€Fulfillment Japan

User's Manual

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Introduction to e-Fulfillment Japan

1.1 Key Features

The e-Fulfillment Japan merchant web interface has three main properties:

- 1. Order {picks, packs and ships fulfillment request to locations both global and domestic}
- 2. Inventory {merchants can effortlessly schedule deliveries, track and manage inventory online}
- 3. Product {add and manage product lines remotely with a few clicks of a mouse}

1.2 The Product Tab

For a new merchant account we begin at the "Product" tab. This is where product lists with their details are displayed. "Product Management" has two sub-categories: "Product List" which is informational and "Add New Products" which is action oriented.

Unventory Doe Black gray.devilus@quantiumsolutions.com Conder Inventory Product Product							
Product Management Product List Add New products	Product List	t					
	Product code Product name Stock Alert Additional Information						
	20130129-51072B2AD8614	Magna Doddle	119	5	TEST		
	20130129-5107583C9DFC7	Widget	35	0	Blue		
	20130131-5109D3ED05AA4	Widget	120	10	Red		
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1.3 Product List

"Product List" gives a quick viewable listing of products; stocked or otherwise; belonging to the merchant. The amount of current inventory, alert threshold levels, and additional information the merchant might deem significant for stock management.

If greater details on a specific product are required, the information is accessible by simply clicking on an items Product code.





Product List						
Product code	Product name	Stock	Alert	Additional Information		
20130129-51072B2AD8614	Magna Doddle	99	5	TEST		
20130129-5107583C9DFC7	Widget	0	0	Blue		
20130131-5109D3ED05AA4	Widget	120	10	Red		

Product code	20130129-5107583C9DFC7
Full name	Widget
English name	
Stock	35
Alert Stock	0 In the case of 0, alert mail is not sent.
Location number	
Dimensions	L255 x W255 x H13 mm
Weight	300 g
Nature	Sample
A unit price	500 Yen
HS-code	
The country name of origin	JAPAN
Additional Information	Blue

1.4 Product Information

In the example above we see details such as unit price, dimension, and weight, current inventory stock and the country of origin. The information in "Product Information" is read only and cannot be edited after the product list is created.



Product code	20130129-51072B2AD8614
Full name	Magna Doddle
English name	Magna Doddle
Stock	99
Alert Stock	5 In the case of 0, alert mail is not sent.
Location number	
Dimensions	L257 x W210 x H4 mm
Weight	450 g
Nature	Merchandise
A unit price	1800 Yen
HS-code	
The country name of origin	CHINA
Additional Information	TEST

For a new merchant of course, there is no pre-existing information. So, this is where "Add New Products" comes in. It is an easy way of creating lists for products a merchant intends on supplying inventory for. We will examine the steps involved in adding a product list followed by stocking inventory.

Creating a Product List

Naturally, at first login the "Product List" will contain no products.



✓ Fulfillment ✓ Japan	Bill Wells gray.devilus@quantiums	solutions.com	у 🚺	Proc	duct
Product Management				Prod	luct
Product List	Proc	duct List			
Add New products					
	Product code	Product name	Stock	Alert	Additional Information

2.1 Add New Products

The Merchant has just had an e-Fulfillment account created and now needs to make a product list. This can be done by going to: "Add New Products". The list is intended to contain products that the merchant plans to stock-in in the very near future. The products will display in the "Product List" sub-category regardless of the actual inventory quantities.

😝 Product Management
Product List
Add New products

"Add New Products" brings up a "Product Information" view. From top to bottom there are both required (*) and optional fields used to gather important and general information about the merchants item.

2.2 Full Name English Name

"Full name" of the product is one of the required fields as indicated by the red asterisk. "English name" is optional, but is required if the merchant has the intentions to ship this item internationally.

2.3 Alert Stock

"Alert Stock" asks what inventory threshold level will trigger an email alert. If the actual in-stock inventory drops to the value specified in this field an email alert is automatically sent to the merchant making him aware of this fact. Defaulted to '0' its value can be set to an individual preference up to 99999. This field supports numeric characters only.



Product code	(Automatically numbering)
Full name	
English name	
Alert Stock •	0 In the case of 0, alert mail is not sent.
Dimensions	L x W x H mm
Weight •	g
Nature •	others Used to ship with international mail by Japan Post.
A unit price	Yen Used to ship with international mail by Japan Post.
HS-code	
The country name of origin	💌
Additional Information	A 7

Below we have an example of the Product Information list complete with required and optional information fields, populated with values.



