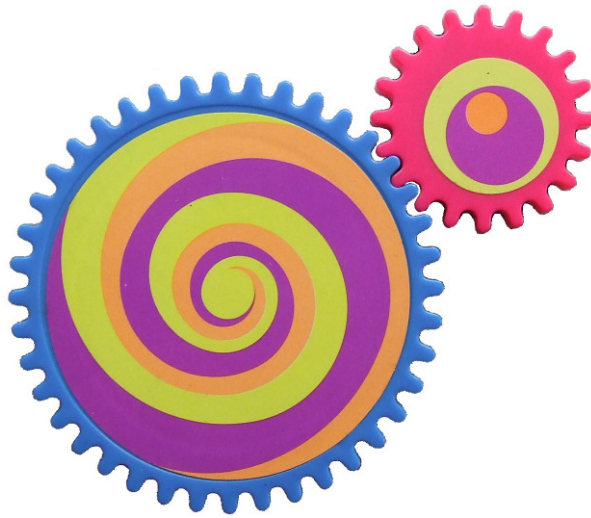# One Stop Order Processing

Order processing software for Ebay, Amazon, RomanCart, Actinic Desktop, CubeCart, PlayTrade, eBid, ekmPowershop, Magento, Pinnacle Cart, Actinic Online/Oxatis, osCommerce, XCart, CRE Loaded, PayPal, Interspire and other Systems, Mail Order and Telephone Sales

Introduction

With One Stop Order Processing you can import orders and manage your products from various selling platforms or create your own orders and products. You can select multiple orders, using your selection criteria, quickly and easily take the orders through to completion.

After processing your orders you can export the orders and products to:

Courier systems (e.g. UKMail, RoyalMail Despatch Manager Online or UPS).
Accounting systems (e.g. Quickbooks and Sage).
3rd Party systems that can support CSV, TSV, XML or XLS import.

There are 2 versions of the software each tailored to the facilities that you need.

One Stop Order Processing Lite
Import and create orders, produce consolidated picking lists, invoices and packing lists.

One Stop Order Processing Standard
Same features as Lite and the ability to provide customer feedback and ability to export the orders to other systems, including courier and accounting packages. You can also manage products and suppliers.

Detailed Features Description

	Lite	Standard
Initial users supplied	1	2
Max. users	3	5
Max. orders per site	5,000	500,000
Email support tickets per year	3	5
Import orders	✔	✔
Create and amend manual orders	✔	✔
Automatic VAT calculation	✔	✔
Create order views, including automatic calculations	✔	✔
Print Invoices, packing & picking lists	✔	✔
Support standard invoices, document enclosed wallets and integrated labels including logos and PPIs	✔	✔
Amend and create custom invoices and packing lists	✔	✔
Automatically assign sequential order numbers	✔	✔
Change all order details with automatic VAT & shipping calculations	✔	✔
Show tax exclusive and inclusive, retail invoices	✔	✔
Setup order views to make daily tasks easier	✔	✔
Sophisticated order selection	✔	✔
Find orders quickly using advanced searching	✔	✔
Perform and display calculations on order information using custom field macros	✔	✔
Add additional fields to orders (e.g. assign to, batch nos.)	✔	✔
Backup existing orders	✔	✔
Automatically archive orders	✔	✔
Export orders to other systems		✔
Send emails to customers or 3rd parties		✔
Product Management including stock control		✔
Allow customers to track their orders online		✔
Manage and monitor emails sent to customers		✔
Print purchase orders		✔
Process refunds		✔
Predictive stock reorder level (based on existing sales)		✔
Drop shipping and order fulfilment tasks using suppliers (purchase orders and emails)		✔
Suppliers management (including emailing)		✔
Multichannel stock control		✔

Setting up for the first time

Quick Setup Wizard

The first time that you start One Stop Order Processing you are shown the Quick Setup Wizard. This allows you to enter the basic information required to get you started.
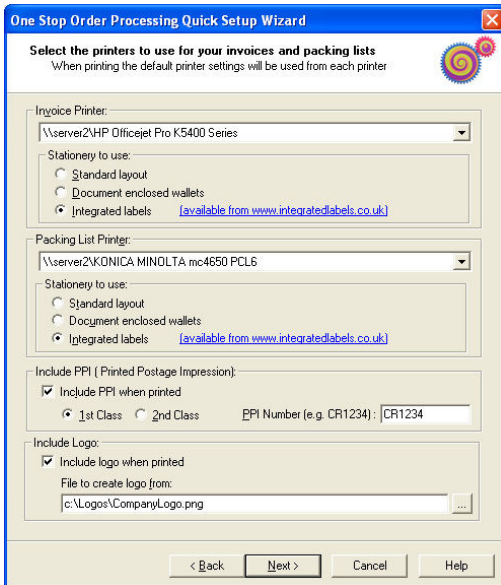
The One Stop Order Processing Quick Setup Wizard can be used to quickly set-up a new site ready for processing and printing orders. You are prompted to run the wizard whenever a new site is created. You can run the Quick Setup Wizard at any time by selecting the *Quick Setup Wizard* menu option (under the *File* menu).

You are shown a series of pages providing the current information for the site. You can enter more detailed information at any stage time by using the One Stop Order Processing Options. To show the options select the *Options* menu choice (under the

Tools menu) or by clicking on the Options button (   )
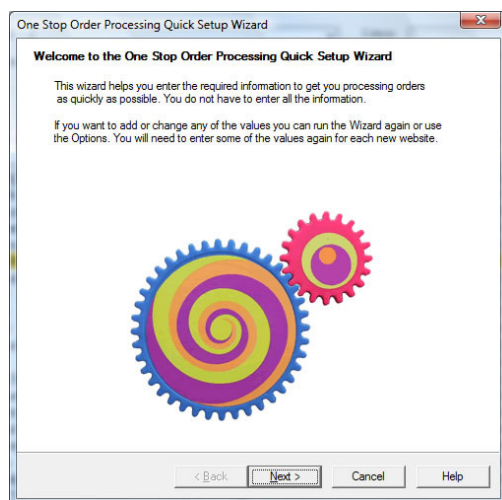
The business details are used on the printed invoice, packing list and purchase order. The default invoices, packing lists and purchase orders contain macros for the information. See the Company Details in Options for more information.

You can have the same printer for the Invoice and Packing List but if you are using different stationery for each type or the Packing List is located in a different location, e.g. the warehouse, you should use different printers. For more information see the Printing Options.

If you are using a PPI Stamp on your invoice you can type in your cost centre and 1st or 2nd class and this will be placed on the label. You can also put your logo on the invoice. You can select a graphic file and this will be resized and formatted for the invoice.
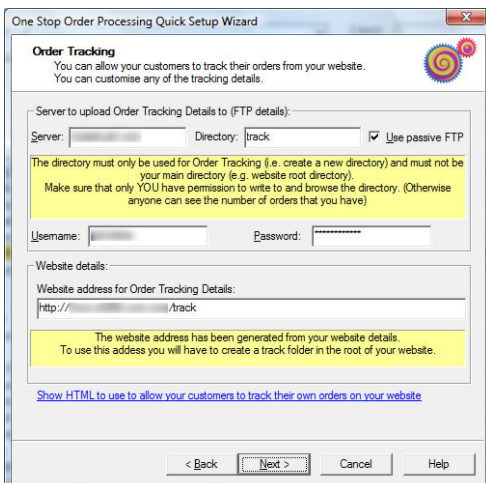
If you are going to send you emails you can enter the email information. You can test the settings but clicking on the *Test* button. You can enter more detailed options in the Email Settings which can be found in the Email options.

If you are going to use order tracking on your website you can enter the relevant details here. You can enter more information in the Track Online options.
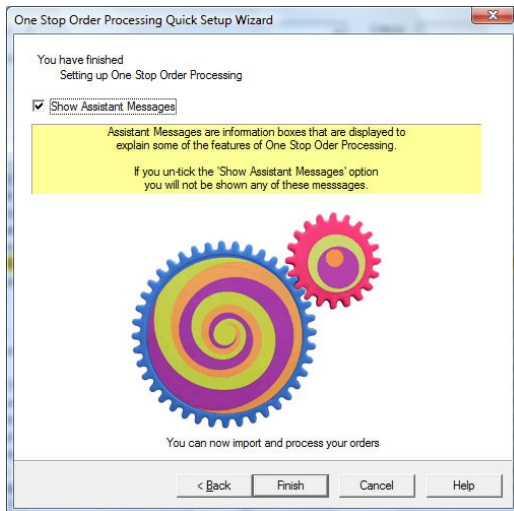
You can choose to display Assistant Messages when using One Stop Order Processing. You can configure all of the messages shown by selecting the Assistant Messages Options by selecting the *Manage Assistant Messages* options under the *Tools* menu.

Importing Orders from different websites

You can easily import your orders into One Stop Order Processing. Click on the Import Orders button ( ). When you import orders you can choose to automatically import the product details into the inventory system. You can then manage your stock and produce details reports based on your products (e.g. Total Sales or Profit).

Orders are imported into One Stop Order Processing using the exported orders file from the relevant internet site (e.g. ebay.co.uk).

See further in this section on how to retrieve the orders from the supported websites. If your website is not shown you may still be able to import orders using the OSOP format. This allows you to map the different fields in the format to the internal field name. This is explained further in this section.

You are shown the various import types. If you select the relevant type and either click on *Edit* or double click on the line you are shown the Order Import Information options. This allows you to enter the name of the file containing the order information. You can also tick the *Prompt for filename on each import* option on the options page for each order type (except *Actinic*). You can also tick the option *Only show ticked order types to import*, to only show the order types that you are interested in.

Each import type shows you the last time and date when orders were imported and the number of orders. You can also give each import type a name.

You can amend any of the existing order types, remove them or add or your own. This can be useful if you want to have different settings for the same sales channel. For example, you can have 3 Ebay import types, one for each of your ebay shops. It is useful to create different One Stop formats. These can be setup to import from custom sales channels or update orders (for tracking details).

For some of the import types an *Additional Import Options* dialog button appears.

Selecting orders to import

When you select the file to import order information you are shown how to retrieve the orders from each site.

You can give each import type any name. This is not used within the orders imported, but is used to make identifying the order type easier.

The following pages in this section show how to import orders from different websites.

Ebay

You download your orders from Ebay using Selling Manager Free or Selling Manager Pro. More details at the following website link:

http://pages.ebay.co.uk/selling_manager/

1. Select the items that you want to download and press the *Download* button. If using a popup blocker hold down the *Ctrl* key.
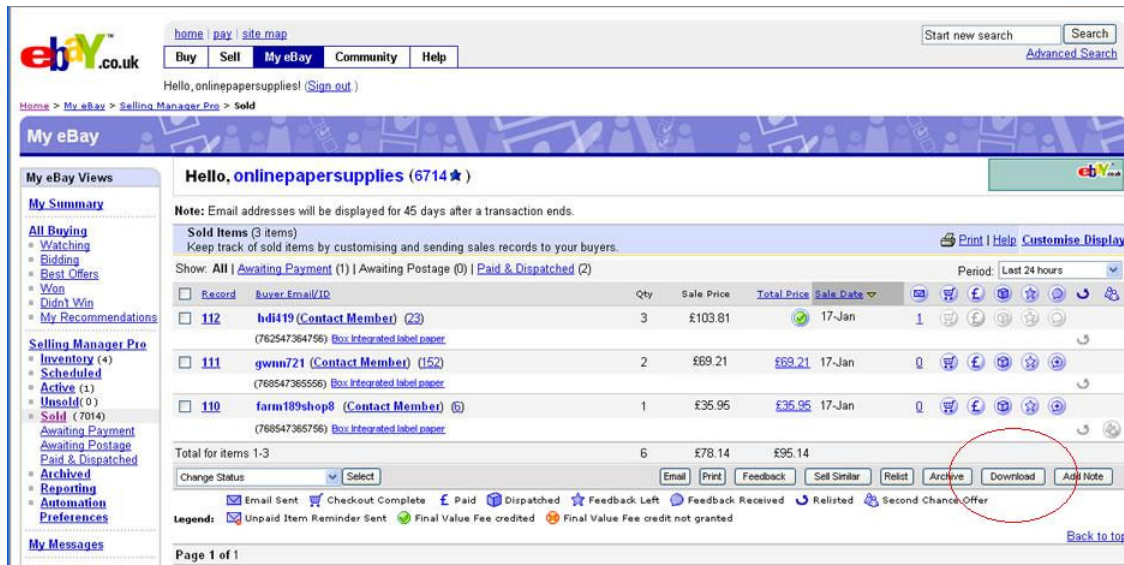
2. When the *File Download* dialog appears press the *Save* button.

3. Save the file into a folder of your choice (for example, *C:\Downloads*).

You are now ready to import the orders into One Stop Order Processing.

Additional Import Options

If you click on the Options button you can set additional information specific to this import type.
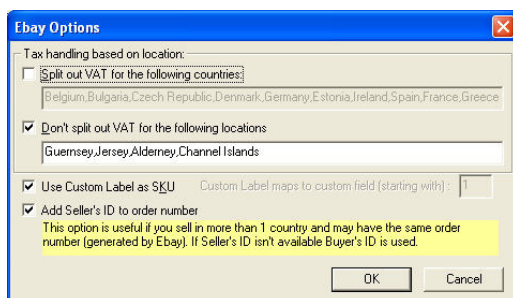
Tax handling based on location
If your Ebay orders do not have the tax amount split out from the main cost you can tick the *Adjust orders to split VAT* out option on the main *Import Orders* dialog. This will split the VAT out for all orders. If you use this option you can conditionally split out the VAT. This can be very useful if you ship items to the Channel Islands or other Tax zones.

By default, if you tick *Split out VAT for the following countries* will only split out the VAT for EU countries.
By default, if you tick *Don't split out VAT for the following locations* will not split out VAT for the main Channel Islands.

By default, the Ebay Custom Label is used as the SKU for the item. If you don't use this approach untick this box. You can then decide to put the custom label value into the orders' custom values (you can decide which custom value to start using).
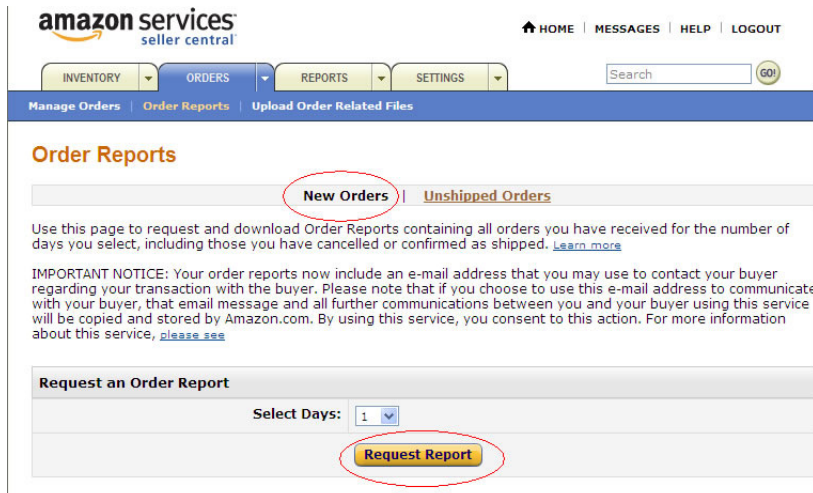
If you are importing Ebay orders from more than 1 account where the order numbers may clash you should tick the *Add Seller'sID to order number*. This will make sure that even if the same order number is used (they start at 1) they will still be seen as 2 distinct orders. If you are using the Interchange format files that don't contain this information the Buyer's id will be used.

Amazon Seller Central

You download your orders from Amazon Seller Central.

1. Login to Amazon Seller Central (at **https://sellercentral-europe.amazon.com**)

2. Go to the **Orders** tab. Select the **Order Reports** option (just below the tab).

3. Select **New Orders**, shown below.

4. Select the required number of days and Click on **Request Report,** shown below.

5. When the reports have been created (normally within 10 minutes) click on the **Refresh** button, shown below.

6. If the report isn't ready *Not Ready* is shown (in the last column). If it has been created a **Download** button appears. Click on this **Download** button.

7 . In the Click on the **Save** button.
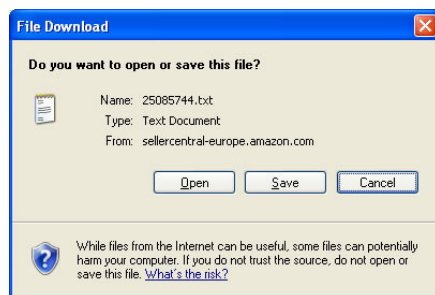
8. Save the file into a folder of your choice (for example, *C:\Downloads*).

You are now ready to import the orders into One Stop Order Processing.

Additional Import Options

If you click on the Options button you can set additional information specific to this import type.

Additional Amazon value mappings
Amazon SellerCentral allows customers to add a gift message to your products. When this information is imported it is put into the One Stop Order Processing custom fields. By default this is put into the first custom field. You can change which field this is put into in the SellerCentral import options.

Shipping handling
If you want your invoices to show a single cost for the item tick this option. This will show a shipping cost of 0 and an increased item price.

Tax handling based on location
If your Amazon orders do not have the tax amount split out from the main cost you can tick the *Adjust orders to split VAT* out option on the main *Import Orders* dialog. This will split the VAT out for all orders. If you use this option you can conditionally split out the VAT. This can be very useful if you ship items to the Channel Islands or other Tax zones.

By default, if you tick *Split out VAT for the following Amazon country codes* will only split out the VAT for EU countries.
By default, if you tick *Don't split out VAT for the following locations* will not split out VAT for the main Channel Islands.

Amazon Marketplace

You download your orders from Amazon Marketplace (Pro Merchant subscription required)

1. Login to Amazon Marketplace (at http://www.amazon.co.uk/marketplace) and click on *Your Account* at the top of the screen. Then click on Your **Marketplace Seller Account** link, shown below:
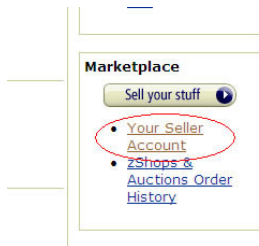
2. Under the *Manage Your Orders* options you should select *Order Reports*. If you do not have this option then you do not have an Amazon Pro Merchant account. To use this software you will need to sign up for a Pro Merchant account (currently £25 per month). Under the Settings options click on Seller Account Information. There is an *Upgrade* button at the bottom of the *Seller Account Information* page (under the *Selling Plan* options).
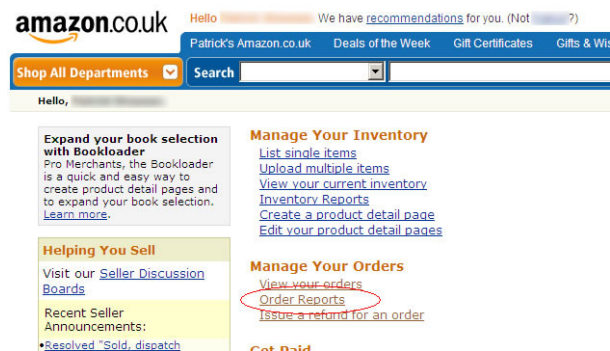
3. Under *Request an Order Report*, select the number of days to retrieve orders for and click on *Request Report*. The orders report will then be generated. This can take from a few seconds to an hour. Click on the *Refresh* button until your new report appears. When this appears click on the *Download* button to retrieve the order information.

NOTE: You can also setup automatically created reports to pickup each day. To do this click on the Edit button under the *Scheduled Order Report Settings*.

4. Click on Save. Save the file into a folder of your choice (for example, *C:\Downloads*).

You are now ready to import the orders into One Stop Order Processing.

PlayTrade

You download your orders from Play.com.

1. Login into your acccount at **www.play.com** and click on the **Reports** option on the left hand side (shown below).
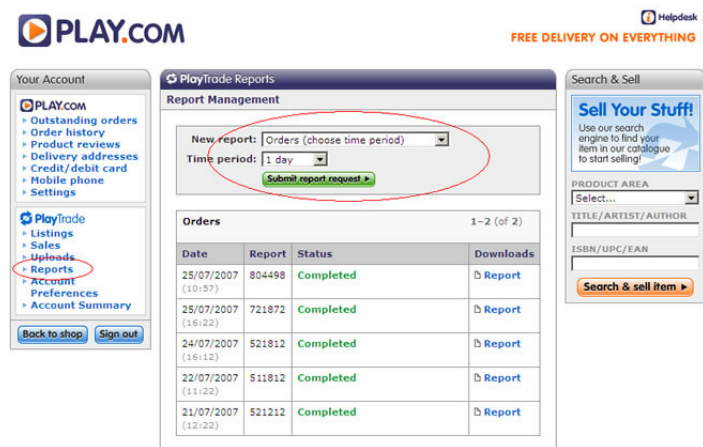
2. Select the **Orders (choose time period)** report, shown above. Click on the **Submit report request** button. After a few minutes the report will have been created and you can click on the *Report* link in the **Downloads** column.

3. You are then prompted with the following dialog. You should click **Save** and save the file (`DownloadReport_aspx.txt`) to a location on your PC, for example, `C:\Downloads`.
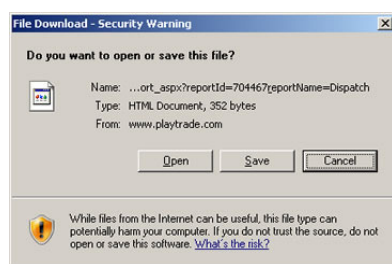
4. Save the file into a folder of your choice (for example, *C:\Downloads*).

NOTE: If you have problems saving the file you should click on *Open*. When the file is displayed in your browser select all the text (*Control Key* and *A*) and then Copying the text into notepad (Press the Windows key and R and then type Notepad and press enter) and save the file to the correct location.

You are now ready to import the orders into One Stop Order Processing.

Additional Import Options

If you click on the Options button you can set additional information specific to this import type.

If you sell any products in Euros (EUR) you can convert these to £ (GBP) when importing. To do this tick the *Convert to Sterling* box. This uses the exchange rate supplied by Play.com

RomanCart

You download your orders from www.romancart.com.

1. Login into your acccount at www.romancart.com and click on the button next to **View the sales manager** (shown below).
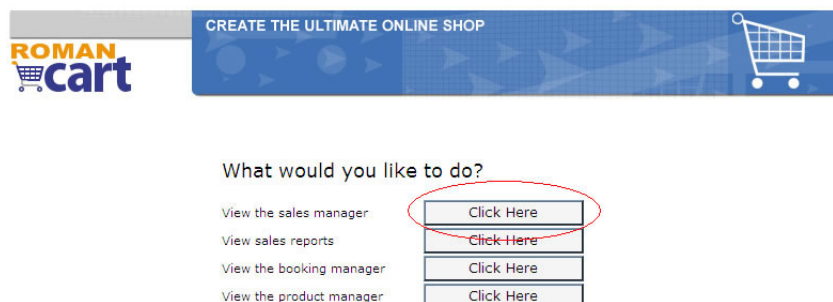
2. Click on **Export Sales Data** (shown below).

3. Select the date range for the orders (in *Date From:* and *Date To:*). Change the *File Type* to **Summary,Item and Extra field files** (the last choice in the *File Type* choices). Change the delimiter to | (the 2nd choice in the Delimited By choices). Make sure that *Enclose exported fields in double quotes* is ticked. Click on Export Data (shown below). Hold down the Ctrl key if you are using a popup blocker.
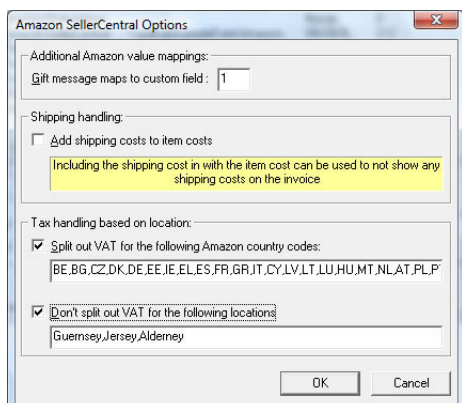
4. Click on the **Save** button.
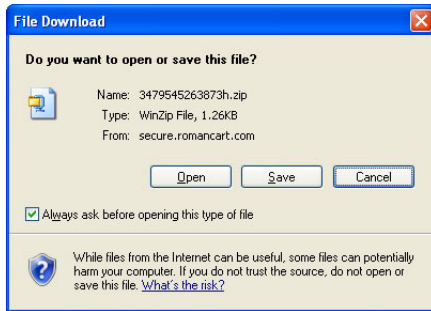
5. Save the file into a folder of your choice (for example, *C:\Downloads*).

You are now ready to import the orders into One Stop Order Processing.

Additional Import Options

If you click on the Options button you can set additional information specific to this import type.

RomanCart allows you to specify your own custom fields. When these are imported these are mapped to the One Stop Order Processsing custom value fields. The Additional Import Options allow you to specify how they are mapped to the One Stop Order Processing fields. You can enter the starting value.
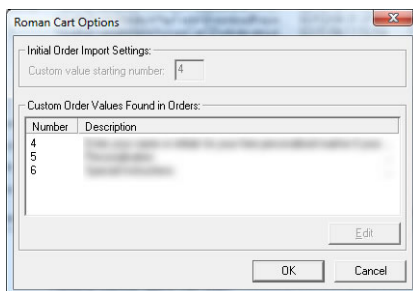
Once the fields have been found in the imported order information you can amend the exact custom field that the information is mapped to (by double clicking on the item or selecting the item and clicking on the *Edit* button.
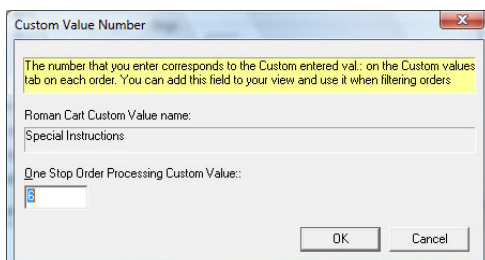
osCommerce/CRE Loaded

1 Make sure that you have installed the additional software required on your osCommerce/CRE Loaded website. Details on how to install the software are shown later in this section.

2 Login into your website in the my_admin folder (e.g. www.mywebsite123.com/my_admin)

3 For osCommerce following the instructions below. For CRE Loaded following the instructions in the CRE Loaded section.

osCommerce

Click on the **One Stop Order Processing** link at the bottom on the left hand side, shown below:
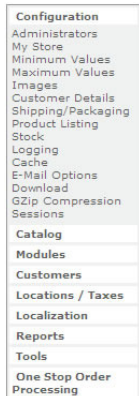
CRE Loaded

Select the One Stop Order Processing menu option (under the Customers/Orders menu option), shown below:
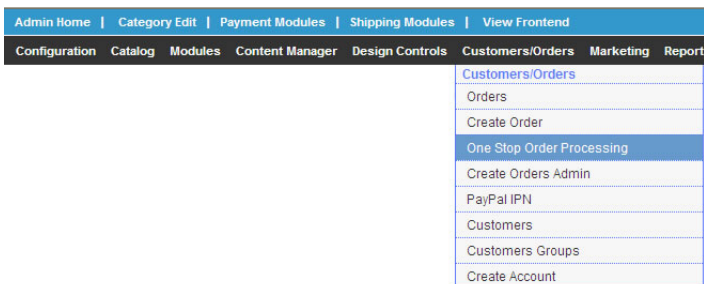
4 Select the range of orders to retrieve details for and click on the *Export* button (shown below):

5 Select *Save* (shown below) and save the file to `C:\Downloads`.
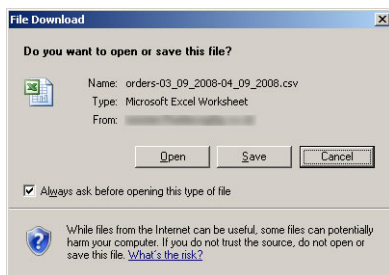
You are now ready to import the orders into One Stop Order Processing.

Additional Import Options

If you click on the Options button you can set additional information specific to this import type.
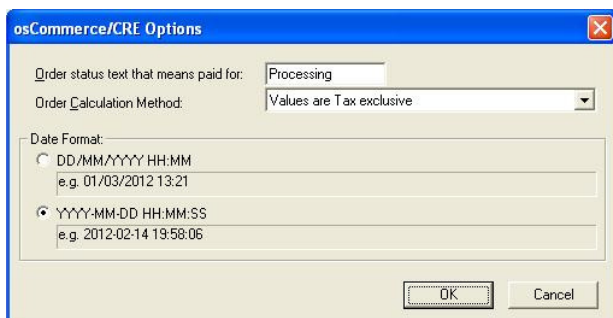
Order status text that means paid for:

By default all orders that are imported from your website and are paid for have a status of Processing. If this has been changed on your site you should put that text in here. This is the text that is checked to see if an order is paid for.

Order Calculation Method

By default all order totals have their prices as Tax inclusive. The tax can be split out when importing. If your Tax model is Tax exclusive (e.g. the shipping value imported does not include tax) then use the Values are Tax exclusive method

Date Format

If your dates are not in the default date format you can change this to the other supported type(s).

Installing the One Stop Order Processing software onto your osCommerce/CRE Loaded website

1 Copy (upload) the files in the `C:\OSOP\Main\osCommerce\admin` folder to the administration folder on your web server (by default called `admin`). This will add files to the existing folders (directories) on your server. For example,

`C:\OSOP\Main\osCommerce\admin\includes\classes\`export.php

will be copied to

`/catalog/admin/includes/classes/`export.php

on your web server.

If you are using osCommerce use the following approach. For CRE Loaded use the CRE Loaded section

osCommerce

2 Amend the `column_left.php` file on your server (by default in `/catalog/admin/includes/column_left.php`). Add the line

`require(DIR_WS_BOXES . 'onestop.php');`

to the end of the menu options. An example, is shown below in **red**.

```
<?php
/*
$Id: column_left.php 1739 2007-12-20 00:52:16Z hpdl $

osCommerce, Open Source E-Commerce Solutions
http://www.oscommerce.com

Copyright (c) 2002 osCommerce

Released under the GNU General Public License
*/

require(DIR_WS_BOXES . 'configuration.php');
require(DIR_WS_BOXES . 'catalog.php');
require(DIR_WS_BOXES . 'modules.php');
require(DIR_WS_BOXES . 'customers.php');
require(DIR_WS_BOXES . 'taxes.php');
require(DIR_WS_BOXES . 'localization.php');
require(DIR_WS_BOXES . 'reports.php');
require(DIR_WS_BOXES . 'tools.php');
require(DIR_WS_BOXES . 'onestop.php');
?>
```

CRE Loaded

3 Amend the customers.php file on your server (by default in /catalog/admin/includes/boxes/customers.php). Add the line

`tep_admin_files_boxes('orders_export.php', 'One Stop Order Processing', 'SSL') .`

in the Customers the menu options. An example, is shown below in **red**.

```
tep_admin_files_boxes('','  ' . BOX_HEADING_CUSTOMERS) .
tep_admin_files_boxes(FILENAME_ORDERS, BOX_CUSTOMERS_ORDERS, 'SSL') .
tep_admin_files_boxes(FILENAME_CREATE_ORDER, BOX_MANUAL_ORDER_CREATE_ORDER, 'SSL') .
tep_admin_files_boxes('orders_export.php', 'One Stop Order Processing', 'SSL') .
tep_admin_files_boxes(FILENAME_CREATE_ORDERS_ADMIN, BOX_CREATE_ORDERS_ADMIN, 'SSL') .
tep_admin_files_boxes(FILENAME_PAYPAL, BOX_CUSTOMERS_PAYPAL, 'SSL') .
```

Now when you access the main admin menu a new menu option will appear that will allow you to download order information.

osCommerce/CRE Loaded Advanced options
If you are using discounts on your website and are using a non standard discount module you will need to update the discount module being used. To do this use the following procedure:

1 Amend the `export.php` file (by default in `/catalog/admin/includes/classes/export.php`).
2 Amend the line `define('MOD_DISCOUNT', '');` to use the module that you are using. The line to amend is shown in red below:

```php
<?php
/**
*
* One_Stop_Export - Export Class for
* One Stop Order Processing
*
* @package export
* @author 1StopOrders.com
* @copyright 1StopOrders.com 2008
*
* $Revision:$
*
*/


// Note: Only change these if you have customised your order totals modules
define('MOD_SUBTOTAL', 'ot_subtotal');
define('MOD_TAX', 'ot_tax');
define('MOD_SHIPPING', 'ot_shipping');
define('MOD_TOTAL', 'ot_total');
define('MOD_DISCOUNT', '');
```

You could change this to use your module (ot_coupon). So the last line would become:

```php
define('MOD_DISCOUNT', 'ot_coupon');
```

EBid

1 Login into your account at http://uk.ebid.net and click on the **sold** link on the left hand side (shown below):

2 Select the orders to retrieve and click on the Export Sales Data link (shown below):
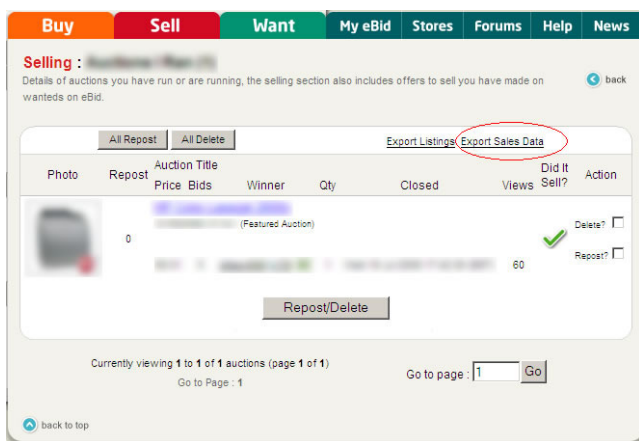
3 Select *Save* (shown below) and save the file to `C:\Downloads`.
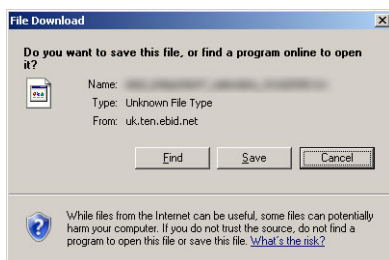
You are now ready to import the orders into One Stop Order Processing.

OSOP - One Stop Order Processing Orders (Custom import format)

You can import information that has been exported from One Stop Order Processing (using the OSOPExport view) or another application that can export a single CSV order information file (e.g. Excel).

If you tick the *Update information in existing orders* option on the main page you can import information into existing orders. This can be useful for adding order tracking or other information from external systems. See the Advanced Import section for more details.

Import file format
The import file is a standard CSV (Comma Separated Value) file. The first line contains the field names separated by a comma (,). Each subsequent line contains values for those fields, each value being separated by a comma (,). Microsoft Excel can export information as a CSV file. You can create a template (example CSV file) by using the One Stop Order Processing *OSOPExport* view and exporting an order.

The order import file can contain any of the fields described below, in any order. If you do not know any of the information for a field don't include the field in the file to import. Any information not supplied is defaulted from the other information supplied. This is described below.

Minimum requirements for an import file
You must have at least 1 of the **red** fields and 1 of the **green** fields in your import file to create a valid One Stop Order Processing order.

Including orders with more than 1 item
If there is more than 1 item per order you must include a value for **Order ID** (the first value). Order lines with the same **Order ID** are imported into the same order. The first line in a group of order lines contains the main order details. The subsequent order lines contain details for the other order's items (and read from the *Item ID, Item title, SKU, Item quantity, Item price, Item tax, Item P&P, Item P&P tax, Item total, VAT rate, Item weight* fields).

