



KNOWLEDGE CENTER

**Explainer: Introduction to Order Management**

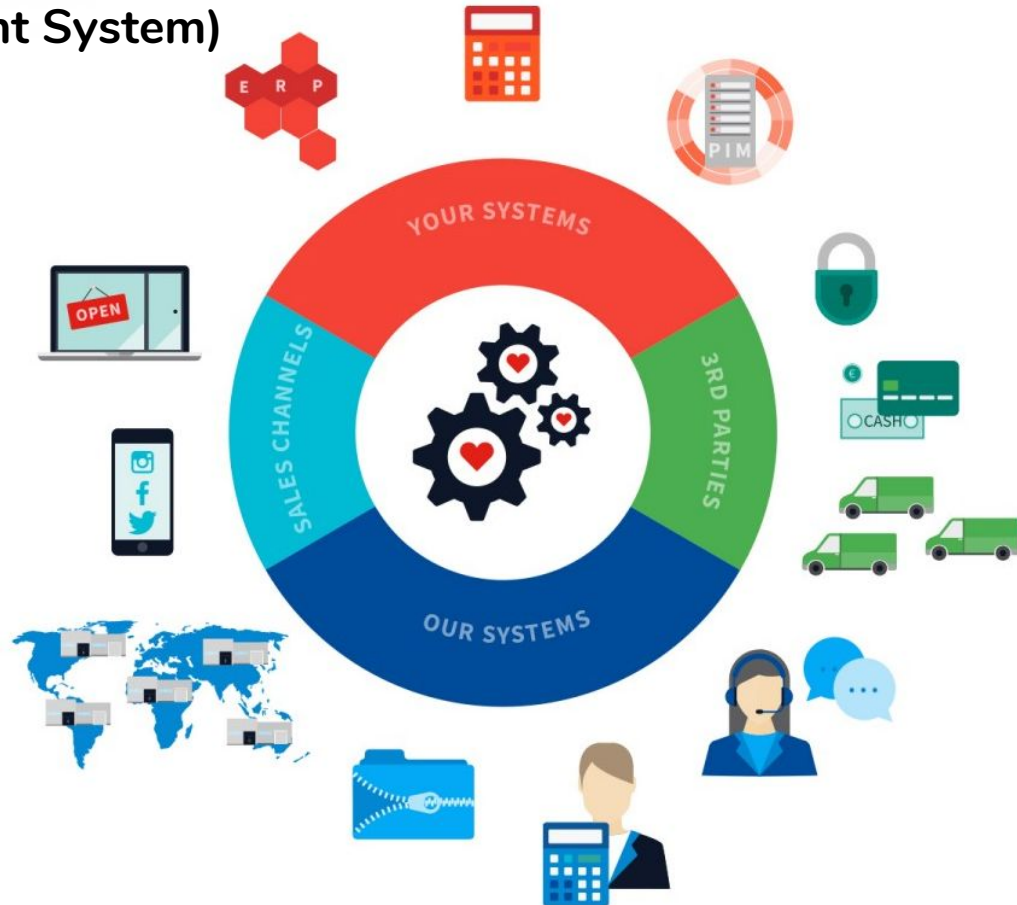


## The ShopCtrl OMS (Order Management System)

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.



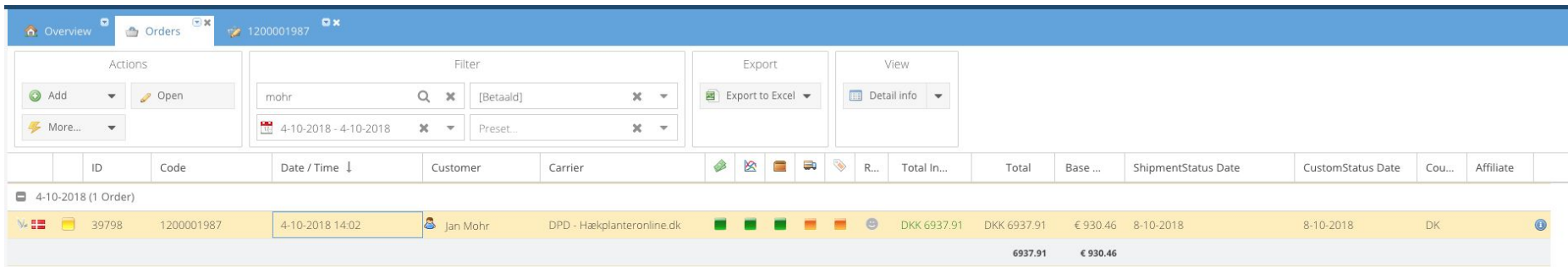


## Incoming Orders

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.