Product Informa	tion
Product code	(Automatically numbering)
Full name *	Magna Doodle
English name	Magna Doodle
Alert Stock *	5 In the case of 0, alert mail is not sent.
Dimensions	L 250 x W 210 x H 4 mm
Weight •	450 g
Nature *	Merchandise Merchandise Used to ship with international mail by Japan Post.
A unit price •	1800 Yen Used to ship with international mail by Japan Post.
HS-code	
The country name of origin	JAPAN
Additional Information	Green
Save	

Once we've entered in all of our products information and "Save" has been clicked we return to "Product List" where we view our newly listed product.



2.4 Product Code Information

The "Product code" number allows us to review details about our product. Currently our stock value is '0'. As mentioned, a product listing can exist though there is no actual inventory to back its listing. So, next we will add in inventory.

C Fulfillment Japan	Bill Wells gray.devilus@quantiums	solutions.com	ntory 🏸 I	Produc	ť		
😝 Product Management	Proc	luct Lie	+				
Product List	FIO		L				
Add New products							
	Product c	code	Product name	Stock	Alert	Additional Information	
	20130215-511D9	9374D5E08	Magna Doodle	0	5	Green	
				©2012 Q	uantium	Solutions (Japan) Inc. All	Rights Reserved.

Product code	20130131-5109F94576CDA
Full name	Magna Doodle
English name	
Stock	0
Alert Stock	5 In the case of 0, alert mail is not sent.
Location number	
Dimensions	L250 x W210 x H6 mm
Weight	450 g
Nature	Merchandise
A unit price	1800 Yen
HS-code	
The country name of origin	JAPAN
Additional Information	Green

Adding Inventory with e-Fulfillment Japan



3.1 The Inventory Tab

The "Inventory" tab brings us to Inventory Status which defaults at Pending. "Pending" as a category, is where inventory request are queued until receiving is completed.

€ Fulfillme Japan	ent	Bill Wells gray.devilus@quantiumso	olutions.com	ry 🕒 Proc	luct			
Inventory Status			ntory Statu	ıs - Pendin	g			
1. Pending	(U)							
2. Received	(0)						1	
Canceled	(0)	Update Date 🕥	Inventory ID	Schedule Date	Complete Date	Product		
Add Inventory]	
				©201	12 Quantium Soluti	ons (Japan)) Inc. All Rights Reserv	ed.

3.2 Adding Inventory

For our purposes we want to select the bottom sub-category "Add Inventory"

Inventory Status	
1. Pending	(0)
2. Received	(0)
Canceled	(0)
Add Inventory	

3.3 Scheduled Date of Arrival

The top field, "Scheduled Date of arrival" will produce a pop-up calendar allowing the merchant to select the date that inventory has been scheduled to arrive. Clicking on a date will autopopulate the field with an expected format.



Information Scheduled Date of arrival								
	0		Janu	ary 2	013		•	
Product full name (Stor	Su	Мо	Tu	We	Th	Fr	Sa	Action
20130131-5109F94576CDA:Magna De			1	2	3	4	5	
	6	7	8	9	10	11	12	
	13	14	15	16	17	18	19	+
	20	21	22	23	24	25	26	
Additional Information	27	28	29	30	31			

3.4 Selecting a Product

Clicking the pull-down arrow from the "Product full name (Stock)" list allows the user to identify and select which of his various different products is going to undergo receiving for inventory.

3.5 Selecting Multiple Products

Additional products coming in as part of the same shipment can also be added should the merchant have multiple listings in his product list. In such a case the green plus located under "Action" is selected to grant additional section from an items pull-down list.







Once the "Quantity of each item is specified any important or noteworthy information can be appended to the "Additional Information" section.

Additional Information	
SKU: "20130215-511D9E5849BF0 Whisky Shot Glass x 8" Glass product should be treated as fragile.	*
	Ŧ
Save	

"Save" is then clicked. We see the screen overlaid and a dialogue box declaring the order as successfully added. We are requested to click "Ok".



Information Scheduled time of arrival 2013	-02-15			
Product full name (Stock)	Quantity	Action		
20130215-511D9374D5E08:Magna Doodle	(0) 💌	50		
20130215-511D9E5849BF0:Whisky Shot G	ilass x 8 (0) 💌	40		
	Was suce	cessfully	update	
Additional Information	Go to the list.			
SKU: "20130215-511D9E5849BF0 Whis product should be treated as frag		Ok		
			+	
Save				

3.6 Pending Inventory

The inventory order is now queued until delivery date and receiving has been completed. "Inventory Status" sub-categories shows: "Pending (1)" "Received (0)".

 Inventory Statu Pending 	(1)	Invent	tory Status	s - Pending		
2. Received	(0)					
Canceled	(0)	Update Date 🕥	Inventory ID	Schedule Date	Complete Date	Product
Add Inventory		2013-02-15 11:47	2013-17-0031	2013-02-15		Magna Doodle x 50 Whisky Shot Glass x 8 x 40
		Showing 1-1 of 1 Iter	ns 1			



3.7 Received Inventory

After delivery of the product has occurred, the e-Fulfillment Japan team receives the merchandise into stock and merchant's inventory status is then updated.

