ORDERS MANAGEMENT

The main core module built for easily processing and handling your work process, Orders module is working on both sides the Brand / system admin users levels Brands can create orders by two ways , first is the single order creation which allow brands to create the order by filling a single shipping order form and set all the required field of the form , second method is uploading excel sheet with all the orders from the system of the brand such as their CRM / website dashboard and assigned to our system base form field which are downloaded from brands dashboard and then filled by their website data with the reference number by the brand / seller.
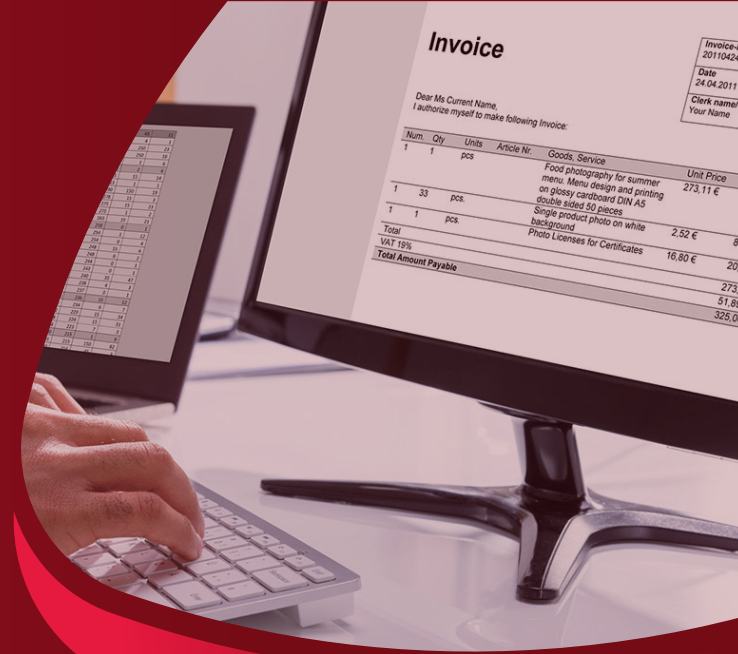
Orders Dashboard

Dashboard that shows you all of the orders traffic on your system with the counters that alerts you for the most important figures such as

- **Number of active orders**

- **Number of total COD (cash on delivery)**

- **Number of orders on routs**

- **Active orders statues table**

And more of the most important counts such as the on hold orders for more than 3 days and many others. Orders dashboard is the place where you can have the ability to view orders details and get all the order details and actions made on this orders with the ability to allocate all the order drivers and shipping results where it's done , canceled , returned to the warehouse.

Printing order policy receipt

Orders dashboard allows you to print the orders policy and shipping receipt with the barcode on it to easily tracking in the future.
barcode handling in the orders dashboard is the main method for tracking orders by it's id ,the system generate the barcode automatically and provide it to the brand/seller on their dashboard for each product, the seller may print the orders policy which will contain all the order information also with the barcode and also seller may print many selected order once . barcode also shows in the search for assign orders to drivers and also bulk actions on any of the orders.

Exporting data from the dashboard

The orders dashboard allows you to have all the all data / selected data / searched filtered data / to be printed as pdf - exported as CSV - Excel file - web page - and many other formats for exporting the data to be used by other systems or integrate with them for more over calculations or processing.

Searching / filtering features

Orders Dashboard provide you with an easy way to allocate any orders from your backend by many features as the best value for easy tracking any inquiries by your clients such as

-Date Range selectors
You can select your orders from a specific date range selector to show only the matched orders within this dates

Search by barcode / Orders id
ith search bar you can easily find any record matches the require order id / barcode
Also within the same search bar you can find the orders by phone number , reference number , receiver name ,Etc

Filter engine
With filter engine you can find all orders matched the filters such as for example find all active orders for specific brand / specific date / specific statues / type of the order and so on.

All of the searched items can be exported / policy printed as massive print and you can do whatever you want on them .

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HOW DOES ORDER PROCESSING WORKING ?