Field Name This should appear in the first line of the file	Description	Default value If not included this value is used
Order ID	Unique Order number (e.g. 100006)	Invoice number
Transaction ID	Transaction ID (e.g. 72838485)	Order number
Invoice number	Invoice number (e.g. INT1001)	Automatically allocated from last sequential invoice number (setup in the import options), Order ID of not allocated.
Sales source	Where the order came from (e.g. MOTO)	OSOP
Listed on	Where the sale was listed (e.g. Website)	
Order number	Order number (e.g. 1023)	Order ID, then Invoice number
Sub-total	Total of all items sold (e.g. £85)	Total of all items in order
Discount	Discount applied to Sub-total	0
SubTotal tax	Total tax paid on all items sold (e.g. £15)	Total of all items' tax in order
Total P&P	Postage and Packing for all items (e.g. £10)	Total of all items' P&P
Total P&P tax	Tax on Postage and Packing (e.g. £1.75)	Total of all items' P&P Tax
Insurance	Insurance on whole order (e.g. £2)	
Insurance Tax	Insurance tax on whole order (e.g. £0.35)	If Tax rate given the required tax is split out from Insurance
Total Tax	Total of all Insurance, P&P and Items sold tax (e.g. £17.10)	Total of Insurance, P&P and Items tax
Grand total	Total of all items, Insurance and P&P and Taxes (e.g. £114.10)	Total of all Taxes, Insurance, P&P and Items
Fees	Any fees on sale (e.g. £5.70)	
Payment method	Payment type used for order (e.g. Paypal)	
Shipping method	Method used to send item (e.g. RoyalMail)	
Payment Status	Payment status of order. This can be one of the following values:	Full Payment Received

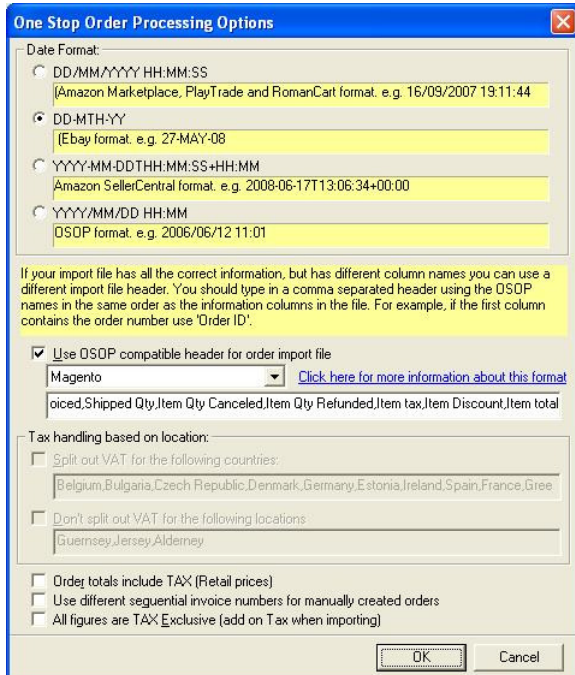|		
	PSP Pending Received Rejected Error Preauthorised Waiting for card details Pending PSP Test Mode Partial Payment Received Full Payment Received Excessive Payment Received SUCCESS The values can be upper or lowercase.	
Order date	Date order was placed (e.g. 16/09/2007 19:11:44)	Checkout Date, then Invoice Date and then Today's date
Invoice date	Invoice date. This is the Tax date/ point (e.g. 16/09/2007 19:11:44)	Order Date
Checkout date	Date checkout was completed (e.g. 16/09/2007 19:11:44)	Order Date
Payment date	Date payment was taken for order (e.g. 16/09/2007 19:11:44)	
Dispatch date	Date order was dispatched (e.g. 17/09/2007 16:00:00)	
Currency	Currency character used for monetary values (e.g. £)	Grand Total currency used
Paypal ID	Paypal transaction ID (e.g. 923849238928)	
PO num	Customer's Purchase Order number (e.g. OT412)	
VAT Number	Customer's VAT (TAX) code (e.g. 615 323 101)	
Total weight	Toal weight of order (e.g 1.02KG)	Total of all order items' weights
Delivery Instructions	Delivery instructions for courier (e.g. Leave in garage)	
Total items	Total number of items in the order (e.g. 2)	Total number of orders' items
Feedback left	Any feedback to give to customer (e.g. Good shopper)	
Notes	Notes on order. These can be amended or added to in the order's memo tab (e.g. Call customer when despatched)	
Feedback received	Comments received from customer (e.g. Excellent customer service)	
Invoice Customer	Customer name (e.g. John Symthe)	
Invoice Firstname	Customer firstname (e.g. John). This and the next field are combined to the Invoice Customer	
Invoice LastName	Customer lastname (e.g. Smythe)	
Invoice Telephone	Customer Telephone number (e.g. 555 123 456)	
Invoice Fax	Customer Fax number (e.g. 555 654 321)	
Invoice Email	Customer's email address (e.g. support@tk.co.uk)	
Invoice Address line 1	First line of address (e.g. Sparechton House)	
Invoice Address line 2	Second line of address (e.g. 12 Parchdale Road)	
Invoice Address line 3	Third line of address (e.g Farletontington)	
Invoice Address line 4	Fourth line of address (e.g. Xexton)	
Invoice County	County (e.g. Wessex)	

Invoice Postcode	Postcode / Zip code (e.g. ZX2 5QC)	
Invoice Country	Country (e.g. United Kingdom)	
Invoice VAT number	Customer's VAT number (e.g. 615 323 101)	
Invoice Buyer ID	Buyers ID, username, login name or handle (e.g. filetpn63743)	Invoice Email, then Invoice Customer
Invoice Company	Company name (e.g. Aprelton Spares Ltd)	
Delivery Customer	Delivery customer name (e.g. Amy Smythe)	Invoice Customer
Delivery Firstname	Delivery firstname (e.g. Amy). This and the next field are combined to the Delivery Customer	
Delivery LastName	Delivery lastname (e.g. Smythe)	
Delivery Telephone	Delivery customer Telephone number (e.g. 555 323 466)	Invoice Telephone
Delivery Fax	Delivery customer Fax number (e.g. 555 234 281)	Invoice Fax
Delivery Email	Delivery customer's email address (e.g. deliveries@tk.co.uk)	Invoice Email
Delivery Address line 1	Delivery first line of address (e.g. Sparechton Warehouse)	Invoice Address line 1
Delivery Address line 2	Delivery second line of address (e.g. 14 Larch Close)	Invoice Address line 2
Delivery Address line 3	Delivery third line of address (e.g Fox Business Park)	Invoice Address line 3
Delivery Address line 4	Delivery fourth line of address (e.g. Grosgripe)	Invoice Address line 4
Delivery County	Delivery county (e.g. Wessex)	Invoice County
Delivery Postcode	Delivery postcode / Zip code (e.g. ZS5 7IK)	Invoice Postcode
Delivery Country	Delivery country (e.g. United Kingdom)	Invoice Country
Delivery VAT Number	Delivery customer's VAT number (e.g. 615 323 101)	Invoice VAT Number
Delivery Buyer ID	Delivery buyers ID, username, login name or handle (e.g. filetpn63743)	Invoice Email, then Invoice Customer
Delivery Company	Delivery company name (e.g. Aprelton Spares Ltd)	Invoice Company
Item ID	Sales ID of item. This is normally unique (e.g. 832478325)	SKU
Item title	Description of item (e.g. Fluffy Dog in box)	SKU
SKU	Your own part number of item (e.g. IL1)	Item ID then Item title
Item quantity	Number of the item ordered (e.g. 1)	1
Item price	Cost of item. This can include tax (if you want to automatically split the tax out use the adjust orders to split VAT out in the import options) (e.g. £4.50)	Item total / Item quantity
Item tax	Tax on item (e.g. 0.79)	Can be calculated from Item price if you use the adjust orders to split VAT out in the import options. The tax (VAT) rate is taken from the VAT rate, unless this is blank. If it is the VAT rate used in the import options is used.
Item P&P	This item's postage and packing. The total P&P is the total of all the items' P&P, unless this field is left empty and the main P&P field is used (e.g. 0.55)	
Item P&P tax	This item's postage and packing tax (e.g. 0.10)	Can be calculated from Item price if you use the adjust orders to split VAT out in the import options. The tax (VAT) rate is taken from the VAT rate used in the import options is used.
Item total	Total cost of item(s), quantity * Item price (e.g. £50)	Item price * Item quantity

VAT rate	VAT rate specific to this product (e.g. 5%)	VAT rate given in *Adjust orders to split VAT* value in main import options.
Item weight	All the item's in this orderline's weight (e.g. 2KG)	
Shipped Qty	Number of these item's shipped (e.g. 2)	Item quantity (if item has been shipped)
Email Sent #1	Has the first email setup been sent? (e.g. 1)	
Email Sent #2	Has the second email setup been sent? (e.g. 0)	
Email Sent #3	Has the third email setup been sent? (e.g. 1)	
Email Sent #4	Has the fourth email setup been sent? (e.g. 0)	
Custom:Entered val. 1	These are values that a specific to your business or from the another application. These values appear on the *Custom Value* tab on each order.	
Custom:Entered val. 2		
Custom:Entered val. 3		
Custom:Entered val. 4		
Custom:Entered val. 5		
Custom:Entered val. 6		
Custom:Entered val. 7		
Custom:Entered val. 8		
Custom:Entered val. 9		
Custom:Entered val. 10		
Custom:Entered val. 11		
Custom:Entered val. 12		
Custom:Entered val. 13		
Custom:Entered val. 14		
Custom:Entered val. 15		
Custom:Entered val. 16		
Custom:Entered val. 17		
Custom:Entered val. 18		
Custom:Entered val. 19		
Custom:Entered val. 20		
Custom:Entered val. 21		
Custom:Entered val. 22		
Custom:Entered val. 23		
Custom:Entered val. 24		

Custom:Entered val. 25		
Custom:Entered val. 26		
Custom:Entered val. 27		
Custom:Entered val. 28		
Custom:Entered val. 29		
Custom:Entered val. 30		
Custom:Entered val. 31		
Custom:Entered val. 32		
Custom:Entered val. 33		
Custom:Entered val. 34		
Custom:Entered val. 35		
Custom:Entered val. 36		
Custom:Entered val. 37		
Custom:Entered val. 38		
Custom:Entered val. 39		
Custom:Entered val. 40		
Custom:Entered val. 41		
Custom:Entered val. 42		
Custom:Entered val. 43		
Custom:Entered val. 44		
Custom:Entered val. 45		
Custom:Entered val. 46		
Custom:Entered val. 47		
Custom:Entered val. 48		
Custom:Entered val. 49		
Custom:Entered val. 50		

Additional Import Options

If you click on the Options button you can set additional information specific to this import type.

When you import orders into One Stop Order Processing from another source the date format can be in different formats. Currently 4 different date formats are supported. You should select the nearest date format to that of the order information that you are going to import.

If you are using an import format that has a different header you can substitute a different one. This allows you to use your own naming convention in your import file and map your names to the required names when importing.

Several standard import formats have been setup., these include Magento and ekmPowershop. When you select a standard format this changes the options to allow importing of orders from that platform. Click on the Information link to see how to export the orders from the external source.

Tax handling based on location
If your orders do not have the tax amount split out from the main cost you can tick the *Adjust orders to split VAT* out option on the main *Import Orders* dialog. This will split the VAT out for all orders. If you use this option you can conditionally split out the VAT. This can be very useful if you ship items to the Channel Islands or other Tax zones.

By default, if you tick *Split out VAT for the following countries* will only split out the VAT for EU countries.
By default, if you tick *Don't split out VAT for the following locations* will not split out VAT for the main Channel Islands.

Order totals include VAT (Retail prices)
If your order values are retail based, where the totals include VAT you should tick this option.

Use different sequential invoice numbers for manually created orders
If you want to use a different set of invoice numbers for manually created orders and imported orders tick this option. This can be used to determine which orders were manually created and which were imported from a sales channel.

All figures are TAX Exclusive (add on Tax when importing)
If the order information that you are importing does not contain any Tax information and you want it added tick this option.

Advanced Import

To import information into existing orders you only need to include the *Order ID* and the required information (e.g. *Delivery Instructions*). You can not include an order's item details (e.g. product codes), but you can include all other order details (including Custom Entered values). An example of a CSV is shown below. This can be edited in Microsoft Excel and exported as a CSV file.

```
Order ID,Delivery Instructions,Custom:Entered val. 1
426-8234341-9441161,Leave with neighbour if out,JJ98324928
283-61188984-5408319,Leave with neighbour if out,TY342334
402-48239431-2828328,Leave with neighbour if out,KL123123
129-11112346-3745908,Leave with neighbour if out,DS823748
277-8758482-2751516,Leave with neighbour if out,RB819283
```

CubeCart v4

1 Make sure that you have installed the additional software required on your CubeCart website. For more information see further in this section.

2 Login into your CubeCart website and click on the **OSOP Order Export** link at the bottom on the left hand side (shown below):
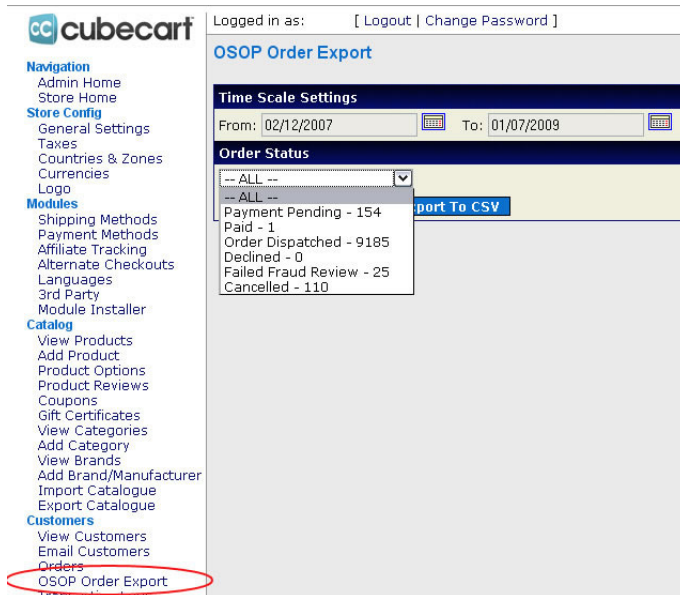
3 Select the range of orders to retrieve details for, the *Order Status* and click on the *Export To CSV* button (shown above):

4 Select *Save* (shown below) and save the file to `C:\Downloads`.

You are now ready to import the orders into One Stop Order Processing.

Additional Import Options

If you click on the Options button you can set additional information specific to this import type.

Tax handling based on location
If your CubeCart orders do not have the tax amount split out from the main cost you can tick the *Adjust orders to split VAT* out option on the main *Import Orders* dialog. This will split the VAT out for all orders. If you use this option you can conditionally split out the VAT. This can be very useful if you ship items to the Channel Islands or other Tax zones.

By default, if you tick *Split out VAT for the following countries* will only split out the VAT for EU countries.
By default, if you tick *Don't split out VAT for the following locations* will not split out VAT for the main Channel Islands.

Installing the One Stop Order Processing software onto your CubeCart website

1 Copy (upload) the files in the `C:\OSOP\Main\CubeCart\admin` folder to the CubeCart administration folder on your web server (by default called `admin`). The store root folder is the one that contains files named admin, cache, classes, docs, images, includes, ioncube, js, language, modules and skins. The files will not overwrite any existing files on the server (store), it will only add new files.

For example,

```
C:\OSOP\Main\CubeCart\admin\sources\orders\osopexport\calendar.js
```

will be copied to

```
/admin/sources/orders/osopexport/calendar.js
```

on your web server.

2 Amend the navigation.inc.php file on your server (by default in admin/includes/navigation.inc.php). Find the line (around line 92) that has the following text:

```
<li><a <?php if(permission("orders","read")==true){ ?>href="<?php echo $glob['adminFile'];
?>?_g=orders/index" class="txtLink"<?php } else { echo $link401; } ?>><?php echo
$lang['admin_common']['nav_orders'];?></a></li>
```

Add the following text after this line.

```
<li><a <?php if(permission("orders","read")==true){ ?>href="<?php echo $glob['adminFile'];
?>?_g=orders/osopexport/index" class="txtLink"<?php } else { echo $link401; } ?>>OSOP Order
Export</a></li>
```


Save the changes and upload this file to your server (if not being amended on it).

Actinic Desktop

You can import orders from Actinic V4, V5, V6, V7, V7 Multi user, V8, V9, V10 and V11 as well as Actinic Enterprise (V8, V9, V10 and V11). You can import orders from up to 15 different Actinic sites into a single One Stop Order Processing Site. Each Actinic site can be from any Actinic version (e.g. you can process orders from an Actinic V7 site alongside orders from an Actinic V9 site).

When you click on the order *Edit* button on the *Import Orders* dialog you are shown the following dialog:
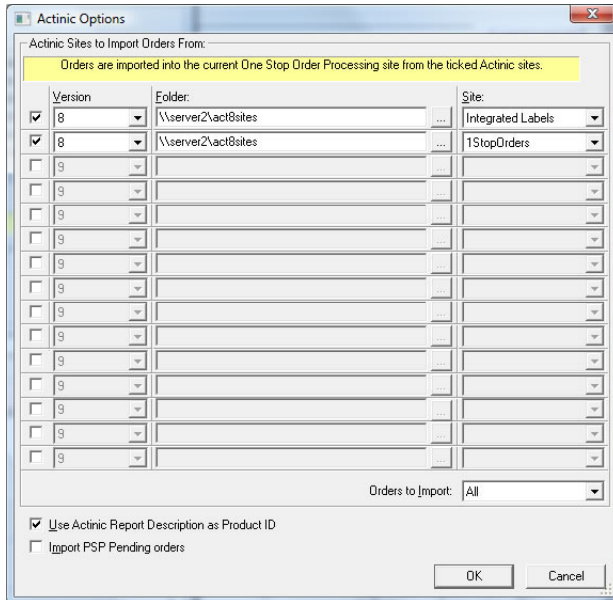
NOTE: Once the orders are imported into One Stop Order Processing any changes made will not be reflected in Actinic

Version
When you select the Actinic Version the default site folder is shown in the Folder. If this is incorrect you can adjust this. This can include mounted remotes drives (for multi-user Actinic). UNC paths are also support. E.g. \\server\Actinic. If you select an Actinic Enterprise version you must select the relevant SQL Server and database.

Actinic V11
If you are importing orders from Actinic V11 the tracking details are imported into the Custom Entered 11 and 13 fields. These can be used in online tracking, order export, emails and invoices (or packing lists).

Folder
You can change the value folder to look for Actnic sites in. If this is an Actinic Enterprise site then the server details are displayed.

Site
This lists all of the sites (folders) available under the specified folder. Select the required site to import orders from.

If you wish to import orders from all of your Actinic sites you should select the various in each of the available site slots (up to 20). When the *Import orders* button is pressed the relevant orders are imported from all the selected sites.

Orders to Import
You can import orders based upon their order date. You can import the following orders:

Today
YesterDay
This Week
Last Week
Last 7 Days
Last 10 Days
This Month
Last 30 Days
Last Month
This Year
Last Year
All

Use Actinic Report Description as Product ID

If you use more than 1 product ID for an Actinic product (and use the Report Description field to store the additional item ID) then tick this option.

Import PSP Pending Orders

If you want to import PSP Pending orders (orders where the customer failed to complete the checkout process using a payment provider, e.g. SagePay or Paypal) tick this option. If this option is unticked the PSP pending orders are not imported.
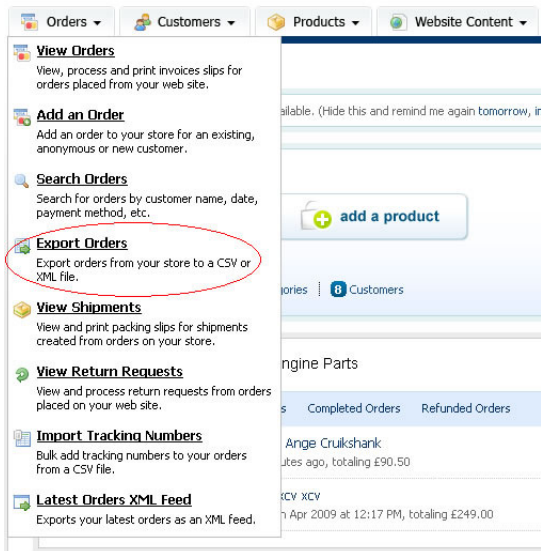
Interspire

1 Login into your website in the my_admin folder (e.g. www.mywebsite123.com/admin)

2 You can Export all orders or specific orders.

Export all orders

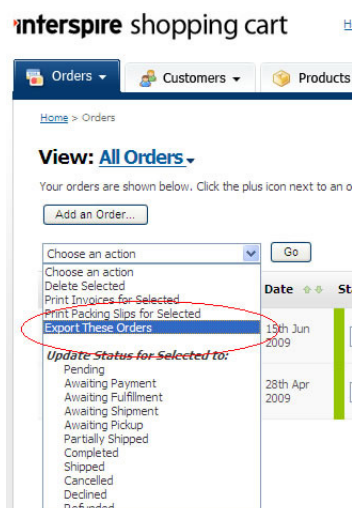Click on the **Export Orders** under the *Orders* menu, shown below:
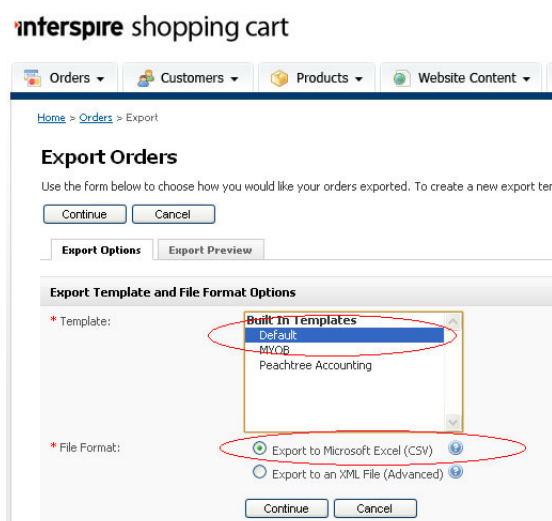

Export selected orders

Click on **View Orders** under the *Orders* menu, shown below:
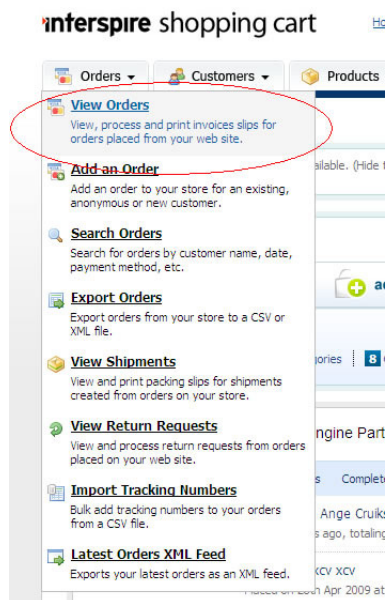
Then tick the required orders and select the *Export These Orders* action and click on the *Go* button.

3 Select the Default Export Template and the Export to Microsoft Excel (CSV) option, shown below. Then click on the Continue button.
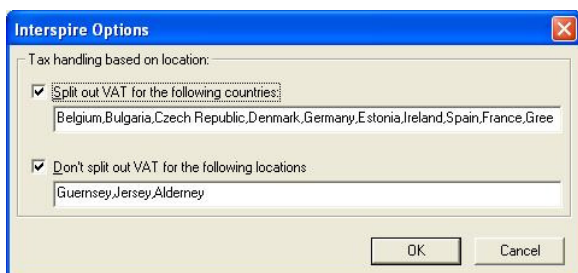

4 Select *Save* and save the file to `C:\Downloads`.

You are now ready to import the orders into One Stop Order Processing.

Additional Import Options

If you click on the Options button you can set additional information specific to this import type.

Tax handling based on location
If your Interspire orders do not have the tax amount split out from the main cost you can tick the *Adjust orders to split VAT* out option on the main *Import Orders* dialog. This will split the VAT out for all orders. If you use this option you can conditionally split out the VAT. This can be very useful if you ship items to the Channel Islands or other Tax zones.
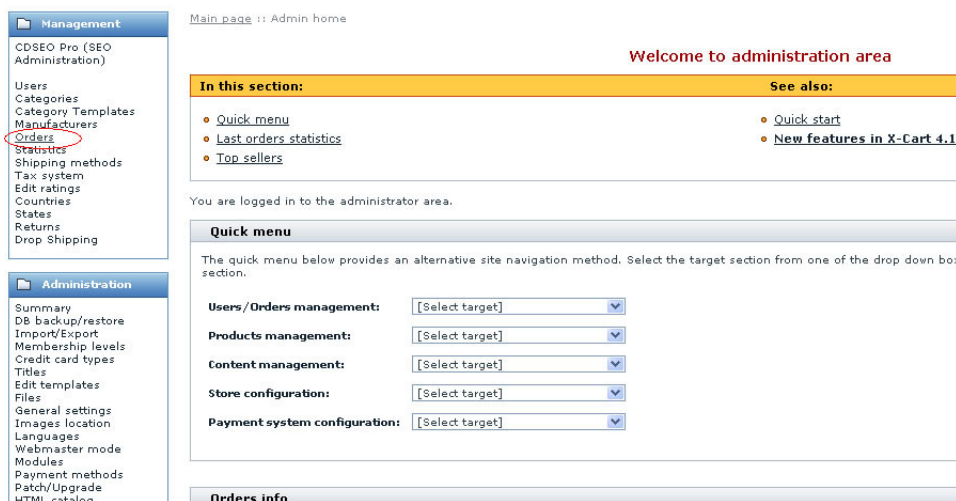
By default, if you tick *Split out VAT for the following countries* will only split out the VAT for EU countries.
By default, if you tick *Don't split out VAT for the following locations* will not split out VAT for the main Channel Islands.

DocVer 1.20

XCart

1 Login into your website in the admin folder (e.g. www.mywebsite123.com/admin)

2 Click on **Orders** under the *Management* section, shown below:

3 In the **Export/Delete orders** section select the *4.0.x compatible: CSV (with comma delimiter)* **File format for export** and click on the *Export all* button, shown below:
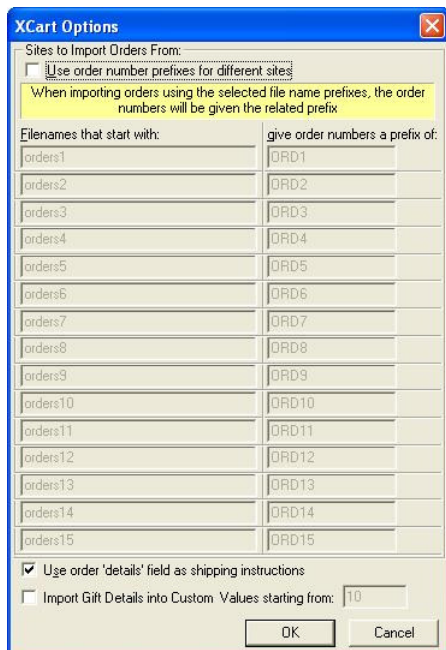

4 The orders are exported, shown below:

5 Select *Save* and save the file to C:\Downloads.

You are now ready to import the orders into One Stop Order Processing.

Additional Import Options

If you click on the Options button you can set additional information specific to this import type.

Sites to import Orders From
If you import orders from different XCart sites and want each order to have a different order number prefix (to easily identify the order's source and to use in filters) tick this box. You will need to save each site's orders into a different filename. When importing the filename used is compared with those stored. If that filename isn't found you are shown the options so that you can choose the mapping.

Use order details field as shipping instructions
If you use the XCart details field as the shipping instructions tick this box.

Import Gift Details into Custom Values starting from:
If you have updated your XCart site to have 2 extra fields on the end and are using those for Gift details tick this box. You can then choose which custom fields to put the details into. For each order line the first gift details are stored in the first listed custom field, the 2nd details in the next custom field and so on. For example, using a starting value of 10, if you have a gift wrap price of £6.20 and a message of "Happy Birthday Zoe" for the first order line and a gift wrap price of £3.45 with a message of "From Bob" these will be stored in the custom values as shown below:

Custom Value 10   6.20
Custom Vlaue 11   Happy Birthday Zoe
Custom Value 12   3.45
Custom Value 13   From Bob

To use these values in emails, invoices etc.. you should use the macros [%CUSTOM_ENTERED10%] , [%CUSTOM_ENTERED11%] , [%CUSTOM_ENTERED12%] and [%CUSTOM_ENTERED3%] .

NOTE: If you don't tick this option the 2 extra fields are put onto the Orderline's Item number and product Cost Price.

Magento

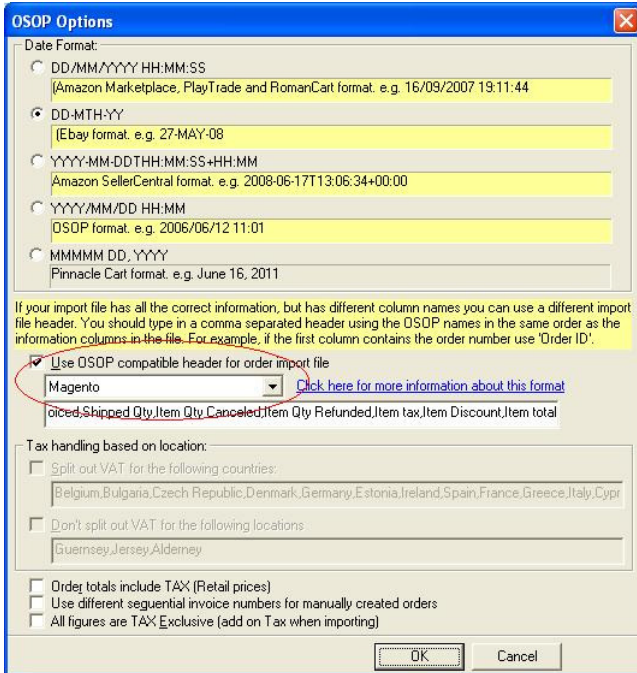To import your orders from Magento into One Stop Order Processing use the following procedure:

To import orders from Magento you will need to install the following Magento extension:

http://www.magentocommerce.com/extension/1350/simple-order-export

You now import your orders into One Stop Order Processing using the OSOP Import format.

Select the OSOP import format and select the Magento format, shown below.

ekmPowershop

To import your orders from ekmPowershop into One Stop Order Processing use the following procedure:

1 Login into your website in the admin folder

2 Select the Import/Export screen, then select the File export, shown below.
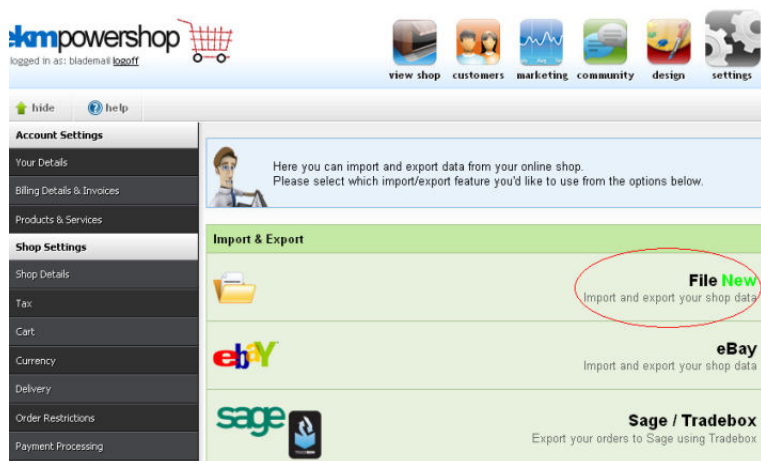
3 Select the range of orders needed, shown below.
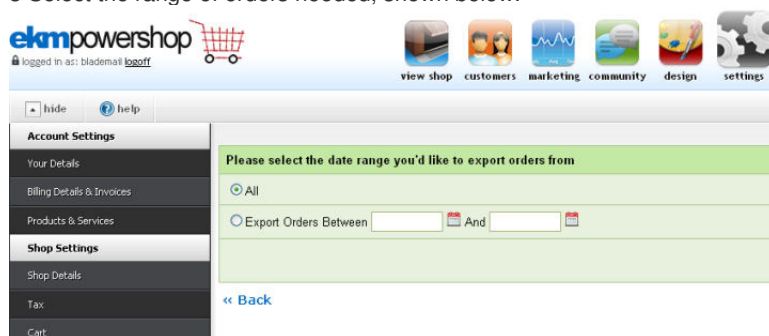
4 Leave all fields selected and click on Next.
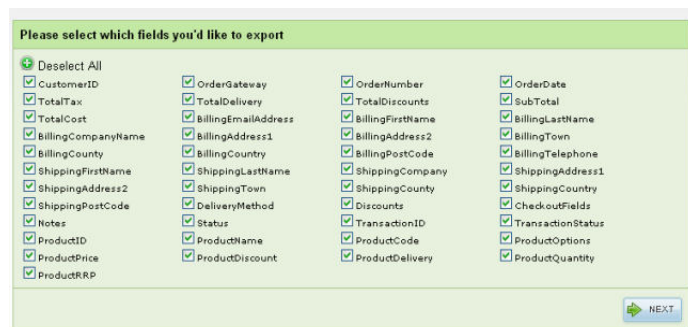
5 Select Single Line export and click on Next.
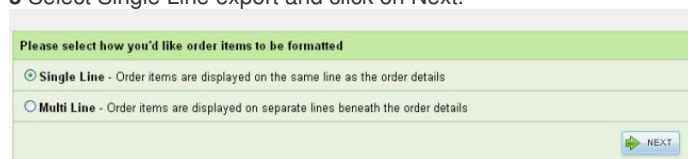
6 Select CSV File and click on export.

7 You are now ready to import the orders into One Stop Order Processing using the OSOP Import format.

8 Select the OSOP import format and select the ekmPowershop format, shown below.

Pinnacle Cart

To import your orders from Pinnacle Cart into One Stop Order Processing use the following procedure:

1 Login into your website in the admin folder

2 Select the *Users & Orders->Browse Orders* menu option , shown below.
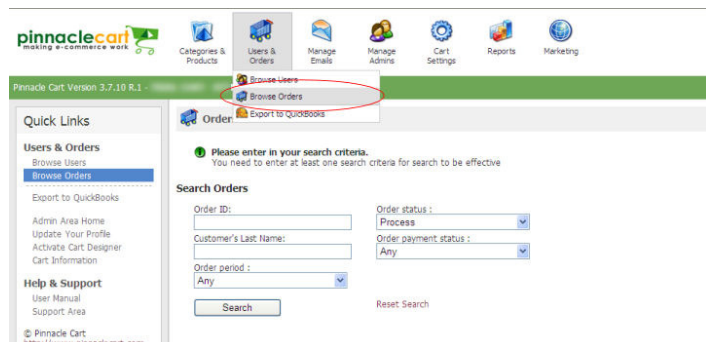
3 Select the orders to export or tick *check all.* Click on the *Export to CSV* button, shown below.
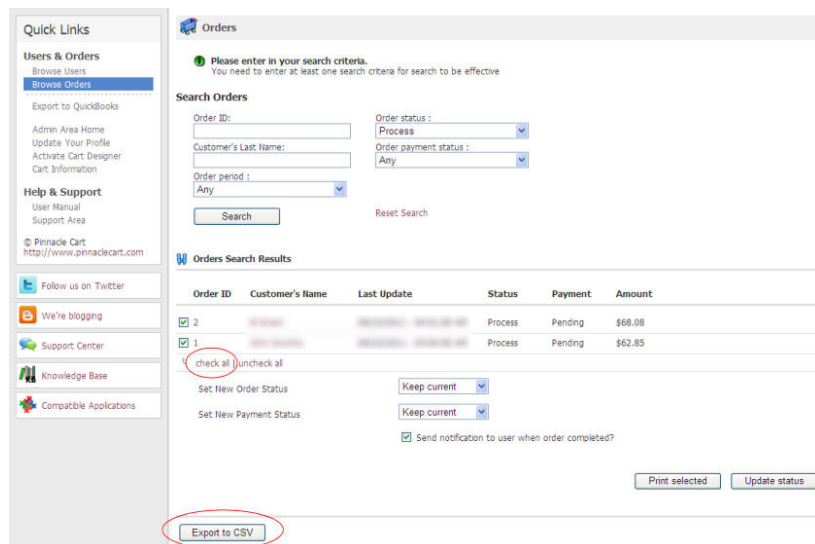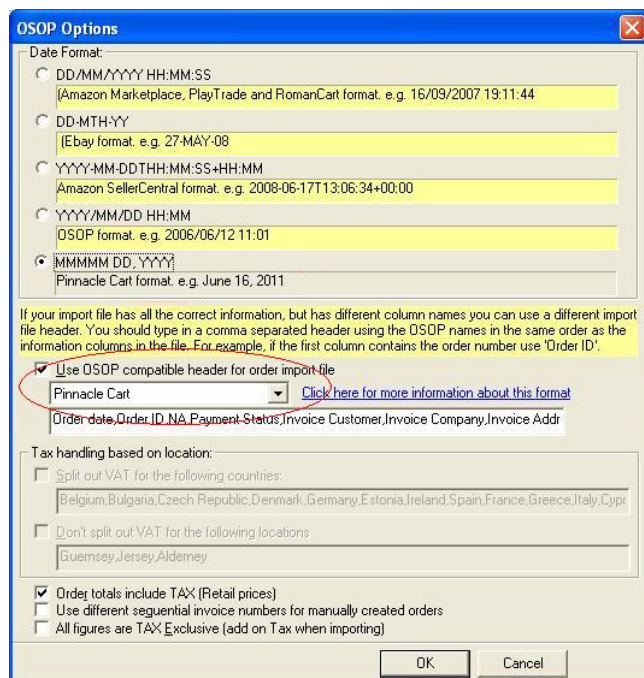
4 Select the Save button and save the file to a folder.
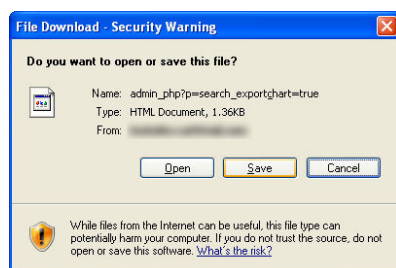
5 You are now ready to import the orders into One Stop Order Processing using the OSOP Import format.

6 Select the OSOP import format and select the Pinnacle Cart format, shown below.

7 In the main Import dialog if you untick *Split VAT out* if you have included tax information on your website.

NOTE: One Stop Order Processing can import orders with up to 30 order lines. If more than 30 order lines are found on a single order a warning is given.

Actinic Online/Oxatis

1 Login into your website in the admin folder

2 If you have already installed the Actinic Online/Oxatis order download tool, called a DataPlug, go to item 7.

3 To install the order download tool (DataPlug), select the Oxatis DataPlug menu option under the help menu, shown below.
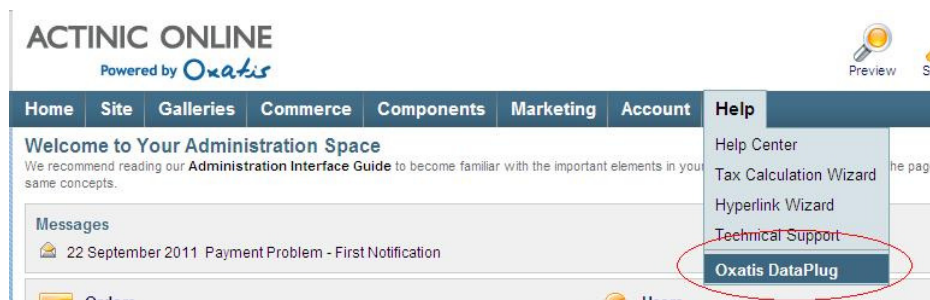
4 Once you are happy with the DataPlug terms and conditions tick I have read and accept the Oxatis DataPlug terms of use and click on the Download button, shown below.
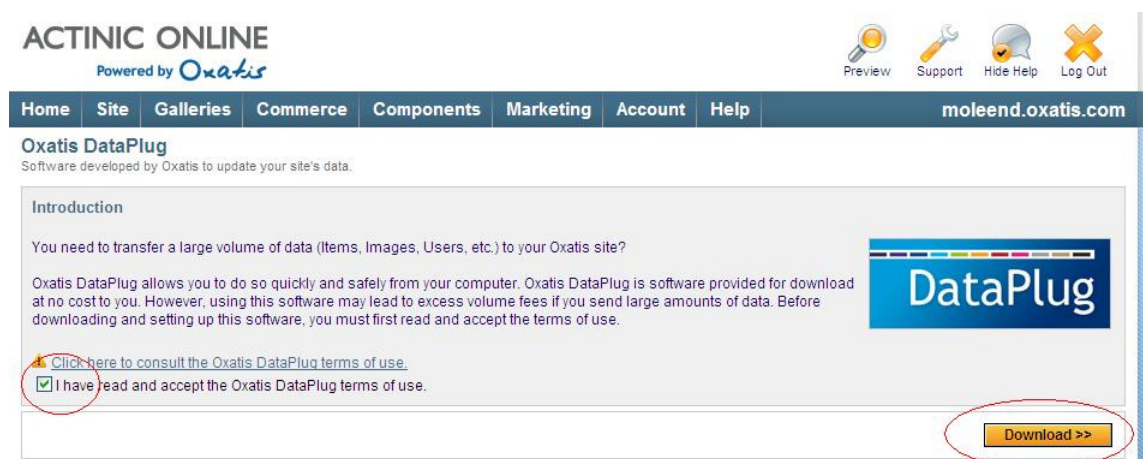
5 You are shown a download link, click on the link. This is shown below.

NOTE: You may need to hold down the control key when clicking on the link if a download box does not appear.
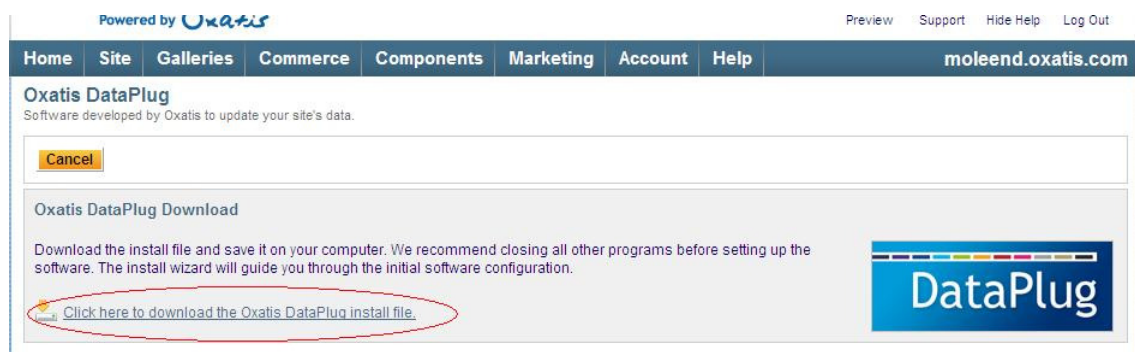
6 You can now Run the installation for the Dataplug, shown below.
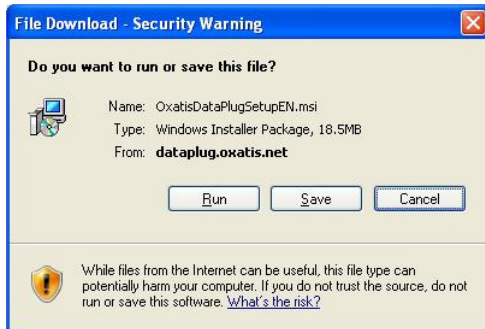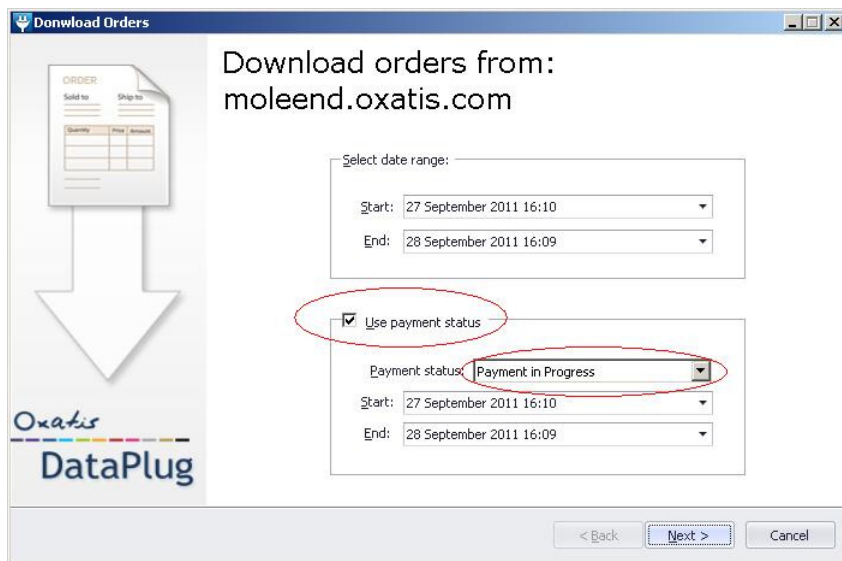
7 When you run the DataPlug you will be asked for your Actinic Online/Oxatis username and password. You will only need to enter these details once. When the main screen is shown click on the Download button.
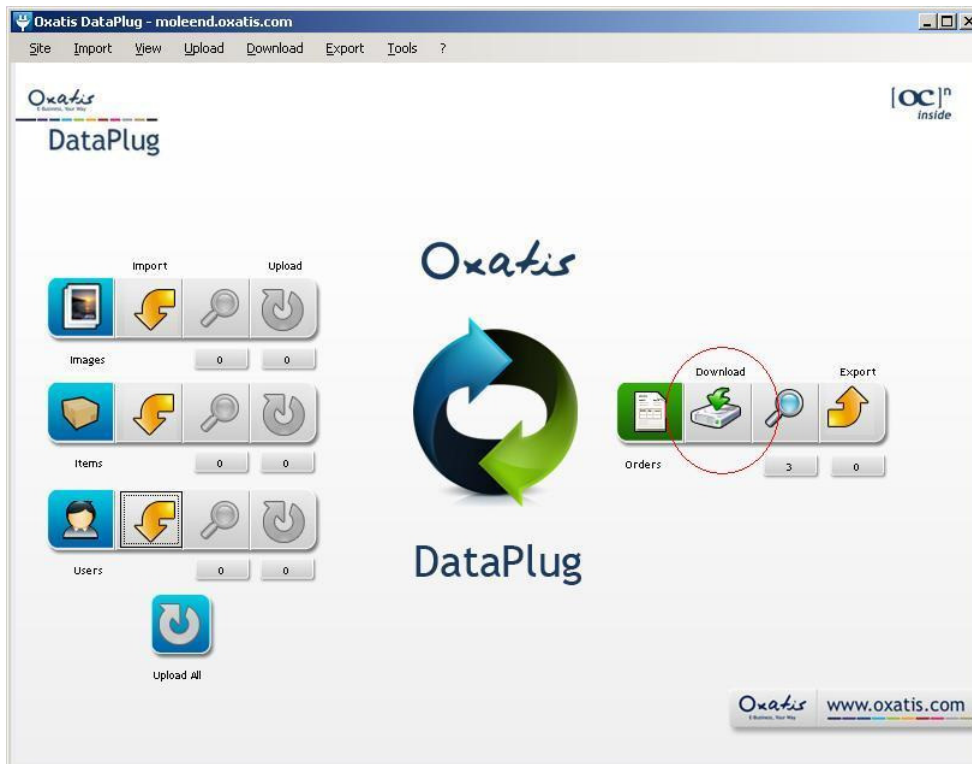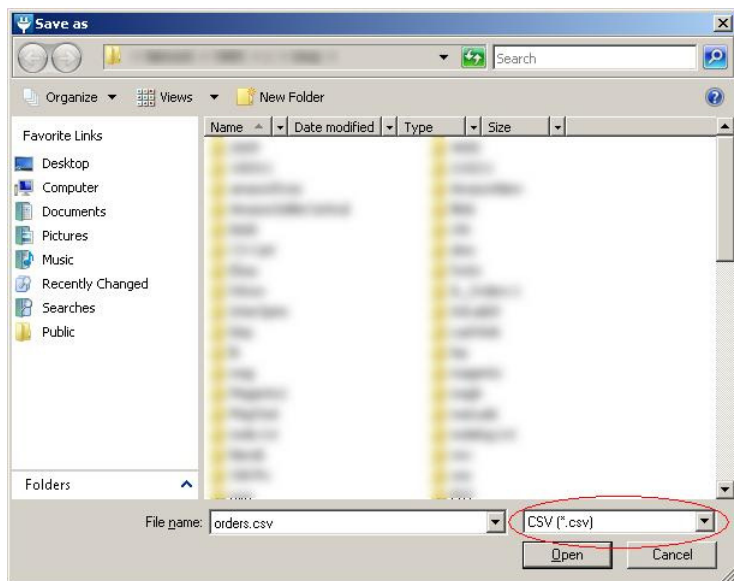
8 Select the date range, which defaults to the last 24 hours. You must tick Use payment status and select the orders to download and click on Next.

