Ecommerce User Guide

How Shops can send an item to the Warehouse

> Please note that the screenshots in this User Guide mostly show the colour blue, but in our live system these colours have now changed to green.

Version 3.0

How to send an item to Warehouse

Sending an item(s) to the warehouse is very straight-forward. This guide will walk you through the necessary steps.

There are two ways an item can be sent to the warehouse. This includes:

1. Sending an item to the Warehouse through the inventory table.

2. Creating an item and sending it to the warehouse

Once an item(s) are successfully delivered to the warehouse, they will usually pass through quality control checks before being rejected or accepted into the warehouse. However, this would depend on your organisation's quality control procedures.

From when the item is sent to when it is accepted into the warehouse, you will be able to track this status in the inventory table.
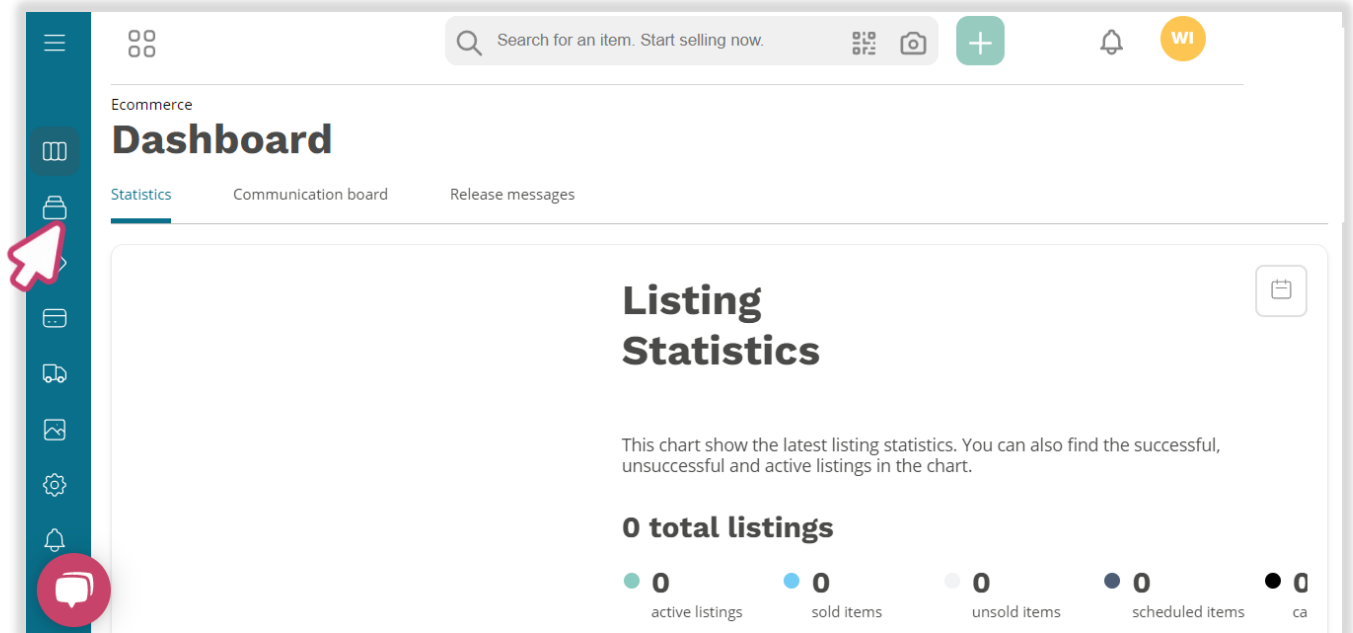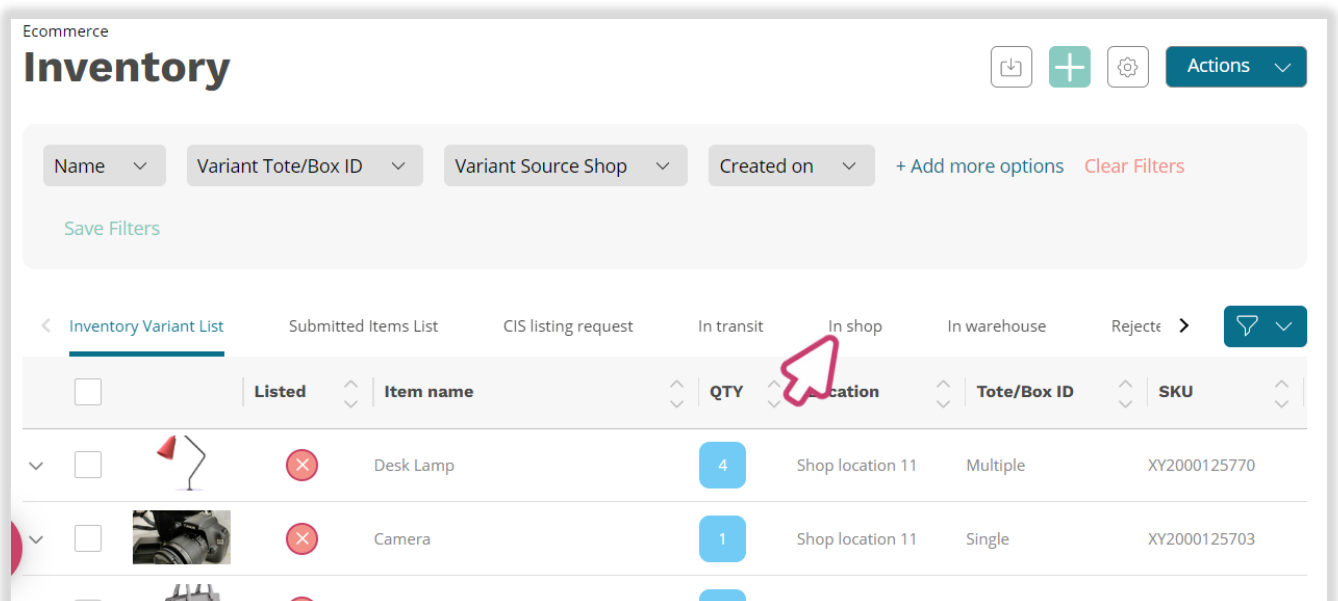
How to send an inventory item to the warehouse:

You can easily send an item from your inventory to the warehouse. However, you will need to have the Transfer tote/Box ID ready.

On the account left - hand menu, click on the 'inventory' icon.

On the next screen, click on the "In Shop" tab on the inventory menu.

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How to send an inventory item to the warehouse:

Select a single or multiple items.

If you can't find the item(s)in your inventory, use the 'Add more options' tab to search for the item by created date, SKU/custom SKU, locationn, and so on.

How to send an inventory item to the warehouse;

Once you have found the item or items, select them and click on the 'Actions' button found at the right hand side of the screen.

In the pop-up screen, click on 'Send to warehouse'.

How to send an inventory item to the warehouse;

On the next screen, key-in a valid 'Transfer tote ID'.
And then, click the 'Confirm' button once you are ready.
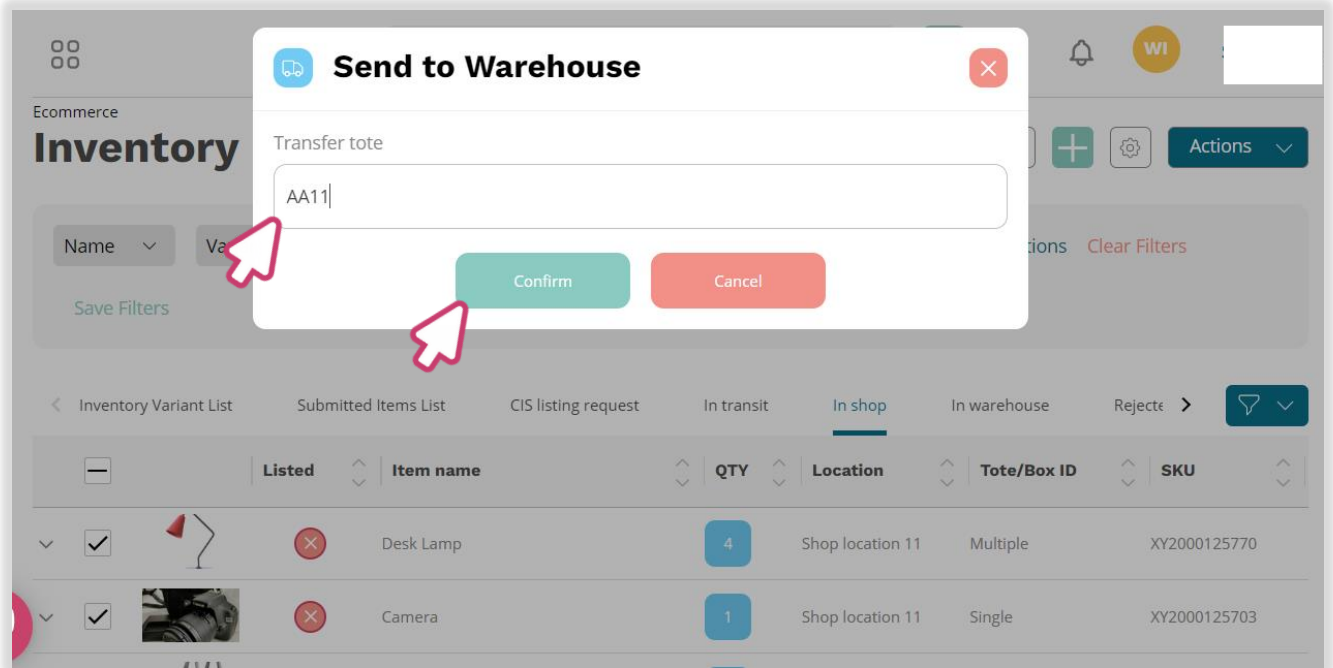
Once that is complete, the item(s) will be in transit and the warehouse will also see this status.
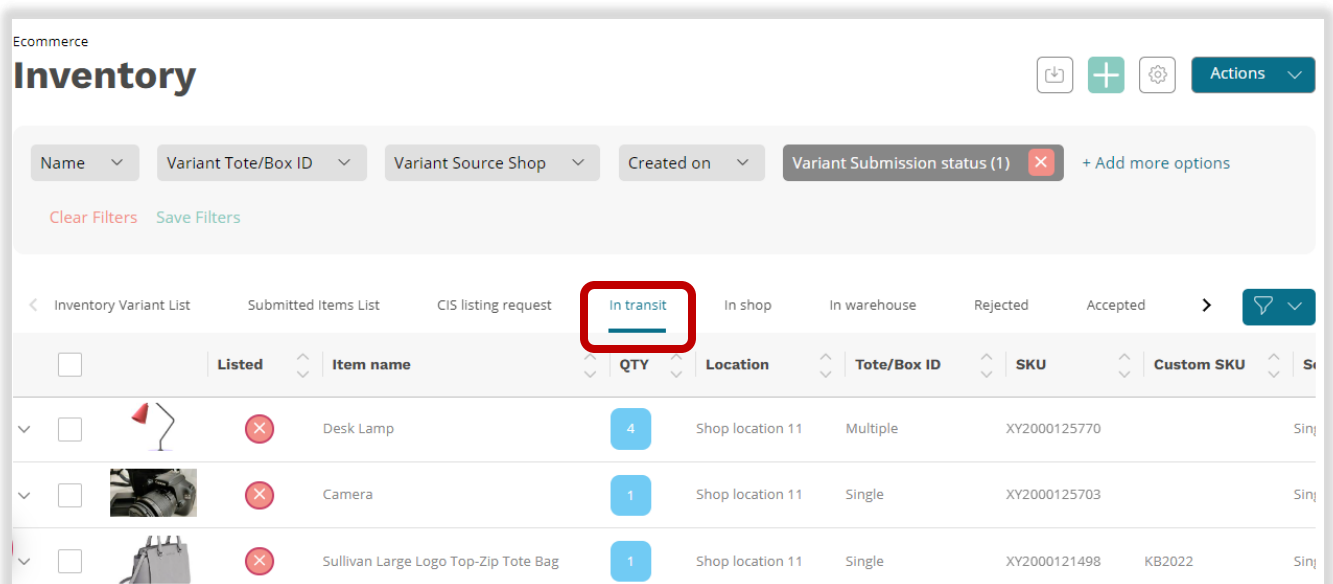
Creating an item and sending it to the warehouse

