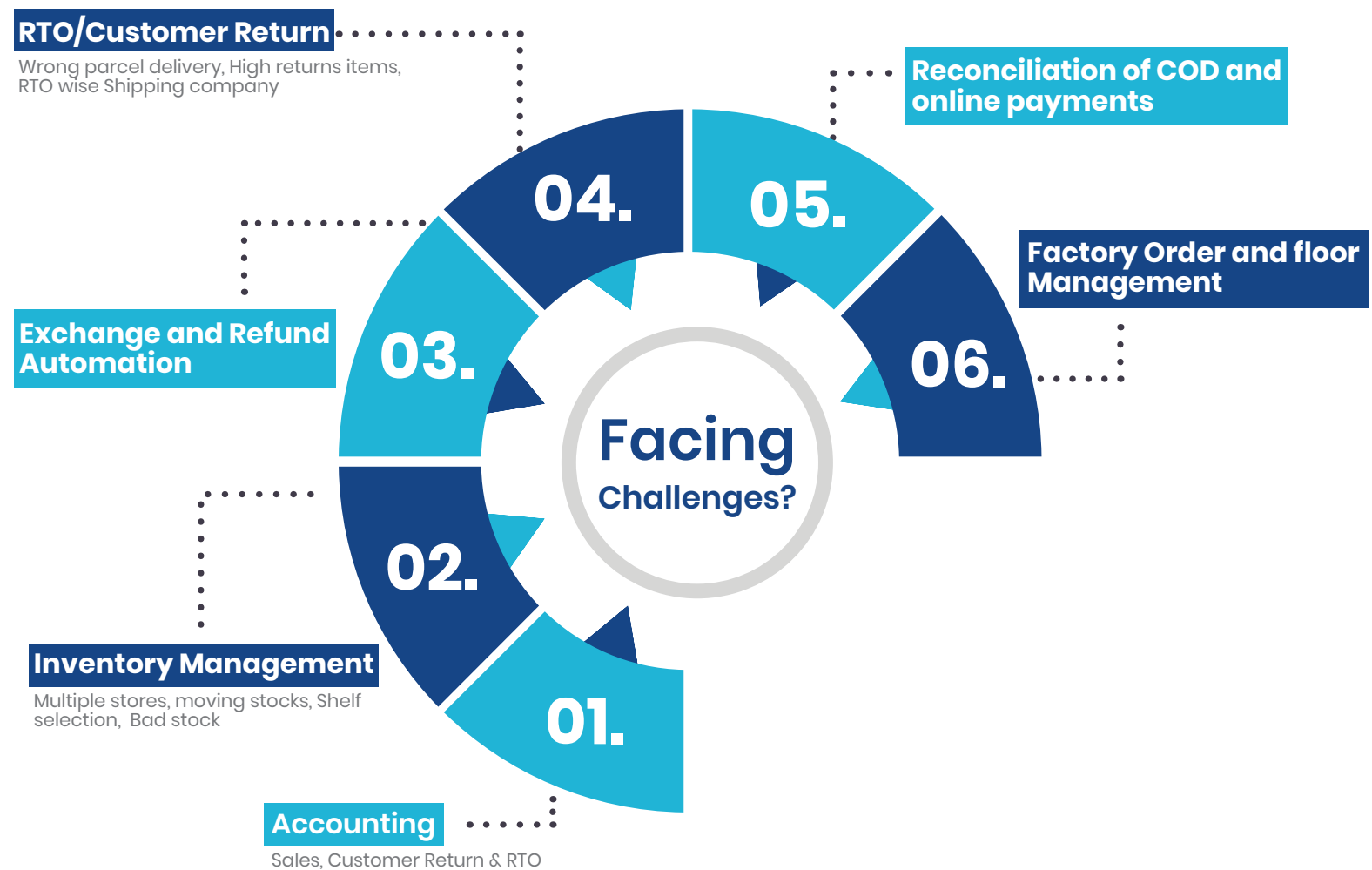


# Digital

## Complete E-Commerce Solutions







# Order Fetching And Manifesting

## ● Order Fetching

- System will fetch orders from multiple platforms like Shopify, WooCommerce, Magento, Magento 2, Amazon, Flipkart etc. on every 15 minutes.