9 Once the orders have been downloaded you will need to export the orders. On the main screen click on the Export button. On the Exporting Orders to Excel or CSV File screen click on the Browse button. The Save as dialog is shown. Change the format type to CSV and select a filename to store the orders into and click Open.

10 Once the filename has been selected select the date range for the orders. If you only want to include orders not downloaded before don't tick Orders already exported. i.e. If you want to include all orders tick Orders already exported. Click on Next.

11 Click on Next.

12 If no warnings or errors are shown click on Finish.
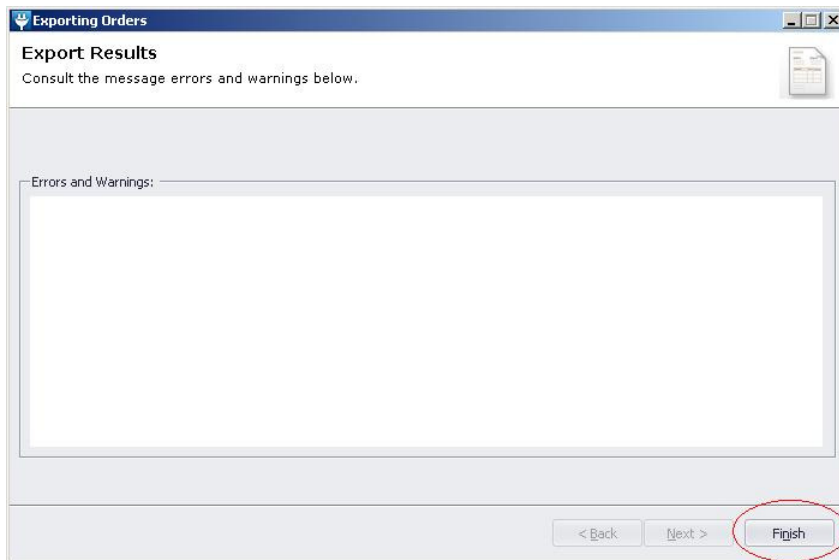
13 You are now ready to import the orders into One Stop Order Processing using the OSOP Import format.

14 Select the OSOP import format and select the Actinic/Online Oxatis format, shown below.
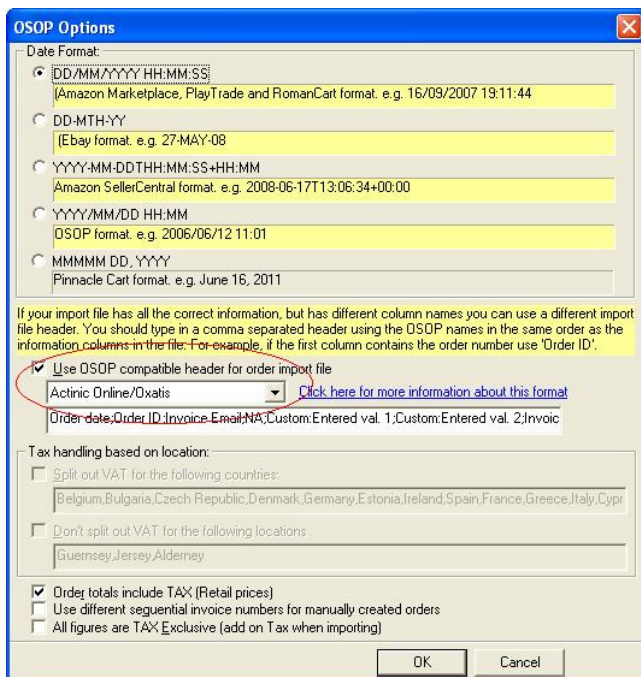
Paypal
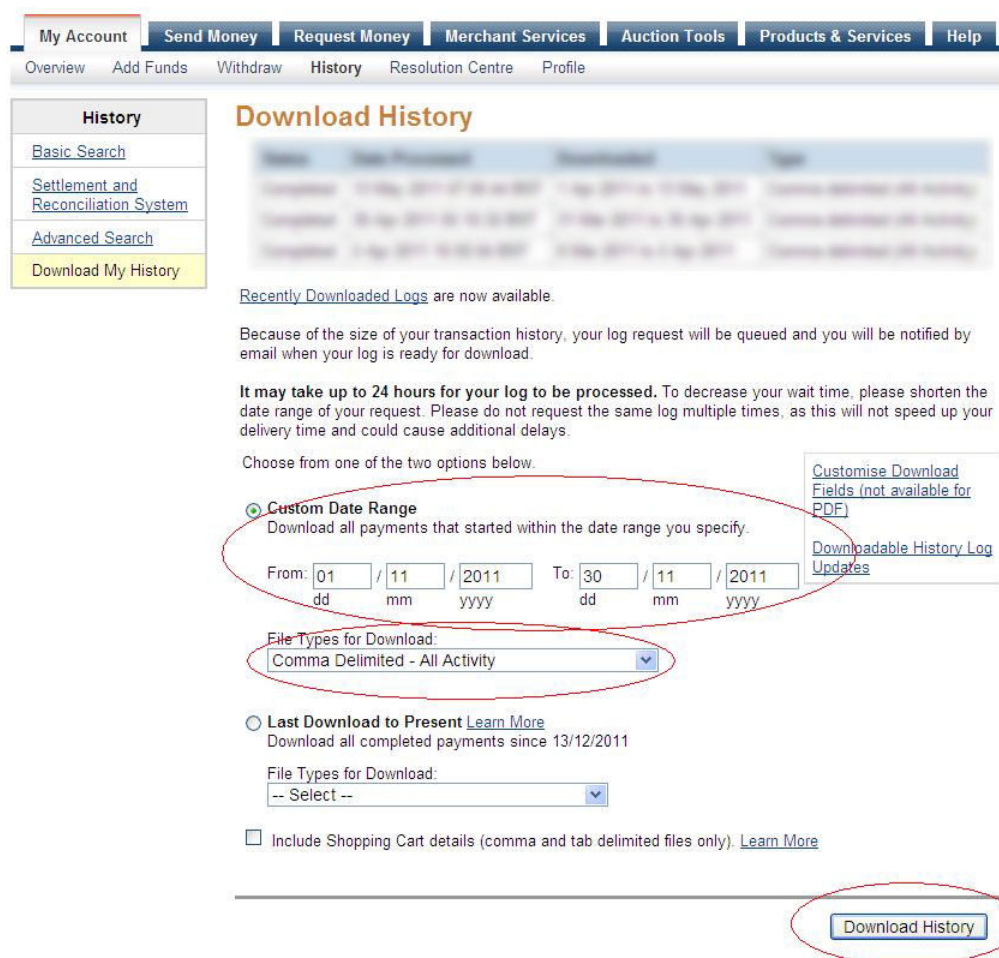
To import your orders from Paypal into One Stop Order Processing use the following procedure:

1 Login into Paypal.

2 Select the *History* menu then *Download History* menu option*,* shown below.

3 Select the range of orders needed and click on the *Download History* button, shown below.

4 When the report is generated click on the *Recently Downloaded logs*, shown below:

5 You are now ready to import the orders into One Stop Order Processing using the OSOP Import format.

6 Select the OSOP import format and select the Paypal format, shown below.

Additional information

After importing the orders, if all the required details are not shown you will need to amend the download the Paypal options. This is described below:

1 In the *Download History* screen (shown above in step 4), click on the *Customise Download Fields*. This is shown below.

2 For example, if the address is not included make sure that *Multi-Column Postal Address* is ticked. This is shown below:

Import options

Overwrite orders with same order number
If you want to overwrite any changes that you have made in One Order Processing (for example, the order details have been updated in Ebay) you should tick this option. If you want to do most of the order processing in One Stop Order Processing and want to import a single orders file that could contain previous orders (or example, if you always create an Amazon orders report to include the last 30 days orders) you should untick the option.

If you use the are importing One Stop (OSOP) orders there is an additional *Update information in existing orders* option. If you tick this option you can import information into existing orders. This can be useful for adding order tracking or other information from external systems. This feature can be used with all orders type, not just OSOP orders (This feature can used for importing tracking details for Amazon orders). See the Advanced Import section for more details.

Backup existing orders before importing to
You can take a backup of the current orders file before any new orders are imported. This can be used as a backup to restore the orders to a previous day's state. The backed up orders filename is given the `name Backup{sitename}{Date and time}.zip`. Where `{sitename}` is the name of the current site being imported into and `{Date and time}` is the current date and time.

Only include orders where payments have been received
With some websites (for example, Playtrade) orders can be included where they are cancelled or haven't been paid for. You should tick this box if you only to handle orders that have been paid for. However, you can use the filtering options to only show (and process) paid orders.

Adjust orders to split TAX out
Using the default information provided by websites you can't normally issue a TAX receipt. You can list orders on some websites (e.g. Ebay) that can (for some orders) split the TAX out for you. Some other sites (e.g. Playtrade) don't provide this facility. If you tick this option any orders that don't already have their TAX taken out of the retail price have the TAX split out from the order. This means that you can send out TAX invoices. You can also choose to not split the TAX for shipping (if required).

Rounding
When TAX is calculated there maybe very small rounding errors. To keep the order's totals in balance a small amount may need to be added to one component of the order. You can choose to add this to the Order total (the items ordered) or the Tax (VAT). By default, the additional amounts are added to the Order total. You can change this to adjust the TAX amount owed if required.

Default currency
If the currency can not be determined from the orders imported or you are creating manual orders this is the currency used.

Use sequential invoice numbers
This can be used to have a consistent invoicing system across all of your selling areas. This includes manually entered orders. This may also be a requirement of the invoicing system required by your company's accounting. You can set the starting invoice number and format. Each time an order is added the number is increased by a fixed value. The default value is 1.

Products
Update Stock Levels
If you have imported your products into One Stop Order Processing and have turned on Stock Control this will update the stock level when importing the relevant order.

Automatically add new Products to:
If you decide to automatically add products you can assign them all to a group. This can be used to filter or categorise your products.

Overwrite if same SKU
Tick this option if you want to overwrite the product details each time an order is imported, if it already exists. This is a useful feature if the product details that you want imported change in the source site. For example, if you update the cost price in Actinic and want to keep the One Stop Order Processing version up to date with this product tick this option.

Note: If you use this option any changes made to the product in One Stop Order Processing will be lost (including stock levels).

Automatically add SKUs (if blank). Starting with:
If the products that you are importing does not have a SKU (e.g. Ebay orders) you can assign a code to it. When the same product is downloaded later it will be assigned the same SKU.

When importing products you can overwrite information. This can be very useful if the product definitions change (or are maintained in an external system).

NOTE: If you are using Actinic (version 9 onwards) the product Cost price is imported when a product is automatically created.

Other information

The names shown for the import types can be changed. For example, if you OSOP orders to be shown as MyOrders. To do this you will need to amend the file IL_Types.ini with a text editor. In this file under each type (e.g. Type1) is a field called Import. The text after the = can be changed.

NOTE: If you use this option previous orders of this type will NOT be changed to the new text.

When you import the order information you can show additional information (tick the *Verbose information* option) and copy any information to the clipboard by clicking on the *Copy processing information to clipboard*.

Order Processing Tasks (to perform on newly imported orders)

After you have imported orders you can perform various tasks on the orders. You need to click Select Orders then Click on the Close and Process Orders. This will perform the tasks, if ticked, shown below.

Format Addresses
Ship Orders
Unship Orders
Mark as Paid
Print Picking List
Print Packing List
Print Invoices

Set colour of unpaid orders. By default, this is set to Ignore. This means that orders will have their colours changed if they are

unpaid. If you need to amend or add a new colour if you click on the ⬜ button next to the Highlight Colour filter on the main screen.

NOTE: When you have clicked on the Close and Process Orders button all the imported orders will be selected. The orders shown will be in addition to the current filter. For example, if you are only showing orders from the last 7 days and you import orders from 30 days ago these orders from the last 30 days will also be selected and shown.This allows you to make sure that you always process all the orders imported. When you Refresh the orders (or use the F5 key) the order filter will be used again. In the example used, only the last 7 days orders will be shown once the Refresh has been used.

Advanced Import

To import information into existing orders you only need to include the *Order ID* and the required information (e.g. *Delivery Instructions*). You can not include an order's item details (e.g. product codes), but you can include all other order details (including Custom Entered values). An example of a CSV is shown below. This can be edited in Microsoft Excel and exported as a CSV file.

```
Order ID,Delivery Instructions,Custom:Entered val. 1
426-8234341-9441161,Leave with neighbour if out,JJ98324928
283-61188984-5408319,Leave with neighbour if out,TY342334
402-48239431-2828328,Leave with neighbour if out,KL123123
129-11112346-3745908,Leave with neighbour if out,DS823748
277-8758482-2751516,Leave with neighbour if out,RB819283
```

Creating and amending orders

If you accept telephone orders, mail orders or want to enter manual orders click on the New Order button (   ). This will display the customer details dialog. You can also amend existing or imported orders. You can use any of the customer or product details created when importing orders.

You can display the current order details in any of the following ways.
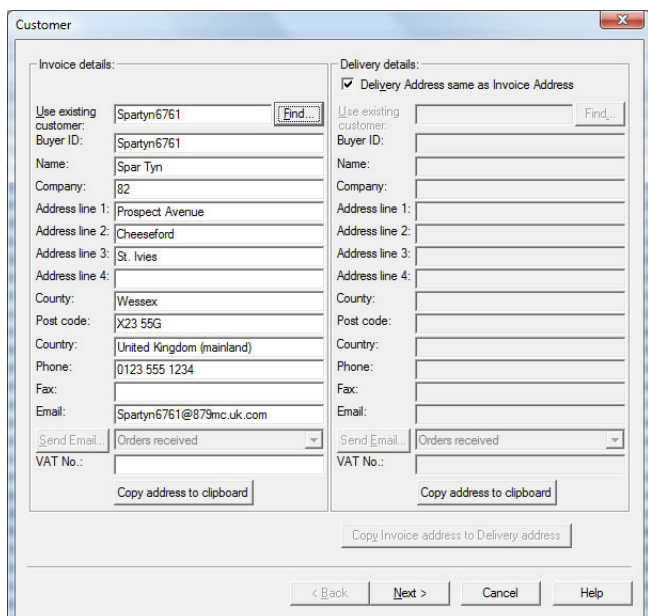
Double clicking the mouse on an order.
Select an order and right click (on the mouse) and select the Show Order Details option.

NOTE: Only 1 person can edit an order at a time. While an order is being edited it can still be viewed by other users. You are prevented from editing an order if someone else is editing the order. If you have the 'Allow locked orders to be changed' option enabled (in the *Setup Available Features* dialog) you can override the other person editing an order. However, this will then prevent the other user from saving their changes. In practice, if this situation arises you should either talk to the person or send them a message (using the logged on users dialog from the main dialog).

Each order is made up of the following pages:

Order Customer Details Page

The customer details for the invoice and delivery address are shown for the order. When adding an order you can use existing customers' details by typing in their Company name, Buyer ID or Name. If more than match is found you can choose which customer to use. You can use the same and delivery address.

If you want to copy the Invoice details or Delivery details to another application use the *Copy address to clipboard* option. These can then be pasted into any other application. To edit the order details press the *Edit order details* button. When you are adding an order the *Edit order details* button does not appear.

When an order has been created you can send an email to their invoice or delivery address, using one of the pre-defined email templates (in the *Options*).

Order Items Ordered Page

The key order information is displayed. This can be used to quickly check the status of the order. To edit the details, click on the *Edit order details* button.

Invoice Number
This is the invoice number that appears on the invoice. If you have the *Use sequential invoice numbers* option ticked on the *Import Orders* dialog this is the number allocated when importing. If this option isn't ticked then the websites value is allocated (e.g the Amazon order number). If you want to change the format or number allocated you should change this in the *Import Orders* dialog. However, if you are creating a manual order you can change the format (and value) in this dialog and the next invoice number created will use the new format. This includes when you import orders.

Shipping method
You can amend the shipping method. This will then become the default shipping type for the next manually created order.

Shipping Instructions
You can add or amend the shipping details (that would normally appear on the packing label, packing slip).

Payment method
This is the payment method used. This will then become the default shipping type for the next manually created order.

PO Num
If the customer has their own order number this can be used here.

Date Ordered
This is the date the order was placed on the website or entered on the order when manually created. You can amend this if required.

Date Shipped
You can click on the Ship button to ship the order. This also creates a shipped date. Once the order has been shipped you can change the date.

Highlight Colour
You can add or change the colour shown for the order.

Currency
The currency for the order is picked up from the products added or the invoice created. If you want to change the currency of the whole order you can enter the currency code here (e.g. $).

Insurance
If you want to amend the insurance taken (for Ebay) or manually add insurance then you can do so here.
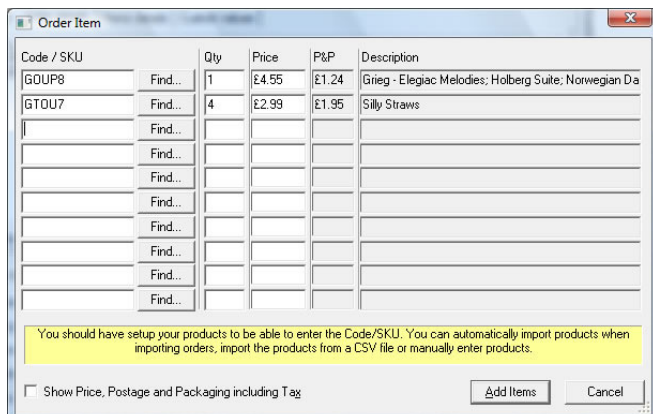
Shipping/Handling
This will be automatically created when you add, remove or amend the items in the order. However, if you want to change the total shipping you can use this field. The individual items will then have their own postage and packing amounts adjusted by a proportional amount of their original value.

Outstanding Balance
The amount that needs to be paid for the order is shown. If there is an outstanding balance this is shown in red. This can be very useful if someone has paid for the order and then needs to add on additional items. The additional amount that needs to be paid is then shown in red. Once paid you can click on the *Pay Outstanding Balance* button.

If you are adding an order you do not have to click on *Edit order details*. If you want to add a lot of items at once, using their *SKU* (product code) click on the *Add items in Bulk*, shown below.

Adding Items in Bulk
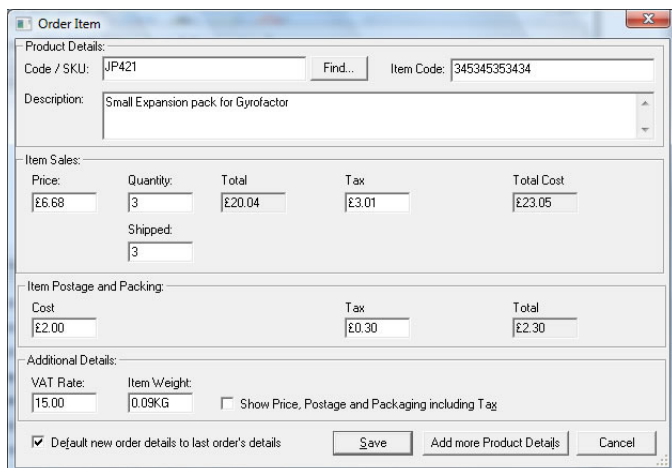
You can add up to 10 items quickly and easily. After entering the SKU you can then adjust the quantity and amend the price as required.

You can amend or add an individual items, described below.

Items ordered
You can add, amend or delete items from the order. For each item in the order you can amend the details retrieved from the relevant website or add additional details (e.g. weight).

When you add or amend an order the following dialog is shown:

If you are adding an item to the order and know all or part of the SKU (Product code) type its value in and click on the *Find...* button. You are then shown the matching products and can choose the relevant one.

You can enter or amend the main product details. In addition to this you can adjust the item's prices, shipping and weight. If you increase the quantity the tax and Total costs are adjusted. After the Tax has been calculated (based upon the item's VAT rate) you can then manually adjust the tax amount.
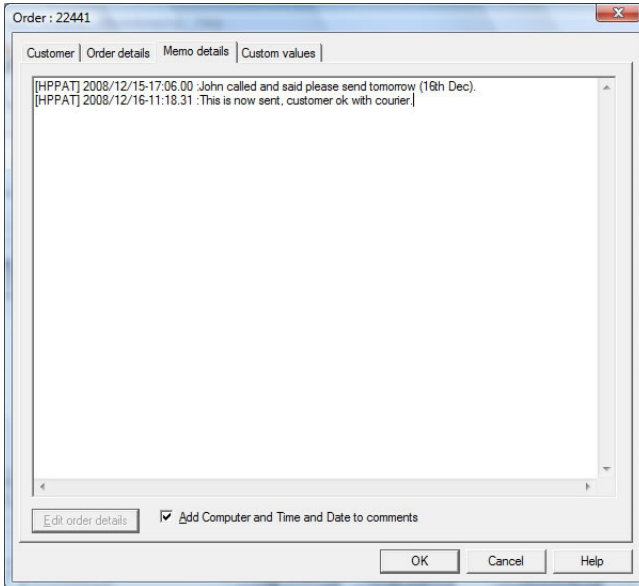
If you amend an item and no weight is specified it is defaulted to 1 Kilogram.

When you enter a different product weight or postage and packing the total order's weight and postage and packing are automatically adjusted to incorporate the adjustment.

You can also choose to show the costs including VAT.

If you want to add (or amend) this product, in the main Products, click on the *Add more Product Details* button.
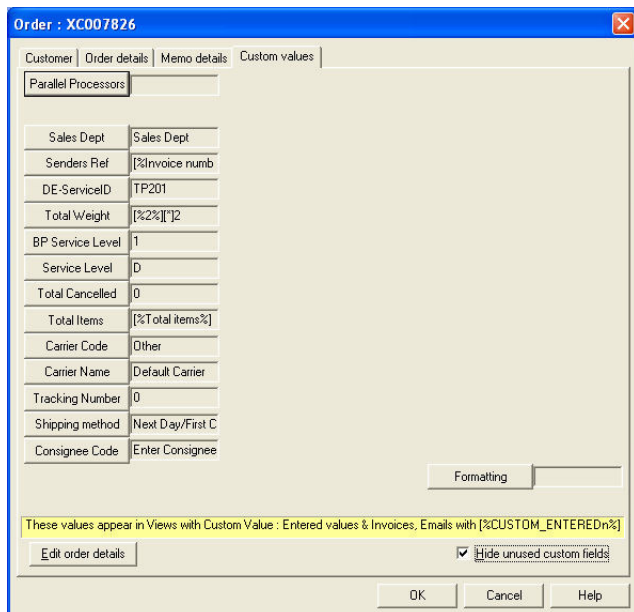
Order Details Memo Page

Any information entered can be shown. To amend or add notes to the order press the *Edit order details* button. Information can automatically be added into the memo details when sending customer emails or tracking information sent to your website.

If you tick the *Add Computer and Time and Date to comments* box the computer being used and current time and date is added to the start of the line when text is typed.

Order Custom Values Page

If you are using custom values you can enter any relevant values here.

The page contains values that can be changed for each order. However, they can also have default values. These are used if a value has not been defined. For example, using Citylink you can have a default Service of D. This means that if a value is not entered D will be used. If you want to override this, for a specific order, enter a different value. In the example, Z is used.

If you only want to show custom values that are being used tick the *Hide unused custom fields* box. This will hide any Custom values that have not had their name changed.

You can change the name of the field by clicking on their name. You can then change the name used. To change the default values you will have to add the field to a view and amend the view (see *Selecting Displayed Fields*).

Order selection

You can select which orders to show based upon a variety of ways, for example, when the order was placed.

Status
This can be set to show orders only certain orders:
. *Not shipped*
. *Paid and shipped*
. *Shipped*
. *Not paid or not shipped*
. *All orders.*
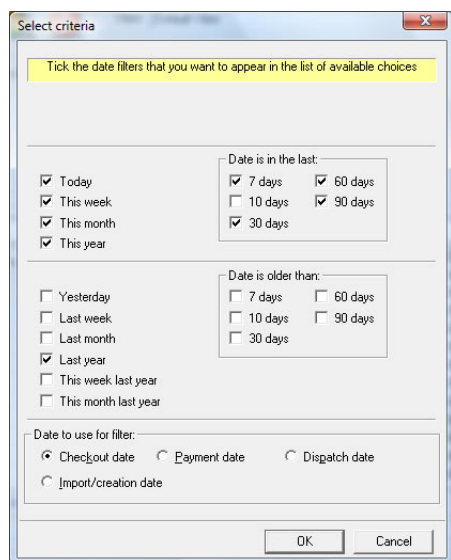
Highlight Colour
You can assign colours to specific orders. You can then choose to only show orders with a certain colour assigned to it. Each colour can be assigned a specific task (or order state) to fit in with how you run a shop. For example, if 3 different people process orders, each order handled by that person can be assigned their colour. Each user, on a different system can choose to only display their orders. You may also choose to use the colour red to signify an order from an important customer or to validate the customer's delivery address (if a PO Box has been entered as the delivery address).

NOTE: You can create up to 26 different colours, each having their own name. To do this press the [...] button to the right of the Highlight Colour Filter.

Date
You can use a master date filter to only show orders within a certain date range. The date range here can be used in addition to the main filtering. This selection is also independent of which view you are using. This can be very useful for when you have a large number of orders. You can set this to show only the last 30 (or 60 or 90) days orders. You can also change the available date periods to show orders from by pressing the [...] button to the right of the Date area. This displays the following dialog:

You can also choose which date to use for the master filtering.

Checkout date
The date that the customer placed the order

Payment date
The date that the order paid for

Dispatch date
The date that the order was shipped

Import/creation date
The date and time that the order was imported into One Stop Order Processing. This is also the creation date of the order if it was manually entered.

Shop Type
You can show orders from all of your shops (e.g. Ebay and Playtrade) or a specific shop type. This allows you to manage all of your orders from different shops in a single website.

Once the list of orders has been displayed you select the orders to process by checking (ticking) the order to the left of the order.
You can only use filters on the Custom values that allow values to be entered. Filtering will be done on the values entered for that particular field (not including the default value).

Advanced Filtering
A filter is based upon one of the currently shown columns. To create a filter do the following:

1. Choose a Field type, for example, *Checkout date*.
2. Select the Criteria, for example *Between*.
3. Enter values for the chosen criteria, for example 9am on the 10th July 2007 and 5pm on the 30th July 2007.

4. Press the Refresh button (   ).

NOTE: You can also refresh orders by pressing the F5 button.

More filtering options
There are several useful filtering features that can make searching for groups of items very easy. You can use 1 of 2 methods:

1. When searching for text items (e.g. Customer), you can select the Criteria Is one of. You can then type in a list of name separated by a comma (e.g. Brown,Smith,Jones). This will then produce a list of all the named people (in this case Brown, Smith and Jones).

2. Get the filtering values from a file. If you type in !! followed by a filename (for example, !!C:\temp\filtervals.txt) the filter uses the value in the file. This can either be a single word, number etc. or it can use a list of values (as described in method 1). If you are using multiple items they can appear as a comma separated list or have a new item to search for on a separate line of the file.

Finding Orders

You can easily find orders that contain certain text. If you enter text into the *Search for orders with (F3) button* all fields of all the currently displayed orders are searched. This can be very useful if someone telephones you and says their name or company but you don't know which field they entered the values into. Every time you search for text it searches from the currently selected line. If the end of the orders list is passed the start of the orders list is searched. If no orders are found that contain the text a message is displayed. When an order is found that matches your text is automatically checked (ticked).

NOTE: After entering your text you can also press F3 to find the text. If you always want to search from the first order displayed use F4.

More searching options

You can get the value to find from a file. If you type in !! followed by a filename (for example, !!C:\temp\findval.txt) the filter uses the value in the file. This can either be a single word, number etc..

Views

A view is a group of fields to display the order information by. There are several pre-defined views, each displaying the appropriate fields for a given task. You can modify these views or create additional ones by pressing the Customize current view button (   ).
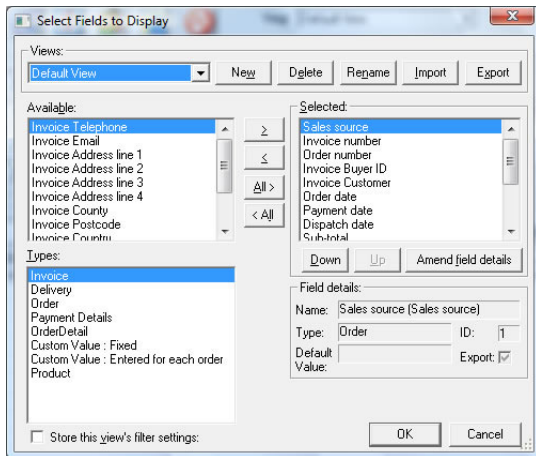
Views

You can define up to 200 views, each having your own choice of fields. You can quickly and easily move between views. Several pre-defined views are created during the installation. These can be amended or new views created from them.

You can also share views with other users by exporting your own.

When you change views the current filter settings are saved. This means that each filter can have their own pre-configured filters. If you don't want this feature untick the *Store this view's filter settings option*. This will mean that when you change views the current filter will be applied to the orders within the new view (unless that field is not available in the new view).

New
You can create a new view. You can choose which view to copy the fields from.

Delete
Any view can be deleted. You must always have at least 1 view defined.

Rename
The name of any view can be changed.

Import
You can import views exported from other PCs.

NOTE: When you import view information this will overwrite any individual definitions for custom values that you have defined. Your individual views will not be affected.

Export
This will prompt you for a filename to save the information to. If you want to share information with other users save the view onto a main server and then import to the other computer(s).

Adding fields to a view

You can add various fields to each view. These additional fields can be used when you export data or can be used in calculations.

Selected and Available fields
The right hand pane shows the current fields that are displayed in the order browser. To change the order of fields use the *Up* and *Down* buttons. If you want to remove any fields from the *Selected* list press the < button (or double click the item). To remove all items press the *<All* button.

To add fields to the *Selected* list select the required field in the *Available* list and press the > button (or double click the item to add). To add all the fields press the *All>* button. The fields shown in the *Available* list are those not already selected from the current field *Type*.

Amend field details (and field calculations)

You can also change the displayed name of any field. This is the name that is displayed for the column heading and the field to filter by. Click on the *Amend field details* button to display the dialog.
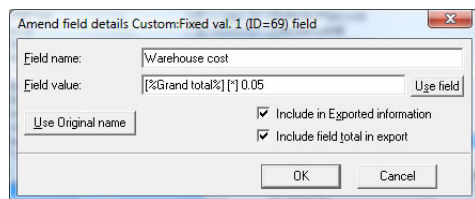
If you are using a non custom field you can apply the text in the Field value to the end of the displayed field by putting ！！！ at the start of the text. This can be used to use any of the functions and macros (described below) on any displayed value. For example, entering a value of ！！！[U] will make the displayed text UPPERCASE.

The details about the existing field are displayed:

ID	This is the unique ID for this field
Field name	The name to display for the column heading. If you want to use the original name click on the *Use Original name* button. The name used is also the name used for the column heading in any exported file (if a header is chosen to be included).
Field value	This contains the default value to use for the field if it is blank. The default value can refer to any field. For example, *delivery instructions* of *Leave with neighbour of out*.
Include in Exported Information	If you are going to export information you may not want to include all the information displayed. This may be because the information is used for data filtering. Example 1: *Checkout date* is used as part of the calculation for other fields Example 2: The export format must only show 80% of the order cost. The *Grand total* is displayed, but *Include in Exported information* is not ticked for it. The *warehouse cost* is calculated as 80% of the displayed order cost and *Include in Exported information* is ticked.
Include field totals in export	When this field is exported you can include the total of the column data in the information exported. You must also tick the *Include column totals after data* option when exporting the data

Using default values

Using default values in fields allows you to create your own analysis of your data and also extend the information displayed (or exported).

There are two main uses for defaulting a value. You can use a default value if a field is blank. This applies to any built-in field, or custom field.

The more common use of default values is when using custom fields (described in more detail later in this section). There are two types: the same value for all orders or a different value for each order.

You can default a value from 1 (or more) of the other fields displayed in your view. You can **only** use the fields displayed in your view.

You can also perform calculations or use conditional values on items in the default value. You can use the following operators.

[+] The two values either side are added up
[-] The value to the right is taken away from the value on the left.
[/] The value on the left is divided by the value on the right.
[*] The two values are multiplied together.
[<] Compares the value and if it is less than the value given value show the first value otherwise show the second value.

For example, to show Parcel Force for orders less than £100 and CityLink for

orders over and including £100 use:

[%Total Cost%] [<] 100 [Parcel Force] [CityLink]

[>] Compares the value and if it is greater than the value given value show the first value otherwise show the second value.

For example, to alert someone (by adding text into a certain field) to check all orders over £200 use:

[%Total Cost%] [>] 200 [Check Order]

[=] Compares the value and if it equals value given value show the first value otherwise show the second value. This can include text aswell as numeric values.

For example, to change the drop shipper depending upon a certain product use:

[%Product Ref%] [=] IL42 [SmartShipper][We Ship]

[U] Make the field UPPERCASE. You should put the opertaor after the field value.

This can be useful for making certain fields more visible.

For example, to make the Delivery company name UPPERCASE use:

[%Delivery Company%] [U]

[l] Make the field lowercase. You should put the opertaor after the field value.This can be useful for making certain fields more readable when joined with other fields.

For example, to make the built up sentence (which is itself made up from other fields) more readable use:

[%Text Words%][l]

[$] Display a portion of a field. The 2 values following the operator are the position to start in the text followed by the number of characters to use. This can be useful when values have to be a fixed length for certain export functions or using certain characters in a value as a code to another system.

For example, to use the first 3 characters of a product code as a warehouse location (or dropshipper) use the following. You can then base other fields on tests on this field.

[%Product Ref%][$][1][3]

If you put a ! before the second value you can take the portion of the string before the text given. For example, to include all the text before a space in the item title use the following:

[%Item title%][$][1][!]

You can also search for certain words, not just single characters.

[.] Take the absolute value of the number. For example, 19.21 would be shown as 19. This is very useful for any Inland Revenue figures where only the £ (GBP) number is required.

For example:
[%Grand total%][.]

[#] Replace a letter or word with another word. This can be useful if you wish to replace certain words (for branding) or to remove unwanted.

To replace the word Free with Additional use:
[%Item title%][#][Free][Additional]

To remove all commas from an address line:
[%Invoice Address line 1%][#][,][]

[D] Display the date (if a date field) in the format YYYY-MM-DD. This is useful when some export formats need the date in a different format. The formats supported are:

1 - yyyy-mm-dd
2 - dd/mm/yyyy
3 - dd/mm/yy
4 - mm/dd/yy

If you use nothing or 1 after the [D] it will use the format YYYY-MM-DD.

For example, to display the date as day/month/year use.

[%Invoice Date%][D]2

[?]   Find a word within a field. If the text is found show the first value otherwise the second value. For example, to look for the word Fast in the shipping instructions use the following:

[%Delivery Instructions%][?]Fast[UPS][DHL]

This will display UPS if the word fast is used in the shipping instructions or DHL if it is not. This can be used to display order processing information based upon the order's choices.

[I]   Display the ISO country code. If you use the default value for the fields as

!!![I]

the country will be shown as the country ISO code. For example, United Kingdom will be displayed as UK.

<!> You can access the underlying data using SQL directly. You will need to know information about the underlying data. You can use the following values in the SQL to reference the current order being displayed:

    {{ORD_ID}}   The current order's ID
    {{ORD_ITEM_ID}}   The current order line's ID

For example, to show the total tax for all order lines on the main product reference only using the following SQL

<!>Select sum({Tax 1}) from OrderDetail where (OrderSequenceNumber={{ORD_ID}} AND ProductReference='[%Product Ref%]')

You can use the other fields in the view as normal (in this example, [%Product Ref%]). You don't have to include the fields referenced in the SQL in the view if you are using their database names,

You can also use numbers in calculations. For example, 4 or 512.6 or £3.1415926.

The example shown above is `[%Grand total%] [*] 0.05`. This shows all values in the Warehouse cost field as 5% of the Total order cost. When you use calculations if either of the numbers uses your currency symbol (e.g. £) this will be used in the value displayed.

You can also perform calculations on fields which have other calculations performed on them. For example, another field, Warehouse VAT, maybe defined as `[%Warehouse cost%] [*] 0.175`. This will perform the calculation for the Warehouse cost before the WareHouse VAT. It does not matter the order that they appear in the view.

If you want the users of One Stop Order Processing to be able to enter a different value for each order use a *Custom Value: Entered for each order.* They will enter the value in the Custom order details page.

Other Macros
`{{TODAY}}`
Today's date

`{{TOMORROW}}`
Tomorrow's date.

`<ML>`
If you put this value at the start of a default value this will make the current line also appear in product and order detail line item lines when exported. This is useful if you want to include additional information for exported product order lines where the field being exported is a custom value. For example, using a default value of `<ML>[%Temp2LineNumber%]` for a Custom Fixed field will also export this field for the product lines (where other fields of this type are exported).