To create an item;
Click on the 'Create item' button found at the upper right of the dashboard.
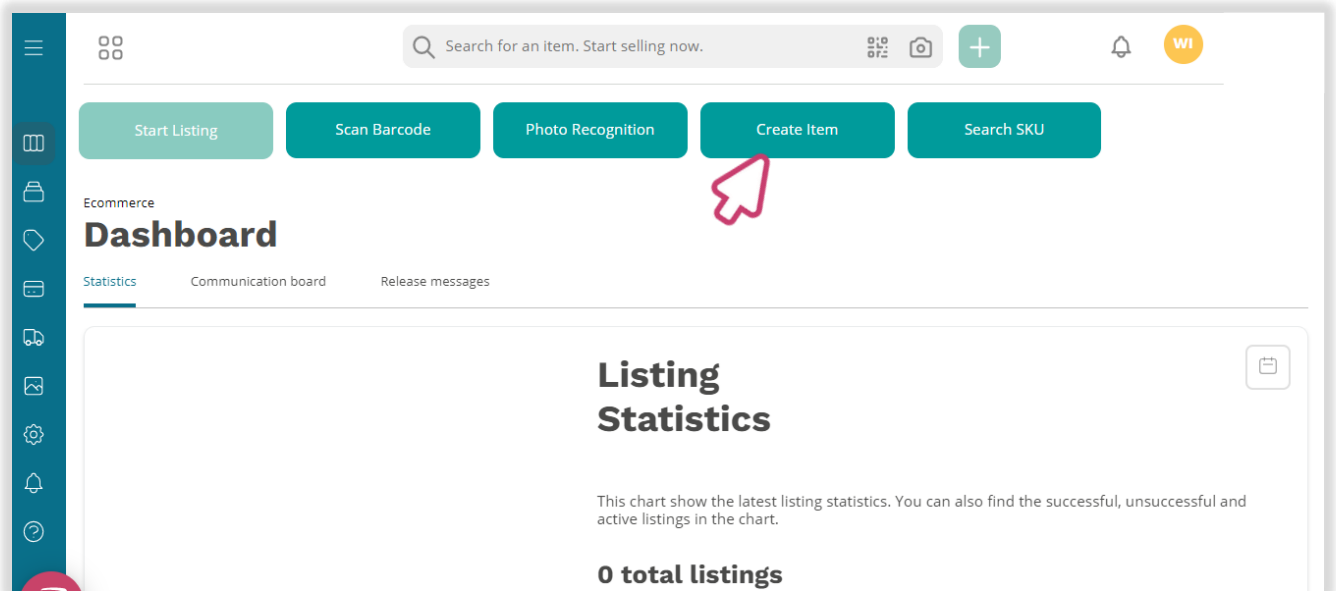
On the next screen, enter all the item information that you know and click on the "Add item" button.
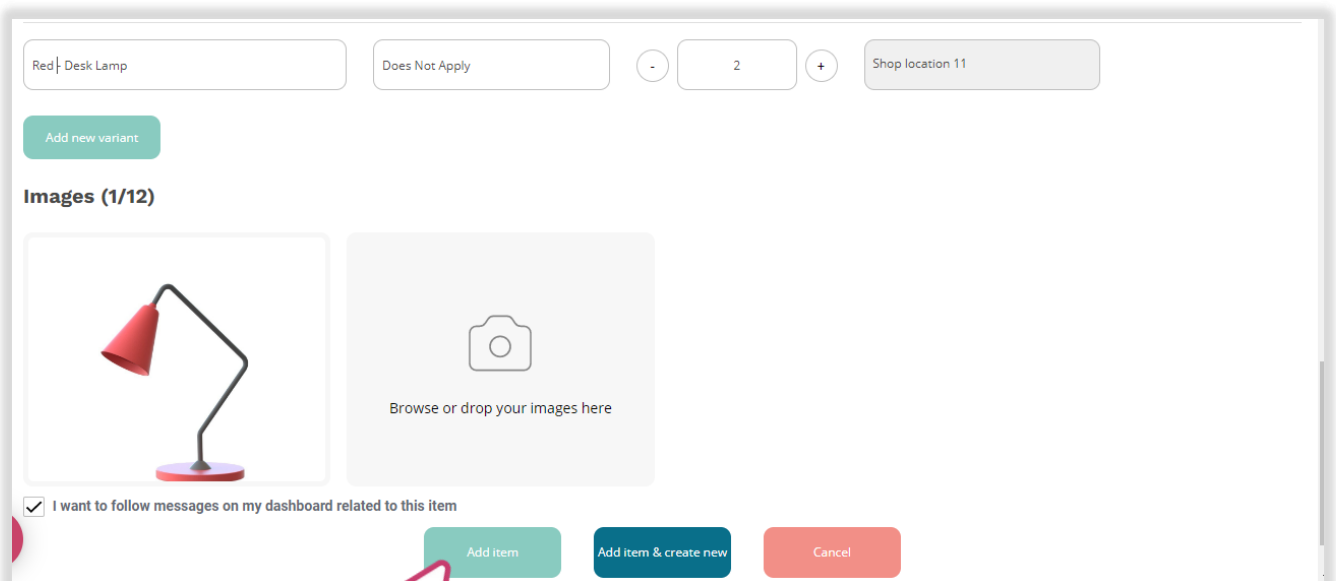
Creating an item and sending it to the warehouse

