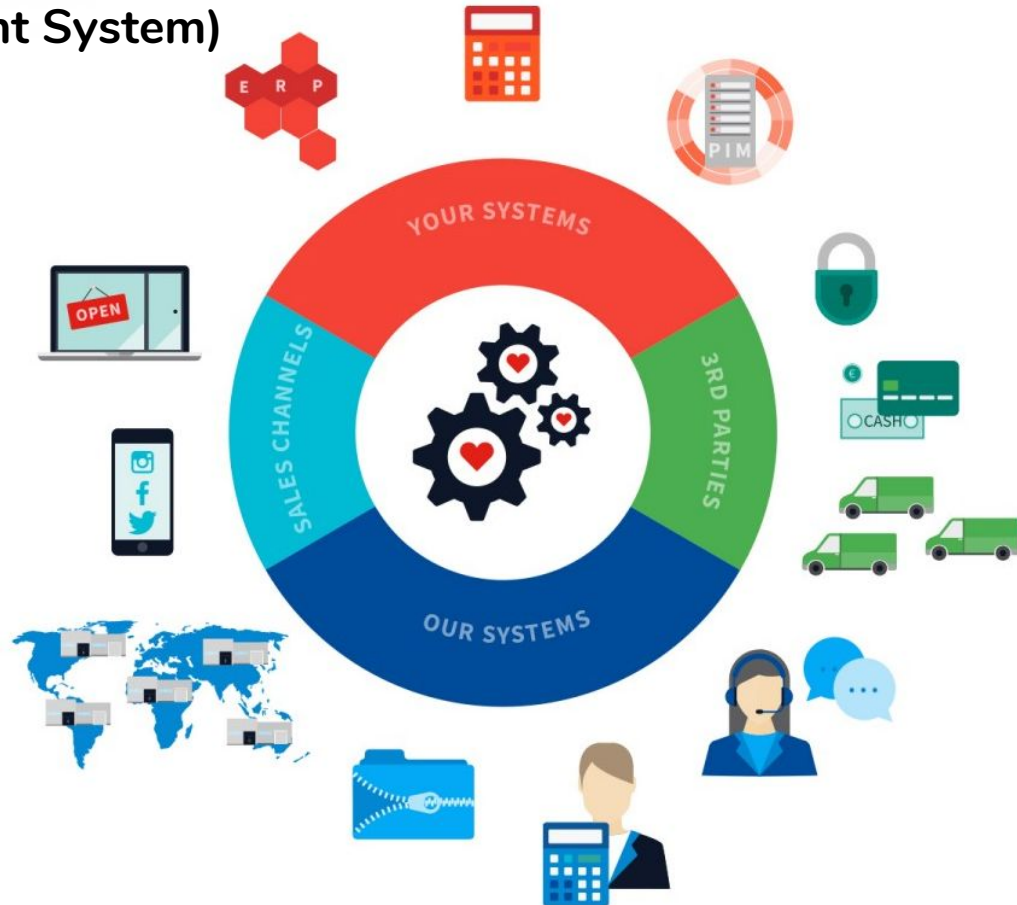
Explainer: Introduction to Order Management

The ShopCtrl OMS (Order Management System)

ShopCtrl syncs every order from each of your sales channels into one, easy-to-manage platform.

View, edit, print and take complete control of your order management process without overselling or ever missing an order again.

This explainer document provides you a closer look to all the OMS features ShopCtrl has to offer.
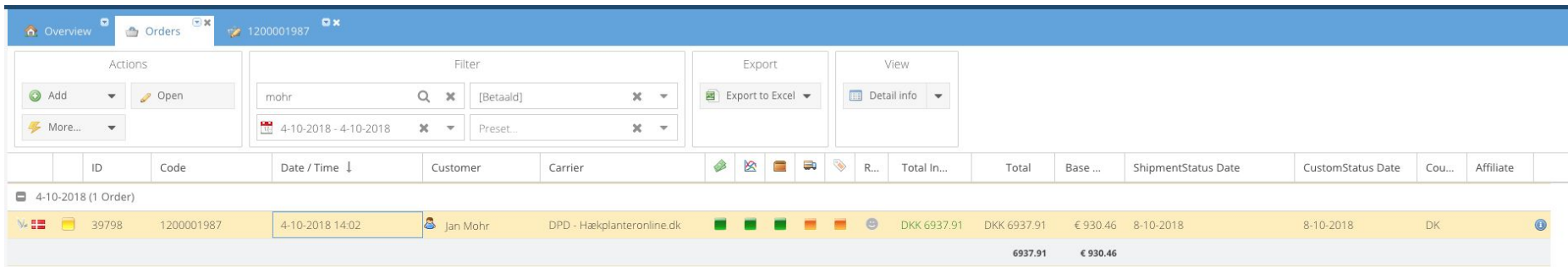
Incoming Orders

ShopCtrl imports orders from all your sales channels. Examples of sales channels are:
- Marketplaces like Ebay and Amazon
- Shopping platforms (i.e. Shopify, Magento, BigCommerce etc)
- Custom developed shopping platforms
- Manual / Phone orders

The order window is fully customizable and is the starting point of any actions around the order process.

In the screenshot above, the paid/date/custom filter was applied. Hence one order is shown
The green icons, show that the order was paid, fulfilled and processed by the ShopCtrl backoffice.

Order detail window

Order detail window

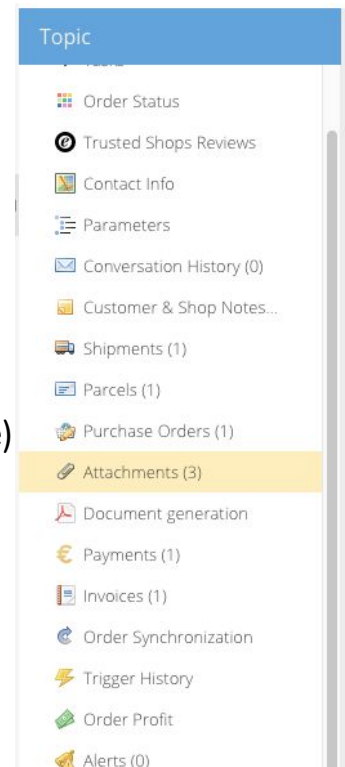The order detail window shows all the indepth order information about the order.

Basic information shown in this panel:
- Customer data
- Payment / Tax / Carrier / Shipment / Shop details
- All the order rows and their corresponding variables / parameters

Within the order details, also all the nested functions are available (shown in the picture)

In a glance, all the essential additional order information can be viewed:
- (Multiple) shipment(s), parcel info, shipping labels etc.
- Applicable attachments
- Purchase information, Supplier(s) data, Purchase forms etc.
- Results of any automated tasks
- Important alerts

Topic
- Order Status
- Trusted Shops Reviews
- Contact Info
- Parameters
- Conversation History (0)
- Customer & Shop Notes...
- Shipments (1)
- Parcels (1)
- Purchase Orders (1)
- Attachments (3)
- Document generation
- Payments (1)
- Invoices (1)
- Order Synchronization
- Trigger History
- Order Profit
- Alerts (0)

More information:

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