`XMLOPEN`
When you are exporting the order details as XML you can specify new nodes (folders) by using the default value of XMLOPEN. This will create a new Node with a name of the field. To specify the end of the node's scope you should create a field with a default value of XMLCLOSE. Using this approach you can create a hierarchy within an XML file. You should use a Custom Fixed field for this entry.

XMLCLOSE

You MUST create a Custom Fixed field with a default value of XMLCLOSE when you want to close the XML node specified in the XMLOPEN field. The name of the field must be the same as the field name used in the XMLOPEN field. You MUST also close the last opened field given in the XMLOPEN field.

Advanced field values

You can also use nested conditions and operations

An example is shown below:

```
[%Sales source%][=]Ebay[[%Grand total%][<]13[RoyalMail][UkMail]][[%Sales
source%][=]Amazon-SC[DHL][ParcelForce]]
```

This will send all Ebay orders that are less than £13 with RoyalMail, All Ebay orders more than £13 with UKMail, all Amazon orders with DHL and all others with ParceLforce.

This is explained below in the following pseudo code

```
if [%Sales source%] [=] Ebay
{
     if [%Grand total%] [<] 13]
     {
          [RoyalMail]
     }
     else
     {
          [UkMail]
     }
}
else
{
     if [ [%Sales source%] [=] Amazon-SC]
     {
          [DHL]
     }
     else
     {
          [ParcelForce]
     }
}
```

More ways to use fields

If you want users to be able to enter different calculations for each order set the default value to include **[+] 0**. This tells One Stop Order Processing that any value entered may include calculations. If values aren't entered the default value will be 0. You can set the default value to any number as long as it includes a sum (using [+], [-], [/] or [*]).

If you want the user to be able to enter other fields (from the view), for each order set the default value as a field. For example, [%Grand total%]. If you are using this approach note that no validation is carried out and if the wrong field is entered a blank value is used.

If you are exporting to a 3rd party system and you require the exported file to have a number of empty fields set the default value for a custom value to contain the required number of empty items. For example, if the exported format requires a 255 values per line Comma Separated Value (CSV) file where the fields only occupy the first 120 values; create a default value for one of the custom values to be ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,. When exported the commas (,,,,,,,,,, …) will be put onto the end of the existing output values.

Field Types
The field *Types* are the main groups that the information is taken from. When you select the Type the list of *Available* fields changes in the *Available* pane.

If you want to show the details of each order line you should select entries from the Order Line/Item Status. This will then show 1 line in the display for each line of the order. For example, an order has 5 items there are 5 lines shown for that item. When you come to perform an action on that order (e.g. Print an Invoice), however many items within the particular order are selected it will only print (or whatever action) that order once.

There are 2 additional field types:

Custom Value: Fixed
This allows you to enter up to 225 additional columns to your views all having the same value. This value can be based upon another field (or fields) and can include calculations. (Refer to the *Amend field details* for more information on for more information on setting up these values.). This field can be very useful for adding in required values for an export file, where One Stop Order Processing does not provide the relevant information.

Custom Value: Entered for each order
This type of field allows you to have a default value (described in the previous *Amend field details* section) that can be overridden, if required. You can create up to 50 of these values. You can amend the custom values on the *Custom values* tab on an order.

Field details
When you select a field on either the *Available* or *Selected lists* the field's details are shown. This information is used to quickly identify the characteristics of a particular field. The following information provided is shown below.

Name	**The actual name used and its default name.**
Type	The group the field comes from (e.g. Order information).
Default Value	The default value applied to the field.
ID	The unique ID for the item.
Export	Will this be included in the exported information?

Several views can be installed. These include Courier views (that allow your order details to easily be imported into external Courier systems).

Change View Display Order

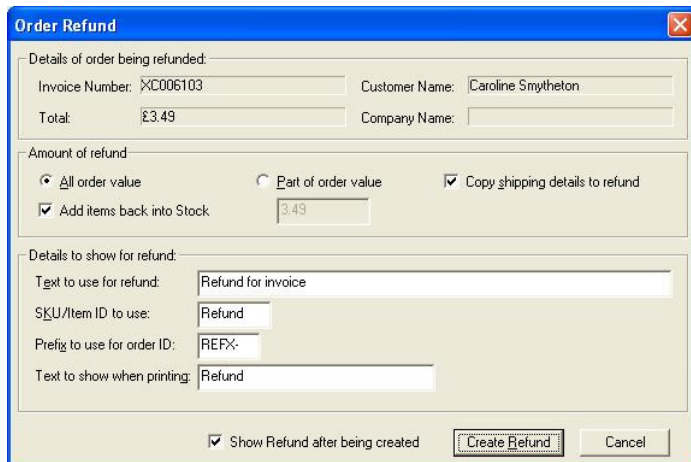If you want to change the order that the views are displayed select the *View->Change Display Order* menu option.
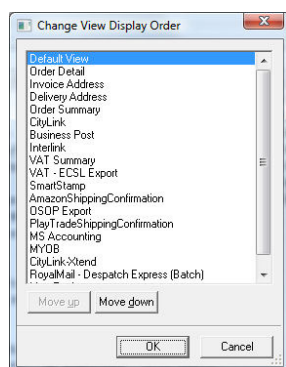
To change the order of the views select the View to move (e.g. Default View) and click n the *Move up* or *Move down* buttons.

Refunds
This feature is available in Standard, Premium and Enterprise versions of One Stop Order Processing

When a customer has returned an item or cancelled part of an order before shipping you can create a refund for the order. You can create a refund (or credit note) for an order by select the *Edit->Issue Refund* menu option or right clicking on an order, right click the order and selecting the *Issue Refund* menu option.

This shows the basic order details. You can select the full or partial amount to refund. When the refund is created all refunded values are shown as negative values. This means that when you show or use totals for multiple orders the actual amount is shown correctly (e.g. for VAT).

If you want to make sure that you do not ship the refund you should tick the Copy shipping details to refund. This will copy over the shipping status and shipping date from the original order (that is being refunded).

When you refund the order if the entire order is being refunded you can tick the *Add items back into Stock*. This will put all the items fro the order back into stock. If you are doing a partial refund you have to amend the original order to update the stock levels (and any changes made to the original order will update the stock levels).

You can change how the refund details are shown:

Text to use for refund
When a refund is created an item is created for the refund. This value is the name given to the item.

SKU/Item ID to use:
This is the item ID given to the refund item.

Prefix to use for order ID:
The order number, invoice number and transaction ID for a refund is the same as the related order but has this text before the value. This makes it easier to find the related order.

Text to show when printing:
When a refund is printed a standard invoice is printed with the word Invoice replaced with this text. If you want credit note to appear on the print out change this text to Credit Note.
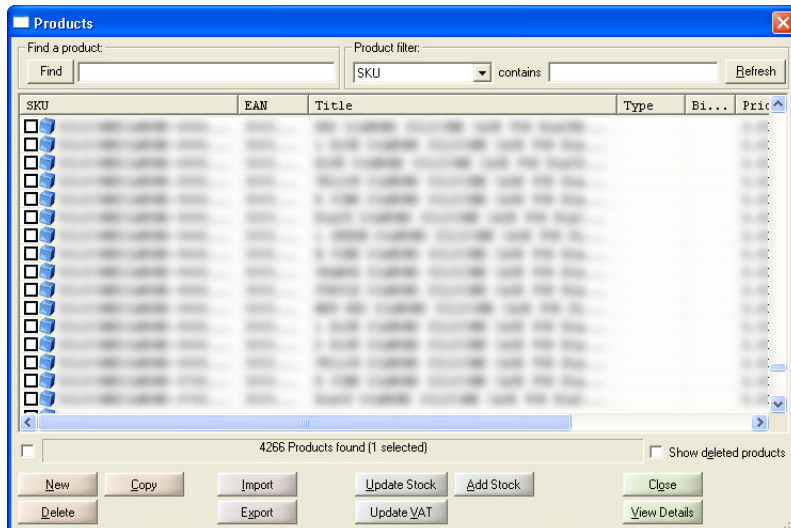
Products
This feature is available in Standard, Premium and Enterprise versions of One Stop Order Processing

One Stop Order Processing allows you to manage your products and stock across multiple selling platforms. You can amend, import and export product information. To see your current products select the *Products->Manage menu* option or click on the

Products button ( ). Each product can have up to 3 different suppliers.

You can find a specific product by typing in the Find text area and clicking on the *Find* button. This will look in all fields for the products. You can also filter products on all of the main product details. This can be useful if your products are all listed by *Suppler*, *Bin.Location* or another common field (to your orders).

Products can be created in a number of ways:

1 *New* button. You are then shown the *Product Details* dialog.
2 *Copy* button. This copies the selected product and you shown the *Product Details* dialog.
3 Automatically create products from imported orders. This is defined when you import products.
4 Import products from a CSV file. You can update existing products with only the few required fields (e.g. to update the EANs or ASINS in all of your products).
5 Use the *Products->Import->From Selected Orders* menu option. If you already have products in your system you can create the products from the selected orders.

You can use the *Export* button to take the products out of One Stop Order Processing into a CSV file. You can then manipulate your products in Excel before importing back in again (or importing to a 3rd party system).

You can also use this facility to import product details from other systems. The format of the CSV file is:

Import file format

The import file is a standard CSV (**C**omma **S**eparated **V**alue) file. The first line contains the field names separated by a comma (,). Each subsequent line contains values for those fields, each value being separated by a comma (,). Microsoft Excel can export information as a CSV file. You can create a template (example CSV file) by using the Export button and exporting an existing product.

The product import file can contain any of the fields described below, in any order. If you do not know any of the information for a field don't include the field in the file to import. This is described below.

You can use this approach to import stock levels based upon the item's SKU, and only include 2 fields in your product import file, SKU and CurrentStock). If you have a delivery of stock and simply want to add the current stock to the existing stock levels put a + before the number of items entered in the CurrentStock field and this amount will be added to the current stock.

Minimum requirements for an import file

You must have at least 1 of the red fields in your import file to create a valid One Stop Order Processing product.

Field Name This should appear in the first line of the file	Description
SKU	Your product code , e.g. IL507. If you are using the import for different platforms (e.g. Ebay and Amazon) you must use the SKU field to identify the product.
EAN	**E**uropean **A**rticle **N**umber, normally used as the 13 digit barcode, e.g, 7352648596042
Title	Name of the product, e.g. 1922 Dodge Car Model RT5
Description	Brief description of the product, more details about the product.
Price	Price to sell the product to the customer, e.g. 12.92
ShipCost	The shipping cost of this product (to the customer), e.g. 1.99
VATRate	VAT rate of product, e.g. 15
Weight	The weight of the product in Kilos, e.g. 8.1
Currency	The currency to be used for this product, e.g. £
Type	The type of the product. This is used to filter the product on when viewing and amending, e.g. shoes
CostPrice	The cost price of the product. This is used to calculate the profit on sales, e.g. 9.82
ShipCostPrice	The actual shipping cost of the product, e.g. 1
BinLocation	The location to find the product in the warehouse. This is used when producing the picking list, e.g. AISLE 3
UseStockControl	Use stock control on this product? When orders are imported the stock levels are adjusted, e.g. 1, means use Stock Control. 0 means don't.
CurrentStock	Current stock of the product, e.g. 92. When importing if you put a + before the amount this increase the current stock level by the amount given. For example, if the current stock level is 10 and you import a value of +3 the stock will now be 13. You can also use a - to decrement stock aswell. For example, if you sold stock outside of One Stop Order Processing and want to update the stock levels.
SiteStock	Stock allocated to a particular selling platform (and being sold), e.g. 6. Means 6 are currently available on Ebay as a buy it now.
ReorderStockLvl	At what stock level do you want to be notified about? After orders have been imported any product levels that reach this level will be displayed and you can reorder stock for that product. e.g. 3
OutOfStockLvl	At what level do your products become out of stock? This is used when listing products on Amazon, Ebay etc..You may want more than 0 as an out of stock level, so you still have a product to use for samples, demos.
Supplier	Who is the supplier of this product. This is used for producing supplier reorder documents and other supplier related activities. e.g. AMZ
Notes	Your own notes on the product.
SellingPlatform	The platoform that this product is being sold on. This can be one of the following values: 0 - All platforms 1 - Ebay 2 - Amazon 3 - PlayTtrade 4 - Actinic 5 - OSOP (One Stop Order Processing, for telephone and adhoc orders). 6 - Googlebase (Google Shopping) 7 - Edirectory 8 - Shopzilla 9 - Interspire 10 - Edirectory 11 - XCart Each selling platform can have different values for the following information: Title, Description, Price, ShipCost, VATRate, Currency, SellingPlatform, Brand, Manufacturer, ProductType, Condition, Image1, Image2, Image3, Image4, Image5, SearchTerms, WebPage, Category, SellingFormat, Duration, Availability, OriginalPrice, ShippingDest, ASIN, CustVal1, CustVal2, CustVal3, CustVal4, CustVal5, CustVal6, CustVal7, CustVal8, CustVal9, CustVal10, CustVal11, CustVal12, CustVal13, CustVal14, CustVal15, CustVal16, CustVal17, CustVal18, CustVal19, CustVal20, SiteStock
Brand	The Brand of the product, e.g. Tillers

Manufacturer	The manufacturer of the product, e.g. Wilkers
ProductType	The type of product, e.g. Shoe
Condition	Is the product New, Second Hand or Refurbished
Image1	The web address (or local for TurboLister) for an image of the product. e.g. http://www.567carn.co.uk/images/pic1.jpg
Image2	A 2nd image of the product
Image3	A 3rd image of the product
Image4	A 4th image of the product
Image5	A 5th image of the product
SearchTerms	Search terms used to find product. e.g. trainer,shoe,fashion
WebPage	The webpage where this product can be bought. This is specific to products like Actinic, osCommerce. e.g. http://www.567carn.co.uk/products.php?812
Category	The selling platforms selling section. e.g. Computers
SellingFormat	The type of sale for the product, e.g. Fixed Price
Duration	How long the sale of the item is for. e.g. 7
Availability	How soon can the product be sent, e.g. 1, meaning 1 day.
OriginalPrice	The original price of the item. This is used for sales and price reductions on sites like Amazon. e.g. 19.99
ShippingDest	Where the item will ship to, e.g. UK.
ASIN	The Amazon product code, e.g. B020TFXHIC
CustVal1	Custom values specifically related to this site type. This allows you to add up to 20 different product details related to your business
CustVal2	
CustVal3	
CustVal4	
CustVal5	
CustVal6	
CustVal7	
CustVal8	
CustVal9	
CustVal10	
CustVal11	
CustVal12	
CustVal13	
CustVal14	
CustVal15	
CustVal16	
CustVal17	
CustVal18	
CustVal19	
CustVal20	
sActinic	The SKU code for the product if sold on Actinic. This is used to list and adjust stock for Actinic sales.
sAmazon_mp	The SKU code for the product if sold on Amazon Marketplace. This is used to list and adjust stock for Amazon Marketplace sales.
sAmazon_sc	The SKU code for the product if sold on Amazon SellerCentral. This is used to list and adjust stock for Amazon SellerCentral sales.
sCube_cart	The SKU code for the product if sold on Cube Cart. This is used to list and adjust stock for Cube Cart sales.
sEbay	The SKU code for the product if sold on Ebay. This is used to list and adjust stock for Ebay sales.
sEbid	The SKU code for the product if sold on eBid. This is used to list and adjust stock for eBid sales.
sOne_stop	The SKU code for the product if sold on One Stop Order Processing. This is used to list and adjust stock for One Stop Order Processing sales.

sOscommerce	The SKU code for the product if sold on osCommerce. This is used to list and adjust stock for osCommerce sales.
sPlaytrade	The SKU code for the product if sold on Playtrade. This is used to list and adjust stock for Playtrade sales.
sRoman_cart	The SKU code for the product if sold on RomanCart. This is used to list and adjust stock for RomanCart sales.
sEdirectory	The SKU code for the product if sold on Edirectory. This is used to list and adjust stock for Edirectory sales.
sInterspire	The SKU code for the product if sold on Interspire. This is used to list and adjust stock for Interspire sales.
sXCart	The SKU code for the product if sold on XCart. This is used to list and adjust stock for XCart sales.
sSupplier2	Who is the 2nd supplier of this product. This is used for producing supplier reorder documents and other supplier related activities. e.g. MAQ
sSupplier2	Who is the 3rd supplier of this product. This is used for producing supplier reorder documents and other supplier related activities. e.g. EE2

Update Stock details in bulk
You can update the stock details for all the ticked products by clicking on the *Update Stock* button. This shows the Update Existing Stock details dialog. This is described later in this section.

Update VAT
You can update the VAT information for all the ticked products by clicking on the Update VAT button. This shows the Update Products VAT Details dialog. This is described later in this section.

Add Stock
If you want to update the stock levels of products click on the Add Stock button. You need to enter either the SKU or EAN of a product. This shows the Add Stock dialog. This is described later in this section.

Advanced Import

To import information into existing products you only need to include the SKU, EAN, Title or Description and the required information (e.g. CurrentStock). You must use the SKU if you are importing a field that is used for a platform. These fields are:

```
Title, Description, Price, ShipCost, VATRate, Currency, SellingPlatform, Brand, Manufacturer,
ProductType, Condition, Image1, Image2, Image3, Image4, Image5, SearchTerms, WebPage,
Category, SellingFormat, Duration, Availability, OriginalPrice, ShippingDest, ASIN, CustVal1,
CustVal2, CustVal3, CustVal4, CustVal5, CustVal6, CustVal7, CustVal8, CustVal9, CustVal10,
CustVal11, CustVal12, CustVal13, CustVal14, CustVal15, CustVal16, CustVal17, CustVal18,
CustVal19, CustVal20, SiteStock
```

that An example of a CSV is shown below. This can be edited in Microsoft Excel and exported as a CSV file.

```
SKU,CurrentStock
IL513,100
IL611,10
AB551,12
```
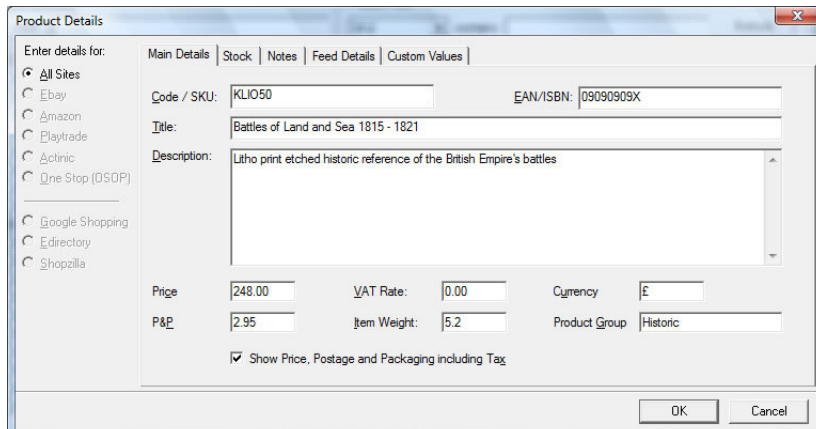
Adding new stock
If you have had a delivery of existing products and you want to import the stock into One Stop Order Processing. When importing if you put a + before the amount this increase the current stock level by the amount given. For example, if the current stock level is 10 and you import a value of +3 the stock will now be 13. You can also use a - to decrement stock as well. For example, if you sold stock outside of One Stop Order Processing and want to update the stock levels.

One Stop Order Processing

Product Details

If you display more details of a product you can amend or input additional information which will aid a variety of tasks, including:

1 Stock location (using the bin/location field)
2 Couriers total order weight. If the related product for each order has its weight entered then the total order is calculated. This can then be displayed (and exported, if required) using the Order Total weight field (from Customize View dialog).
3 You can produce a Suppliers report, to easily reorder products (for your stock)
4 Work out the profit you are making on each order (and the total)
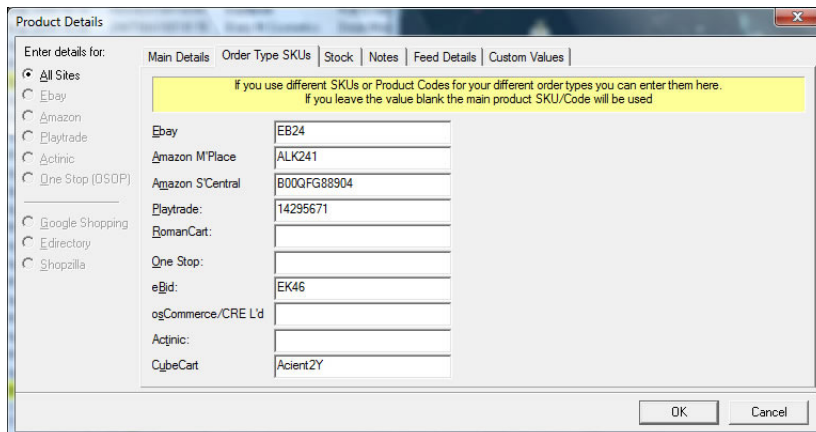
Main Details

Most of the fields will be filled in if the product has been created from an order. You can enter any additional information, which is used in other areas of One Stop Order Processing. You can display your prices with or without VAT included.
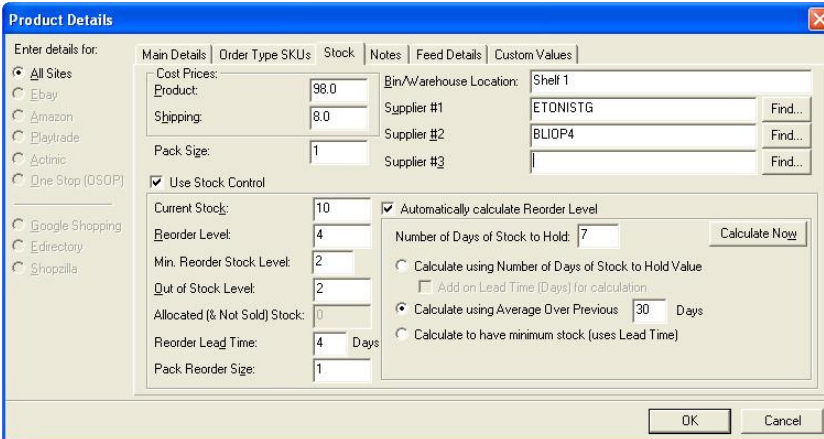
Order Type SKUs

Each product can have a different SKU for each selling platform. If you don't define any specific platform SKU the main SKU/Code is used. For example, on Ebay the Custom field could be EB24, on Amazon your own product ID could be B00QFG88904. For Actinic the main product code is used (not defined on this page), of KLIO50.

When any orders are imported the relevant product is found using the Order Type SKU and that order is updated with the relevant main SKU and the stock levels adjusted, if required.

Stock

You can enter the actual cost price of the item (to work out profit) and the actual shipping costs, aswell as the sourcing information for the product.

Pack Size
The number of items the person actually gets when they buy 1 product. For example, if you sell 1 case of drink and want to deduct 12 items from stock enter a value of 12. For normal order processing you can use the default value of 1. If you sell the same product as single items or in groups (still as a single item) and want to maintain a single stock control item for the product you can use the following approach:

1 Create a different product for each quantity type.
2 Enter the same main SKU for the product on the Main Details tab.
3 Enter the actual SKU on the Order Type SKUs tab.
4 On one of the products tick Use Stock Control and enter the relevant values.
5 In the *Options*, on the *Other* tab, the *Sharing Stock Over Multiple Products* box, tick *Use Product with Stock Control Enabled*.

When you enter the *Bin/Warehouse Location* of the product you can use a textual location or numeric value. This can be useful when printing the picking list (which can be printed in Bin order).

Suppliers
You can select up to 3 suppliers for a product. You can type in a name or enter part of their ID and click on the *Find* button. This will then display the Supplier browser.

Stock Control
Using Stock Control you would typically have a reorder level and an out of stock level. You should set the reorder based upon the lead time required to obtain new supplies of the product. You may want the out of stock level to be higher than 0 so that you always at least of the product in stock (e.g. to allow photos to be taken of the product or for new supplier comparison).

Current Stock
The number of the product that you have available.

Reorder Level
When your stock gets at or below this level you need to order some more stock. This can be shown on the Reorder Stock Report. You can automatically calculate this value so that you never run out of stock.

NOTE: If you want to calculate reorder levels to the nearest *Pack Reorder Size*, in *Options*, on the *Other* tab in the *Products* box, tick Calculate stock reordering to nearest Pack Reorder Size.

Min. Reorder Stock Level
The lowest amount to use for the Reorder Stock. This is used for slow selling items that don't have sales in the defined number of days of sales (where the figure would be 0) for automatic calculation.

Out of Stock Level
This is the number of items that means that you have no stock left. This is normally 0, but you may always want to have at least 1 of these available.

Reorder Lead Time
The time for the product to be in stock (built or from a supplier). This needs to be taken into account when reordering.

Pack Reorder Size
The number of units that you have to update/buy the stock, e.g. in packs of 12.

Automatically calculate Reorder Level

If you want to predict the stock reorder level based upon previous sales tick this option. The reorder levels are calculated whenever you import orders or use the *Products->Stock Control->Recalculate Stock Reorder Levels*.

NOTE: Each product can have a different automatic stock reorder level. Whenever orders are imported (or created) the stock reorder levels are calculated and you are shown products requiring reordering.

Number of Days of Stock to Hold
Based upon the previous days sales this is the number of days of stock that you need to hold.

Calculation method for finding Reorder Level
There are 3 different ways to work out how much stock to hold.

1. Calculate using Number of Days of Stock to Hold Value
This is the same value used to calculate orders from. For example, to provide the next 7 days of orders based upon the last 7 days sales.

You can choose to include the stock lead time to work out the value.

2. Calculate using Average Over previous n Days
For example, based upon the last 180 days you can work out the next 7 days requirements.

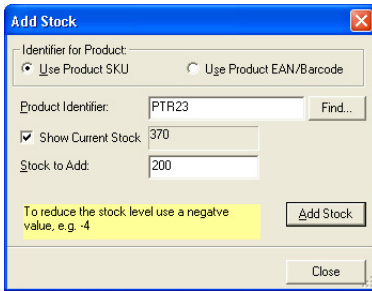3. Calculate to have minimum stock (uses Lead Time)
This uses the lead time for the product to make sure that you don't hold unnecessary stock (e.g. for expensive items).

There are 3 ways to calculate the reorder levels

1. By clicking on the Calculate Now button.
2. After orders are imported the new reorder levels are calculated.
3. You can select the Products->Recalculate Stock Reorder Levels menu option.

You can also set up defaults for new product stock details aswell as set stock details for all products by selecting the *Products->Stock Control->Update Product Stock Details* menu option.

Notes
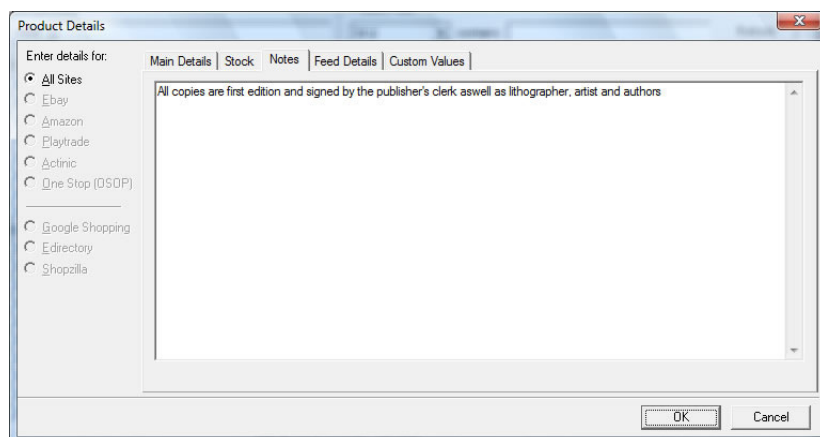
You can add your own information for the product, ordering notes etc..

Custom Values

If you want to add your own values to a product enter them into this field. You can add up to 20 additional pieces of information to each product. Click on the name of the field to change the name of the field.

Updating all Product Stock Details

You can update all the product stock details and also set the default values for new products. To do this select the *Products->Stock Control->Update Product Stock Details* menu option.

Set default values for new products
To set the default values for new products enter the required default values and click on Close. When you manually create a product the stock details will use these values.

Updating all product stock details
To set the values for all products enter the values to use and tick the appropriate value to use in the right hand column. Only the values ticked will be updated in all the products. For example, If you wish to just turn on *Stock Control* in all products tick *Use Stock Control* and the tick box to the right and click on *Update Products*.

The values that can be set are described below:

Stock Control
Using Stock Control you would typically have a reorder level and an out of stock level. You should set the reorder based upon the lead time required to obtain new supplies of the product. You may want the out of stock level to be higher than 0 so that you always at least of the product in stock (e.g. to allow photos to be taken of the product or for new supplier comparison).

Automatically calculate Reoder Level
To use the automatic stock reorder level calculation tick this box.

Reorder Level
When your stock gets at or below this level you need to order some more stock. This can be shown on the Reorder Stock Report. You can automatically calculate this value so that you should never run out of stock.

Min. Reorder Stock Level
The lowest amount to use for the Reorder Stock. This is used for slow selling items that don't have sales in the defined number of days of sales (where the figure would be 0) for automatic calculation.

Out of Stock Level
The number of items that means that you have no stock left. This is normally 0, but you may always want to have at least 1 of these available.

Reorder Lead Time
The time for the product to be in stock (built of from a supplier). This needs to be taken into account when reordering.

Pack Size
The number of units that you have to update/buy the stock, e.g. in packs of 12.

Number of Days of Stock to Hold
Based upon the previous days sales this is the number of days of stock that you need to hold.

Calculation method for finding Reorder Level
There are 3 different ways to work out how much stock to hold.

1. Calculate using Number of Days of Stock to Hold Value
This is the same value used to calculate orders from. For example, to provide the next 7 days of orders based upon the last 7 days sales.

You can choose to include the stock lead time to work out the value.

2. Calculate using Average Over previous n Days
For example, based upon the last 180 days you can work out the next 7 days requirements.

3. Calculate to have minimum stock (uses Lead Time)
This uses the lead time for the product to make sure that you don't hold unnecessary stock (e.g. for expensive items).

There are 3 ways to calculate the reorder levels

1. By clicking on the Calculate Now button.
2. After orders are imported the new reorder levels are calculated.
3. You can select the Products->Recalculate Stock Reorder Levels menu option.

Adding Stock

You can add new stock by using this dialog. Click on the Add Stock button in the Product Management dialog.

Identifier for Product
Select how you identify your products, either *SKU* or *EAN* (barcode)

Product Identifier
Enter in the code for product. If you don't know the code type in part of the code and click on the Find button.

Show Current Stock
If you want to see the existing stock tick this box.
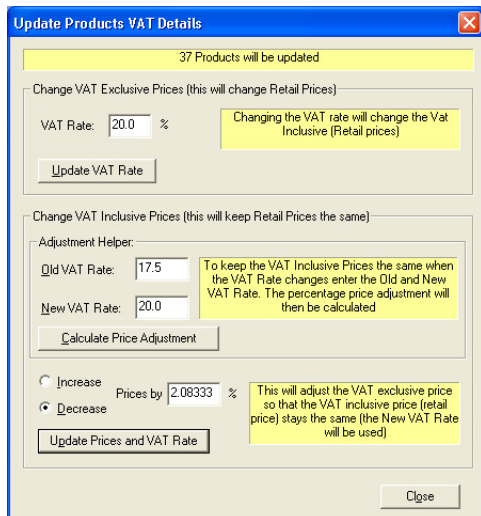
Stock To Add
Type in the amount of stock to add. If you want to decrease the stock use a negative value (e.g. -10).

Click on the *Add Stock* button. The input is moved to the Product Identifier field to enter the next product to add stock for.

Updating all Products' VAT (Tax) Details

You can update all the product VAT for the ticked orders. This is useful when the VAT rate changes and all your products need to be changed.

Change VAT Exclusive Prices

If you want to change the VAT rate on all your products enter the new rate and click on the *Update VAT Rate* button. This will change the Retail (VAT inclusive prices), but keep the product price the same. For example, if a product costs £100 with a VAT rate of 17.5% the retail price is £117.50. If you change the VAT rate to 20% the retail price will be changed to £120.

Change VAT Inclusive Prices (this will keep Retail Prices the same)

If you want to keep the retail prices the same when the VAT rate changes use this option. Enter the current VAT rate and the new VAT Rate. Click on the *Calculate Price Adjustment button* . This will calculate the amount to increase or decrease prices by in the box below. To update all the selected products click on the *Update Prices and VAT Rate* button. For example, if a product costs £100 with an old VAT rate of 17.5% the retail price is £117.50. After using a new VAT rate of 20% the Retail price is still £117.50, but the product price (not including VAT) is now £97.92.

Advanced Product Settings

Changing the Product fields shown

There is a file in the One Stop Order Processing installation folder called `IL_1StopOrderProductFields.ini`. This contains a list of all the product fields that can be displayed in the Product Manager. Any of the 74 fields can be displayed or filtered on and can be sorted by. The fields can be shown in any order.

There is another file called `IL_1StopOrderProductUsrFields.ini`. This contains the fields to display. This file contains headings titled `[Fieldn]`, where `n` is the field to display at position n (e.g. `[Field1]` will define the first field to display. Under each `[Fieldn]` section is a line `ID=n`. Where `n` is the field to show at this position. The number, `n`, is the value taken from the product field definition file (`IL_1StopOrderProductFields.ini`). The value `n` to use is the number of the field defined in the definition file (by its heading, `[Fieldn]`).

For example, to include the *Bin Location*, decide where it should appear, for example, position 5 and then find its field number in the definitions file. Then add this *ID* to the view file.
i.e. The definition of the *Bin Location* is defined as the following, in the definitions file:

```
[Field13]
Name=Bin/Location
SortType=1
Width=100
FieldSQL=sBinLocation
```

to add this to position 5 on the screen define the following in the view file:

```
[Field5]
ID=13
```

NOTE: Your view file must start with `[Field1]` up to the maximum number of fields that you want to display. You must not leave any gaps in your numbering. For example, defining `[Field1], Field[2], Field[4]` will only load in the first 2 fields. This should be `[Field1], Field[2], Field[4]`, this will display all 3 fields.

Customers

You can view all of the customers by clicking on the <u>C</u>ustomers button (   ). You can also use the *Contacts->Customers->Manage* menu option. The customer browser is also shown when you use create orders (and use the *Find* button).

You can find a specific customer by typing in the *Find* text area and clicking on the *Find* button. This will look in all fields for the customers. You can also filter customers on all of the main customer details.

You can use the *Export* button to take the customers out of One Stop Order Processing into a CSV file. You can then manipulate your customers in Excel before importing back in again (or importing to a 3rd party system). See the advanced section for more information on the format of the CSV file.

Customer Details

If you display the details of a customer you can amend the details.

ID
A unique identifier for the customer. This is used to Find or filter customer details.

Name
The contact name for the customer.

Company
The company name

Address line 1
Address line 2
Address line 3
Address line 4
County
Post code
Country
Address details

Phone
Telephone number

Fax
Fax number

Email
Email address

VAT No
VAT number

Code
Your unique code for the customer.

Notes
Any notes that you may have for the customer.

You can also use this facility to import customer details from other systems.

Advanced Information

Import file format
The import file is a standard CSV (**C**omma **S**eparated **V**alue) file. The first line contains the field names separated by a comma (,). Each subsequent line contains values for those fields, each value being separated by a comma (,). Microsoft Excel can export information as a CSV file. You can create a template (example CSV file) by using the Export button and exporting an existing customer or supplier.

The customer import file can contain any of the fields described below, in any order. If you do not know any of the information for a field don't include the field in the file to import. This is described below.

Minimum requirements for an import file
You must have at least 1 of the **red** fields in your import file to create a valid One Stop Order Processing customer.

| Field Name
This should appear in the first line of the file	Description
ID	Unique identifier for the customer. You can use any format that you like (e.g. 12345 or ROBERTSONS).
Name	Name of the customer. This is normally a person's name, e.g. John Smythe.
Company	Company name used, e.g. Saysuid Ltd
Address1	First line of customer's address
Address2	Second line of customer's address
Address3	Third line of customer's address
Address4	Fourth line of customer's address
County	Customer's county
Postcode	Postcode of customer
Country	Country
VATNumber	VAT number of company
Fax	Fax number
Tel	Telephone number
Email	Email address
Type	Type of details. 0 = Invoice customer, 1 = Delivery customer, 2 = Supplier
Code	Code used for customer. This is your internal name used for the customer
Notes	Notes entered for the customer.

Suppliers
This feature is available in Standard, Premium and Enterprise versions of One Stop Order Processing

Products can be assigned up to 3 suppliers. This can be used to either dropship orders or produce purchase orders for reordering stock. To view, amend or create Suppliers select the *Contacts->Suppliers->Manage* menu option. Using supplier purchase orders you can create separate purchase orders for each supplier. You can also send separate emails to suppliers for customer's orders related to them. For example, if an order is placed that has 4 products, 2 from one supplier and the other 2 from other suppliers, 3 separate emails are sent (or 3 separate purchase orders printed).

Generate Suppliers from SKUs
If you currently use the supplier details as part of the SKU you can automatically create suppliers from the SKUs.

If you want to use the suppliers feature of One Stop Order Processing and you have already setup your SKUs to contain supplier details you can create suppliers from the SKUs. Select the *Contacts->Suppliers->Generate Suppliers from SKUs* menu option.
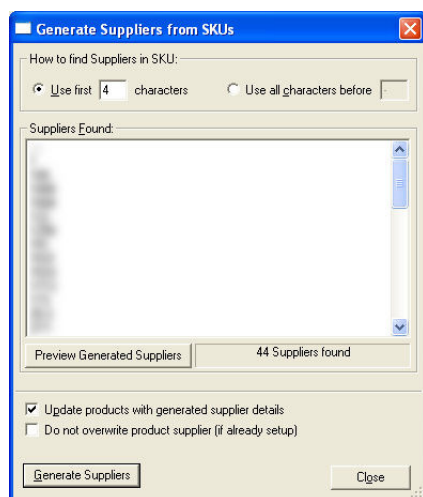
You can choose to create the suppliers from the SKUs using following approaches:

Use first n characters
You use the first few characters of the SKU. For example, BAKC9019 with a value of 4 would create a supplier called BAKC.

Use all characters before
You can select the supplier by all the characters up to a certain character (or word). For example, BAKC##9019 and a value of ## would create a supplier called BAKC.

Once you have chosen how suppliers will be found you can preview what suppliers will be found by clicking on the *Preview Generated Suppliers*. Once the suppliers found look valid select the related products should be handled.

Update products with generated supplier details
When the supplier has been found you can update the product that uses the supplier with the new supplier details. This is needed to use the supplier features of One Stop Order Processing (e.g. to send individual supplier emails).

Do not overwrite product supplier (if already setup)
When the product is updated you can decide to not overwrite a supplier of it has already been setup. This can be very useful if want to adjust any previously setup products' suppliers and also import any new ones for newly added products.

Exporting Order Details
This feature is available in Standard, Premium and Enterprise versions of One Stop Order Processing
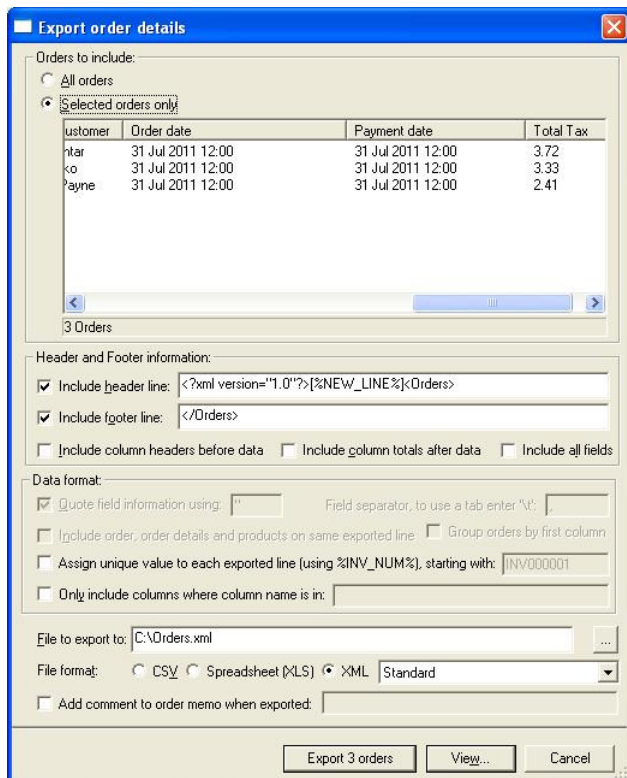
One Stop Order Processing allows any view's orders to be exported. To allow easy data conversion to the target system you can also define your own values. These can either contain a single value for all orders, or a different value for each order. These values can be defaulted from any other field and can include calculations based on other fields. For more information see *Selecting Display Fields*.