## ● Inventory Blocking

- After successfully fetching orders, Software will block the inventory and sync with multiple platforms. So, inventory shows accurately on every platforms.

## ● Manifesting

- We have integrated multiple shipping companies and platforms like Shiprocket, Shippo, Maruti, Bluedart, etc. And flexible to integrate more shipping partners.
- So, Software will assign orders to selected shipping partners and generate AWB no and generate labels and invoice. Software will check cancel orders while manifesting them.
- Software will also push to ecommerce platforms to fulfilled the order. So, customer will notify with accurate tracking URL and shipping company name.

## ● Inventory Blocking

- After Generating AWB labels and invoices. Software have one more parameter to reduce RTO.
- Software has its unique dispatch scanning system. So, when you dispatch the order, first scan in the software and software will check with e-commerce platform that the order is cancelled or not. If cancel then software gives you alert for do not dispatch the order.





# Sales Accounting



- Add account summary only when order dispatch.
- Account Summary and ledger for book keeping purpose. You can export in tally erp 9.0 directly.
- Shipping company-wise, inter-intra tax wise and prepaid payment wise ledger reports.
- Software will calculate the coupon code and giftcard discounts and give accurate taxation figure for filing.
- Software has unique feature to calculate re-order (customer return previous order and manually order new item) accounting as collected money from customer.
- If customer order 1050rs product so our tax will be (12%) 112.5rs and product original amount will be 937.5rs. Now customer ask for size exchange and return 1050rs product. So, we will give them 1050rs coupon code. Now if admin re-order 1050rs item then system will calculate invoice for 0 rs but accounting purpose 937.5rs and 112.5rs for re-orders because we already collected 1050rs from customer.





# Exchange or Refund

01 Enter Email id and order no

- Software will provide you one page website for Customer Exchange or Refund request.

02 Choose the item

- You can choose for
  - Refund-Prepaid/Postpaid customer.
  - Exchange-Prepaid/Postpaid customer.

03 Exchange

- Customer just enter their email id and order no. System will fetch their order. Customer only fill this form if he product has been dispatched/Delivered.

04 Auto generate pickup request to shipping company

- Customer can choose product (which product want to return), Issue related to product and comment.

05 Track the shipment

- Now, Customer can raise exchange or refund request directly from their end.

06 If parcel pickup

- If exchange request raised then software will directly push request to shipping provider for pickup request (from customer location to warehouse address) and assign AWB no and AWB company. So, Software will take care for pickup and items receiving at warehouse.

07 Create Coupon code and send to customer





# Exchange or Refund

01 Enter Email id and order no

02 Choose the item

- If Refund request-The request will not directly push to shipping company but it first blink in software. The Customer Acquisition team will contact the customer can try them to convert to exchange. This is to reduce your refund request and enhance the brand awareness.

03 Refund

- If customer still want refund then team will confirm for refund and request will be push to shipping company for pickup request.

04 Receive to customer Acquisition Team

- Software will take care of coupon code generation and auto refund in customer account.

05 Try to convert Refund to Exchange If refund

- Coupon code will be generate from e- commerce platform and send to customer when shipping company person pickup the parcel.

06 Auto generate pickup request to shipping company

- If customer convert in exchange then it will be works as per exchange request and send coupon code.