ORDERS ARE SET AS MANY TYPES FOR EXAMPLE :

forward

(regular order workflow)

exchange

(deliver a product and return with other product)

return

(collect a product from receiver customer)

cash collections

(collect cash from customer for the brand)

refund

(send order back to brand without fees)

And then set the orders form and the receiver and setting the COD field which contains the order total costs including the courier fees Courier fees are automatically created as the orders have it's zone which have a different prices for each zone / users zones (more in zone management module)

Then the flow goes by to assign the orders to a driver to execute it (more data in the drivers section)

Orders Processing

- After orders is created admin / brand have this order as processing statues by default in their dashboard

- Courier start the pickup orders from the brand then marke all orders received as Picked up or in warehouse

- Orders get assigned to drivers and then they marked as in route

- Orders collected by the drivers are marked as collected so they all get inserted in the nex open invoice for all customers (more in Invoices module)

- Orders with statues Collected / terminated / canceled by the clients are then moved to inactive orders history

Orders Module outputs

Orders Module is the main core function of the Shipexr app which allows you to export outputs of the system to many end points such as the following

- Invoices and transactions for each collected / terminated orders

- Users Collected orders and counts for all orders processed within the user account (brand)

- Drivers orders and counts and activity

- Orders full reports that shows all the orders management counts and charts

- Systems activities and global performance

- Company profits and collections
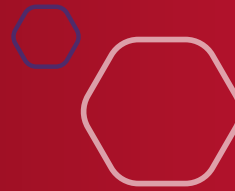
Orders Module outputs

Order Module provides actions on each order to be shown on the order details page any updates on order statues are logged in the action area of the order.

Also order dashboard have many events triggered to be handled form other modules such as SMS module that optianly send an sms according to each event for customer phone number

Events you can assign an handler to it is

1
Order created by the brand / admin

2
order updated statues

3
order canceled by the client

4
**order assigned to a driver**

5
order delivered

6
order collected (automatically get inserted in the brand invoice)

Any event listed here can assigned to many notification handler such as notify the brand dashboard , send a notification email for the brand , send sms for the receiver phone number

INVOICES MODULE

Invoices module are the financial end point of the system flow the module which handel all of the system payments for COD's and company fees and brands payouts, the module show the history of each brand invoices and money collected and payment for all the brands and the courier profites / fees, also the module do provide an easy to follow dashboard for the brand to monitor their money and financial data with the ability to export all of the invoices for print and other excel handling processing by the brand / courier
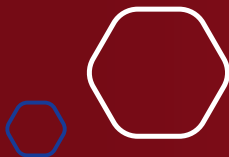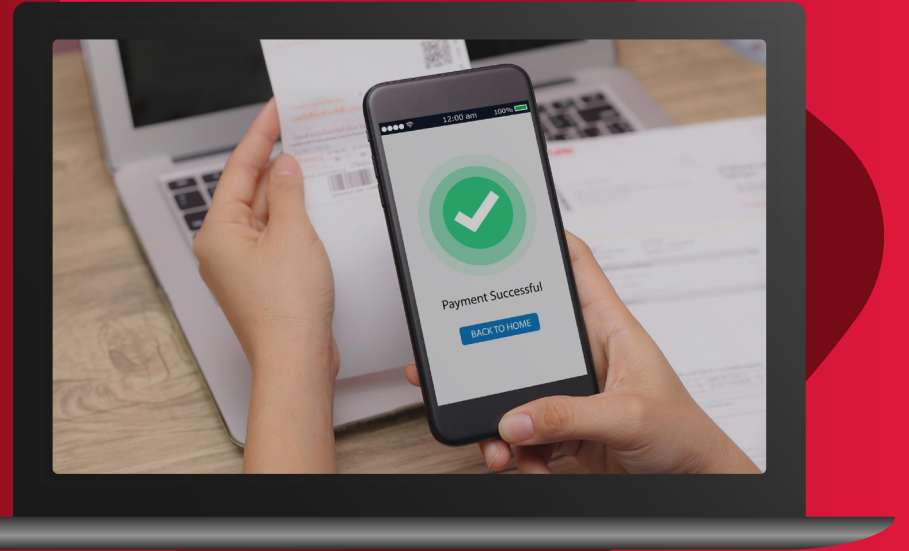
How Invoices Module works

Invoices Module working just after any orders are updated for an collected statues or terminated one, the module then calculates any new invoices orders to the current open invoices for this client and then set this payments as pending till system admin clear the brand user balance to close the open invoice per week / day / or any time frame the carouire want.

All the collected COD's are now set for processing with the fees calculations to separate the courier total fees amount / brand cutoff
All the closed invoices are shown within the clients invoices dashboard and user balance within the system admin dashboard.

Invoices module are security proof for handling any collected orders which cant be manipulated even by system admin or the brand clients
Transactions are verified in many places such as the transactions list / orders list / and invoices records for security purposes.
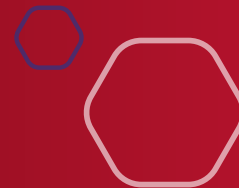
Orders Module outputs

The invoices dashboard display many features for the brand / system admin to generate the system output values such as the following.