To export all the orders (or selected orders) select the *Export Orders* menu option (under *File->Import and Export*) or click on

Export Orders button (   ). If you select Current View it will show the export dialog. You can select a predefined view from the list.

You can define how you want to export the information displayed on the screen. Only the fields (columns of data) that are marked for export are exported. The columns shown in the Export order details dialog are those that will be exported.

Orders to include
You can either export all the orders displayed shown in the main window or those that you have ticked.

Include header line
If you require information at the start of the file add any text here.

Include footer line
If you require information at the end of the file add any text here.

The header, footer lines and filename can include the following macros. These are replaced when the information is exported.

[%TIME%]	The current date and time.
[%FILENAME%]	The filename exported to.
[%NUM_EXPORTED%]	Number of orders exported
[%NEW_LINE%]	Start a new line. This can be used to put several blank lines (with or without data in) at the start or end of the export file. You can also use the value %NEW_LINE% in a column's definition to export a newline (useful for some export formats).
[%TAB%]	Use a tab character.

Include column headers before data
Some 3rd party products want the names of the fields that the information relates to. You can change the names of the columns in the *Select fields* dialog.

Include column totals after data
You can include the totals of any columns defined in the view as totals required.

Include all fields
When exporting orders ignore any column specific information about not exporting the column. This is useful when you want to export all the order data from the OSOPExport view. This will also include the original column names, rather than any new names that have been entered.

Quote field information
If you are using the separator in your main text you may want to use quoted fields. For example, some applications (e.g. Microsoft Excel) allow the comma separator to be used as field text as long as all the fields are quoted. You can use any character(s) to put around the export field information.

Field separator, to use a tab enter \t
This is the character (or characters) to use between each value. If you need a Tab Separated file (tsv) type in \t.

Include order, order details and products on same exported line
If you want to export order details and the orders have more than 1 item per order you can tick this option to include all the order details on the same line. This feature is useful when using fulfillment houses (drop shipping).

If you tick this option any details that relate to the items ordered or product details are added onto the end of the order. For example, if you add the field Item ID and Item title on the end of the fields to export, additional fields will be exported onto the end of the main order for these items.

Group orders by first column.
You can export the orders in groups. For example, a day's orders or all orders of a certain type. When exporting the first field included is looked at and when its value changes a new group is started. If you tick the 'Include field total in export' option on the field details (in the *Customize view* dialog) then when this field is exported all values in that group are added up. For example, if the Grand Total column has this option ticked (the 'Include field total in export') the line exported for the group will contain the total for all orders in the group.

Assign unique value to each exported order line (using %INV_NUM%)
If you want to have a value exported for each line that is a sequential value tick this option. This is useful when you are exporting to accounting packages where a sequential order number is very useful. You can use the automatically created invoice number (created when orders are imported). However, if you don't export all these orders or you are using the *Group Orders by first column* option there will be gaps in the invoice numbers. Even if you use the %INV_NUM% multiple times on the same exported line its value will only increased after that line has been exported. If a certain line does not contain the %INV_NUM% macro the value will not be increased.

Only include columns where column name is in:
If you want to display a lot of fields, but only export some of them tick this option. This is very useful if you want to find orders based on location, name or amount but don't want to export this information. You should include the name of the column to export in the field with a # around the column name. This is used incase some column names are part of other names (e.g. Detail and More Detail).

For example, if you want to export the columns Order Number, Date Ordered and Invoice Company (but display more fields) enter a value of **#Order Number#Date Ordered#Invoice Company#**.

File to export to
The file that will be used to save the information to. This file will be overwritten each time an export is done.

File format
You can export the orders into a CSV, XLS (Excel spreadsheet format) or XML (Extensible Markup Language)

XML files
For XML files, by default, a single level (group) is created (called Orders). To change the group name, amend the value in the *Header* and *Footer* text. If your XML format needs additional elements (folders) you can add these by using *Custom Fixed* fields with a default value of *XMLOPEN* and another field with a default value of *XMLCLOSE* to close the element (group). Using this approach you can create XML files with multi-level element hierarchies. To open another element within an existing element create another *Custom Fixed* field with a value of *XMLOPEN*. You **MUST** create a *Custom Fixed* field with a value of *XMLCLOSE* for the same element before creating an *XMLCLOSE* field for the parent field.

There is an example view XML view, called `XMLSample.mev`, which you can import to see how to create a multi-level hierarchical file.

There are various file formats. For normal CSV files select Standard. For specific formats, they are listed in the box on the right, for example, *RoyalMail Despatch Express*.

Add comment to order memo when exported
You can add text to the order's memo/notes when the order is exported. This can be useful to see if an order has been exported.

Exporting order details to 3rd Party systems

Several export formats are included with One Stop Order Processing. These are designed for many of the common systems that can provide additional services for your orders (including parcel couriers and website order updating).

You can amend the supplied export views and create your own export views. These export view definitions can be saved and given to other users of One Stop Order Processing.

One Stop Order Processing can export information in a CSV, TSV, XLS, IIF or XML format.

This section explains how to use the existing supplied export views.

Amazon Shipping Confirmations

1 Select the AmazonShippingConfirmation view (if this doesn't appear in your list you can import this by selecting *View->Customize Current View* and clicking on Import. Then select the `C:\OSOP\Main\AmazonShippingConfirmation.mev` file).

2 Amend any default information for all orders or individual orders (e.g. *Shipping method*). You can define a value for all orders using the *Default* value when you amend the Selected fields (when you *Customize Current View*). If you want a specific value for each order you can amend this in the *Custom Values* tab on each order.

3 Select (tick) the orders to export shipping information for.

4 Press the *Export Orders* button () and select AmazonShippingConfirmation. This will create a file to import into Amazon.
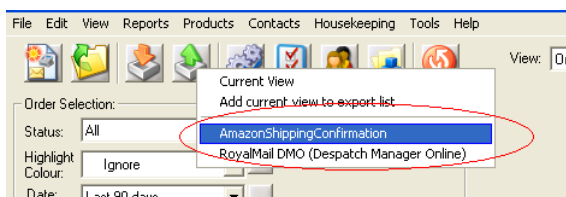
5 Logon to Amazon Seller Central and select the *Upload Order Related Files* on the *Orders* menu.
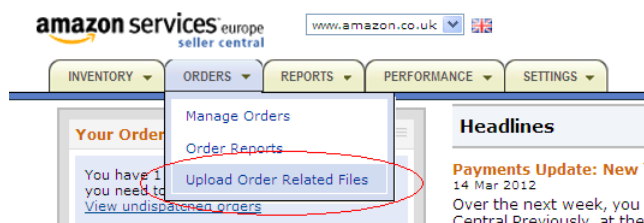
6 Select you file created by One Stop Order Processing and click on *Upload Now*.

Ebay Shipping Confirmations

You can update all of your Ebay orders' statuses using One Stop Order Processing (up to 10000 at a time). To do this you will need to subscribe to Ebay's Selling Manager Pro (current cost £4.99 per month). This is described below:

1 Once you have processed and shipped your Ebay orders in One Stop Order Processing (e.g. marked them as shipped, printed invoices and adding tracking information), If you have already setup your *EbayShippingConfirmation* view go to step **3**.

If the *EbayShippingConfirmation* doesn't appear in your list you import this by selecting *View->Customize Current View* and clicking on *Import*. Then select the `C:\OSOP\Main\EbayShippingConfirmation.mev` file.

2 Amend any default information for all orders or individual orders (e.g. *Shipping method*). You can define a value for all orders using the *Default* value when you amend the Selected fields (when you *Customize Current View*). If you want a specific value for each order you can amend this in the *Custom Values* tab on each order.

3 Select (tick) the orders to export shipping information for.

4 Press the *Export Orders* button (   ) and select *EbayShippingConfirmation*.

5 Logon to Ebay and click on the File Management Centre, shown below.
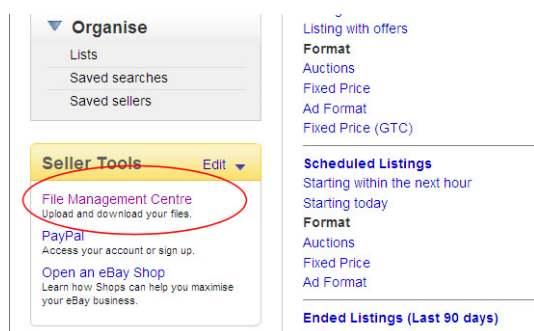
6 Click on the *Upload Inventory* option, shown below. If you do have any entries in the *Uploads* section you have not subscribed to *Selling Manager Pro*. To use this facility you will need to subscribe to *Selling Manager Pro*.
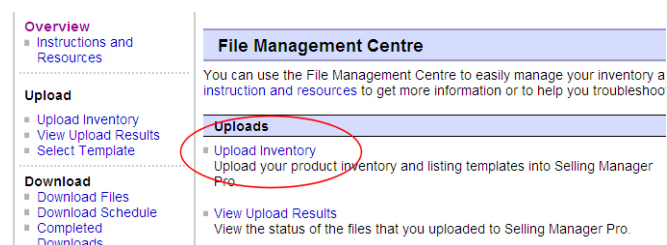
7 Enter your Ebay email address and select the shipping file produced from One Stop Order Processing, shown below. Click on the *Upload* button. You can check the status of the upload by clicking on the *View Upload Results* option on the left hand side.

RoyalMail SmartStamp

If you use RoyalMail SmartStamp for your envelopes or labels you can use One Stop Order Processing to export all of your names and addresses. To do this use the following procedure:

Using One Stop Order Processing

1 Make sure the *SmartStamp* View is installed.
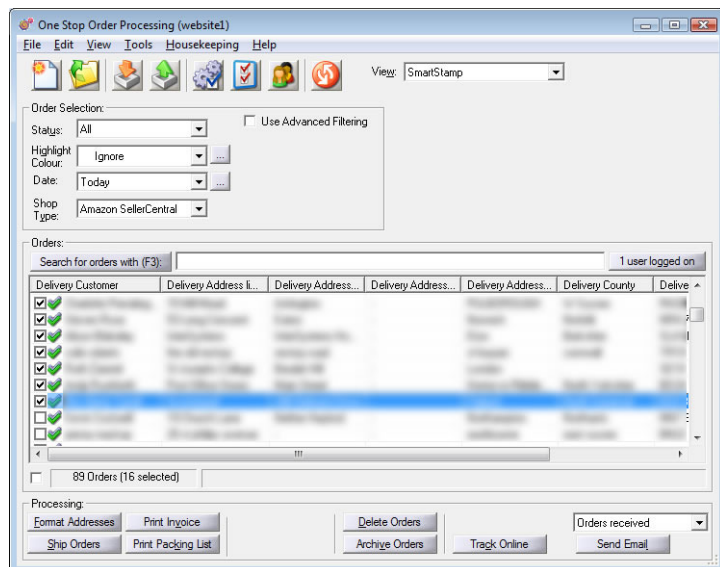
2 Select the orders to print labels/envelopes for. You can either export all the displayed orders or all the selected orders.

3 Press the Export Orders button ( ) and select *SmartStamp*.

4 These can now be used in the mailmerge in *SmartStamp*. If required, you can change the file name by selecting the *SmartStamp* View and selecting the *View->Change Export Options* menu option or click on the button to the right of the View

selection field ( ).

Setting up SmartStamp
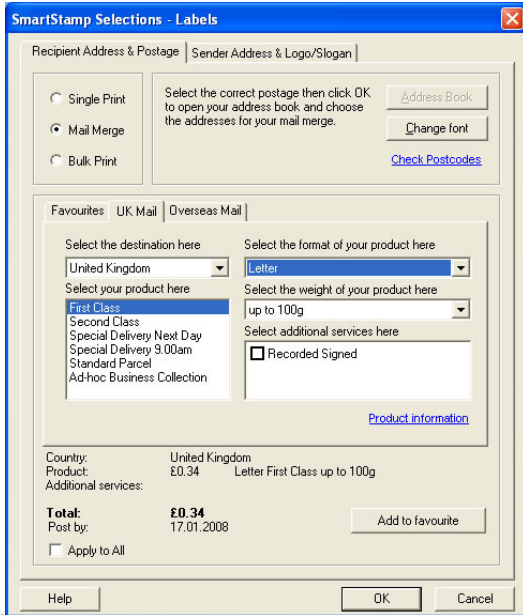
1 After installing and running the SmartStamp application select the type of envelope/paper/label to use. If yours is not available create your own type using the *Define...* option.
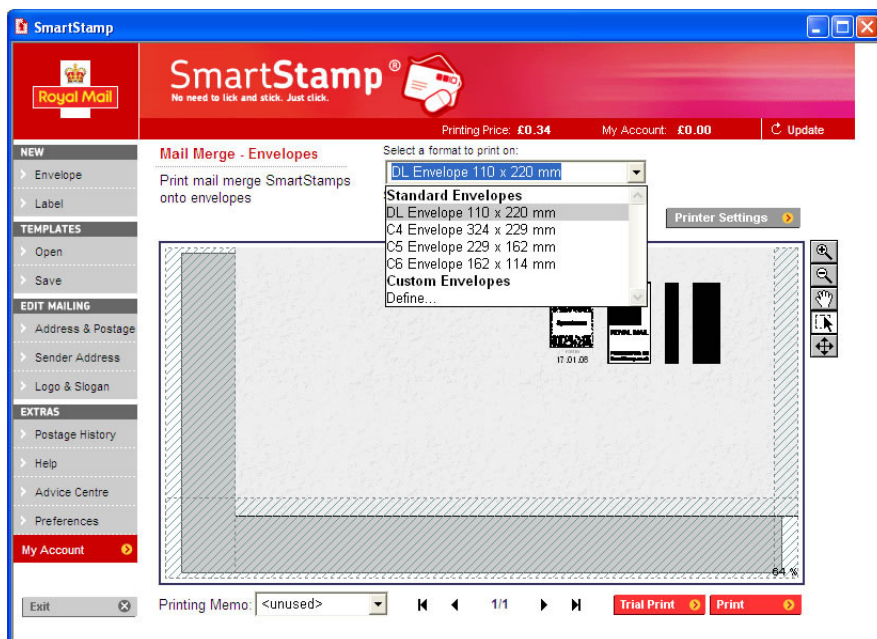
2 Click on Address & Postage button on the left hand side.
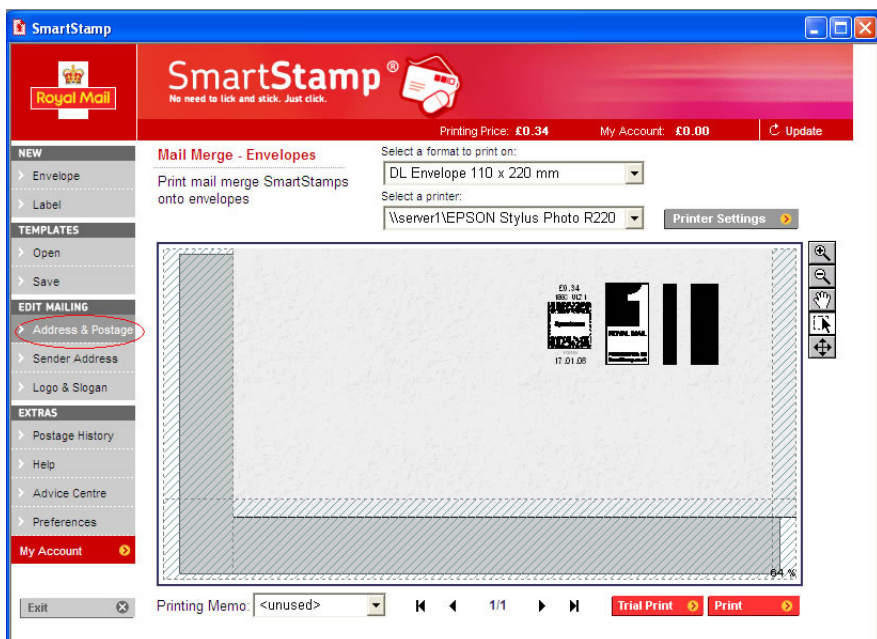
3 Select Mail Merge and click in the OK button.

4 Enter the location of the address file which is normally C:\SmartStampAddresses.csv.
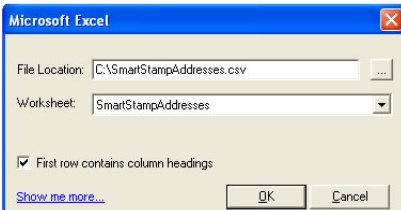
5 Make sure that First row contains column headings is ticked and click OK.

6 Make sure that all the required fields are included in the address (by ticking the required fields) as shown below. If you don't want the country to appear untick this field.

Then press OK.

7 You now need to define the how the fields will appear. Click on the Configuration button.
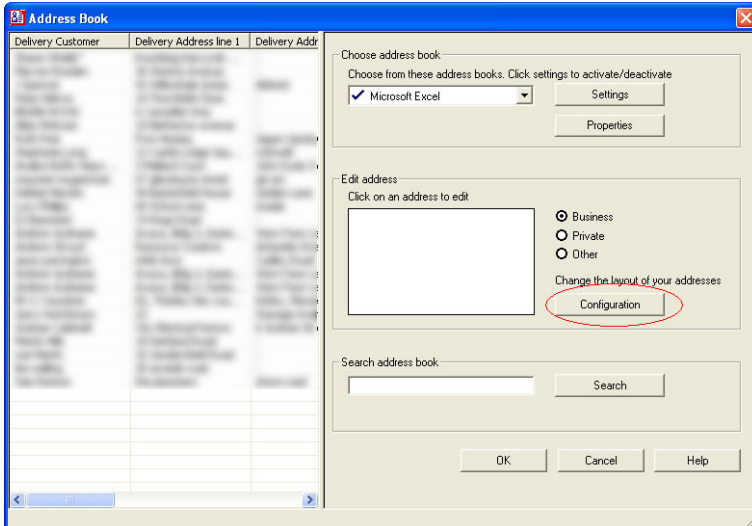
8 Add in the extra fields being used. By default only the first 5 are shown. The right hand pane shows how they should look. Any fields that you don't want displayed should not be added (or removed). When you are happy press OK.
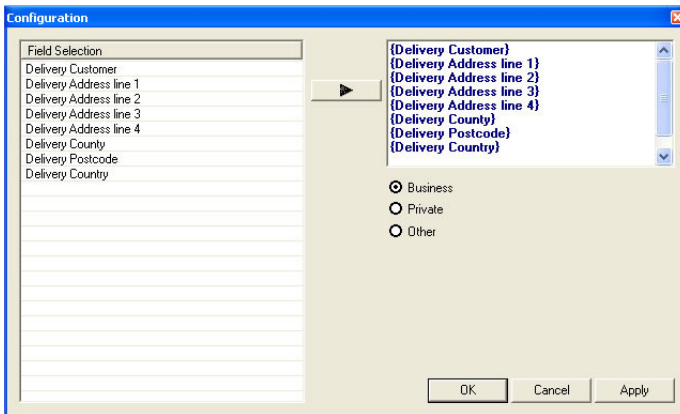
9 You can now select the correct postage and print your envelopes.

RoyalMail Despatch Express

If you use *Royal Mail's Despatch Express* Software system you can use One Stop Order Processing to print all of the selected orders' labels. You can also import the tracking details (created by *Despatch Express*) back into One Stop Order Processing, which can then be included in customer emails (or printed on invoices etc.).

To do this use the following procedure:

Using One Stop Order Processing

1 Select the Despatch Express view. If this is not available this is installed into the installation directory (e.g. `C:\OSOP\Main`). The view displays more columns that will be exported to Despatch Express (for example, *Items Shipped*). These are used to find order information (or for filtering). These columns are not exported.
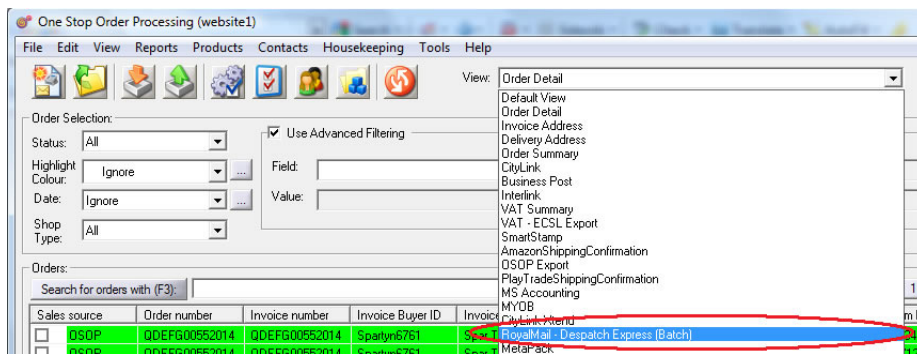
2 Amend the view (using the View->Customize current view menu option or the button).

3 You should amend the value of the Account Number field. If you have an account number enter this value here. You can leave this field blank if you only have 1 account number. To change other values see the **Advanced settings** section.

4 Select the orders to print labels for. You can either export all the displayed orders or all the selected orders.

5 Press the *Export Orders* button () and select RoyalMail - Despatch Express (Batch).

6 The orders will be exported, by default, to `C:\DespatchExpress.dat`. You can change the filename by selecting the *View->Change Export Options* menu option or click on the button to the right of the View selection field

(   ).
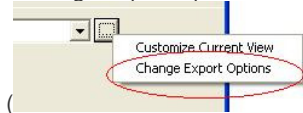
Using Despatch Express

7 Once the file has been created you should start *Despatch Express*. Select the *Despatch / Batch Import* menu option.

8 Select the file exported by One Stop Order Processing and click on *Import*.

<u>**Importing the RoyalMail Tracking details into One Stop Order Processing**</u>

1 Once you have created your RoyalMail labels, using *Despatch Express*, export the details to a file (for example `C:\DespatchExpressDetails.csv`)

2 Using One Stop Order Processing select the *Import orders* button ( ).

3 Select the *One Stop Order type* and tick *Update information in existing orders*. This is shown below.

4 Click on the *Options* button. This displays the following dialog.

5 Tick the *Use OSOP compatible header for order import file* and enter a value of

```
Custom:Entered val.
1,C1,C2,C3,C4,C5,C6,C7,C8,C9,C10,C11,C12,C13,C14,C15,C16,C17,C18,C18,C19,C20,Ord
er ID,C21,C22,C23,C24,C25,C26,C27,C28,C29,C30,C31,C32,C33,C34,C35
```

NOTE: The above maybe shown over 2 lines but include all the text starting with `Custom` and ending with `C35` (on a single line).

This will map the relevant fields from the *Despatch Express* export to the One Stop Order Processing fields.

6 Click on *OK*.

7 When you import the order details (by clicking on *Import One Stop orders*) the Custom field value will be updated with the tracking ID.

8 You can see the tracking value by viewing an order and looking at the *Custom values* tab. It will be in the top right hand corner value of the *Custom values* dialog. To use this value in an email or invoice use the following macro:

```
[%CUSTOM_ENTERED1%]
```

9 If you want to import the tracking details into a different order field use the relevant field name from the Order Tracking section.

and in the above header line (in **5**) change `Custom:Entered val. 1` for the new field name.

10 You can also include this value in emails or invoices etc..

For example, to import the tracking ID into the order's *Shipping instructions* field use the values **Delivery Instructions** (in **5**) and **[%DELIVERY_INSTRUCTIONS%]** in emails etc..

Advanced settings
The default settings are for the number of labels to be printed as 1 using a 1st Class Packet Post service.

You can amend any of the default values by amending either the default view settings, or if it is per order in the custom values on the required order.

DE-ServiceID
The following values can be used in the used as the default value or entered on each order

Code to enter	Meaning
SD101	Special Delivery Next Day £500
SD201	Special Delivery Next Day £1000
SD301	Special Delivery Next Day £2500
SD401	Special Delivery 9am £50
SD501	Special Delivery 9am £1000
SD601	Special Delivery 9am £2500
TP201	Royal Mail Tracked
STL01	Standard Tariff Letters 1st & 2nd
CRL01	Packet Post Daily Rate 1st Class
CRL02	Packet Post Daily Rate 2nd Class
FS101	Packetsort 8 1st Class Flat Rate Large Letter
FS201	Packetsort 8 2nd Class Flat Rate Large Letter
PK101	Packetsort 8 1st Class Flat Rate Packets
PK201	Packetsort 8 2nd Class Flat Rate Packets
PK301	Packetsort 8 1st Class Daily Rate
PK401	Packetsort 8 2nd Class Daily Rate
PPF01	Packetpost Flat Rate 1st Class
PPF02	Packetpost Flat Rate 2nd Class
OLA01	Overseas Letters Airmail
OLS01	Overseas Letters Surface
MP101	International Contract Airsure
OF101	International Format Sort Priority
OF301	International Format Sort Economy
OZ101	International Zone Sort Priority
OZ301	International Zone Sort Economy

You can also use calculations based upon the order values to use different values for fields. For example, setting the default value of DE-ServiceID to the following

[%Total P&P%][<]3.5[CRL01][CRL02]

means use CRL01 (Packet Post 1st Class) if p&p is£ < 3.5 otherwise use CRL02 2nd class.

If you have 3 or more shipping conditions you use the following approach. Using an example defined in the following table:

Shipping Method	Despatch Express Code
Royal Mail 1st Class Post	STL01
Next Day UK Delivery, Mon - Sat	SD101
Airmail	OLA01

You need to define a column for each value. Using Custom Fixed Values. In this example, values 18, 19 and 20. You should untick *Include in Exported information* for each of these fields.

Define the values as in the following table.

Custom Value	Default field value
[%Custom:Fixed val. 18%]	[%Shipping method%][=]Royal Mail 1st Class Post[STL01]
[%Custom:Fixed val. 19%]	[%Shipping method%][=]RNext Day UK Delivery, Mon - Sat [SD101]
[%Custom:Fixed val. 20%]	[%Shipping method%][=]Airmail[OLA01]

You then need to put the value into the column to export (i.e. tick *Include in Exported information*).

Use another Custom value. In this example, [%Custom:Fixed val. 21%].

define its Default field value as

```
[%Custom:Fixed val. 18%][%Custom:Fixed val. 19%][%Custom:Fixed val. 20%]
```

This will put in whichever value has been defined into a single field.

NOTE: You should untick *Include in Exported information* on the [%Shipping method%] field as this is not required.

More complex shipping models
If you ship using different methods based upon order value you can use the following approach as shown in the following example:

Packages should be sent as described in the following table.

Order Value	How to send	Despatch Express method
Less than £5	2nd Class	Service STL01 , Class 2
£5 to £9.99	2nd Class Recorded	Service STL01 , Class 2 , Service Enhancement 11
£10 to £19.99	1st Class Recorded	Service STL01 , Class 1 , Service Enhancement 11
£20 and above	Royal Mail Tracked	Service TP201

To do this you should add the *Grand Total* to the view and untick *Include in Exported Information*.

DE-ServiceID
Change the value to

```
[%Grand total%][<]20[STL01][TP201]
```

Service Enhancement
Change the field value to

```
[%Grand total%][>]4.99[~[%Tracking Code%]][~]
```

Class
Change the field value to

```
[%Grand total%][<]10[2][1]
```

Tracking Code
Change the field value to

```
[%Grand total%][<]20[11]
```

Also untick *Include in Exported information*

Package weights
You can enter weights for some Despatch Express services. If you need to do this amend the value of *DE-Additional1* field and remove the first ~ from the default value. Then add a field before the *DE-Additional1* field to will contain the weight. This can be a fixed weight or use the calculated weight. If required you can display this is grammes (rather than kilos) by changing the Field value to:

!!![*]1000

this will display the value multiplied by 1000 (i.e. in grammes).

NOTE: You may need to include some fields used in calculations in views. If you untick *Include in Exported information* this field will not be exported.

For more information about *Despatch Express* you can see Royal Mail's guide at:

ftp://ftp.royalmail.com/Downloads/public/ctf/rm/Despatch_Express_Interfacing_System.pdf

UKMail Consignor

If you use the UKMail Consignor Software system you can use One Stop Order Processing to automatically print all of the selected orders' labels. To do this use the following procedure:

Setting up Consignor

1 Start *Consignor Server* by right clicking on the icon in the bottom right of your main screen and selecting the *Details* menu option.
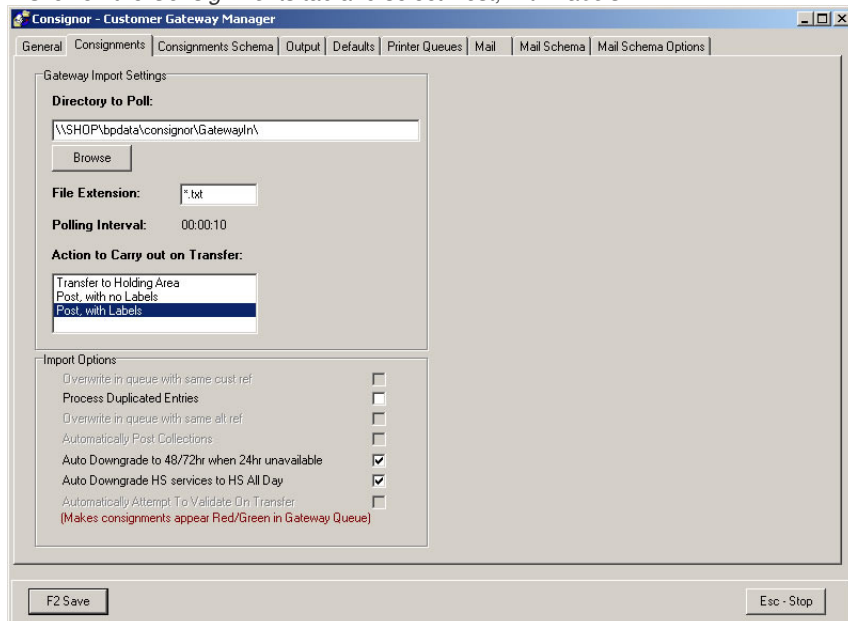
2 Click on the *Gateway Manager* button
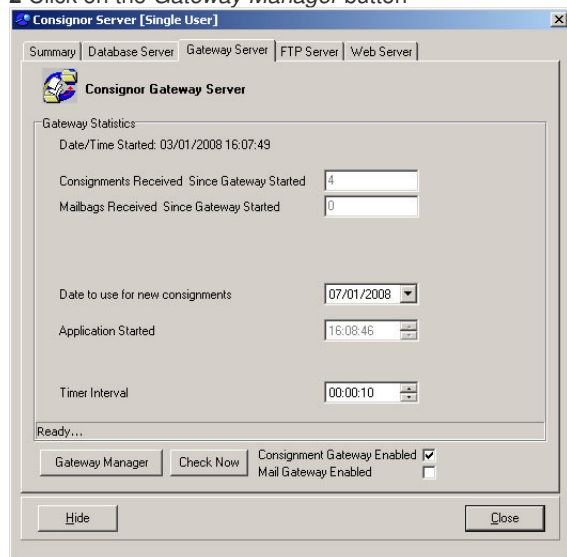
3 Make sure that *Start Consignments Gateway When Consignor Server Is Started* is ticked.
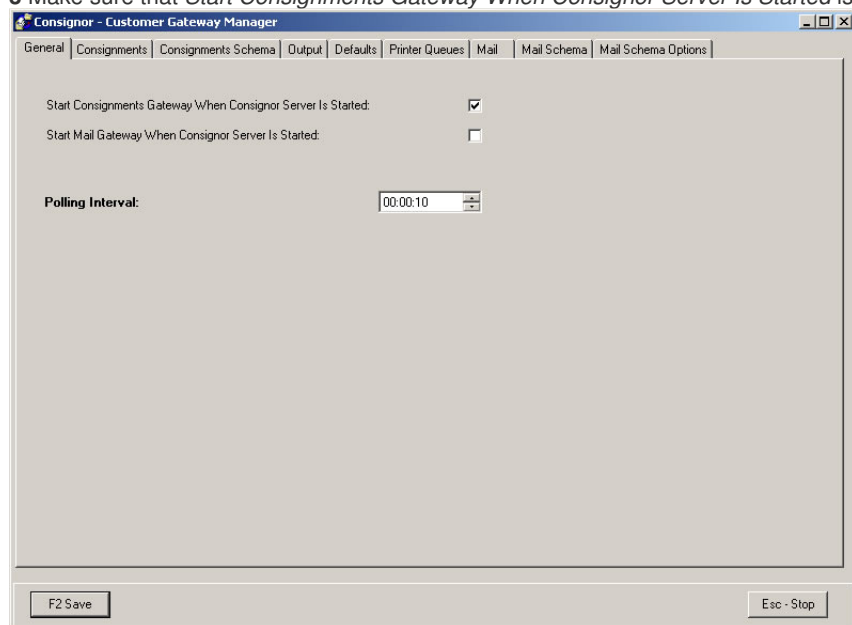
4 Click on the *Consignments* tab and select *Post, with Labels.*

5 Click on the *Consignments Schema* tab. You should download and save the schema to the *\\SHOP\bpdata\consignor\GatewayTest* directory. Where SHOP is the name of your PC.
You should then download and save the sample file to the *\\SHOP\bpdata\consignor\GatewayTest* directory. Tick the *Delimited ImportType* and enter ~ as the character.

6 Click on *F2 Save* to save the changes.

Using One Stop Order Processing

1 Make sure the UKMail Export Format is installed.

2 Select the orders to print labels for.

3 Press the Export Orders button () and select UKMail. This will export the orders to `\\SHOP\bpdata\Consignor\GatewayIn\bpdata.txt`. If this is not the Consignor folder select the UKMail View and select the *View->Change Export Options* menu option or click on the button to the right of the View selection field
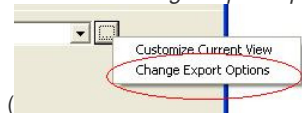
(   ). You can enter the correct output filename in the File to export to field. Where SHOP is name of your PC where Consignor is installed. When you install Consignor your main data area is shared with the share name bpdata.

4 You can then send the customer an email that allows them to track their order using a link directly to their order. To do this use the UKMail Email template.

Advanced settings

The default settings are for the number of labels to be printed to match the number of items shipped using the UKMail Next Day service. Also UKMail also requires the weight of the item to be given. The default value is to weigh each parcel as 2 Kilos. If you don't enter this value or it is too low UKMail should update it with their weighed amount.

Use the following information to change the details on all orders or on each order.

1 If your default service level is not 1 (Next Day) enter a new value. To do this click on the *Customize current view* () button, click on the BP Service field and click on the Amend field details. In the field details dialog change the *Default* field value to match your service level. You can change this on a per order basis by using a *Custom Entered* for each order variable and amending the order details in the *Custom values* page when viewing order details (click the *Edit* order details button first).

2 The number of labels to print is defaulted from the items shipped. If these match then you can leave the value. However, if a particular order has a different value amend the order details as described in 1 (above). If you always have a fixed number of items amend the default value of the column to that number (using the approach described in 1 (above). If the number of labels is relative to the number of items shipped (e.g. plus 1 label or 2 times the number of labels) amend the default value by using a calculation.

Quickbooks

You can export to Quickbooks 2004 to 2012. The different options are split into 2 formats, Quickbooks 2004 to 2007 and 2008 onwards.

The following instructions explain how to set this up.

1 Install the QuickBooks view

There are 5 choices of views to import:

`QuickBooks2008-CustomerInvoices.mev`	QuickBooks versions from 2008 where all orders customers, products and orders are imported as separate invoices.
`QuickBooks2008-SingleInvoices.mev`	QuickBooks versions from 2008 where all orders are imported as individual invoices
`QuickBooks2008-GroupedByDayInvoices.mev`	QuickBooks versions from 2008 where each day's orders are imported as a single invoice.
`QuickBooksUpTo2007-SingleInvoices.mev`	QuickBooks versions up to 2007 where all orders are imported as individual invoices.
`QuickBooksUpTo2007-GroupedByDayInvoices.mev`	QuickBooks versions up to 2007 where each day's orders are imported as a single invoice.
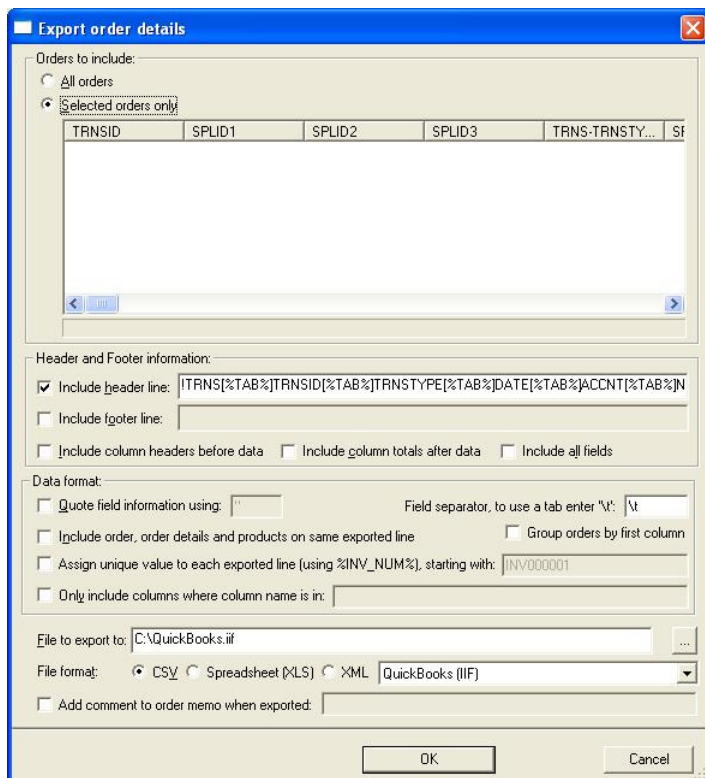
The grouped invoices are useful if you have a lot of orders (e.g. from Ebay). They are imported into Quickbooks as a single invoice with the day's total order values (and VAT). Each invoice will have a unique sequential order number. As the views are configurable you can group the orders by any field.

2 Click on the *Export Orders* button (   ) and select the *Quickbooks* link. This will create the file C:\QuickBooks.iif. If this is the correct file location go to step **3**.

If you want to change the filename or other setup select the *QuickBooks* view and select the *View->Change Export Options* Menu.

This will display the Export orders details dialog, shown below.

Click on the *OK* button.

3 Start *Quickbooks*.

4 Below is a description of where the order information is imported into. You either need to make sure that the accounts (And items) exist in QuickBooks or amend the default values, shown below, to match your setup.

Fields used for QuickBooks versions up to 2007 (using the imported `QuickBooksUpTo2007-SingleInvoices.mev` or `QuickBooksUpTo2007-GroupedByDayInvoices.mev` views)

Field	Description	Default Value
SPL-ACCNT1	Income Account to attribute sales from	Sales

Fields used for QuickBooks versions 2008 onwards (using the imported `QuickBooks2008-SingleInvoices.mev`, `QuickBooks2008-GroupedByDayInvoices.mev` or `QuickBooks2008-CustomerInvoices.mev` views). Fields in **red** are not required for the `QuickBooks2008-CustomerInvoices.mev` view.

Field	Description	Default Value
SPL-ACCNT1	Income Account to attribute sales from	Sales
SPL-ACCNT2	VAT Liability account	VAT Liability
TRNS-ACCNT	Account used to process all income from sales	Accounts Receivable
TRNS-NAME	**Customer used to allocate all sales to**	**InternetOrders**
SPL-NAME2	VAT Supplier (who is setup as the VAT Agency)	HMRC VAT
INVITEM1	**Item all sales are for**	**Goods**

If you need to change any of the values (or add in your own rules or macros) you should customize the current view and change the default values assigned to the Fields shown above

5 select the *File->Utilities->Import->IIF Files* Import menu option.

6 Select the *C:\Quickbooks.iif* file.

7 The should then be imported

Additional Information

If you are using Quickbooks 2008 or later and have upgraded your Company file(s) from a previous version of Quickbooks (e.g. 2004) you may not be able to import the VAT into your existing account. New QuickBooks company accounts should not have this problem. If you get an error "cannot associate an item with VAT liability" you should allocate the VAT to a different (new) VAT Liability account. You should then consult your accountant to see if it is better to move all VAT transactions over to use this new VAT Liability account (change the value of the SPL-ACCNT2 Field) or create a General Ledger entry to move the VAT between the old VAT account and new VAT account. This will enable the VAT 100 (return) to show the correct figures.