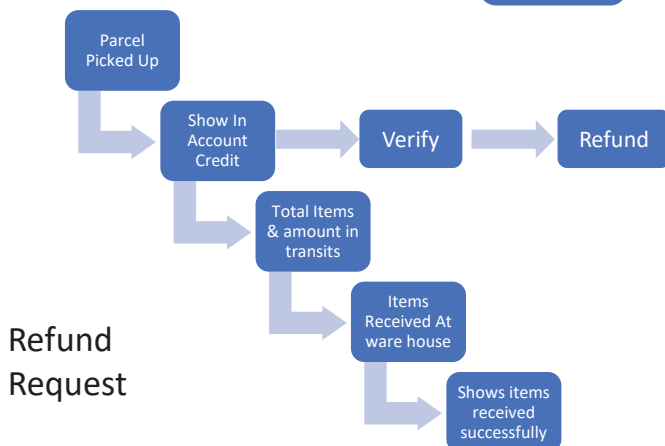
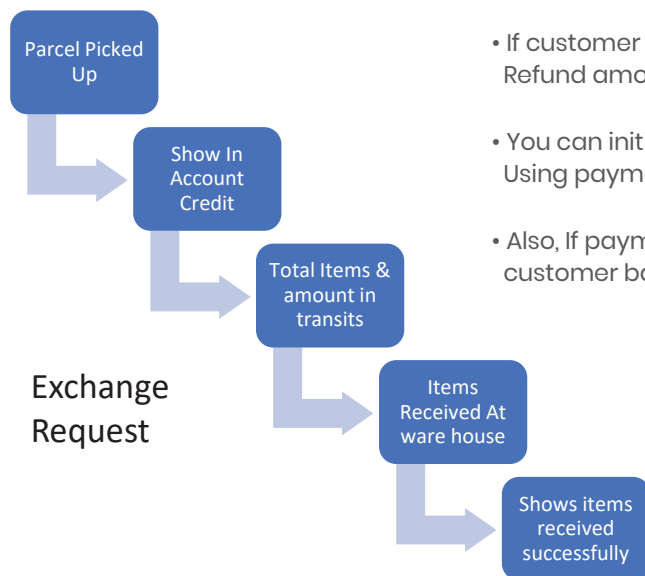
07 Track shipment

08 If Parcel picked up then show in account for refund to customer

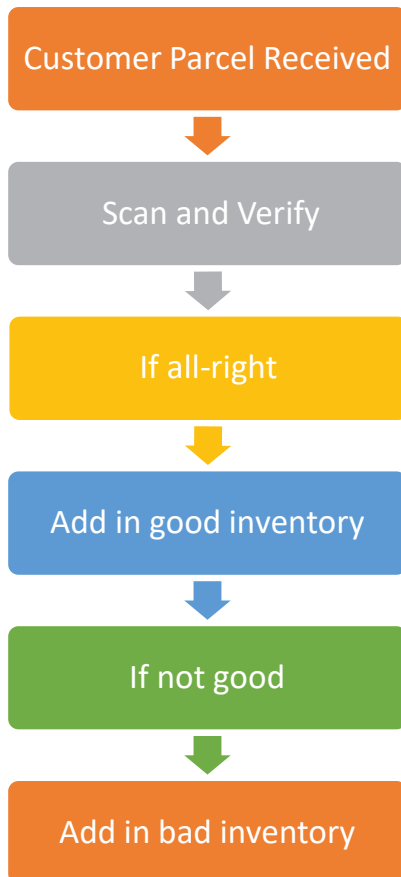


# Account Credit

- Once the customer parcel picked up. It will show in account ledger and summary to book credit note and ask for gst credit from state.
- Software will show customer returns in transits and received at premises.
- So, You know exactly how many pcs are with shipping company and how long they are taking to reach you.
- If customer asked for Refund. Then Once the parcel picked from customer, Refund amount and customer information will notify in accounts to clear refunds.
- You can initiate refund directly from software to customer payment account. Using payment gateway integration.
- Also, If payment gateway not integrated then you can create excel with customer bank details and pay them directly from bank account.



# Customer Parcel Received



- If customer return parcel received at warehouse, User scan the parcel and recheck the items. If it is in resale condition then It will be auto increment in good inventory.
- But If Customer sends wrong product or product not in good condition then it will not be add in good inventory. It will be add in bad inventory.
- You can also set up coupon code generation and refund initiate while product received it warehouse.
- So, Software has verification of return product as well.
- You can find out highest return items and return reason from software.





