**Reachdesk Order fulfilment**

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**1.Email Alert**

When an order has been placed for one of your products you will get an email notification which contains the order details.

To fulfil this order please click ‘***See order Details’*** in the email and you will be directed to the Reachdesk’s Fulfilment Platform login page.

Graphical user interface, application, Teams

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Click Here

2. Login into Fulfilment Platform

You will need to login using your account credential, which would have been sent to you when your account was first setup. If you did not receive this, then please contact [marketplace@reachdesk.com](mailto:marketplace@reachdesk.com) who will assist in setting your account up.

You can login directly by using this link. <https://app.reachdesk.com/vendor/sign_in>

3. Fulfilment Platform

Once you logged into the fulfilment platform you will be able to see all the new and old orders that have come through.

All **new** orders will be listed under **‘*Marketplace orders****’*.

All orders that have been worked on previously but not completed (i.e no tracking info provided), will show under ***‘Current work’***.

To begin working on new orders select the orders you wish to work on by checking the box to the left of the order. You can select all orders by clicking the order tab in the top left or you can click on individual orders.  
  
Once you have selected the orders you are going to work on press ‘Begin working on selected orders’

These orders will now show up under ‘current work’.

Graphical user interface

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1. Click Here to begin working on the order.
2. Click Here to select the order to work on

4. Processing Orders

You can now complete these orders either in bulk or individually.

To process the orders individually click the ‘see detail’, located to the right of each order.

**Processing orders singularly.**

1. Click ‘See Details’
2. Enter your order reference number
3. Select courier
4. Enter tracking
5. Complete order

Graphical user interface, application

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Click Here

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To the bottom of the page, you will see the ‘Fulfilment Details’ box.

Firstly, you can input the ‘vendor order number’. This is a number used for your own reference. It can be left blank if this is not required.

Next you select the courier from a dropdown list. This list contains all couriers that are integrated on our system, meaning we can auto track the status of the shipment and get an automated updated when it is delivered. If you do not see you the courier you are using on this list, please leave it blank.

Finally, you can enter the tracking number here.

Once this is all completed click ‘Finish order’

1. Enter a vendor order number for your reference

Graphical user interface, application, Teams

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1. Select a courier from the list. If your courier does not appear please leave this blank.
2. Enter tracking number

**Graphical user interface, text, application

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1. Click ‘Finish Order’

**Processing orders in Bulk.**

To complete the orders in bulk.

1. Export the csv file
2. Input Courier and Tracking information (Please see courier codes table for codes )
3. Import the csv file back
4. All order will now be under the fulfilled orders Tab
5. All orders with integrated couriers will be marked as Delivered automatically
6. If we are not integrated with your courier then theis will have to be maunaull ‘Marked as deliver’
7. Click ‘Export Orders’ to download the csv File

Table

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1. Change the fulfilled column to Yes , insert the Courier and the tracking number.
2. Input tracking code
3. Input the tracking number

Graphical user interface, application, table, Excel

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Graphical user interface, application

Description automatically generated

1. Click the Fulfilled orders Tab to see all shipped orders
2. Click on Import orders and select the csv to upload
3. Orders will automatically change from shipped to deliver if integrated with our courier.
4. If your Courier is not integrated this step will have to be done manually.

Graphical user interface, application

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5. Non-integrated Couriers

**National courier**

If the courier you use is not on the list please leave the courier filed blank and proceed with the next steps. The orders will have to be marked as delivered manually.

You can request for a courier to be added by email [Marketplace@reachdesk.com](mailto:Marketplace@reachdesk.com)

*Please note we are unable to integrate with Royal Mail at this time*

**Local/Internal Courier**

If you use a local or your own service please leave the courier filed blank and proceed with the next steps. The orders will have to be marked as delivered manually.

6. Courier Codes

|  |  |
| --- | --- |
| Courier Name | Courier Code |
| An Post: | an-post |
| APC Overnight: | apc-overnight-connum |
| Australia Post: | australia-post |
| Canada Post: | canada-post |
| Chronopost France: | chronopost-france |
| CourierPost: | courierpost |
| DHL eCommerce US: | dhl-global-mail |
| DHL Express: | dhl |
| DHL Parcel UK: | dhlparcel-uk |
| DPD: | dpd |
| DPD Germany: | dpd-de |
| DPD France: | dpd-fr-reference |
| DPD UK: | dpd-uk |
| DX: | dx-b2b-connum |
| DPD France (formerly exapaq): | exapaq |
| Aramex Australia: | fastway-au |
| Fastway New Zealand | fastway-nz |
| FedEx: | fedex |
| GLS: | gls |
| Hermesworld: | hermes |
| Ivoy: | ivoy-webhook |
| JNE: | jne |
| MyHermes UK | myhermes-uk |
| New Zealand Post | new-zealand-post |
| Parcel Force | parcel-force |
| Parcel2Go: | parcel2go |
| PostNL International: | postnl-international |
| PostNL Domestic: | postnl |
| UPS: | ups |
| USPS: | usps |