Sage

All versions of Sage are supported except *Startup*.

All invoices are imported as a single customer (Sales) for a single product (Goods). The total invoice cost and VAT is split into the relevant accounts.

The following instructions explain how to set this up.

1 If the Sage view isn't available you can Import the view from the installation directory (e.g. `C:\OSOP\Main`).

There are 2 choices of views to import:

`Sage.mev`	Where all orders are imported as individual invoices
`Sage-GroupedByDayInvoices.mev`	Where each day's orders are imported as a single invoice.

The grouped invoices are useful if you have a lot of orders (e.g. from Ebay). They are imported into Sage as a single invoice with the day's total order values (and VAT). Each invoice will have a unique sequential order number. As the views are configurable you can group the orders by any field.

2 Click on the Export Orders button ( ) and select Sage.

This will create an CSV file in the root of drive `C`. If required, you can change the name by selecting the *Sage* View and selecting the *View->Change Export Options* menu option or click on the button to the right of the View selection field

(   ).
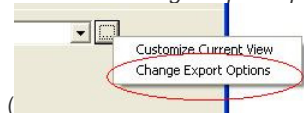
3 Start *Sage*.

4 Below is a description of where the order information is imported into. You either need to make sure that the accounts (and items) exist in Sage or amend the default values, shown below, to match your setup.

Field	**Description**	**Default Value**
`Account Reference`	The customer account who the order is assigned to	WEB
`Details`	The income account the sales are assign to	Internet Sales

If you need to change any of the values (or add in your own rules or macros) you should customize the current view and change the default values assigned to the Fields shown above.

5 select the *File->Import* menu option.

6 Select *Audit Trail Transactions* and click on *Run*.

7 Select the `C:\Sage.csv` file.

8 The orders should then be imported.

Printing a Proof of Posting Sheet

If you are using taking letters and parcels to the Post Office (or have a collection) you can print out a report that can be signed by a Royal Mail member of staff to confirm that the items have been posted. To do this following the following procedure:

1 Select the *PO Proof of Posting* View.

2 Select the orders that are being posted.

3 Select the *Print->Print Order View* menu option.

4 When printing you may have to select A4 Landscape to fit the details onto a single sheet. You can also adjust the column widths on the screen before printing.

Royal Mail Despatch Manager Online (DMO)

This guide will explain how to setup One Stop Order Processing and Royal Mail Despatch Manager Online (DMO). You will need to signup to Royal Mail's service. More information at:

http://dmo.royalmail.com.

1 Make sure the RoyalMail DMO (Despatch Manager Online) is installed. If it is go to item **2**.

If the view isn't available you should import the view. It is installed into the installation folder (by default `C:\OSOP\Main\RoyalMailDespatchManager.mev`). You can import the view by clicking on the *Customize Current View*

button ( ). To import the new view click on the *Import* button in the displayed window, shown below:
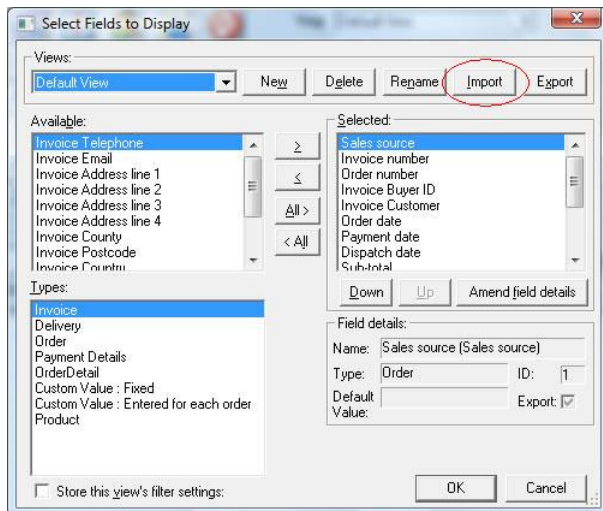
2 Tick the orders to export (using filters based on any fields shown, for example, unshipped orders).

3 Click on the Export Orders button ( ) and select the *RoyalMail DMO (Despatch Manager Online)* to create the CSV file to import into *Royal Mail Despatch Manager Online (DMO)*.

4 This will create a CSV in `C:\` called `DMO.csv`. If required, you can change the name by selecting the *RoyalMail DMO (Despatch Manager Online)* view and selecting the *View->Change Export Options* menu option or click on the button to the right
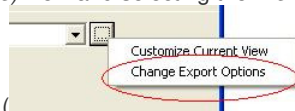
of the View selection field ( ). You can enter the correct output filename in the *File to export to* field. You can also add a comment to the order to show that this order has already been exported (and if required use this text as a filter to see which orders have not been exported to *Royal Mail Despatch Manager Online (DMO)*.

Setting up Royal Mail Despatch Online (DMO)

1 Go to the Royal Mail Despatch Manager Online website at

`https://www.rmdmo.co.uk/login.epl`

and login using details provided by Royal Mail.
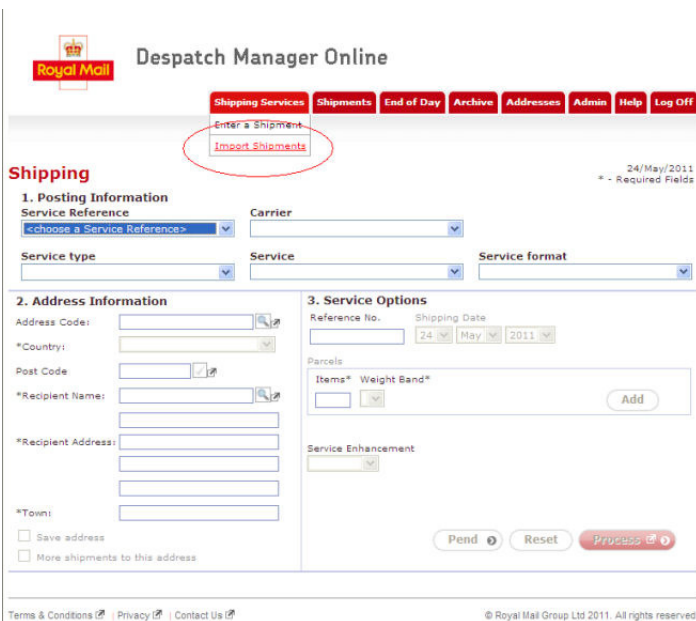
2 Under the Shipping Services menu option select Import Shipments, shown below:

3 If the 1StopOrders format is available go to item **10**. If not follow the next steps to set the 1StopOrders format. On the Import Shipments screen select the New button, shown below:

4 Select the import format as Delimiter-separated values and click on Next, shown below:

Import Shipments Wizard - Step 1

Step 1: Select Import File Layout Type

1. Select the layout format of the shipment files you will be importing:
   ○ Fixed width fields
   ◉ Delimiter-separated values
2. Set the Default Country code
   (if Recipient Country Code is not used):
   [United Kingdom   ▼]
3. ☐ Use recipient code for address information

Next ➤

5 In the Separated Values File Specification make sure the Separator is set to a comma (,) and Delimiter of a double quote (").

You then need to click on the fields to use in the exact order that will appear in the file. If you click on the fields in the Field area in the order shown below:

```
Service Reference
Service
Recipient Contact Name
Recipient
Recipient Address line 1
Recipient Address line 2
Recipient Address line 3
Recipient Post Town
Recipient Postcode
Recipient Country Code
Reference #
Items
Weight (kgs)
Safe Place
Signature
Service Enhancement
Service Format
Service Class
```

This will product the following in the Representation of File Layout area:

```
"Service Reference","Service","Recipient Contact Name","Recipient","Recipient Address line
1","Recipient Address line 2",
"Recipient Address line 3","Recipient Post Town","Recipient Postcode","Recipient Country
Code","Reference #","Items",
"Weight (kgs)","Safe Place","Signature","Service Enhancement","Service Format","Service Class"
```

This is shown below. When the information looks correct click on Next.

Import Shipments Wizard - Step 2

Step 2: Separated Values File Specification

Instructions

Field
Recipient Complementary Name
Recipient Zone Code
Recipient Tel #
Recipient Email Address
Shipping Date
Nature of goods
Filler

1. Enter the character or characters that seperate each field (e.g. use, for comma separated values; for tab delimited valued, enter the text *tab* in the seperator field).

   Separator: [,]

2. Enter the character or characters that are used to distinguish each field, usually a double quote (if any).

   Delimiter: ["]

3. Click on each of the fields in the order that they are laid out in the import File.

4. Use the 'Filler' field to represent fields in the import file that should be skipped during the import process.

5. Click the 'Next' button when you have completed specifying the layout.

   Notes:
   Required fields are shown in **bold**
   If 'Country' field is not specified, country will default to 'GB'

Representation of File Layout:
"Service Reference","Service","Recipient Contact Name","Recipient","Recipient Address line 1","Recipient Address line 2","Recipient Address line 3","Recipient Post Town","Recipient Postcode","Recipient Country Code","Reference #","Items","Weight (kgs)","Safe Place","Signature","Service Enhancement","Service Format","Service Class"

◀ Back   Clear ➤   Remove Last Element ➤   Next ➤

6 Ignore the Date Format as this field is not used. Change the Weight Format to the same format that you use for your product weights. For example, if you use kilogrammes select the 12.00 kg option. Click on Next. This is shown below:

Import Shipments Wizard - Step 3

Step 3: Define the formats of the data.

Date Format:
Please select the date format used in your file

Date Separator: None ▾
- ⦿ DDMMYYYY
- ○ MMDDYYYY
- ○ YYYYMMDD
- ○ DDMMYY
- ○ MMDDYY
- ○ YYMMDD

Numeric fields format
Please select the numeric formats used in your file

Decimal Separator: . ▾
Weight Format:
- ○ 12.0 kg
- ⦿ 12.00 kg
- ○ 12.000 kg
- ○ 12 kg
- ○ 12000 g

◉Back   Next ◉

7 You can now setup the mappings to your Royal Mail Services. You can use the exact text that they use (or their default mappings). The mappings provided in the guide have been used to make it easier to use Macros in One Stop Order Processing where different service enhancements and services are needed for different orders.

To add the different mappings

a Click on Service, Service Reference, Service Class, Service Enhancement or Service Format on the left hand side of the window

b For each mapping table add each of the mappings shown below (if available). To add a mapping type in the code in the Your code box and select the value in the Transform to box and click on Add.

Each of the mappings for the relevant fields is shown below in a table with how the windows should look after adding the mappings. If you make a mistake you can click on the Remove button and reenter the mapping (or click on an item to amend it).

Country Code

The country codes do not need to be mapped as One Stop Order Processing produces the correct codes.

Import Shipments Wizard - Step 4

Step 4: Define table mappings for your layout.

Mapping Tables
This information allows making the link between the codes you use in your information system and the codes used by Despatch Manager Online

-> Country Code
Service
Service Reference

┌─ Country Code ──────────────┐
Your Code	**Map To**

Your code: [_____]

Transform to   [Select Country Code ▾]

Add

Remove

◉ Back   Next ◉

One Stop Order Processing

Service

Your Code	Map To
1STACCOUNT	First Class + 1ST AND 2ND CLASS ACCOUNT MAIL
1STDAILY	First Class + PACKETPOST DAILY RATE
2NDACCOUNT	Second Class + 1ST AND 2ND CLASS ACCOUNT MAIL
2NDDAILY	Second Class + PACKETPOST DAILY RATE
SPECIAL	Special Delivery + SPECIAL DEL 1PM £500 COMP

Import Shipments Wizard - Step 4

Step 4: Define table mappings for your layout.

Mapping Tables
This information allows making the link between the codes you use in your information system and the codes used by Despatch Manager Online

Country Code
-> Service
Service Reference

Service

Your Code	Map To
1STACCOUNT	First Class + 1ST AND 2ND CLASS ACCOUNT MAIL
1STDAILY	First Class + PACKETPOST DAILY RATE
2NDACCOUNT	Second Class + 1ST AND 2ND CLASS ACCOUNT MAIL
2NDDAILY	Second Class + PACKETPOST DAILY RATE
SPECIAL	Special Delivery + SPECIAL DEL 1PM £500 COMP

Your code:
Transform to   Select Service

Add

Remove

◀ Back   Next ▶

Service Reference

Your Code	Map To
Ref1	Service Reference 1
Ref2	Service Reference 2

Import Shipments Wizard - Step 4

Step 4: Define table mappings for your layout.

Mapping Tables
This information allows making the link between the codes you use in your information system and the codes used by Despatch Manager Online

Country Code
Service
-> Service Reference

Service Reference

Your Code	Map To
REF1	Service Reference 1
REF2	Service Reference 2

Your code:
Transform to   Select Service Reference

Add

Remove

◀ Back   Next ▶

Service Class

Your Code	Map To
1	First Class (1)
2	Second Class (2)
D	Special Delivery (D)

Service Enhancement

Your Code	Map To
1	Consequential Loss £1000 (1)
2	Consequential Loss £2500 (2)
3	Consequential Loss £5000 (3)
4	Consequential Loss £7500 (4)
5	Consequential Loss £10000 (5)
EML	EMAIL (EML)
REC	Recorded (REC)
SMS	SMS (SMS)
SNE	Email & SMS (SNE)

Service Format

Your Code	Map To
F	Inland Large Letter (F)
L	Inland Letter (L)
M	Inland Auto Large Letter (M)
N	Inland Format Not Applicable (N)
P	Inland Packet (P)

Import Shipments Wizard - Step 4

Step 4: Define table mappings for your layout.

Mapping Tables
This information allows making the link between the codes you use in your information system and the codes used by Despatch Manager Online

Country Code
Service
Service Reference
Service Class
Service Enhancement
->Service Format

Service Format

Your Code	Map To
M	Inland Auto Large Letter (M)
N	Inland Format Not Applicable (N)
F	Inland Large Letter (F)
L	Inland Letter (L)
P	Inland Packet (P)

Your code: [Your code]

Transform to [Select Service Format ▼]

Add

Remove

Back   Next

8 When the mappings have been added click on the Next button.

9 The following definition is shown below. In the Layout Name enter the name for the layout, 1StopOrders and click on Save.

This is shown below:

Import Shipments Wizard - Step 5

Step 5: Confirm layout specification

Layout Name: 1StopOrders
File Type: Delimiter-separated values
Separator: ,
Delimiter: "
Default Country Code: GB

Field Name	Order	Format	Mapping table
Service Reference	0		REF1 : Service Reference 1 REF2 : Service Reference 2
Service	1		2NDDAILY : CRL_2 1STDAILY : CRL_1 2NDACCOUNT : STL_2 1STACCOUNT : STL_1 SPECIAL : SD1
Recipient Contact Name	2		
Recipient	3		
Recipient Address line 1	4		
Recipient Address line 2	5		
Recipient Address line 3	6		
Recipient Post Town	7		
Recipient Postcode	8		
Recipient Country Code	9		
Reference #	10		
Items	11		
Weight (kgs)	12	12.00 kg	
Safe Place	13		
Signature	14		
Service Enhancement	15		SMS : SMS EML : EML 3 : 3 2 : 2 REC : REC 1 : 1 4 : 4 SNE : SNE 5 : 5
Service Format	16		F : F M : M N : N P : P L : L
Service Class	17		1 : 1 D : D 2 : 2

Layout Name: 1StopOrders

Your changes will overwrite the existing layout. Enter a new layout name to create a new layout, or click 'Save' to overwrite the existing layout

◄ Back   Save ►

10 To import the delivery details for the orders:

1. Select a file format
Select the *1StopOrders* format

2. Select file to import
Type in *C:\DMO.csv*
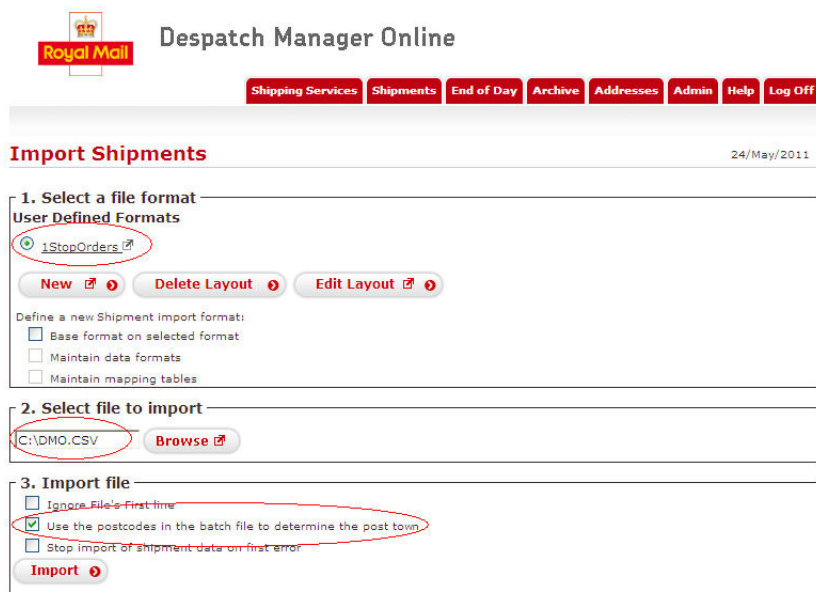
3. Import File
Tick Use the postcodes in the batch file to determine the post town.

Click on the *Import* button.

This is shown below.

Setting up different delivery options in One Stop Order Processing

By default the view has options for

Service Reference	*REF1*
Service	*1STDAILY*
Service Format	*You will need to select P (Packet), L (Large Letter), M (Auto Large Letter)*

Using the same value for all shipments

1 Amend the view (click on the Customize current view button ( )).
2 Select the field to change Selected: box on the right hand side.
3 Click on the Amend field details button.
4 In the Amend field details window type the required value in the Default field value box and click on OK.

Using different values for shipments

You can amend on an individual order by amending the order and changing the value on the Custom Values tab.

If you want to automate this process you can use the following approach:

1 Amend the view (click on the Customize current view button ( )).
2 Select the field to change Selected: box on the right hand side.
3 Click on the Amend field details button.
4 In the Amend field details window type the required macro in the Default field value box.

Example macro to use:

To use fields in the macros they must be added to the view. For example, you may want to check the total postage paid. To check this add this to the view. This can then be checked in a macro.

Use 1st Class post for orders that have paid £3.50 or more for shipping

```
[%Total P&P%][<]3.5[1STACCOUNT][2NDACCOUNT]
```

Metapack

For more information in Metapack go to www.metapack.co.uk

1 If you already setup the Metapack view go to step **8**.

If you don't have the Metapack view available (in the list of Views) click on *Customize Current View* button ( ).

2 Click on the *Import* button.

3 Select the `MetaPack.mev` file. By default, this will be installed into `C:\OSOP\Main\MetaPack.mev`.

4 Click on the *Import* View button.

5 In the *Sender Code* you should enter your Metapack senders code (given to you when you sign up).

6 The view has now been setup. You will only need to do this once.

7 The Total Weight is calculated using your product inventory. You can manually setup your product inventory, import from a CSV file or automatically create products when orders are imported. If required you can add or adjust each products weight.

8 Select (tick) the orders to export.

9 Click on the *Export Orders* button ( ) and select *MetaPack*.

10 This will export the orders to `C:\MetaPackData.csv`. You can change the filename by selecting the *View->Change Export*

Options menu option or click on the button to the right of the View selection field ( ).

11 You may want to tick the Add comment to order memo when exported field (in the Export order details dialog) to keep track which orders have been dispatched. For example, you can add a value of EXPORTED in the field and then use a filter to only show orders that don't have the word EXPORTED.

Order Tracking

This feature is available in Standard, Premium and Enterprise versions of One Stop Order Processing

Once order tracking has been setup (see the *Track Online options* for more information) you can select any of your orders and upload their tracking information to your website. Customers can be sent an email which will automatically include a link to their order tracking information (on your website) and/or they can use an order tracking box on your website, where they type in their order number. You can then update (and upload) their tracking details to notify your customers of the order process.

You can change the information to display in the online tracking form. You can include details about the order and include up to 50 additional custom values specific to your business. This can include fields for you to add in comments or batch numbers or courier tracking, who packed by etc.. You can also configure the tracking options.

Additional order handling

If you right click (with the mouse) while on an order an additional menu is displayed. This provides the following features:

Auto totaling

If the field contains a numeric value (e.g. order total) all of the currently displayed orders' values will be added up and displayed. If there are any checked (ticked) orders these are also added up. This can be useful if you want to find the total of certain order values from all of those displayed.

Copying information to the clipboard

If you want to easily export information to another application (e.g. Microsoft Word) you can right click (on the mouse) on an order and either copy the current item or the entire line to the clipboard. This can then be pasted into any other application.
NOTE: This option is only available if a single order has been selected

Checking and Unchecking selected orders

If you select more than 1 order you can choose to check or uncheck all of the selected orders.

Assigning colours to orders

You can assign one of the defined colours to the selected orders. This colour can be used for filtering the orders.

Logged on Users

You can see which other computers (users) are current using One Stop Order Processing. You can also send messages to them when any order issues arise. To do this click the *Logged on Users* button.
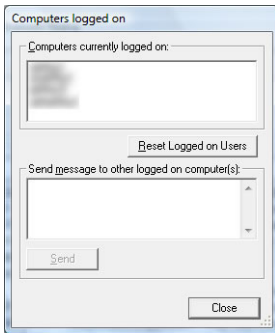
The current number of users logged onto the main computer is shown. If you want to see which computers are logged select the *Tools->Logged on Users* menu option. You can also send a message to any other user currently logged onto the same PC. This can be used to pass on information to someone who has an order locked that you need to work on.

If there are problems with your license being used by another PC on the network you can clear the existing information by clicking on the *Reset Logged on Users* button.

Printing order details as a customised report

If you want to print the current orders as they are shown select the *Print Order View* menu option (under *File->Print* menu option). If you have specific orders selected you will be prompted to see if you only want those orders printed or all the orders matching the current filter.

When you print the current orders, the current column widths and columns selected are used to print the report. If you want a report to contain certain information you should add that column to the current view (or create a specific view to print the order details).

If the orders printed are too large to fit onto a single page they are split over more than 1 page. When the report is printed the page number and its location in the report is printed on each page. For example, if a report is too wide for a single page and fits onto 2 pages and there are 2 pages of orders, the page details are printed as:

. Page 1 (Row 1 Column 1)
. Page 2 (Row 1 Column 2)
. Page 3 (Row 2 Column 1)
. Page 4 (Row 2 Column 2)

Using this information you can assemble the report as a single page.

When you print a report of the current orders any fields that contain numbers or prices will be automatically added up and a total printed at the end of the report. You can configure which columns are totaled by amending their details in the Customise View

dialog (press the *Customize view* button ().

Processing orders

For each selected order you can print, preview, email the Invoice, Packing List or Purchase Order. All the selected orders can also be marked as shipped, have their addresses formatted or the order tracking details published to a website for order tracking. If you want to individually ship each item for an order (for example, if an order has 3 items and you only want to ship one of them), tick the 'Only include ticked order lines' option on the Display options. If you are using this approach the order will only be marked as shipped, and be given a shipping date when all the order lines are shipped.

You can communicate with your customers by sending them emails to tell them what stage their order is at. Several default templates are supplied. You can amend these or create your own. Emails can be sent as HTML or plain text.

NOTE: HTML emails can not be sent if you are using a MAPI client (e.g. Outlook). You should use an SMTP server for this. See the *Setup Email* for more information on how to do this.

Options

To show the options select the *Options* menu choice (under the *Tools* menu) or by clicking on the *Options* button (   ). The information that can be configured from the options is described in this section.

Order Display Options

You can choose how to display orders.

Display all orders
All orders, including deleted orders are displayed.

Don't Displayed Deleted Orders
Only display live, not deleted orders. This is useful if you want to process orders and once complete you delete them. Once deleted they aren't shown.

Only Display Deleted Orders
This can be useful if you want to archive (move) deleted orders into another site.

By default, deleted orders are not displayed.

Show Refunds
If you want to show refunded orders tick this box. When refunds are shown they can be used to show correct sales (or VAT) figures.

By default, refunded orders are displayed.

Automatically refresh orders when an order has changed
If you want to redisplay all the orders whenever any changes have been made tick *Automatically refresh orders when an order has changed*. You should un-tick this option if you have a large number of orders and want a faster screen update.

Font
You can choose the font and size to use when displaying the order, customer and product details.

Clicking on order line ticks order
To process orders you need to select (tick) all of the orders. You can do this by clicking the box on the left of the order. You can tick the *Clicking on order line ticks order* option to automatically tick the order when you click anywhere on the order's line.

Show order lines on packing or picking list with a shipped quantity of zero (0)
If you want to produce packing lists only for items untick this box. If it is ticked (by default) all items on the order will be shown.

Only include ticked order lines
If you only want to print a packing list for certain products tick this option. This can be used to mask certain items ordered. If you want to individually ship each item for an order (for example, if an order has 3 items and you only want to ship one of them), tick this option. If you are using this approach the order will only be marked as shipped, and be given a shipping date when all the order lines are shipped.

Order selection colour
If you want to change the colour of the hilighted line click on the colour button and select the required colour. You should choose a dark colour as the text is shown in white.

Clicking on columns uses cases insensitive sorting
When you sort items, by default, uppercase and lowercase words will be sorted differently. If you want all words to be sorted and the case of the words ignored tick this option.

Only show first n orders
You can limit the number of orders shown. This will show the first **n** orders. By default, if ticked, it will show the top 1000 orders. When you click on a column heading it sorts the order information by that field. If you have limited the number of orders shown the orders will be retrieved again. This may mean that the order previously selected orders won't be available.

Other Options
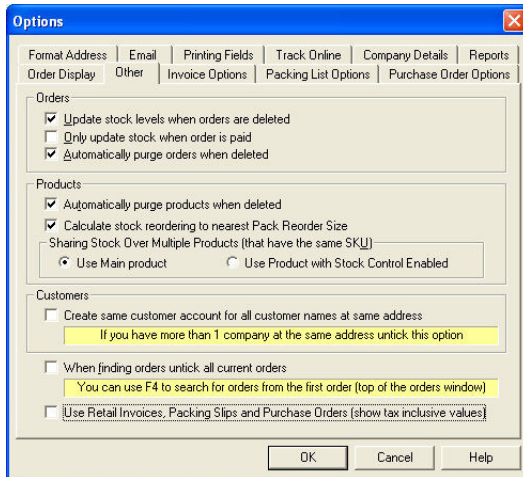
Orders

Update stock levels when orders are deleted

If you are using Stock Control and want to return any items to those available when an order is deleted tick this option. If you then undelete the deleted order the stock will be removed again.

Only update stock when order is paid

If you only want to adjust the stock levels when orders are paid tick this option. When you mark the orders as paid it will then adjust the stock.

NOTE: If you tick this option and you are using automatic stock levels you should select the *Products->Stock->Recalculate Stock Reorder Levels*. You will also need to manually select the *Out of Stock Report*.

Automatically purge orders when deleted

When you delete orders they are not removed (by default). They are not shown and are not included in operations. However, the orders can be undeleted. If you want to always remove orders whenever they are deleted tick this option.

Products

Automatically purge orders when deleted

When you delete products they are not removed (by default). They are not shown and are not included in operations. However, the products can be undeleted. If you want to always remove products whenever they are deleted tick this option.

Calculate stock reordering to nearest Pack Reorder Size

When you let One Stop Order Processing automatically calculate the stock reorder levels tick this box if want this value to be to the nearest *Pack Reorder Size* (setup on the Product's *Stock* tab). If you want this calculation to show the exact amount to reorder untick this option. When you produce the stock reorder report this will always show the amount to reorder to the nearest pack size.

Sharing Stock Over Multiple Products (that have the same SKU)

When you want to use different SKUs for products and want to share the stock over the different SKUs you need to define multiple products that all have the same main SKU but different Order Type SKUs. You need to assign a single product to manage the stock. You identify this product by either using the first product created or by ticking the *Use Stock Control* option on one of the products.

Customers

Create same customer accounts for all customer names at same address

When orders are created an account for that customer is created. By default, all customers (names and company names) at the same address are grouped together. If you want to have a separate account for all customer and companies even at the same address untick this option.

When finding orders untick all current order

When you look for orders using the Find button (or F3) by default it leaves all the other orders currently ticked. Also when an order is found it ticks that order. If you only want the order that you are looking for ticked tick this option.

NOTE: You can also use F4 to search for orders. This will always look for orders from the first order listed rather than the last order found.

Use Retail Invoice, Packing Slips and Purchase Orders (show tax inclusive values)
By default, prices don't show the VAT in the item prices. If you want to show the tax included in the items tick this option. This is mainly for Retail invoices.

Invoice, Packing List and Purchase Order Options

Purchase Orders are available in Standard, Premium and Enterprise versions of One Stop Order Processing
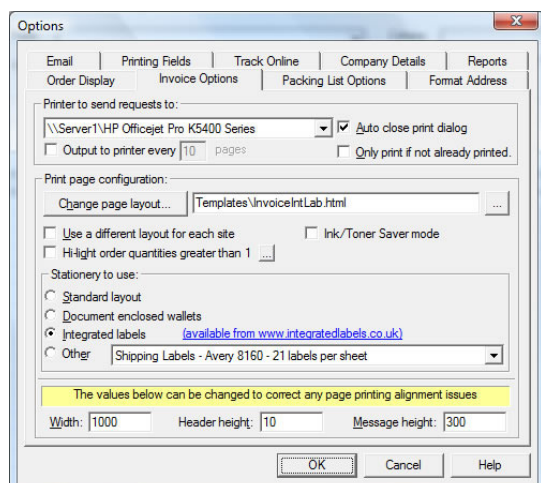
There are certain options related to each report type (Invoice, Packing List and Purchase order). These are:

Printer to send requests to:
Select a printer to use. You can print the Invoice and Packing List on different printers. The Invoice and Packing List are printed using Internet Explorer. If you tick *Auto close print dialog* you can print by using a single click.

You can also print orders in batches. If you are printing a lot of orders you may want to send them to the printer in groups, of say 10 orders. For some printers they work in a slightly better way if they receive information in smaller batches. To use this feature tick the box, *Output to printer every* option. You can then type in the number of pages to print each time.

Print page configuration
After you select the type of stationery to use you can use the default template or change it by using the *Change page layout* button.

Standard layout	A normal sheet of A4
Document enclosed wallets	After printing fold the paper 3 times to get the address in the correct location to place into a document wallet
Integrated labels	Print onto an A4 sheet with a single peel off label to place onto the package (paper available from **www.integratedlabels.co.uk**)
Other	Additional invoices and packing lists are supplied. These contain special features, for example, printing 2 orders per packing list. The definitions of these additional files are stored in the IL_1StopTemplates.ini files. You can add your own formats, packing lists and invoices by using this file.

If you want to use less ink on the printed Invoice, Packing Lists or Purchase Order tick *Ink/Toner Saver mode*. This removes some of the solid black and colour areas in the Invoices and Packing Lists.

You can also have products on orders hilighted if more than 1 has been ordered. By default it displays the order quantity in larger text in red. You can click on the **...** button to change the html used if required.

NOTE: If you are using Purchase Orders and want to use supplier information you should tick *Use Supplier details* (and select the supplier number to use for each order).

Printing configuration values
The invoice and packing list are designed for a standard printer. If you have any problems with the page text printing too large increase the *Page width* value. If you have alignment problems with labels adjust the *Page message height* and *Page header height*.

Other printing tips

The printing is done using *Microsoft Internet Explorer*. You can configure *Microsoft Internet Explorer* in the following ways to improve the print layout.

You can remove the text displayed at the top and bottom of the invoice and packing list by removing the text in the Headers and Footers options in the *Page Setup* page (under the *File* menu).
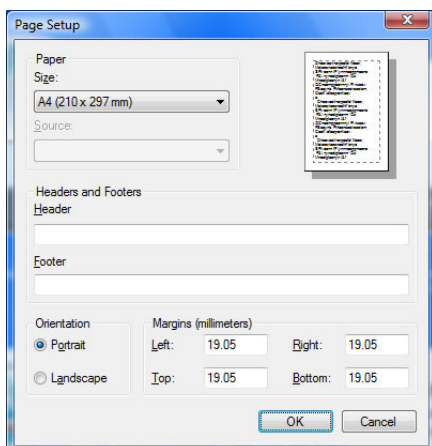
If the images and shaded areas are not shown when printed you should make sure that the *Print background colors and images* is turned on (ticked). The *Printing* options are in the *Advanced* tab in the *Internet Options* (under the *Tools* menu).
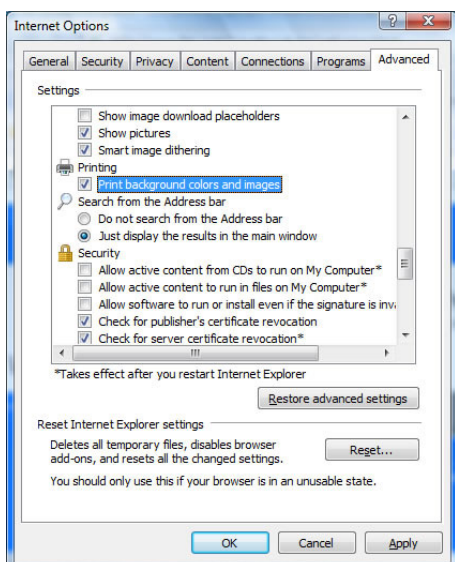
Advanced options

When amending the existing Invoice and Packing List layouts you can use the macros, defined in the *Macros to use in Emails, Printing and Order Tracking* section.

Printing more than 1 order details on a single page
You can put up to 64 orders onto the same sheet of paper. This can be used for sheets of labels or more efficient packing lists or reports.

To use this feature you must be the macro **#NX#n#** somewhere on the page. Where **n** is the number of orders to put onto this page. For example, **#NX#8#** will put **8** orders on a single page.

If you are using HTML layers you must put the macro **#PT#** at the end of the page. This will stop more than 1 page being printed onto the same page. The supplied Avery labels use this technique.

When you have put one (or both) of these macros on the page you can use the following macros with the order number required to print onto the page. This will make sure that different orders are displayed on the same page.

For example to display the customers name use **[%INV_CUST_NAME#1#%]**, **[%INV_CUST_NAME#2#%]**, **[%INV_CUST_NAME#3#%]** etc..

```
[%INV_ADD#n#%]
[%DEL_ADD#n#%]
[%ORD_NUM#n#%]
[%ORD_DATE#n#%]
[%INV_CUST_NAME#n#%]
[%INV_COMPANY#n#%]
[%DEL_CUST_NAME#n#%]
[%DEL_COMPANY#n#%]
[%INV_CUST_NAME#n#%]
[%INV_COMPANY#n#%]
[%INV_TEL_NUM#n#%]
[%INV_FAX_NUM#n#%]
[%INV_EMAIL#n#%]
[%INV_ADD_LINE1#n#%]
[%INV_ADD_LINE2#n#%]
[%INV_ADD_LINE3#n#%]
[%INV_ADD_LINE4#n#%]
[%INV_COUNTY#n#%]
[%INV_POSTCODE#n#%]
[%INV_COUNTRY#n#%]
[%INV_BUYER_ID#n#%]
[%DEL_CUST_NAME#n#%]
[%DEL_COMPANY#n#%]
[%DEL_TEL_NUM#n#%]
[%DEL_FAX_NUM#n#%]
[%DEL_EMAIL#n#%]
[%DEL_ADD_LINE1#n#%]
[%DEL_ADD_LINE2#n#%]
[%DEL_ADD_LINE3#n#%]
[%DEL_ADD_LINE4#n#%]
[%DEL_COUNTY#n#%]
[%DEL_POSTCODE#n#%]
[%DEL_COUNTRY#n#%]
[%DEL_BUYER_ID#n#%]
[%SALES_SOURCE#n#%]
[%ORD_NUM#n#%]
[%ORD_TRANS_ID#n#%]
[%ORDER_ID#n#%]
[%INVOICE_NUM#n#%]
[%CHECKOUT_DATE#n#%]
[%ORD_DATE#n#%]
[%INV_DATE#n#%]
[%PAY_DATE#n#%]
[%DISPATCH_DATE#n#%]
[%LISTED_ON#n#%]
```

```
[%PAYMENT_METHOD#n#%]
[%POSTAL_SERVICE#n#%]
[%PAYPAL_ID#n#%]
[%VAT_NUMBER#n#%]
[%CURRENCY#n#%]
[%PO_NUMBER#n#%]
[%TOTAL_WEIGHT#n#%]
[%DELIVERY_INSTRUCTIONS#n#%]
[%FEEDBACK_LEFT#n#%]
[%FEEDBACK_RECEIVED#n#%]
[%NOTES#n#%]
[%ORD_SUB_TOTAL#n#%]
[%ORD_SUB_TOTAL_TAX#n#%]
[%ORD_PNP#n#%]
[%ORD_PNP_TAX#n#%]
[%ORD_INSURANCE#n#%]
[%ORD_INSURANCE_TAX#n#%]
[%ORD_TOTAL_TAX#n#%]
[%ORD_GRAND_TOTAL#n#%]
```

For order lines you use the order line followed by the order number. For example, the first line (item) of an order for order 3 would be `[%ITEM_ID1#3#%]`. An example of this is used in the `PackingListIntLab2Orders.html` packing list (2 orders per packing list using 2 labels).

```
[%ITEM_IDN#n#%]
[%ITEM_TITLEN#n#%]
[%ITEM_SKUN#n#%]
[%ITEM_QTYN#n#%]
[%ITEM_PRICEN#n#%]
[%ITEM_VAT_RATEN#n#%]
[%ITEM_TAXN#n#%]
[%ITEM_TOTALN#n#%]
[%ITEM_WEIGHTN#n#%]
[%ITEM_SHIPPED_QTYN#n#%]
[%ITEM_PRICEN#n#%]
```

Printing Fields Options

When you print invoices, packing lists or purchase orders you can pickup the standard order information using the macros defined in the *Macros to use in Emails, Printing and Order Tracking* section

In addition to these macros you can define others. These are replaced with the values just before printing. A macro can contain company information defined in the *Company Details* options. You can also display different values for different field values. This can be used to display a different PPI (1st or 2nd class) based upon the shipping choice. This is explained at the end of this section.

Several default Macros are defined. These provide information to be put into the default invoice and packing list templates. You can also change the order that macros are processed. This allows you to change the values based upon certain criteria. For example, you may want to show a certain image if the Listed On is Ebay, but if the address is in France change the image to something else.
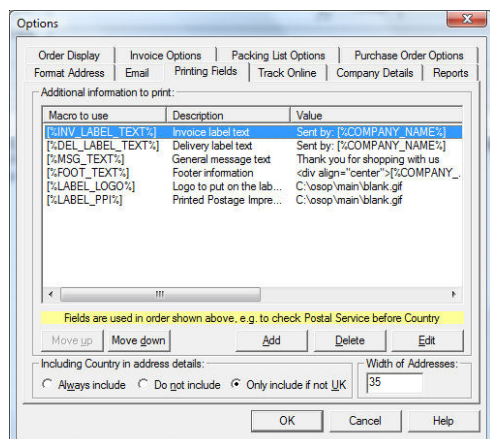
Including Country on address details
When you use an address macro ([%INV_ADD%], [%DEL_ADD%] or [%%SUPPLIER_ADDn-n%%]) you can choose to include the country name for the UK. Use either the Always include, Do not include or Only include if not UK option.

Width of Addresses
When either the ([%INV_ADD%], [%DEL_ADD%] or [%%SUPPLIER_ADDn-n%%] macros are used you can set the maximum width of a line in the address. If the address line is greater than the width given it is moved onto the next line of the address.

You can edit or delete the existing macros. You can also add your own macros. If you add or edit a macro you are shown the following screen.
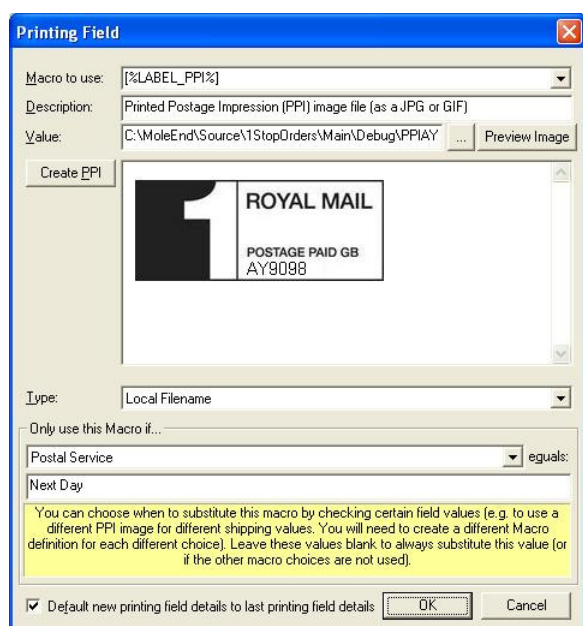
Macro to use:
The text that appears in the Invoice or Packing List. If this appears the Value is replaced. You can enter your own macro names if required (you will need to add the values to the Invoices etc.)..