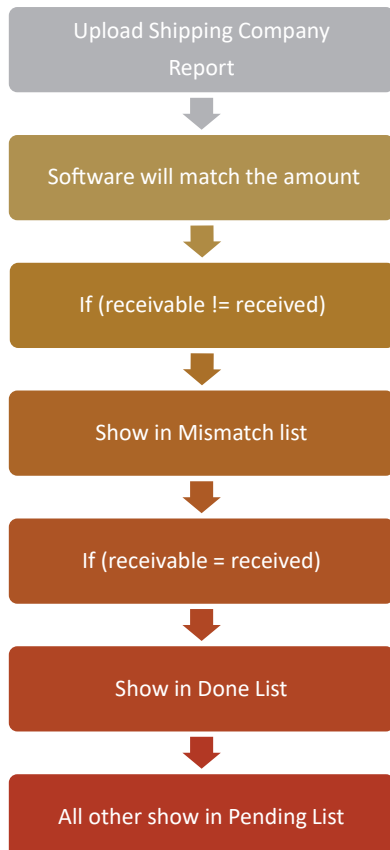
# RTO / Courier Return



- If shipping company tracking option is available then software will track all the orders, If any order is on the way to RTO then software will show how many products are in RTO.
- Once the courier return received at warehouse then Scan and verify if the items in courier are right or wrong.
- Once the Courier return received at warehouse the order will show in account for credit.
- Courier return has separate account. So, you can calculate and credit in respective courier company.



# Account Reconciliation

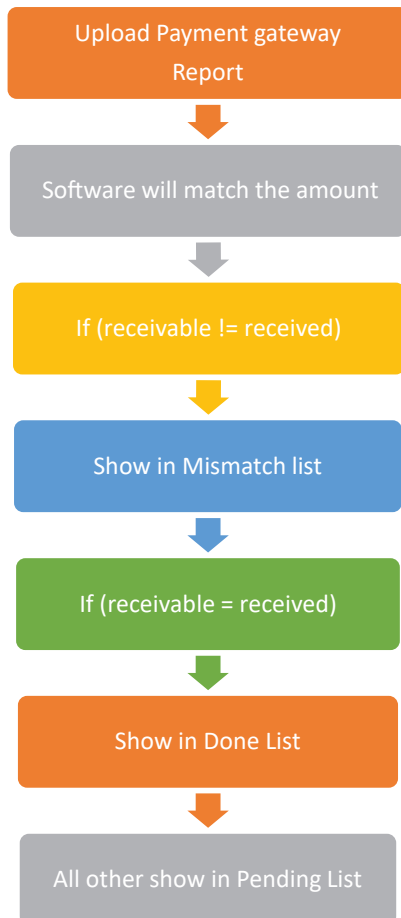


## COD Recco

- Software has unique feature for COD reconciliation.
- Software will shows you how much amount should be receivable from shipment company.
- Once the shipping company sends report that how much money received against AWB No. Upload that report in software.
- Software will check if that amount is ok or mismatch with receivable amount. So, if mismatch then you can ask to shipment company.
- Software shows you how many orders amounts are pending, received and mismatch.



# Account Reconciliation



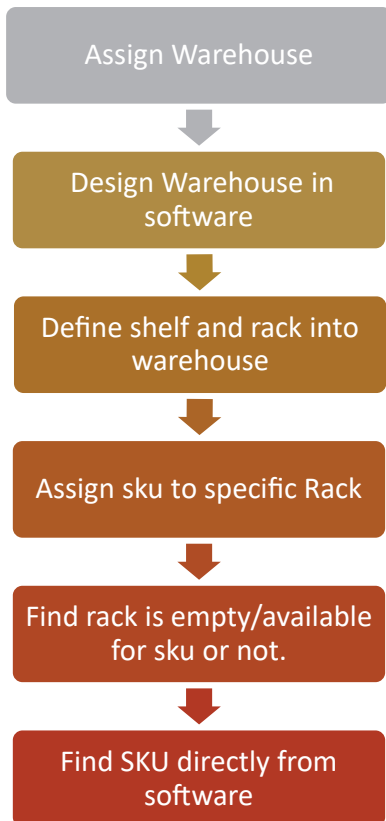
## Prepaid Recco

- Software has unique feature for Prepaid reconciliation.
- Software will shows you how much amount should be receivable from Payment gateway.
- Once the payment gateway sends report that how much money received against UTR No. Upload that report in software.
- Software will check if that amount is ok or mismatch with receivable amount. So, if mismatch then you can ask to payment gateway.
- Software shows you how many orders amounts are pending, received and mismatch.