The screenshot shows the ShopCtrl Order Management interface. At the top, there are tabs for 'Overview', 'Orders', and a specific order ID '1200001987'. Below the tabs, there are sections for 'Actions' (Add, Open, More...), 'Filter' (mohr, [Betaald], 4-10-2018 - 4-10-2018, Preset...), 'Export' (Export to Excel), and 'View' (Detail info). Below these sections is a table of orders. The table has columns for ID, Code, Date / Time, Customer, Carrier, R..., Total In..., Total, Base ..., ShipmentStatus Date, CustomStatus Date, Cou..., and Affiliate. The table shows one order with the following details:

| ID    | Code       | Date / Time     | Customer | Carrier                   | R...        | Total In... | Total    | Base ...  | ShipmentStatus Date | CustomStatus Date | Cou... | Affiliate |
|-------|------------|-----------------|----------|---------------------------|-------------|-------------|----------|-----------|---------------------|-------------------|--------|-----------|
| 39798 | 1200001987 | 4-10-2018 14:02 | Jan Mohr | DPD - Hækplanteronline.dk | DKK 6937.91 | DKK 6937.91 | € 930.46 | 8-10-2018 | 8-10-2018           | DK                |        |           |
|       |            |                 |          |                           |             |             | 6937.91  | € 930.46  |                     |                   |        |           |

*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

Overview | Orders | 1200001987

Save | Save and Close | Mail Customer | Mail Supplier | Fulfillment | Add Invoice | Delete

Jan Mohr | Show | 1200001987 | Order summary (Hækplanteronline.dk) | 4-10-2018 14:02:42

**Address**

[Redacted]

**Summary:**

|                     |                           |
|---------------------|---------------------------|
| Customer Ref        | -                         |
| Payment Type        | Creditcard                |
| Currency            | DKK                       |
| Exchange Rate       | 7,456                     |
| Culture             | -                         |
| Carrier             | DPD - Hækplanteronline.dk |
| Pref. Delivery Date | -                         |
| Affiliate           | -                         |

**Status:**

[Icons]

**Order Totals:**

|                    |                    |                   |             |
|--------------------|--------------------|-------------------|-------------|
| Sub Total          | DKK6.591,00        | Total Invoiced    | DKK6.937,91 |
| Shipping Costs     | DKK346,907         | Total Credit Inv. | DKK0,00     |
| Payment Fee        | DKK0,00            | Total Received    | DKK6.937,91 |
| Discount           | DKK0,00            | Total Refunded    | DKK0,00     |
| <b>Grand Total</b> | <b>DKK6.937,91</b> | Total Due         | DKK0,00     |
|                    | €930,464           |                   |             |
| VAT (25%)          | DKK1.387,581       |                   |             |

Customer Since: **4-10-2018** | Orders: **1** | Revenue: **€930,464**

**Products**

Add | Edit | Delete | More | Show discount column | View Inc VAT

| Product  | Id    | Warehouse                        | Price                        | Qty | Total              |
|--|-------|----------------------------------|------------------------------|-----|--------------------|
| <p>Shipment: 1200001987_S1</p>   |       |                                  |                              |     |                    |
| <p><b>60</b> Laurbærkirsebær 'Rotundifolia' (40-60 cm/Barrods/Normal kvalitet)<br/> <i>Prunus laurocerasus 'Rotundifolia'</i><br/>           espalier_age:<br/>           internal_productcode: <b>60</b><br/>           internal_productname: <b>Laurbærkirsebær 'Rotundifolia'</b><br/>           iso_product_name: <b>Laurbærkirsebær 'Rotundifolia'</b><br/>           itemsperpackage: <b>10</b><br/>           length: <b>40-60 cm</b><br/>           quality: <b>Normale kwaliteit</b><br/>           root: <b>Blote wortels</b><br/>           sku: <b>Prunus laurocerasus 'Rotundifolia'</b><br/>           supplier: <b>Laurijssen</b></p> | 60391 | Laurijssen DPD Boomkwekerijen BV | <b>DKK25,35</b><br>(25% VAT) | 260 | <b>DKK6.591,00</b> |



## Order detail window

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

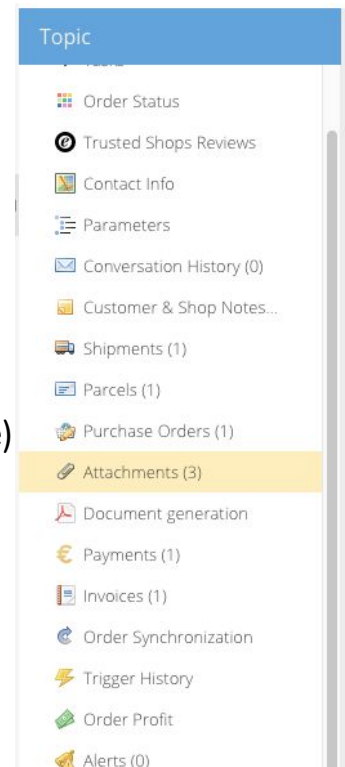
Basic information shown in this panel:

- 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





**ShopCtrl**  
e-commerce optimized



**More information:**

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