NOTE: These macros can also be used in Emails and Online Tracking.

If you are using the *Macro* `[%LABEL_PPI%]` you can create a PPI image by clicking on the *Create PPI* button.
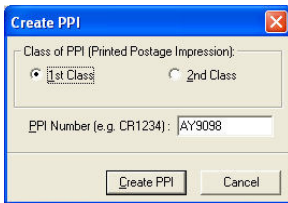
Select *1st* or *2nd class* and type in the code given to you by the RoyalMail. When you click on *Create PPI* the image will be created anda asigned to the Macro.

Description:
The description of the macro. Default macros are created. You can also add your own. Use text that is meaningful to the person entering values.

Value:
The value that will be used when replacing the Macro. This can be text or a text, html or image file.

Text
The Macro is replaced by the text.

NOTE: The Value can contain other Macros. For example, Ebay Info: `[%FEEDBACK_LEFT%]`, `[%FEEDBACK_RECEIVED%]`.

Local Filename
If the filename is an image file the file is displayed. If the file ends with .txt, .html or .htm the file is copied into the Invoice or Packing List. This can be useful for standard information, for example, your terms and conditions.

When you are using images from files and are using a networked version of One Stop Order Processing you should make sure that the files are available on your network. A good way to do this is to put your files into your `C:\OSOP\Main` directory (folder) and reference the files using the network path. An example of how to do this is described below:

1 Install the software into the default location on the main PC, `C:\OSOP`. In this example the main PC is called `SERVER`. Replace the name `SERVER` with your main PC's name.

2 Share the main directory `C:\OSOP` as `OSOP` (see *Change Site* for more details on how to do this)

3 Put all of your images to use in invoices etc. into `C:\OSOP\Main` (e.g. put `logo.jpg` into `C:\OSOP\Main`).

4 When using any files as Macros (e.g. `logo.jpg`) use `\\SERVER\OSOP\Main\logo.jpg`.

Internet Filename (weblink)
This is an image on a website (.gif, .jpg, .jpeg, .png). For example, your company logo. It is a good idea to use an image from a website if you are using this for sending emails as the image will not be attached to an email, but a website link will be displayed.

Only use this Macro if:
If you only want to use this macro value under certain conditions you can use this option. You can test a particular value of the order being printed. You can also use other conditions (e.g. Grand Total is more than a certain amount, or country is not France) you can also use <, >, =, # before the value to check. These meanings are described below.

> Use this macro if the value is greater than (or equal to) that given. For example, >12.52 means include these details if the value is greater than or equal to £12.52 (the currency is not needed).

< Use this macro if the value is less than (or equal to) that specified. For example, <1 means only display the text (or image) for values of 1 or less.

= Use this macro for exact values. For example, =100 means only display for values of 100.

Use this macro when you want to include the text or image for values that are not equal to that given. For example, #5 means show the text or image for all values except 5. #France means is not France.

NOTE: If you do not specify a condition (=,#,< or >) equals (=) is used.

You can use single values, listed below or 2 conditions at once (i.e. AND). The conditions listed below with an AND should have the 2 values to be checked together separated by an AND.

For example, if you wanted to use a certain PPI for the UK and 1st Class you would select `Postal Service AND Delivery Country` and have a value of `First Class AND United Kingdom`.

NOTE: Rather than using AND you can also use `&&`, `+` or `||` to separate the 2 values.

The values to check are:

```
Postal Service
Delivery Country
Invoice Country
Payment Method
Shipping Instructions
Postal Service AND Delivery Country
Postal Service AND Listed On
Invoice Name
Invoice Company
Invoice Telephone No.
Invoice Fax
Invoice Email
Invoice Address Line1
Invoice Address Line2
Invoice Address Line3
Invoice Address Line4
Invoice County
Invoice Postcode
Invoice Buyer ID
Delivery Name
Delivery Company
Delivery Telephone No.
Delivery Fax
Delivery Email
Delivery Address Line1
Delivery Address Line2
Delivery Address Line3
Delivery Address Line4
Delivery County
Delivery PostCode
Delivery Buyer ID
Sales Source
Sales Num
SubTotal
Total Tax
Total PnP
Total PnP Tax
Insurance
Insurance Tax
All Total Tax
Grand Total
Order Date
Checkout Date
Payment Date
Dispatch Date
Invoice Date
Invoice Number
Feedback Left
Feedback Received
Notes
Listed On
Transaction ID
Order ID
Currency
VAT Number
Paypal ID
Purchase OrderNum
Weight
Custom Value 1
Custom Value 2
Custom Value 3
Custom Value 4
Custom Value 5
```

```
Custom Value 6
Custom Value 7
Custom Value 8
Custom Value 9
Custom Value 10
Custom Value 11
Custom Value 12
Custom Value 13
Custom Value 14
Custom Value 15
Custom Value 16
Custom Value 17
Custom Value 18
Custom Value 19
Custom Value 20
Custom Value 21
Custom Value 22
Custom Value 23
Custom Value 24
Custom Value 25
Custom Value 26
Custom Value 27
Custom Value 28
Custom Value 29
Custom Value 30
Custom Value 31
Custom Value 32
Custom Value 33
Custom Value 34
Custom Value 35
Custom Value 36
Custom Value 37
Custom Value 38
Custom Value 39
Custom Value 40
Custom Value 41
Custom Value 42
Custom Value 43
Custom Value 44
Custom Value 45
Custom Value 46
Custom Value 47
Custom Value 48
Custom Value 49
Custom Value 50
```

If you wish to use your own order processing procedures you can use the custom order values

Example 1, how to use a different PPI for orders.
If you define the 3 following macros, you can display a different PPI for 1st Class, 2nd Class and nothing for international orders.

Macro Name	Value	Only use this Macro if...	equals
[%LABEL_PPI%]	RoyalMail1stPPI.jpg	Postal Service	1st Class
[%LABEL_PPI%]	RoyalMail2ndPPI.jpg	Postal Service	2nd Class
[%LABEL_PPI%]			

Example 2, how to display additional text on the packing list or invoice for certain orders
If you define the following macro, you can display a Please send Special Delivery (in bold) on the packing list for orders that have a value more than £10. You will also need to add the text [%EXTRA_SHIPPING_TEXT%] to the Packing List (or Invoice).

Macro Name	Value	Only use this Macro if...	equals
[%EXTRA_SHIPPING_TEXT%]	<B>Please send Special Delivery</B>	Grand Total	>10

Default new printing field details to last printing field details
If you are creating a Printing Fields with slightly different details you can tick this option to default all values from the last Printing Fields amended.

Emailing Customers Options

You can send information to your customers based upon the selected orders. There are several templates supplied with One Stop Order Processing. These can inform your customers that the order has been received, payment has been received, order has been shipped and order has been delayed. These can be amended or new ones created.
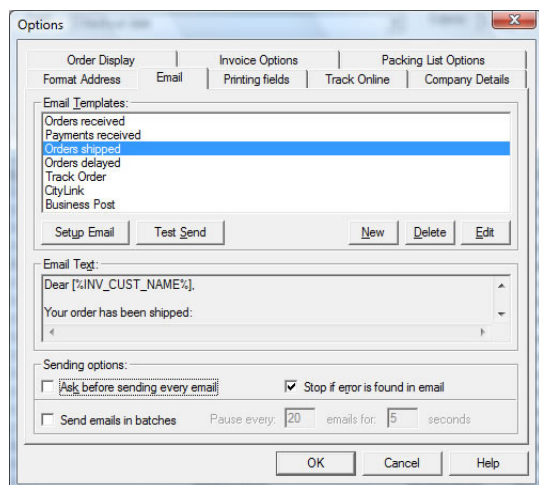
Email Templates
When each template is selected the email text is shown in the *Email Text* area. It can be amended by pressing the *Edit* button. You can delete a template by pressing the *Delete* button. To create a new blank template press the *New* button.

To configure how the email will be sent click on the *Setup Email* button. For more information refer to the Setup Email section.

Once you are happy with your template you can send a test email to a specific email address. This would normally be your email address. The order details are filled in with example data.

By default, you are asked before every email is sent. If you want to turn this feature off you should un-tick *Ask before sending every email*.

NOTE: You should make sure that you have selected the right customers and correct template before sending any email. If you are unsure tick *Ask before sending every email*.

Sending emails in batches
If you have any problems with your email server (or ISP) when you send a large number of emails at once, you can limit the amount of emails sent at once. Tick the *Send emails in batches* option and select the number of emails to send at once and how long to wait between sending that number of emails. Normally a 5 second delay is sufficient to resolve any sending issues.

Creating and Amending Customer Email Templates
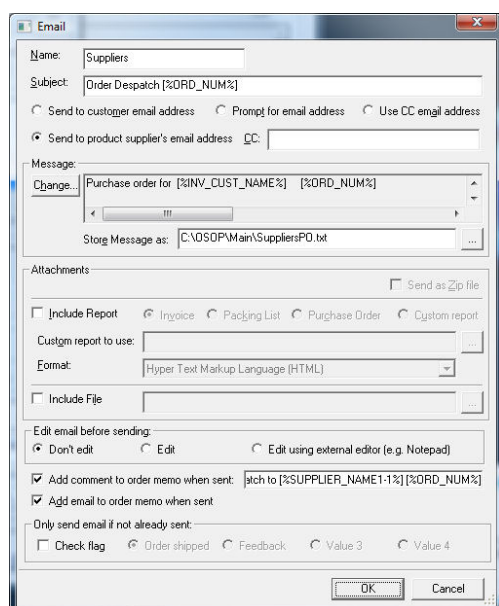
Name
The template name is your own name that is used to identify the template to use to send emails. This name is not sent as part of the email.

Subject
The subject that is displayed in the email. You can use order specific information by using certain words. These are explained in the *Message* section (below).

NOTE: If you want to edit the email subject before sending put the text `[%EDIT%]` at the start of the email subject. When you send an email you are then shown the email subject and can make any changes required. For example, to allow the subject entitled `Order [%ORD_NUM%] has been shipped` to be edited before sending change the title to be `[%EDIT%]Order [%ORD_NUM%] has been shipped`.

Who to send email to
When you send a customer email you can choose who to send it to:

Send to customer email address
The customer invoice address from the order is used.

Prompt for email address
A dialog is displayed before the email is sent prompting you for an email address.

Use CC email address
The email address entered into the CC field is used.

Send to Product supplier's email address
If you are using suppliers and want each supplier to receive an email for the product's that they sell (to despatch to your customer) use this option. You will need to use the relevant macros for suppliers (described in the Macros section further down). You can also use the Suppliers template.

CC
You can also send the email to a 3rd party. This can be used to notify other areas of your company of the order. If you want to send the email to more than 1 email address you can separate the emails with a semi-colon (;). For example, *WareHouse@Email.com; Accounts@Email.com*.

Message
The message to send in the email. When you enter a new name to store the email text (in the *Store message as* control) and press the *Change* button you are asked if you want a default HTML or plain text email. This is created with all available order specific words available. The ones not required can be removed. These are described below. When you amend your email text you can choose the editor to use. Notepad is generally satisfactory for plain text emails. If you are creating html emails you can use your desired editor (e.g. Dreamweaver or Microsoft Word).

When the email is sent they are replaced with the information specific to the order. If you want to send more detailed information to the customer you can attach their Invoice or Packing List.

The macros that can be used are shown in the *Macros to use in Emails, Printing and Order Tracking* section.

Attachments
You can also attach other information to the email. These can be sent as they are or in a zip file. You can either select the customer's invoice or packing list (as an HTML file) or another report.
You can also attach other files. These can be used to include other information specific to your company (e.g. Terms and Conditions). If you want to send more than 1 additional file you simply separate the files to send by a semi-colon (;). For example, *C:\Admin\TAndC.txt; Offers.html*. You can send up to 19 attachments in this way.

Edit email before sending
If you want to verify or edit an email before sending the email select either Edit or Edit using external editor. If you are using an HTML template this will always use the external editor.

Add comment to order memo when sent
When the email is sent the comment is added to the memo field in the order. This can be viewed from the order details memo page. The time and date when sent are also added. You can use any fields used in the message. The comment defaults to the email subject.

Add email to order memo when sent
You can keep a history of all the emails sent to your customers by ticking this option. It places the emails in the memo tab of the order. You can have up to 20,000 characters in the order's memo tab.

Only send email if not already sent

If you want to make sure that you only send an email for an order once, tick the *Check flag*. You can then select which flag this template uses to check if an email has been sent. Normally the Order shipped and Feedback emails are used for each order. There are 2 additional flags that can be used for other associated emails.

Track Orders Online Option

This feature is available in Standard, Premium and Enterprise versions of One Stop Order Processing

Once set-up you can easily upload the selected orders' tracking details to your website. The information given can be used for customers to track their own orders from your website and also for you to include a link in you despatch emails.
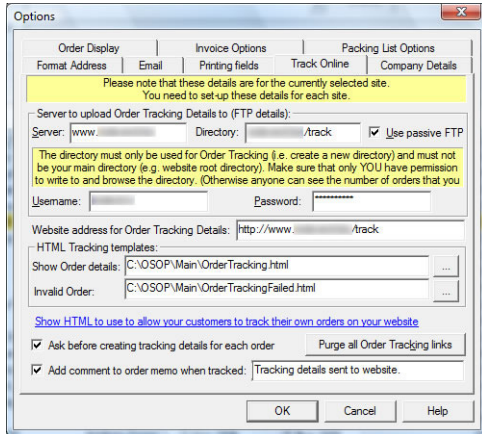
Server to upload Order Tracking Details to (FTP details):
Normally you would host the tracking details on your server. However, you can put them onto any server as there are no links to any specific locations.

The *Server* is your FTP server name (normally supplied by your hosting company). The *Directory* field is used to specify the location once logged into your server. You would normally enter the tracking directory so would enter *track*. However, if your server is used to host multiple sites you may have additional folders to enter, for example, *mysite/track*. The *Username* and *Password* are the FTP details supplied by your host.

Website address for Order tracing Details
This will normally be very similar to your FTP details. You must put http:// in front of your website details and include the directory where the files will be uploaded to.

HTML Tracking templates
You need to select an HTML template to show with the order information and another when the entered order number is invalid (used when customers use your website's tracking page). The default templates can be used to show basic tracking information.

The *Show Order details* default template shows the *order number*, *order date*, *shipment date* and a *custom field*. You can add the following fields in to the order details.

NOTE: It is not recommended to give any more information than is necessary in the template as it possible that anyone who can guess an order number can view the information.

You can change the template to use any of the following values shown in the *Macros to use in Emails, Printing and Order Tracking* section.

The *Invalid order* template is simply an HTML page that is displayed when the order can not be found on your website. The default page can be amended if you want to include additional information, for example, your telephone number.

Show HTML to use to allow your customers to track their own orders on your website

If you click on the link a page will be displayed with the HTML that can be copied directly into one of your existing pages or your website pages. An example of the produced HTML shown below:

```
<script type="text/javascript">
function ME_Track()
{
    var xmlHttp;
    try
    {
        xmlHttp=new XMLHttpRequest();
    }
    catch (e)
    {
        try
        {
            xmlHttp=new ActiveXObject("Msxml2.XMLHTTP");
        }
        catch (e)
        {
            try
            {
                xmlHttp=new ActiveXObject("Microsoft.XMLHTTP");
            }
            catch (e)
            {
                alert("Please update your browser to a newer version");
                return false;
            }
        }
    }
    sAdd =
"http://www.farnwo82.biz/track/"+"_ME_"+document.getElementById("ME_OrdNum").value+".html";
    xmlHttp.open("HEAD", sAdd, true);
    xmlHttp.onreadystatechange=function()
    {
        if(xmlHttp.readyState == 4)
        {
            var value;
            if (xmlHttp.status != 200)
            {
                sAdd = "http://www.farnwo82.biz/track/OrderTrackingFailed.html";
            }
            var
WinTest=open(sAdd,"","width=600,height=400,toolbar=yes,menubar=no,scrollbars=yes");
            if (! WinTest){alert("A popup blocker was detected. Please\ndisable popup
blocker to open window.");};
        }
    }
    xmlHttp.send(null);
}
</script>
<p>Enter your order number:<br>
  <input id="ME_OrdNum" type="text" size="20" name="text"/>
  <br>
  <input type="button" value=" Track" onclick="ME_Track()"/>
</p>
```

If required you can amend this template to suit your specific needs.

Ask before creating tracking details for each order
When you first use this feature you may want to confirm each order that is having tracking details uploaded.

Purge all Order Tracking links
To clear down any order details that have been uploaded to your website click on this button.

NOTE: This option will remove all files that are in the filter: _ME_*.html (in the specified *Directory*).

Add comment to order memo when tracked.
You can add a line to the order's memo field when the details are uploaded. This can be used to provide confirmation that the information has been uploaded.

Additionally if you do not want this feature being used you can disable it in the *Available Features*.

Format Address

You can choose to format the customer delivery and invoice addresses from any orders that have been received. You can choose to use the following formatting methods on each of the 10 (optional) lines that the user can enter for his address on the website.
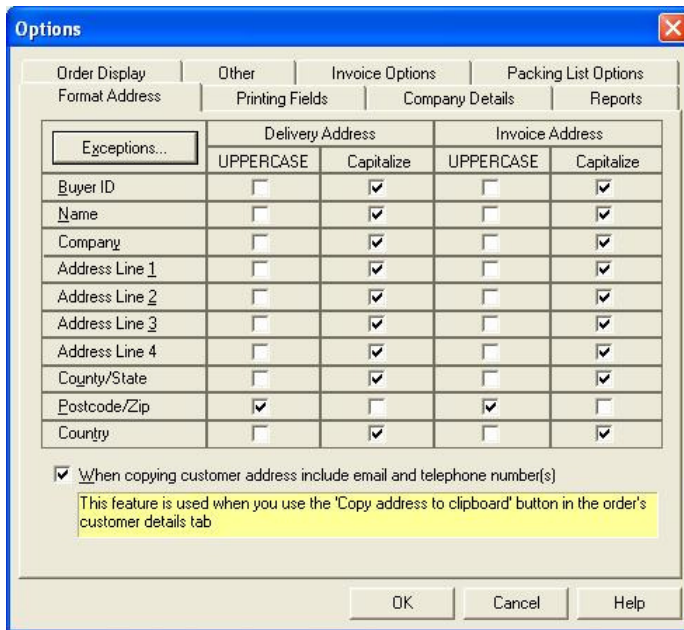
Capitalize
The first character at the start of each word is turned into uppercase. For example, if someone enters *melrose road*, this would be changed to *Melrose Road*.

UPPERCASE
All the text in the line is changed to uppercase. For example, if the postcode is entered as *sw19 2tt*, this would be changed to *SW19 2TT*.

To have no formatting on an address line untick both boxes.

If you would like to change the formatting on specific names or words press the *Exceptions* button.

The top box lists all the possible starting letters for names which have multiple capitalizations. The default words entered handle the surnames *MacDonald*, *McDonald* and *O'Leary* or any surname starting with *Mac* or *Mc* or *O'*.

The lower box can be used to add words that do not require any formatting on them. The default is the word UK.
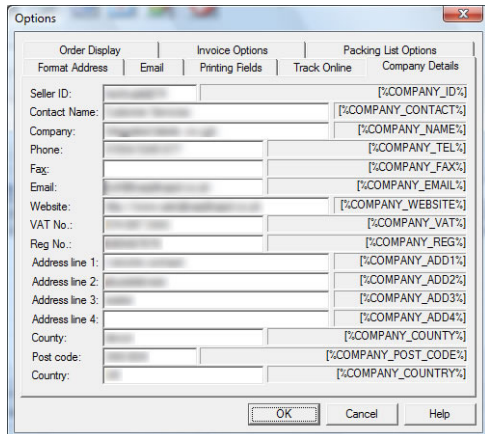
When copying customer address include email and telephone number(s)

When you view a customer's order details you can copy the details to the clipboard. If you do not want to include the email and telephone details untick this option.

Company Details

Your Company Details can be shown on Invoices, Packing Lists and Purchase Orders. You can also include these details on your Emails and Online Tracking information. The entered Company Details are replaced in the Invoice, Packing List, Purchase Orders, Emails and Online Tracking by using macros.

The Company Details are associated with each site. Using this approach you can use the same templates for more than 1 site each having different Company Details.

The macro shown after each field is the text to type into a template to use this value. For example, the footer text for the invoice can be

```
[%COMPANY_NAME%] [%COMPANY_ADD1%] [%COMPANY_ADD2%] [%COMPANY_ADD3%] [%COMPANY_ADD4%]
[%COMPANY_POST_CODE%] Tel:[%COMPANY_TEL%] | Email:[%COMPANY_EMAIL%]|VAT No:[%COMPANY_VAT%]|Reg
No:[%COMPANY_REG%]
```

which shows all the relevant company details using the entered values in the Company Details Options.

The Company Details macros are:
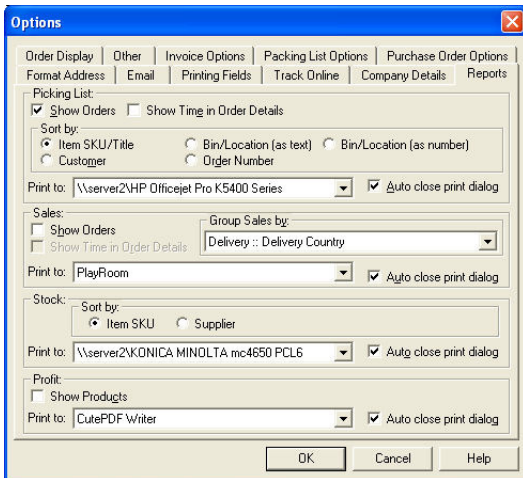
Macro	Description
[%COMPANY_ID%]	Company ID. This is normally your username ro shop name on the relevant websites
[%COMPANY_CONTACT%]	Person or job title of person to contact for any order issues
[%COMPANY_NAME%]	Trading name of your company
[%COMPANY_TEL%]	Customer services telephone contact number
[%COMPANY_FAX%]	Customer services fax number
[%COMPANY_EMAIL%]	Customer sales email address
[%COMPANY_WEBSITE%]	Your main company website
[%COMPANY_VAT%]	Your VAT number (if you have one)
[%COMPANY_REG%]	Your Company registration number
[%COMPANY_ADD1%]	First line of your address
[%COMPANY_ADD2%]	Second line of your address
[%COMPANY_ADD3%]	Third line of your address
[%COMPANY_ADD4%]	Fourth line of your address
[%COMPANY_COUNTY%]	Your address county
[%COMPANY_POST_CODE%]	Your address postcode
[%COMPANY_COUNTRY%]	Your address country

Report Options

Stock and Profit Reports are available in Standard, Premium and Enterprise versions of One Stop Order Processing

You can define certain options for reports. This section explains how to configure each report.

Picking List

You can produce a report of all the products that need be packed for groups of orders. This will make it easier for you to pack groups of orders.

<u>Show Orders</u>
If you tick this option you can show the orders that the product is included in. Once you have collected all the orders you can the use this information for distributing them to the order packages. There is a comment field in the report that can be used to indicate that the item has been packed.

<u>Show Time in Order Details</u>
When the order details are shown you can also include the time of the order. For most order processing tasks just the date is sufficient.

<u>Sort by:</u>
You can display the items to be picked in different ways, by product and Bin/Location. If you use numeric bin numbers you should select *Bin/Location (as number)*. This will display the items using the bin/location sorted in numerical order. You can also sort by *Customer* or *Order Number*.

<u>Printer to send Picking List to:</u>
You can have a dedicated printer to send the Picking List to. This can be useful if you want to send the Picking List to a printer in a different location (e.g. in the warehouse).

<u>Auto close print dialog</u>
When you print you can choose to automatically print the Picking List by ticking this option.

Advanced options
You can change the Picking List to change the information shown. It is a series of HTML documents. You can change them using a standard HTML editor. Each file is described below. The files are located in the Templates folder under the main installation folder (e.g. `C:\OSOP\Main\Templates`).

Filename	**Description**
`PickingListHeader.html`	Contains title of report
`PickingListProduct.html`	Table header and details for product. This is used when when the order details are also required.
`PickingListProductHeader.html`	Table header for product. This is used when the order details are not shown.
`PickingListProductDetail.html`	Table details for product. This is used when the order details are not shown.
`PickingListOrderHeader.html`	Table header for orders.
`PickingListOrderDetail.html`	Table details for orders.
`PickingListFooter.html`	Contains footer of report

When the product details are displayed the following macros are used. These are used in the `PickingListProductDetail.html` and `PickingListProductDetail.html` files. If you don't need this information displayed simply remove the macro (and adjust the header).

Macro to use	**Description**
`[%ITEM_SKU%]`	Item's SKU, your or supplier's code
`[%ITEM_ID]`	Item's ID. This is normally the website's sale item code.
`[%ITEM_TITLE%]`	Item's title or description
`[%ITEM_BIN%]`	Location of item in your warehouse, stores. This is defined in your product's inventory
`[%ITEM_QTY%]`	Total quantity of item ordered
`[%ITEM_SHIPPED_QTY%]`	Total of item already shipped
`[%ITEM_STOCK_NEEDED%]`	The number of items sold but not in stock. If shown the total number of items that need to be ordered from supplier.

You can also change the information shown for each order. The information to display is in the `PickingListOrderDetail.html` file.

Macro to use	**Description**
`[%ORD_DATE%]`	Date of order. If the Show Time in Order Details option is ticked the time is also included.
`[%ORD_NUM%]`	Order number
`[%INVOICE_NUM%]`	Invoice number. If you are using the OSOP generated invoice numbers this will be displayed using this macro.
`[%ITEM_QTY%]`	Quantity of this product required for this order

[%ITEM_SHIPPED_QTY%]	Quantity of this product already shipped
[%DEL_CUST_NAME%]	Delivery customer name
[%DEL_COMPANY%]	Delivery customer company
[%DEL_TEL_NUM%]	Delivery telephone number
[%DEL_FAX_NUM%]	Delivery Fax number
[%DEL_EMAIL%]	Delivery email
[%DEL_ADD_LINE1%]	Delivery line 1
[%DEL_ADD_LINE2%]	Delivery line 2
[%DEL_ADD_LINE3%]	Delivery line 3
[%DEL_ADD_LINE4%]	Delivery line 4
[%DEL_COUNTY%]	Delivery County
[%DEL_POSTCODE%]	Delivery postcode
[%DEL_COUNTRY%]	Delivery Country
[%DEL_BUYER_ID%]	Delivery Buyer ID

Sales

You can produce a report of all the sales of your products for the selected orders. This can be used to see how well some or all of your products are selling.

Show Orders
If you tick this option you can show the orders that the product is included in.

Show Time in Order Details
When the order details are shown you can also include the time of the order. For most order processing tasks just the date is sufficient.

Printer to send Sales to:
You can have a dedicated printer to send the Sales to. This can be useful if you want to send the Sales to a printer in a different location (e.g. in accounts).

Auto close print dialog
When you print you can choose to automatically print the Sales by ticking this option.

Group Sales by:
You can show all the sales for a particular field. This can be a product field, address location or a custom value that you specify (e.g. a sales person field).

Advanced options

You can change the Sales to change the information shown. It is a series of HTML documents. You can change them using a standard HTML editor. Each file is described below. The files are located in the Templates folder under the main installation folder (e.g. `C:\OSOP\Main\Templates`).

Filename	Description
`SalesHeader.html`	Contains title of report
`SalesProduct.html`	Table header and details for product. This is used when when the order details are also required.
`SalesOrderHeader.html`	Table header for orders.
`SalesOrderDetail.html`	Table details for orders.
`SalesFooter.html`	Contains footer of report
`SalesProductTotal.html`	This contains the totals of the items

When the product details are displayed the following macros are used. These are used in the `SalesProduct.html` file. If you don't need this information displayed simply remove the macro (and adjust the header).

Macro to use	Description
`[%ITEM_SKU%]`	Item's SKU, your or supplier's code
`[%ITEM_ID]`	Item's ID. This is normally the website's sale item code.
`[%ITEM_TITLE%]`	Item's title or description
`[%ITEM_QTY%]`	Total quantity of item ordered
`[%ITEM_SHIPPED_QTY%]`	Total of item already shipped
`[%GROUP_BY%]`	If you are using the Grouped Sales option this macro displays the name of this field to group the sales by, e.g. Delivery Country
`[%GROUP_BY_VALUE%]`	If you are using the Group Sales option this is the value that the following total is for, e.g. Denmark.

You can also change the information shown for each order. The information to display is in the `SalesOrderDetail.html` file.

Macro to use	Description
`[%ORD_DATE%]`	Date of order. If the Show Time in Order Details option is ticked the time is also included.
`[%ORD_NUM%]`	Order number.
`[%ORD_NUM_FORMATTED%]`	Order number in the form XXXX-XXXX-XXXX.
`[%INVOICE_NUM%]`	Invoice number. If you are using the OSOP generated invoice numbers this will be displayed using this macro.
`[%INVOICE_NUM_FORMATTED%]`	Invoice number in the form XXXX-XXXX-XXXX. If you are using the OSOP generated invoice numbers this will be displayed using this macro.
`[%ITEM_QTY%]`	Quantity of this product required for this order
`[%ITEM_SHIPPED_QTY%]`	Quantity of this product already shipped
`[%DEL_CUST_NAME%]`	Delivery customer name

[%DEL_COMPANY%]	Delivery customer company
[%DEL_TEL_NUM%]	Delivery telephone number
[%DEL_FAX_NUM%]	Delivery Fax number
[%DEL_EMAIL%]	Delivery email
[%DEL_ADD_LINE1%]	Delivery line 1
[%DEL_ADD_LINE2%]	Delivery line 2
[%DEL_ADD_LINE3%]	Delivery line 3
[%DEL_ADD_LINE4%]	Delivery line 4
[%DEL_COUNTY%]	Delivery County
[%DEL_POSTCODE%]	Delivery postcode
[%DEL_COUNTRY%]	Delivery Country
[%DEL_BUYER_ID%]	Delivery Buyer ID

You can also change the information shown for the totals for each product. The information to display is in the SalesProductTotal.html file.

Macro to use	Description
[%SALES_PRODUCT%]	Total of product sales (not including VAT)
[%SALES_PRODUCT_TAX%]	Total of all tax (VAT) paid for product
[%SALES_PRODUCT_SHIPPING%]	Total of all shipping (not including VAT) for product
[%SALES_PRODUCT_SHIPPING_TAX%]	Total of all tax (VAT) paid for shipping for this product
[%SALES_PRODUCT_TOTAL%]	Total of amount paid for product (including shipping), but not including tax (VAT)
[%SALES_PRODUCT_TOTAL_TAX%]	Total of tax (VAT) paid for product (including shipping)
[%SALES_PRODUCT_GRAND_TOTAL%]	Total amount paid for product (including VAT and shipping)

You can also change the information shown for the total of all products. The information to display is in the Footer.html file.

Macro to use	Description
[%TOTAL_SALES_PRODUCT%]	Total of all products sales (not including VAT)
[%TOTAL_SALES_PRODUCT_TAX%]	Total of all tax (VAT) paid for all products
[%TOTAL_SALES_PRODUCT_SHIPPING%]	Total of all shipping (not including VAT) for all products
[%TOTAL_SALES_PRODUCT_SHIPPING_TAX%]	Total of all tax (VAT) paid for shipping for all products
[%TOTAL_SALES_PRODUCT_TOTAL%]	Total of amount paid for all products (including shipping), but not including tax (VAT)
[%TOTAL_SALES_PRODUCT_TOTAL_TAX%]	Total of tax (VAT) paid for all products (including shipping)
[%TOTAL_SALES_PRODUCT_GRAND_TOTAL%]	Total amount paid for all products (including VAT and shipping)

Stock

You can produce various reports on stock details. The reports can be used for stock management and valuation. You can order the Stock Reports by Item SKU or Supplier.

Auto close print dialog
When you print you can choose to automatically print the Sales by ticking this option.

Advanced options
You can change the Sales to change the information shown. It is a series of HTML documents. You can change them using a standard HTML editor. Each file is described below. The files are located in the Templates folder under the main installation folder (e.g. `C:\OSOP\Main\Templates`).

Filename	Description
`OutOfStockReportHeader.html`	Out of Stock heading and table definition
`OutOfStockReportProduct.html`	Out of Stock main details for each product
`OutOfStockReportFooter.html`	Out of Stock totals and footer information
`ReorderStockReportHeader.html`	Reorder Stock heading and table definition
`ReorderStockReportProduct.html`	Reorder Stock main details for each product
`ReorderStockReportFooter.html`	Reorder Stock totals and footer information
`StockReportHeader.html`	Stock Listing heading and table definition
`StockReportProduct.html`	Stock Listing main details for each product
`StockReportFooter.html`	Stock Listing totals and footer information
`StockValuationReportHeader.html`	Stock valuation heading and table definition
`StockValuationReportProduct.html`	Stock valuation main details for each product
`StockValuationReportFooter.html`	Stock valuation totals and footer information

Within the files the following macros can be used:

Macro to use	Product Details Description
`[%PRODUCT_SKU%]`	SKU
`[%PRODUCT_EAN%]`	EAN/ISBN
`[%PRODUCT_TITLE%]`	Title of product
`[%PRODUCT_DESC%]`	Main description
`[%PRODUCT_BIN%]`	Location of product in warehouse
`[%PRODUCT_PRICE%]`	Selling price
`[%PRODUCT_SHIP_COST%]`	Shipping cost
`[%PRODUCT_VAT_RATE%]`	VAT rate for product
`[%PRODUCT_WEIGHT%]`	Weight for product
`[%PRODUCT_TYPE%]`	Type of product (a value that you assign as a product group)
`[%PRODUCT_COST_PRICE%]`	Cost price of product
`[%PRODUCT_STOCK_LEVEL%]`	Current stock level
`[%PRODUCT_STOCK_REORDER_LEVEL%]`	What order level has to be reached for you to order some more
`[%PRODUCT_STOCK_OUT_LEVEL%]`	What stock means out of stock (can be 0, but generally is more)
`[%PRODUCT_STOCK_SUPPLIER%]`	Who supplies this product
`[%SUPPLIER_NAME1%]`	Name of supplier (your name gievn to the supplier)
`[%SUPPLIER_COMPANY1%]`	Supplier company name
`[%SUPPLIER_TEL_NUM1%]`	Supplier telephone number
`[%SUPPLIER_FAX_NUM1%]`	Supplier fax number
`[%SUPPLIER_EMAIL1%]`	Supplier's email address
`[%SUPPLIER_ADD_LINE11%]`	Supplier's address line 1
`[%SUPPLIER_ADD_LINE21%]`	Supplier's address line 2
`[%SUPPLIER_ADD_LINE31%]`	Supplier's address line 3
`[%SUPPLIER_ADD_LINE41%]`	Supplier's address line 4
`[%SUPPLIER_COUNTY1%]`	Supplier's county
`[%SUPPLIER_POSTCODE1%]`	Supplier's postcode
`[%SUPPLIER_COUNTRY1%]`	Supplier's country
`[%SUPPLIER_ID1%]`	Supplier's internal ID.

DocVer 1.20

[%SUPPLIER_VAT1%]	Supplier's VAT number
[%SUPPLIER_CODE1%]	Supplier's code
[%SUPPLIER_NOTES1%]	Supplier's notes
[%SUPPLIER_ADD1%]	Supplier's address (as a single address block).

NOTE: For supplier information replace the last number with 2 or 3 to use the other supplier's details setup.

[%SUPPLIER_VAT1%]

[%SUPPLIER_CODE1%]

[%SUPPLIER_NOTES1%]

Profit

You can show how much profit you have for the selected orders. This is based upon the cost prices that you enter for the products.

Auto close print dialog
When you print you can choose to automatically print the Sales by ticking this option.

Advanced options
You can change the Sales to change the information shown. It is a series of HTML documents. You can change them using a standard HTML editor. Each file is described below. The files are located in the Templates folder under the main installation folder (e.g. `C:\OSOP\Main\Templates`).

Filename	Description
`ProfitHeader.html`	Profit header
`ProfitProductHeader.html`	Profit table headings
`ProfitProductTotal.html`	Profit Product details
`ProfitFooter.html`	Profit totals and footer information

Within the files the following macros can be used:

Macro to use	Product Details Description
`[%SALES_PRODUCT%]`	Sales of this product
`[%COSTS_PRODUCT%]`	Costs for this product
`[%PROFITS_PRODUCT%]`	Profit on this product
`[%QTY_PRODUCTS%]`	Quantity of this product sold
`[%ITEM_SKU%]`	SKU of the product
`[%ITEM_TITLE%]`	Title of the product
`[%TOTAL_SALES_PRODUCT%]`	Total sales of all products
`[%TOTAL_COSTS_PRODUCT%]`	Total cost of all products
`[%TOTAL_PROFITS_PRODUCT%]`	Profit on all products
`[%TOTAL_QTY_PRODUCTS%]`	Total number of products ordered.

Multi-User Access

You can install and use One Stop Order Processing on up to 20 PCs at the same time (depending upon the license being used).

NOTE: Each different PC used to connect to the same website (database) will need a separate license.

There are certain requirements (and limitations). These are described below:

1 All PCs must have the relevant security access to the main PC. If you do not have the required access a message will be displayed by One Stop Order Processing when selecting the remote site. You should consult your System Administrator if you do not have remote access to the main PCs directory.

2 Ideally you should divide the orders to process across the remote machines. If more than 1 person processes the same order changes made by one user may overwrite changes from another.

Once the remote site has been selected One Stop Order Processing will continue to use the selected site (i.e. you won't need to re-select the site each time that you start One Stop Order Processing).

Changing the site to process orders for

You can process orders from more than 1 site by changing the current site being processed. Click on the *Change Site* button
( )
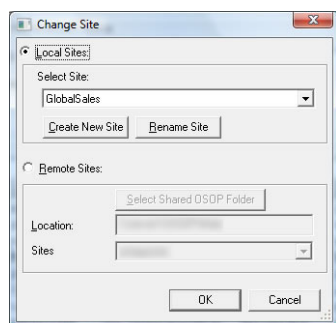
If using a local site you can select the site to view from the available sites. You can also create a new site by clicking on the *Create New Site* button. You can also rename a site. You must be careful that no one else is using the site at the same time as you are renaming it.

Creating a New Site

You can create a new site to use for a certain order type (e.g. Playtrade) or as an archive site.

To create a new site select the *Site* option under *File -> New*. You can also create a new site by using the Create New Site

button in the Change Site dialog (click on).
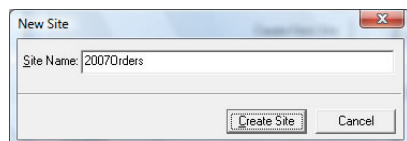
Type in the name of the new site and click on Create Site. You can them import orders into the new site or move existing orders to it.

If you want to access a site on another computer you should select the *Remote Sites* option. To be able to do this you must have access to a shared drive on the remote computer. To share a drive from the computer you should use explorer, select the installation directory (normally C:\OSOP) and select the share option. You will need to give full access to the remote drive.

Setting up Remote Access

Below are examples for Windows Vista and Windows 7 and Windows XP. If you are using Windows 2000, NT, Windows ME or Windows 98 SE you should follow the Windows XP example.