Next, click on the 'Send to Warehouse' button card on the 'inventory details' screen.

Key-in a valid 'Transfer tote ID' from the pop-up screen. And click on the 'Confirm' button once you are ready!

How to send a product to warehouse

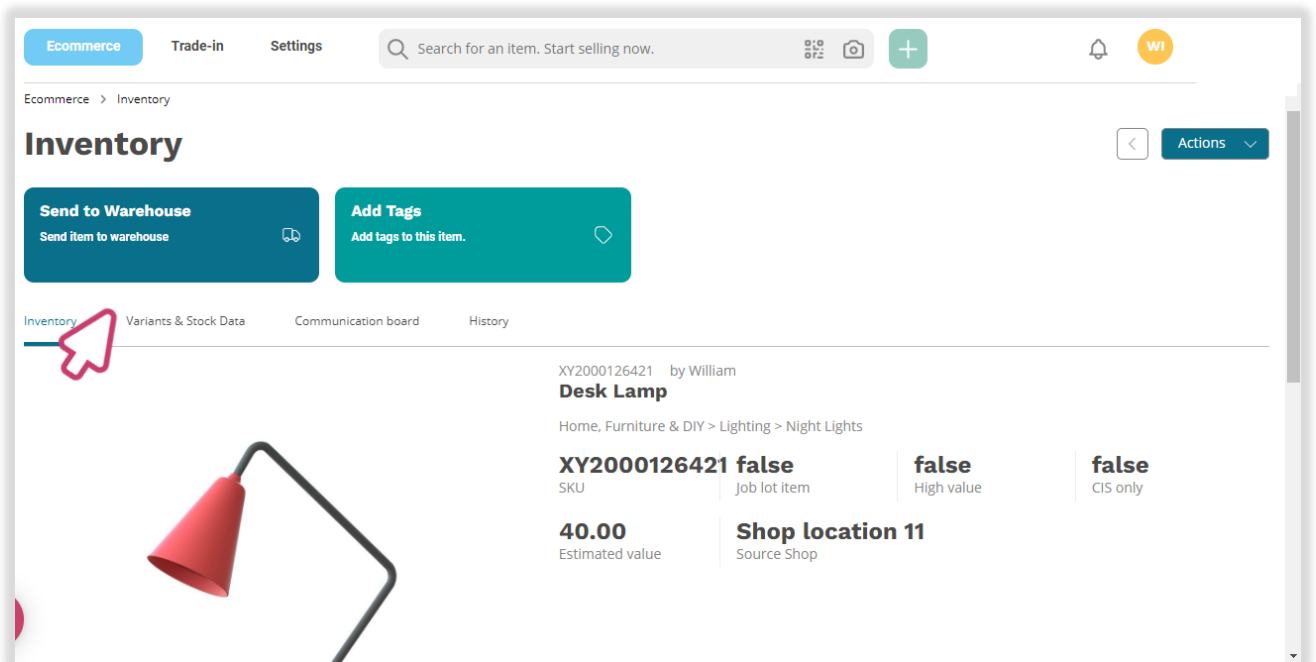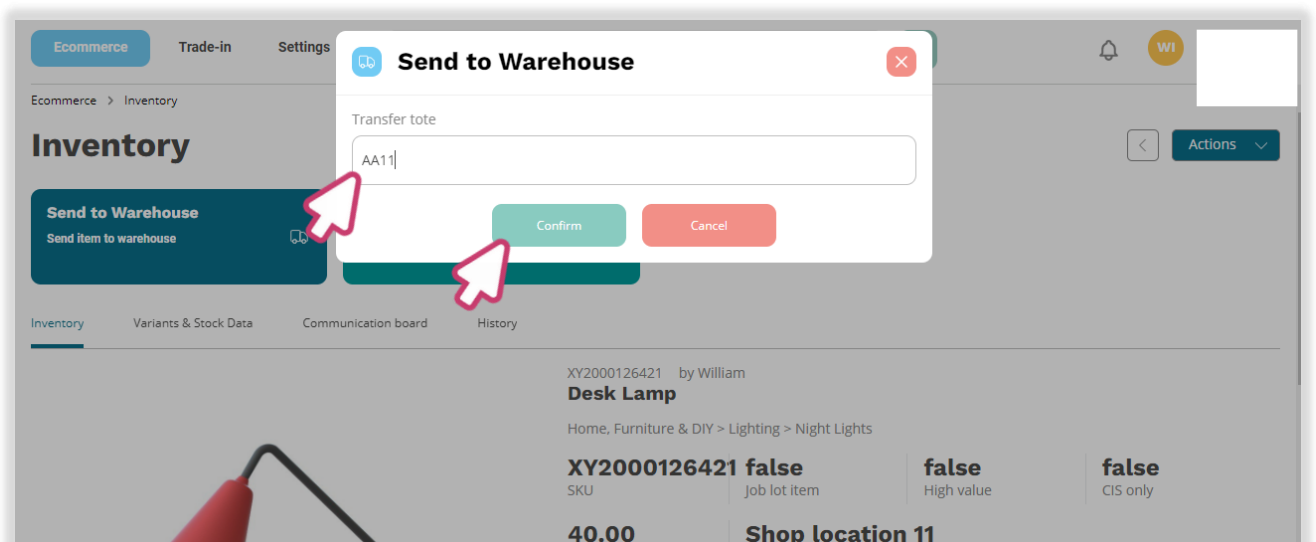Once the item is successfully sent to the warehouse, you can view the item's submission status by clicking on the "Submission status" tab on the inventory menu. You should then see the item status as "in transit".

Alternatively, navigate to all inventory and click on the 'In transit' tab on the inventory menu. You will then see the item in the 'In transit' table.

The warehouse will also see the item submission status.

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Happy Selling

If you need further help or support,
please speak to your Customer Success Manager
or access Live Chat when logged in.