Counts for invoiceable records

- 1- Invoices count
- 2- Total Trade
- 3- Total Payouts
- 4- Total Fees
- 5- Active Orders Count (within open invoices)
- 6- Active COD
- 7- Active Total Fees

And with a reports for invoices as a charts such as

1- Invoices since account creation
2- Order created timeline chart

The system create the invoices for the feature of clearing balance on each user
Clear balance is the feature which the courier use as the close any open invoices for any client, this feature calculate the amount the courier need to send for the brand and the courier fees and the total cutoff for the brand then created as invoice which displayed on the client dashboard to verify before receiving the collected money and can see every single order details which this invoice covers

Module inputs

This module have automatic inputs created by collecting any orders
The collected orders product a invoices orders assigned to open invoice for the brand user which this invoice / order are located for
When user register for the first time the module inputs a new opened invoice for user and set the creation date to the invoice created timestamp
Clearing balance produce a entries on the invoice to close it and set all of its orders as protected from editing
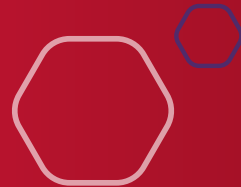
Module Outputs

Invoices for each user are located in users balance both on legacy module (Transactions) and new module invoices plugin which is our primary module for invoices handling

-Invoices outputs the total amount for the collected orders COD
-Invoices outputs the total amount for the collected orders Fees
-Invoices outputs the total amount for the payment cut off (total amount - courier fees)
-Invoice have total amount of covered orders
-Module provide counts for total user (brand) invoices
-Module provide a chart for displaying the invoices on history bases

Invoices Module events

Invoices Module events
The module produce it's functions by triggering many back end events such as the following

On user registration / creation   create new open invoice for this user
On collecting an order   order are assigned for the open invoice
On clear balance   opened invoice are closed and the system open a new open one

All of the triggers are configurable for notifications module such as sending email for the brand contain the invoice printable version on closing invoices
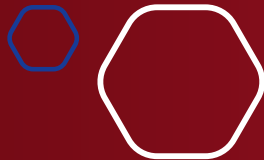
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SPECIAL NOTES :

Invoices can not be reopen through the system dashboard nor the backend but can be configured to be re opened through the support system if there was any issues on it

- we do provide 2 invoices module legacy and version 1.0 module for the current system version 1.0.1

- legacy module will be deprecated on version 2.0 of the Shiprex

USERS / BRANDS MODULE

Users / brands module is one of our core modules of shiprex, the module is the main entry point for system use the system is configured for protected dashboard by users guard for all system access by 2 main users groups / roles admin / clients
The users module do have the ability to configure any number of users roles / permissions such as CRM / accountant and any other users groups to allow easily configurations

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USERS / BRANDS MODULE

Main Module features :

The Users Module contain many features for processing users access to the system and users groups to have their permissions such as the following

1- Brand registration
2- Brand login
3- Brand forget password
4- Brand edit profile
5- Users creation from admin panel
6- Users edit
7- User report
8- Creation of users groups
9- Assign permissions for users groups
10- Assign menu for group role
11- Allow disallow function for any group
12- Most active users on the system
13- User actions log for security logger
14- Active user email notifications
15- User notifications
16- Suspend the user form system access / re enable user

Module Inputs :

The module create a users based on the main functions of registration which allow the user for manually activating his/her account or by creating users form the admin dashboard which allow admin to set user to any group he belongs for

- The module can create any new groups to be used later on

- The mobile can configure the user permission access list dynamically

- The module can create menus for group to be shown on the group dashboard

Module outputs

A brand new dashboard for each user to use the system and all of its required features
A user records with the password hashed version of the brand / user password
Email notifications for all the users main events to be sent to user email address

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Module Events :

The Module contains many of useful events such as the following

User created

User update password

User change email

User did action on the system such as editing orders / deleting and any other user actions are recorded on system log

ZONES MODULE

This module is one of the best features of the system for couriers with multiple clients/ brands and each client are shipping for different zones at different prices .
Zones management are working as you company price list for each covered are you shipping for and each zone can have many sub zones for each one of them and all sub zones can have price for it.
Also zones management can have a special price list for each client/brand all prices for this zone will be applied for all the upcoming orders handled by the system

DRIVERS MANAGEMENT

Drivers module is responsible for assigning orders to drivers and how the drivers handling the orders and the workflow of it and also you can assign orders to other drivers and handl the day orders plan with printing and many other reports which is useful

THANK YOU

Thank you for your business and your trust. It is our pleasure to work with you.