This status change is auto-updated in the merchants web interface, and can be seen in the "Inventory Status" sub-categories as: "Pending (0)" "Received (1)".

Inventory Status	
1. Pending	(0)
2. Received	(1)
Canceled	(0)
Add Inventory	

Invent	tory Status	s - Received	1			
Update Date	Inventory ID	Schedule Date	Complete Date	Product		
2013-02-15 11:55	2013-17-0031	2013-02-15	2013-02-15	Magna Doodle x 50 Whisky Shot Glass x 8 x 40		
Showing 1-1 of 1 Items 1						

"Product List" now reflects existing inventory in the fields below the stock column.

🛒 Order 🛛 🗗 Inve	ntory 🔼 Produ	ıct		
Product Lis	t			
Product code	Product name	Stock	Alert	Additional Information
20130215-511D9374D5E08	Magna Doodle	50	5	Green
20130215-511D9E5849BF0	Whisky Shot Glass x 8	40	10	Glass Product******TEST

3.8 The history of stock is displayed

As an optional feature, the product information history will log changes in history resulting from shipping products out or receiving new inventory. This can be accessed if "The history of stock is displayed" is enabled on an account. It provides a timestamp with minus or positive (-+) count to indicate in which direction inventory has moved.

If "The history of stock is displayed "option is enabled it can be reached by clicking the "Product code" number of an item when under "Product List".





Creating a fulfillment Order with e-Fulfillment Japan

4.1 The Order Tab

The process of creating an order with e-Fulfillment Japan begins on the order tab. By going to "Order" and selecting "Enter New Order" we can fill in the recipient's information. Just as when adding a Product List, we see that there are both optional and required (*) fields that can and must be filled in.



<i>e</i> Fulfill	.ment	Bill Wells gray.devilus@quantiumsolutions.com	
		🛒 Order 🎼 Inventory 🕒 Product	
		Order	
\ominus Order Status		Order Status - Process Order	
1. Pending	(0)	Citatio - Trocess order	
2. Process Order	(0)		
3. Pick and Pack	(0)	1.Reserved 2.Order Entry 3.Pick and I	Pack
4. Shipped	(0)		
Canceled	(0)		
Enter New Order		Updated Date 🕥 Order ID Customer Name Customer Address	Product

4.2 Order Details

Note Shipping Information. The default is domestic, but there is a choice of "International mail by Japan Post" should the order be destined for an international location. This option will not appear if the option "Registration of a new order by international mail is permitted" has not been enabled on the user account.

Required or All f	ields marked with	an asterisk (*) are mandatory.		
Shipping	Oomestic	International mail by Japan Post		
From	Full name *	Bill Wells		
	Address 1 *	Quantium Solutions		
	Address 2	Prologis Park 3-6 Tokai 1-Chome	, Ohta-ku	
	City *	Токуо		
	State			
	Postal code *	143-0001		
	Country	JP		
	Tel *	0357550150		
📕 To	Full name *			
	Address 1 *			
	Address 2			
	City *			
	State			
	Postal code *			
	Country		•	
	Tel *			



The "Product Description (Stock)" pull-down lists contains the merchant's products along with the current inventory level displayed at the right end of each SKU. A particular product only needs to be chosen, followed by a quantity amount to satisfy this segment. The green plus sign under the "Action" column allows the merchant to select more than one product to ship as part of a consolidation order.

Shipping	Oomestic (International mail by Japan Post			
From	Full name *	Bill Wells			
	Address 1 *	Quantium Solutions			
	Address 2	Prologis Park 3-6 Tokai 1-Chome	Ohta-ku		
	City *	Tokyo			
	State				
	Postal code *	143-0001			
	Country	, , , , , , , , , , , , , , , , , , , ,			
	Tel *	0357550150			
10	Full name *	Bill Greene			
	Address 1 *	Nakazato 3-1-19 Minami-ku			
	Address 2				
	City *	Yokohama			
	State Bastal and a t	222.0002			
	Country	232-0063			
	Tel *	0452223344			
		UNDEREDUTIT			
	Product Des	cription (Stock)	Quantity	Action	
20130215-511D9E5849BF0:Whisky Shot Glass x 8 (40) 💌 2					
Attention	✓ Frag	ile Raw thing Bottles	Do not upside-do	wn	
	📃 Do n	ot bottom stack			

4.3 The Attention Field

The "Attention" field, which defaults at all selections being unchecked, can be left un-altered if none of the conditions apply. "Desired delivery date" and "Desired delivery time" exists only for domestic deliveries as these conditions cannot be guaranteed once a package has gone into international territories.