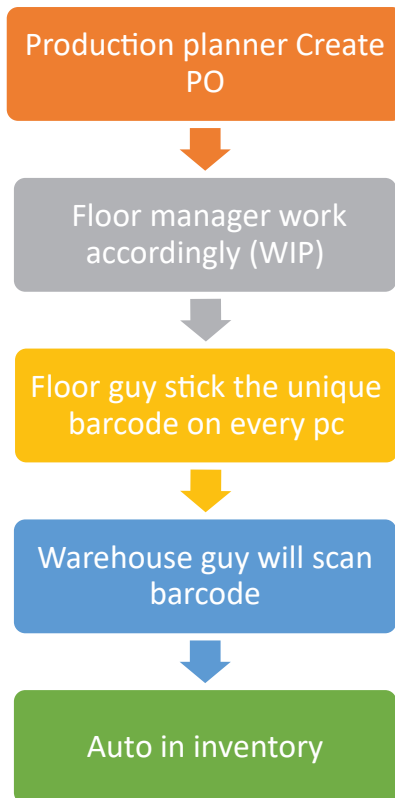
# Ware-house management



- You can add multiple warehouses in software.
- Internal Stock transfer from warehouse to warehouse is builtin.
- If product is not moving then warehouse can send to factory with special function-return to factory with tax.
- Software will also manage return to factory's accounting.
- Software has specially designed feature for shelf and rack management system.
- You can design your warehouse into the software and all rack and shelf will be add accordingly.
- So, You can specify SKU in which rack and shelf. So, anyone easily find the product directly from the software. No need to find in all warehouse.



# Production Planning



- Software has multiple types of reports that helps production planner to plan accordingly. Reports like, Top moving SKUs, Low inventory items, highest returns items, Highest revenue generation items etc.

- Production planner will generate PO in software.

- After successfully generating PO that PO goes to floor manager. And floor manager will work accordingly.

- Now, Floor manager will dispatch goods. So, each items has its own unique barcode. So, while dispatching floor manager will stick all barcodes to items.

- Now, production planner get inform that how many pcs are ready to dispatch in warehouse.

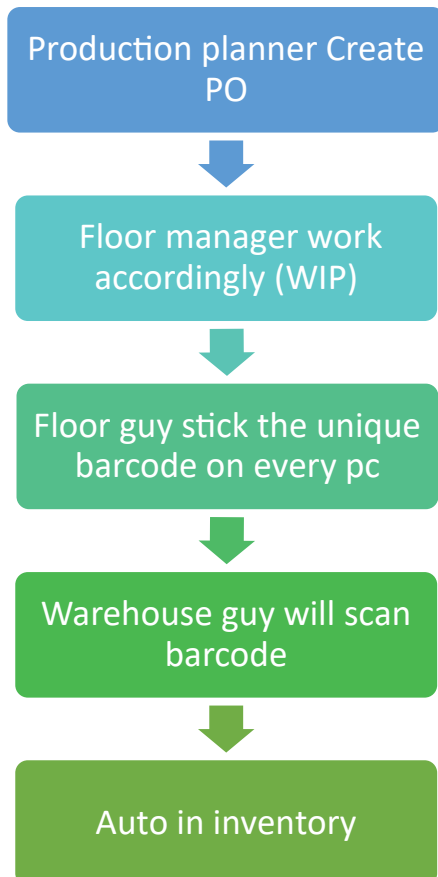
- Warehouse guy will scan each and every item. After successfully scanning item, That item will add in inventory.

- So, Production planner get informed how much times it takes from PO to warehouse and when it will be add in inventory.





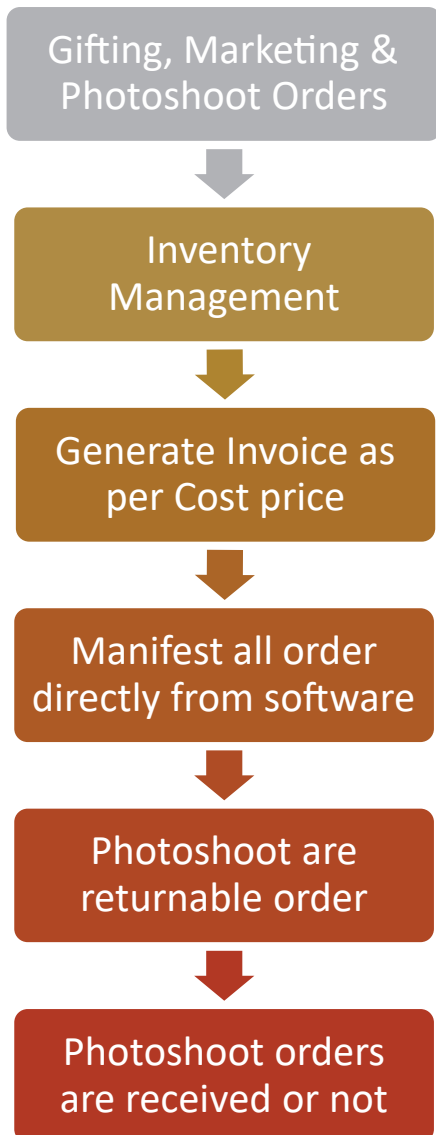
# Bulk Order Processing



- Create PO for Bulk Order
- If items available in inventory only then software will dispatch.
- Partially dispatching is also available for single PO.
- If customer pay partially for bulk order then software will also take care about accounting.



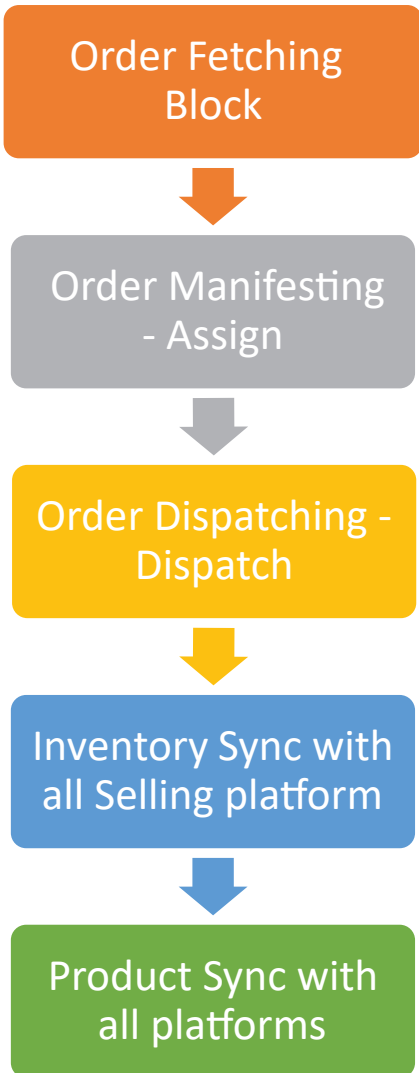
# Gifting, Marketing & Photoshoot



- Create PO for Gifting, Marketing and photoshoot. In photoshoot it will be calculate as a returnable goods.
- In gifting and marketing software will calculate order as per COST price not on MRP price due to taxation.
- If we calculate gifting, marketing and photoshoot order on MRP then that will cost us high for tax. So, on cost price software will manifest and send to customer.
- In gifting and marketing has different invoice no, So, we can track and calculate the monthly expenses for brand awareness.
- When photoshoot order received back at warehouse it will be scan into the software.



# Inventory Management



- Software has special function called BAD. Means Block, Assign and Dispatch.
- Once the order fetch in system inventory will block for that order.
- Then if order is manifesting from software then it will be assign to specific order. Means while if order is cancelled then inventory will be released.
- Now, Order will goes to dispatching. Here, inventory will dispatch from the software.
- At every place inventory will sync to multiple selling platforms. So, Order's inventory conflict will not be generate and manage inventory in all ecommerce platform.