4.4 Additional Information

"Additional Information" can contain additional information that the merchant might need to have considered, or might only be a reiteration of what was already checked-off in the "Attention" box as we can see here.

Attention	Fragile Raw thing Bottles Do not upside-down Do not bottom stack				
Desired delivery date	2013-02-16				
Desired delivery time	○ None ○ AM ○ 12-14 ○ 14-16 ○ 16-18 ○ 18-20 ○ 20-21				
Delivery product name	Whisky Shot Glass				
Additional Information					
Product is fragile					
	-				
Save					

Once all information is entered, and "Save" has been clicked, the screen will become overlaid and dialogue box ask for acknowledgment of success by clicking "Ok".



Attention	Fragile Raw th	ning 🔲 Bottles 🔲 Do not upside-down
Desired delivery date	2013-02-16	Was successfully updated
Desired delivery time	 None AM 20-21 	Co to the list.
Delivery product name	Whisky Shot Glass	Ok
Additional Inform	mation	
Product is fragil	e	
Save		

4.5 Pending Orders

The order has now been moved to "Pending". While in pending status order details, information, quantities, even delivery dates can be modified. The order itself can even be cancelled by the merchant if necessary.

Event Bill Wells gray.devilus@quantiumsolutions.com Image: Conder interval Image: Conder interval Image: Conder interval Image: Conder interval							
G Order Status		Order	Status - P	ending			
1. Pending				5			
2. Process Order (0))						
3. Pick and Pack (0))	1.Pending	2.Pro	cess Order	3. Pick and Pack	4.Shipped	
4. Shipped (())						
Canceled (())						
Enter New Order		Updated Date	Order ID	Customer Name	Customer Address	Product	
		2013-02-15 12:19	2013-17-0088	Bill Greene	Yokohama,	Whisky Shot Glass \times 8 \times 2	
		1					
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Shipping	Oomestic	International mail by Japan Post		
From	Full name *	Bill Wells		
	Address 1 *	Quantium Solutions	ī	
	Address 2	Prologis Park 3-6 Tokai 1-Chome,	Ohta-ku	
	City *	Tokyo		
	State			
	Postal code *	143-0001		
	Country			
	Tel *	0357550150		
Ta				
10	Full name *	Bill Greene		
	Address 1 *	Nakazato 3-1-19 Minami-ku		
	Address 2			
	City *	Yokohama		
	State			
	Postal code *	232-0063		
	Country		•	
	Tel *	0452223344		
	Product Des	cription (Stock)	Quantity	Action
20130215-511D9E5849BF0:Whisky Shot Glass x 8 (40) 💌 2				
				+

4.6 Processing Orders

Change Status to "Process Order" makes this request workable, allowing the merchant to proceed with having their order processed. Prior to this status change, any modifications to the order can be done by the merchant. The order can even be canceled. Once the order is moved to "Process Order" no modifications can be made via the merchant web interface. Any request need to go through the e-Fulfillment Japan team.

Order status		
Current status	Action	Updated date
Pending	Process Order	2013-02-15 12:19:20





After changing order status to "Process Order" confirmation of this change is requested by a dialogue box. Clicking "Ok" pushes the order to the e-Fulfillment Japan teams' queue where execution of the order will begin.

Order status					
Current status	Action	Updated date			
Pending	Process Order	2013-02-15 12:19:20			
Confirm Target order code is "2013-17-0088". Order will be processed Click Ok to proceed					
Ok Cancel					

The order arrives and is picked-up by the e-Fulfillment Japan team. From there it is packaged and shipped.

4.7 Shipping and Tracking

The merchant is able to view shipped order details by going to "Order Status" "Shipped" subcategory and clicking on the particular order.

😝 Order Status			
1. Pending	(0)		
2. Process Order	(0)		
3. Pick and Pack	(0)		
4. Shipped	(1)		
Canceled	(0)		
Enter New Order			



Order Status - Shipped					
1.Reserved 2.Order Entry 3.Pick and Pack 4.Shipped					
Updated Date	Order ID	Customer Name	Customer Address	Product	
2013-02-15 13:39	2013-17-0088	Bill Greene	Yokohama,	Whisky Shot Glass \times 8 \times 2	

In this final step, the merchant is able to see that the order has been shipped by viewing "Order status". He is also able to find the shipment tracking number—in this case: 123412340166. The tracking number itself is a click-able link which will bring the merchant to

<u>http://tracking.post.japanpost.jp</u>. This allows the merchant to see the current whereabouts of his order, as well as provide his customer with a means to track the status.

Order status					
Current status	Action	Updated date			
Pending	Process Order	2013-02-15 12:19:20			
Process Order		2013-02-15 13:05:49			
Pick and Pack	Shipment Tracking Number : <u>123412340166</u>	2013-02-15 13:21:04			
Shipped		2013-02-15 13:39:36			