Windows Vista and Windows 7 example

Main PC

1 Run Windows explorer (use the Windows key and E). Select the top installation folder, *OSOP*.
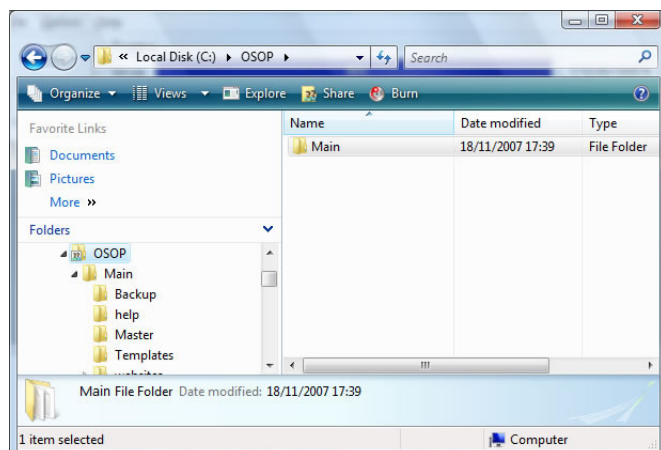
2 Click on the right mouse button and select *Properties*
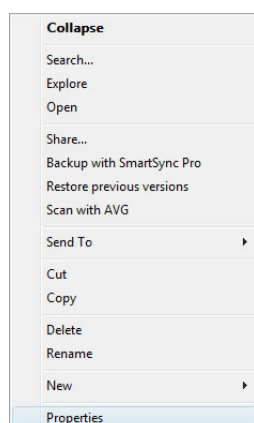
3 Click on the *Sharing* tab and then click on the *Advanced Sharing* button.
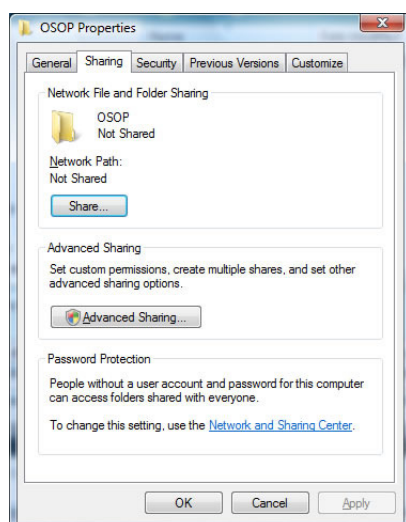
4   Tick the *Share this folder* and check that the name defaults to *OSOP*. Click on the *Permissions* button.
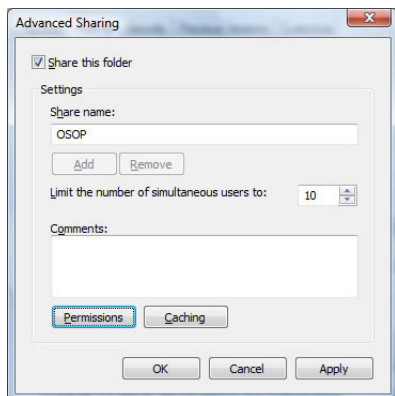
5   You should tick *Full Control* in the Permissions area.
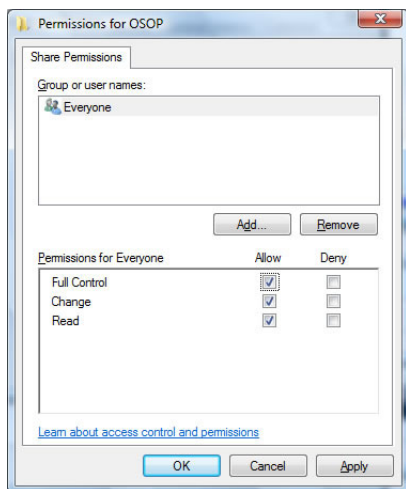
NOTE: This will mean that anyone on your network can view your orders. If you want to restrict this to only certain users (or PCs) you should click on *Add* and select the relevant users (or computers) and only give them permission and remove the *Everyone* group.

6   You should now click on *OK* and then *OK* on the *Advanced Sharing* dialog and then *Close* on the *OSOP Properties* folder. You can now ready to access the order information from another PC.

Remote PCs

7   In the Change Site dialog select Remote Sites and click on the *Select Shared OSOP folder* button.

8   Select Network and the relevant PC. Select the main shared folder (OSOP). Click on OK.
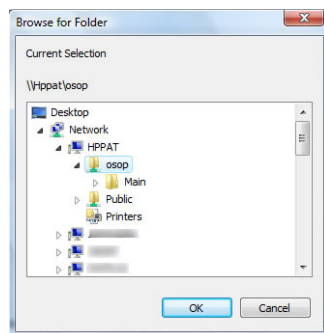
9   The first available site will be selected. If there is more than 1 site select the relevant site and click on OK.
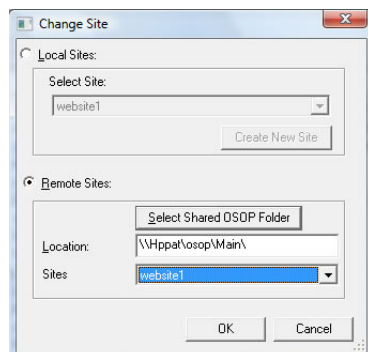
Windows XP Example

Main PC

1   Run Windows explorer (use the Windows key and E). Select the top installation folder, OSOP.
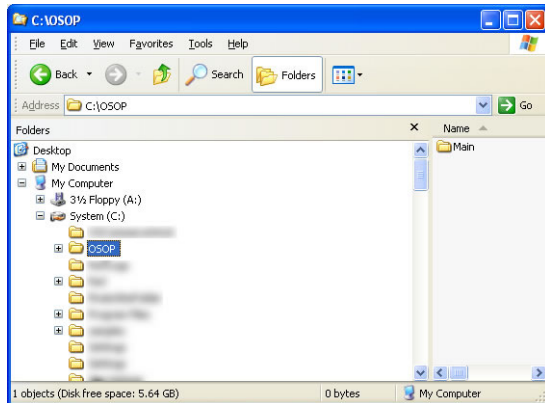
2   Click on the right mouse button and select *Properties*
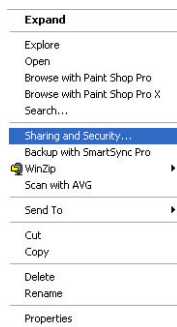
3   Click on the *Sharing* tab and then tick *Share this folder on the network.* Make sure the name defaults to OSOP. Also make sure that you tick Allow network users to change my files.
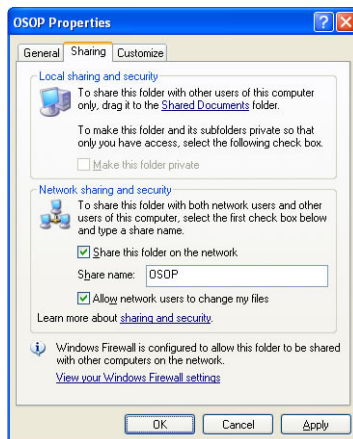
Remote PCs

4   In the *Change Site* dialog select Remote Sites and click on the *Select Shared OSOP folder* button.
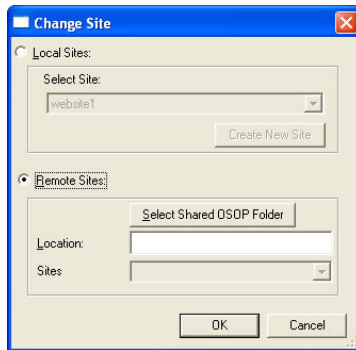
5   Select *My Network Places* and the relevant PC. Select the main shared folder (*OSOP*). Click on OK.
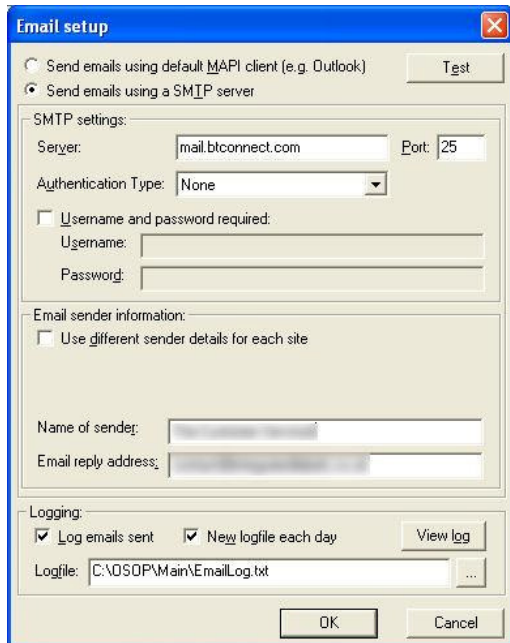
6   The first available site will be selected. If there is more than 1 site select the relevant site and click on OK.
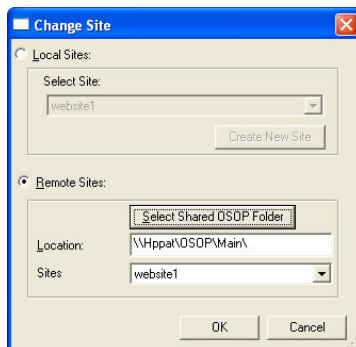
Setting Up Email

You can configure how email is sent. You can choose whether to use your MAPI client, for example, Microsoft Outlook, Outlook Express or Eudora, or an SMTP server.

Using an SMTP server allows faster email sending and gives you the choice of sending HTML or plain text emails

If you choose to use your MAPI email client you don't need to configure any options as these are set by your email software. If you allow your MAPI client to send your emails it may not send them unless the email client is running.

SMTP settings
If you choose an SMTP server you need to enter certain information depending upon your host (or ISP). These settings can normally be copied from your existing email client. The settings to copy are those specified in your Outgoing mail server (SMTP). Some ISPs, for example, Freeserve, only allow you to send email from their SMTP server. Some SMTP servers may not use the default port (of 25). Also they may require you to use your given name and password. Below are some examples of values to use for different ISPs. One Stop Order Processing should automatically find the correct connection type. This can be used by setting the *Authentication Type* to *Automatic*. If this does not work correctly or you want to use a specific connection type this can be selected from the available list.

Freeserve - smtp.freeserve.com
Yahoo - smtp.mail.yahoo.co.uk
Orange - smtp.orange.net
BT - mail.btinternet.com
O2 - smtp.o2.co.uk
Tiscali - smtp.tiscali.co.uk

Email sender information
When you send an email you need to identify who the mail is from and a reply address.

If you want to use a different email address for each site tick the *Use different send details for each site*.

Logging
You can choose to log details of all emails sent along with any errors found. You can specify a new log for each day or a single combined log with all email information. To view the log click on the *View log* button. You are given the choice of editor to use for viewing the log information.

Testing the Email Setup

When you have entered the details you can test the email settings by clicking the *Test* button.
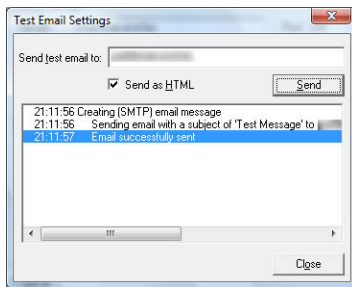
You can enter an email to send a test message to. If you are using an SMTP server to send email you can choose to send the test message as HTML or plain text. The results from the test are displayed.

Managing Assistant Messages

To help understand the features in One Stop Order processing information dialogs are shown when using the product. These can be dismissed and displayed next time that task is performed or, by ticking a box, not shown again..
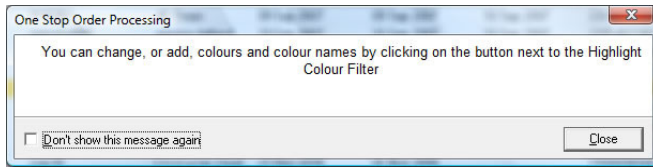
If you want to re-show certain messages, show them all or not show any, use the *Manage assistant messages* dialog. To open this dialog select the *Manager Assistant Messages* menu option (under the *Tools* menu).
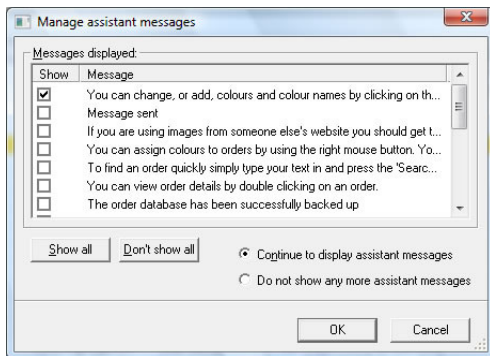
This shows you all the messages that have currently been available to show. If you want to turn off all assistant messages select the *Do not show any more assistant messages* option. If you want to start again and show all available messages select the *Continue to display assistant messages* option and click on the *Show all* button.

Selecting Available Features

You can restrict the available options for the current user by selecting the features dialog from the menu bar (under the *Tools* option).
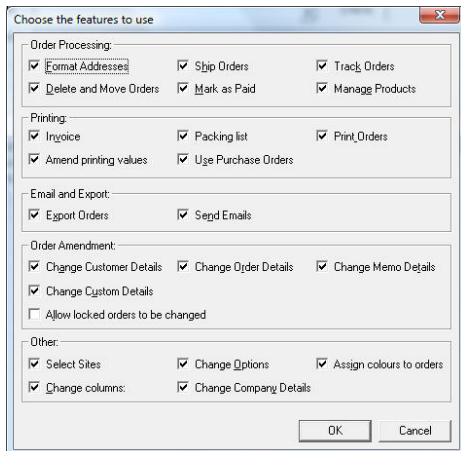
This can be used to allow users to perform certain functions. For example, the shipment processing can be restricted to a single machine. This can also be used to allow a user to only view orders without changing any order information.

Managing Backups

Select Site(s) to Backup

When you are backing up, by closing One Stop Order Processing or selecting the *Backup Now* menu option (under *Housekeeping* menu option) you are shown the following dialog:
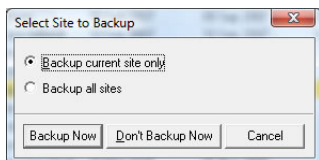
You can choose to backup the current site that you are working on or all of the sites that you have. You can choose to not backup the sites at the current time by clicking on the *Don't Backup Now* button.

Backup Options

You can choose where and how often to backup the order information. You should ideally backup the orders to a remote PC or server). Each time One Stop Order Processing is closed it checks to see a backup should be made. To select the Backup Options select the *Backup Options* menu option (under *House Keeping->Backup* menu)
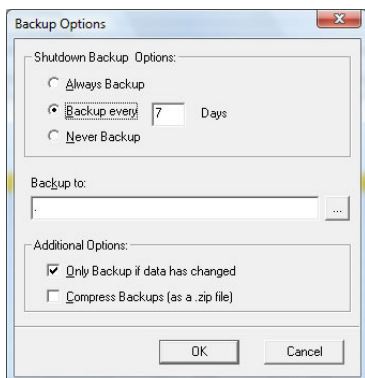
Shutdown Backup Options:
You can choose how often to prompt to backup the orders, each time you close One Stop Order Processing, a certain amount of days (e.g. weekly) or Never.

Backup to:
The location to store any backups to.

Additional Options:
You can choose to only backup if the order information has changed and also to save the order data in a zip (compressed) file.

You can make a backup of your orders at any time by selecting the Backup Now menu option.

Restoring backed up orders

If you need to restore the order information (for example, after a computer hard disk failure) you should use the *Restore from backup* menu option (under *House Keeping->Backup*).

Save and Restore Settings

If you want to save your settings go to the *HouseKeeping->Backup->Save Settings* menu option. This creates a .mes file. This file can be used to restore your settings onto the same or another PC.
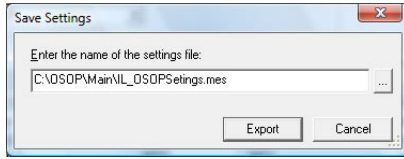
To restore your setings simply select a previously saved .mes file. If you want to restore the file onto another PC copy the .mes file to another PC and select the *HouseKeeping->Backup->Restore Settings* menu option.
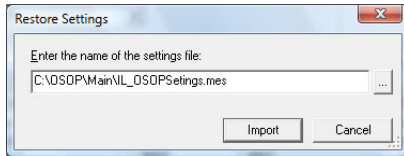
When you restore the settings One Stop Order Processing will be closed. To use the new/retored settings restart One Stop Order Processing.

Archiving Orders

When you have finished with some of your orders, or need them for a different task (e.g. VAT quarter or monthly reconciliation) you can move orders to another site.

You should first create another site (using the Site menu option, under the *File->New* menu) to move the orders to. You should then select the orders to archive (move) and click on *Archive Orders* or select the *Archive Orders* menu option (under the *House Keeping->Archive Orders* menu).

You can also automatically archive orders to another site. To setup these options select the *Auto Archive Options*.
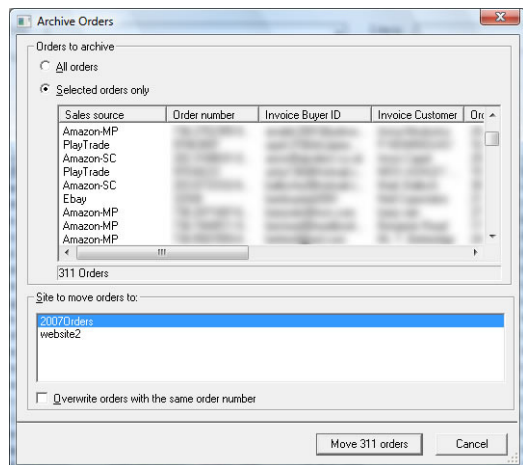
You can choose to move all the orders or the selected orders to the selected site in the *Website to move orders to:*. You can also tick the *Overwrite orders with the same order number* if you have imported the same orders more than once from the import file.

Auto Archive Orders

When you have finished with some of your orders, or need them for a different task (e.g. VAT quarter or monthly reconciliation) you can automatically move orders to another site. You will still be able to access the orders (by selecting the other site), but for everyday orders they will be in the current view and will be faster to display and use.

You should first create another site (using the Site menu option, under the *File->New* menu) to move the orders to. You should then select the orders to automatically archive (move). Select the *Auto Archive Orders* menu option (under the *House Keeping->Archive Orders* menu).
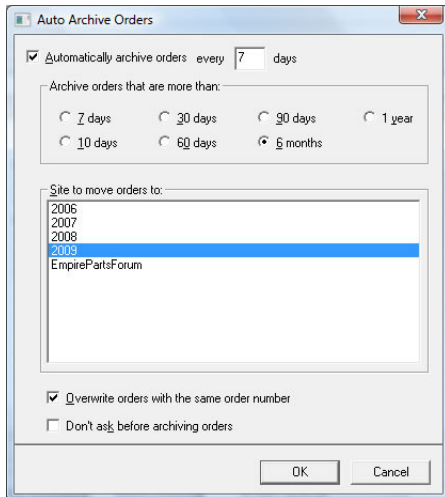
You select the number of days between automatically checking for orders to archive. The default is 7 days.

You can archive orders that are older than a certain time. The more orders that are archived the faster the current orders are displayed.

You can also tick the *Overwrite orders with the same order number* if you have imported the same orders more than once from the import file.

By default, you are asked before orders are archived. If you want to automatically archive orders (without being asked) tick Don't ask before archiving orders.

Compacting and Repairing the Orders database

You can display details about your current database by selecting the `Housekeeping->Orders Database Information`

You can improve the performance of One Stop Order Processing by compacting the database.

You can also compact and repair your order data by clicking on the *Compact and Repair Orders Database* button. This will make a backup of your existing orders data into a zip file. This file will be in the same folder (directory) as the database, and have the current time and date within its name (and have a .zip filename extension). This can be used to restore your orders information if you have a problem.
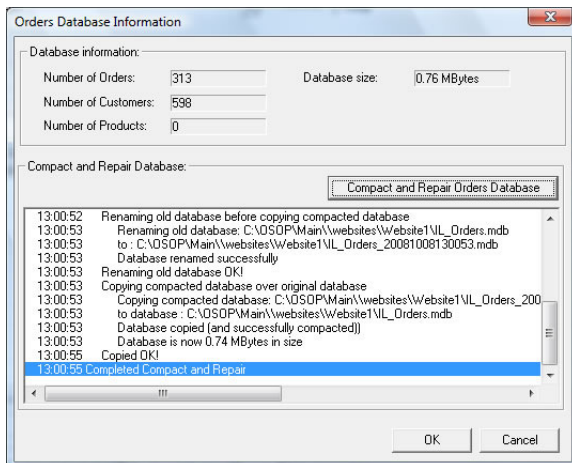
Advanced Information on how to change Invoices, Packing Lists and Purchase Orders

There are several standard Invoices, Packing Lists and Purchase Order layouts provided with One Stop Order Processing. These have been designed to suit standard paper types and uses. If the layout isn't exactly how you would like it you can make various changes to one of the existing templates (which can be saved as your own format). This document explains how to make changes to the templates.

Adding messages (or other text) adding logos and PPIs

One Stop Order Processing uses macros that are replaced with text, images or order details when printed. Several macros are setup as standard. You can view and amend the Macros in the *Printing Fields* tab in the *Options*, shown below.
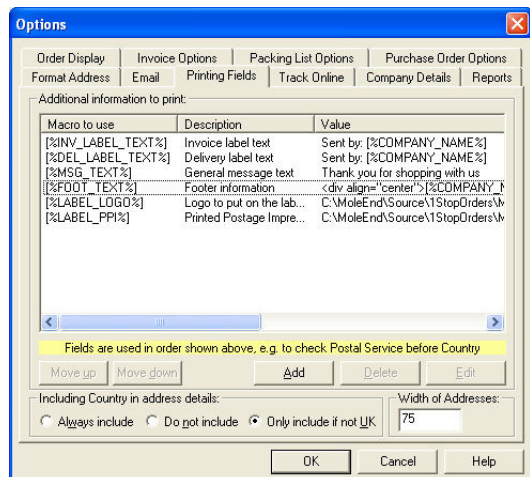
[%INV_LABEL_TEXT%]	The text that appears at the bottom of the invoice integrated label. This defaults to your company name.
[%DEL_LABEL_TEXT%]	The text that appears at the bottom of the delivery integrated label. This defaults to your company name.
[%MSG_TEXT%]	The message to display at the bottom of the form (e.g. Invoice). This defaults to Thank you for shopping with us.
[%FOOT_TEXT%]	This is the text that appears at the bottom of the form (e.g. Purchase Order). This defaults to your company name, address and company number (and VAT number).
[%LABEL_LOGO%]	If you want to display a logo on your form (e.g. Packing List) select an image. This defaults to no image being shown. An ideal size for the logo is 60 by 60 pixels.
	If you want to use a larger logo and adjust its size for the invoice add the text
	" width="{width}" height="{height}
	to the end of the filename. Change the {width} and {height} values to the size required. For example, change
	http://www.1stoporders.co.uk/1stopmain2.jpg
	to
	http://www.1stoporders.co.uk/1stopmain2.jpg" width="100" height="200
	You should also change the Type to Text
	If you need further changes you can amend the HTML template using an HTML editor.
[%LABEL_PPI%]	If you want to display a PPI on your form's label (e.g. Invoice) select a PPI image. This defaults to not using a PPI.

A macro can contain text, images or html. For example, if you want to include an image and text in your message at the bottom of the invoice enter the text and the html to include an image.

For example, to display the following as your message:

Thank you for shopping with us

use the text

```
div align="center"><br />Thank you for shopping with us<br /> <img src="1stoporders32logo.jpg" />
</div>
```

as the *Macro Value* (of Type Text).

You can also define your own macros. It is important that if you do create your own macros you should also add their values to the Invoice, Packing List or Purchase Order used. For more details on how to use different macro values for different orders click here.

Changing the size of text on delivery labels

You can do this in 2 ways. For individual values (Macros), replace the macro with a new font and type. For example, to change the delivery address (on a label) to a larger red font replace the macro value with:

```
<font color="#FF0000" size="4" face="Verdana, Arial, Helvetica, sans-serif">[%DEL_ADD%]</font>
```

This is shown below:
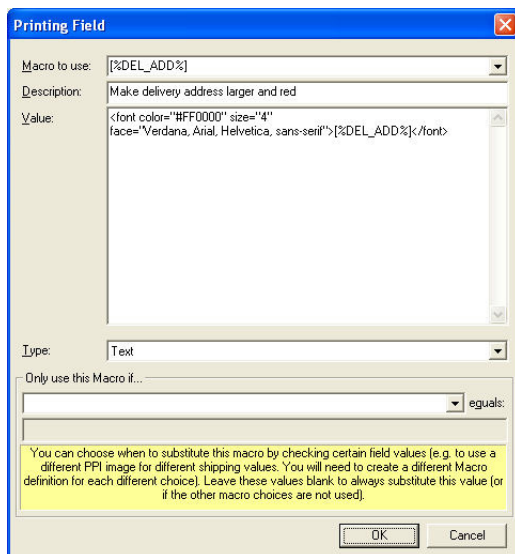
Another approach is to change the printing style of the Invoice, Packng List or Purchase Order. In the main installation directory (by default, `C:\OSOP\Main`) are printing files called `1stopprintIE.css` and `1stopprintIE7.css`.

These files change the general printing characteristics of the Invoices, Packing Lists and Purchase Orders.

For a delivery address change the size for `.is2` from `font-size: 14pt;` to a higher value (e.g. `16pt`);

Displaying Barcodes on the Invoice, Packing List or Purchase Order

You can amend your Invoices, Packing Lists and Purchase Orders to show barcodes (to save re-keying the order number) by using the following approach:

1 Download and install a barcode font. There are several free ones available including the following:

http://www.download.com/Free-TrueType-Code-39-Barcode-Font/3000-2190_4-10067143.html

2 Amend the HTML template using your HTML editor (e.g. Dreamweaver). Copy the relevant text that you want as a barcode and add a * at either side to indicate the start and stop characters for the barode scanner. (e.g. *[%ORD_NUM%]*), shown below:

Invoice for [%INVOICE_NUM%]
[%INVOICE_NUM%]

3 Assign the text the relevant barcode font (e.g. IDAutomationHC39M), shown below:

Invoice for [%INVOICE_NUM%]

4 When printed it will now show the required details as a barcode, an example is shown below.

Invoice for 206-7871867-948493

5 Advanced more detailed setup.
If you are using html directly (or want to use printing macros to use barcodes) you can use the following HTML to use the barcodes. Assuming that you are using the barcode font shown above, add the following text to the HTML header, just before the </head> line.

```
<style type="text/css">
<!--
.style1 {font-family: IDAutomationHC39M}
-->
</style>
```

Change the font to use for the relevant text using this style, e.g.

To change the text [%ORD_NUM%] into a barcode simply replace with

```
<div class="style1"> *[%ORD_NUM%]* </div>
```

Stop Orders printing onto 2 pages

If your Invoice, Purchase Order or Packing List prints onto 2 pages you should change the *Page Message Height* to a lower value (to decrease the gap at the bottom of the page). This field is at the bottom of the *Invoice*, *Packing List* and *Purchase Order Option* pages, shown below:
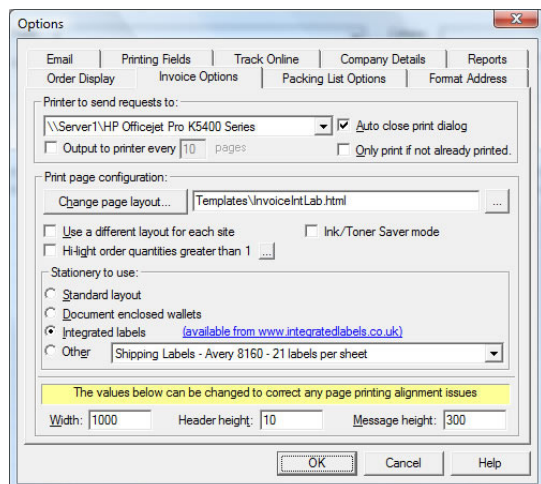
Removing the text at top and bottom of the Invoice, Packing List or Purchase Order

You can remove the text displayed at the top and bottom of the *Invoice*, *Packing List* or *Purchase Order* in Microsoft Internet Explorer, by removing the text in the *Headers and Footers* options in the *Page Setup* (under the *File* menu). This is shown below:
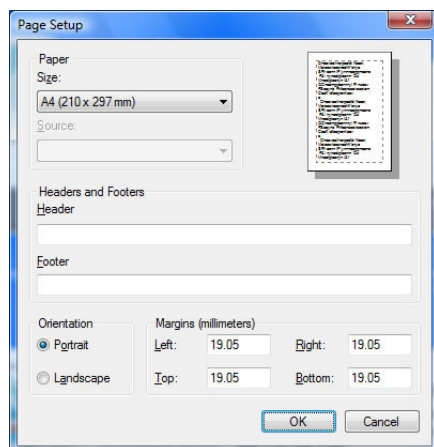
Invoices, Packing Lists, Purchase Orders not printing (but can be previewed)

This can happen if you do not have the printer setup or if you are using Internet Explorer's Content Advisor. You should make sure that a printer has been setup (in the *Options*). By default the first printer found is used, which may not be the correct printer. You should change (or disable) the *Content Advisor* if this still fails to print.

Invoices, Packing Lists or Purchase Orders don't print a logo and/or colours

You need to turn on the *Print background colors and images* in the *Advanced Options* in *Microsoft* Internet Explorer, shown below
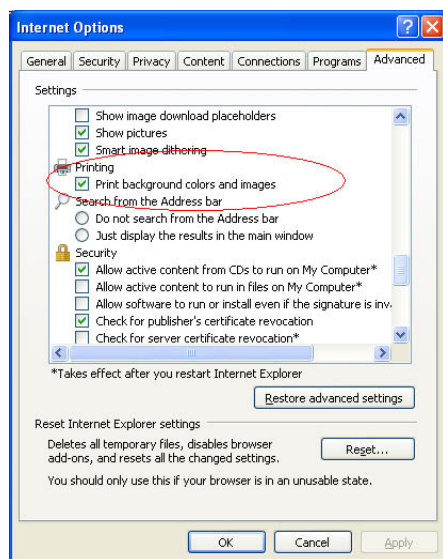
Using Microsoft Word to amend and print the Invoice Templates
One Stop Order Processing provides Invoice templates written using HTML (HyperText Markup Language). The templates provided by the IL_Invoicing software are wriiten in RTF (Rich Text Format). To print from One Stop Order Processing using the RTF templates you need to do the following:

1 Select *the* View->Customize Current View menu option.

2 Click on the *Import* button.

3 Select and import the `MicrosoftWordInvoices.mev view file`

4 Select the orders to print from Microsoft Word.

5 Click on *the* Export Orders button ( ) and select *Microsoft Word Invoices*.

6 Open the Microsoft Word template (`IL_Invoices.rtf`) from the installation folder (`C:\OSOP\Main\Templates`).

7 Perform the Word Mail Merge as described in the following document, when selecting the orders file select the file `C:\Orders.csv`.

`http://www.integratedlabels.co.uk/IntegratedSMProDef.html`

*Start from point **6***, Open the installed Word document.

One Stop Order Processing

Macros to use in Emails, Printing and Order Tracking

NOTE: ✓ means only applies for Amazon Seller Central (and not Amazon Marketplace). **OSOP** orders are created using One Stop Order Processing.

Note: In the table below, ✓* indicates a green check (applies only for Amazon Seller Central).

Macro to use	Description	Ebay	Amazon	Playtrade	RomanCart	eBid	osCommerce /CRE Loaded	Actinic	CubeCart	OSOP	Interspire	XCart
[%INV_CUST_NAME%]	Invoice customer name	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%INV_COMPANY%]	Invoice customer company				✓		✓	✓	✓	✓	✓	✓
[%INV_TEL_NUM%]	Invoice customer telephone number	✓	✓*		✓			✓	✓	✓	✓	✓
[%INV_FAX_NUM%]	Invoice customer fax number						✓		✓	✓	✓	✓
[%INV_EMAIL%]	Invoice email address	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%INV_ADD_LINE1%]	Invoice address line 1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%INV_ADD_LINE2%]	Invoice address line 2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%INV_ADD_LINE3%]	Invoice address line 3	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
[%INV_ADD_LINE4%]	Invoice address line 4		✓*						✓	✓		
[%INV_COUNTY%]	Invoice County	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%INV_POSTCODE%]	Invoice Postcode	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%INV_COUNTRY%]	Invoice Country	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%INV_BUYER_ID%]	Invoice Buyer ID	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%DEL_CUST_NAME%]	Delivery customer name	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%DEL_COMPANY%]	Delivery customer company		✓*		✓		✓	✓	✓	✓	✓	✓
[%DEL_TEL_NUM%]	Delivery customer telephone number	✓	✓*		✓			✓	✓	✓	✓	✓
[%DEL_FAX_NUM%]	Delivery customer fax number							✓	✓	✓	✓	✓
[%DEL_EMAIL%]	Delivery email address	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%DEL_ADD_LINE1%]	Delivery address line 1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%DEL_ADD_LINE2%]	Delivery address line 2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%DEL_ADD_LINE3%]	Delivery address line 3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%DEL_ADD_LINE4%]	Delivery address line 4	✓	✓*				✓		✓	✓		
[%DEL_COUNTY%]	Delivery County	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
[%DEL_POSTCODE%]	Delivery Postcode	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%DEL_COUNTRY%]	Delivery Country	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%DEL_BUYER_ID%]	Delivery Buyer ID	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%DEL_ADD%]	Complete delivery address. Blank lines are removed and the country is displayed using the country option in the *Printing fields* options.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%INV_ADD%]	Complete invoice address. Blank lines are removed and the country is displayed using the country option in the *Printing fields* options.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%SALES_SOURCE%]	Source for the order (e.g. Ebay)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%ORD_NUM%]	Sale order number	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%ORD_NUM_FORMATTED%]	Sale order number in the form XXXX-XXXX-XXXX	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%ORD_TRANS_ID%]	Transaction Identifier	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

DocVer 1.20

One Stop Order Processing

Macro to use	Description	Ebay	Amazon	Playtrade	RomanCart	eBid	osCommerce /CRE Loaded	Actinic	CubeCart	OSOP	Interspire	XCart
[%ORDER_ID%]	Order ID (maybe different from [%ORD_NUM%])	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%INVOICE_NUM%]	Invoice number	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%INVOICE_NUM_FORMATTED%]	Invoice number in the form XXXX-XXXX-XXXX	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CHECKOUT_DATE%]	Date when the checkout was completed	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ORD_DATE%]	Date when the order was processed by the website (normally the same as [%CHECKOUT_DATE%])	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%INV_DATE%]	Invoice date	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%PAY_DATE%]	Date when payment was taken	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%DISPATCH_DATE%]	Date when the order was shipped (sent)	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%LISTED_ON%]	Sub-site item was sold on (e.g. Ebay Express)	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%PAYMENT_METHOD%]	Payment method used	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%PAYMENT_STATUS%]	Payment status	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ORD_TOTAL_PAID%]	Total amount paid	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%PAYPAL_ID%]	Paypal ID (if appropriate)	✔								✔		
[%VAT_NUMBER%]	Order VAT number (mainly used for other EC country sale not paying VAT)							✔		✔		
[%INVOICE_VAT_NUMBER%]	Invoice Customer VAT number (mainly used for other EC country sale not paying VAT)							✔		✔		
[%DELIVERY_VAT_NUMBER%]	Delivery Customer VAT number (mainly used for other EC country sale not paying VAT)							✔		✔		
[%CURRENCY%]	Currency for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%PO_NUMBER%]	Purchase order number							✔		✔		
[%TOTAL_WEIGHT%]	Total weight of order									✔		
[%POSTAL_SERVICE%]	Postal service required for order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%DELIVERY_INSTRUCTIONS%]	Any special delivery instructions		✔					✔		✔		
[%FEEDBACK_LEFT%]	Feedback left for customer	✔									✔	✔
[%FEEDBACK_RECEIVED%]	Feedback received from customer	✔						✔			✔	✔
[%NOTES%]	Notes for order	✔						✔		✔		
[%ORD_SUB_TOTAL%]	Total cost of all items ordered (not including VAT)	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ORD_SUB_TOTAL_TAX%]	Tax on total cost of items	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ORD_PNP%]	Total Postage and Packing (not including VAT)	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ORD_PNP_TAX%]	Tax on Postage and Packing	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ORD_INSURANCE%]	Insurance on order (not including VAT)	✔								✔		
[%ORD_INSURANCE_TAX%]	Tax on Insurance	✔								✔		
[%ORD_TOTAL_TAX%]	Total tax on order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ORD_TOTAL_NO_TAX%]	Total of all items, postage and insurance	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔

One Stop Order Processing

Macro to use | Description | Shops used for

Macro to use	Description	Ebay	Amazon	Playtrade	RomanCart	eBid	osCommerce /CRE Loaded	Actinic	CubeCart	OSOP	Interspire	XCart
[%ORD_GRAND_TOTAL%]	Total of all items, P&P, Insurance and Tax	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ITEM_IDn%]	Item ID. n can be from 1 to 20.	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ITEM_TITLEn%]	Item Title. n can be from 1 to 20.	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ITEM_SKUn%]	Item SKU. This normally your own part number (ID). n can be from 1 to 20.	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ITEM_QTYn%]	Quantity of item. n can be from 1 to 20.	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ITEM_PRICEn%]	Price of item. n can be from 1 to 20.	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ITEM_VAT_RATEn%]	VAT rate applied to this item. n can be from 1 to 20.	✔	✔	✔	✔	✔	✔	✔	✔	✔		
[%ITEM_TAXn%]	Tax (VAT) on the item. n can be from 1 to 20.	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ITEM_TOTALn%]	Total cost of item (including TAX). n can be from 1 to 20.	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ITEM_WEIGHTn%]	Weight of item (normally in Kilos). n can be from 1 to 20.									✔		
[%ITEM_SHIPPED_QTYn%]	Number of this item shipped.. n can be from 1 to 20.	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ITEMS_ORDERED%]	All the items ordered including Postage and Packing, Insurance and Tax. Uses Item IDs	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ITEMS_ORDERED2%]	All the items ordered including Postage and Packing, Insurance and Tax. Uses Item SKUs	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ITEMS_ORDERED3%]	All the items ordered including Postage and Packing, Insurance and Tax. Uses Item IDS and SKUs	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ITEMS_PACKING_LIST%]	All the items ordered. No costs shown. Uses Item IDs	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ITEMS_PACKING_LIST2%]	All the items ordered. No costs shown. Uses Item SKUs	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%ITEMS_PACKING_LIST3%]	All the items ordered. No costs shown. Uses Item SKUs and IDs	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED1%]	Custom field 1 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED2%]	Custom field 2 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED3%]	Custom field 3 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED4%]	Custom field 4 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED5%]	Custom field 5 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED6%]	Custom field 6 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED7%]	Custom field 7 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔

One Stop Order Processing

Macro to use

Description

Shops used for

Macro to use	Description	Ebay	Amazon	Playtrade	RomanCart	eBid	osCommerce /CRE Loaded	Actinic	CubeCart	OSOP	Interspire	XCart
[%CUSTOM_ENTERED8%]	Custom field 8 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED9%]	Custom field 9 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED10%]	Custom field 10 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED11%]	Custom field 11 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED12%]	Custom field 12 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED13%]	Custom field 13 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED14%]	Custom field 14 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED15%]	Custom field 15 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED16%]	Custom field 16 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED17%]	Custom field 17 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED18%]	Custom field 18 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED19%]	Custom field 19 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED20%]	Custom field 20 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED21%]	Custom field 21 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED22%]	Custom field 22 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED23%]	Custom field 23 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED24%]	Custom field 24 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED25%]	Custom field 25 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED26%]	Custom field 26 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED27%]	Custom field 27 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED28%]	Custom field 28 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED29%]	Custom field 29 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED30%]	Custom field 30 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED31%]	Custom field 31 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED32%]	Custom field 32 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED33%]	Custom field 33 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED34%]	Custom field 34 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED35%]	Custom field 35 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED36%]	Custom field 36 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED37%]	Custom field 37 entered for the order	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
[%CUSTOM_ENTERED38%]	Custom field 38 entered for	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔

DocVer 1.20
Copyright Mole End Ltd 2002 - 2012

One Stop Order Processing

Macro to use	Description	Ebay	Amazon	Playtrade	RomanCart	eBid	osCommerce /CRE Loaded	Actinic	CubeCart	OSOP	Interspire	XCart
	the order											
[%CUSTOM_ENTERED39%]	Custom field 39 entered for the order	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%CUSTOM_ENTERED40%]	Custom field 40 entered for the order	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%CUSTOM_ENTERED41%]	Custom field 41 entered for the order	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%CUSTOM_ENTERED42%]	Custom field 42 entered for the order	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%CUSTOM_ENTERED43%]	Custom field 43 entered for the order	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%CUSTOM_ENTERED44%]	Custom field 44 entered for the order	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%CUSTOM_ENTERED45%]	Custom field 45 entered for the order	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%CUSTOM_ENTERED46%]	Custom field 46 entered for the order	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%CUSTOM_ENTERED47%]	Custom field 47 entered for the order	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%CUSTOM_ENTERED48%]	Custom field 48 entered for the order	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%CUSTOM_ENTERED49%]	Custom field 49 entered for the order	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%CUSTOM_ENTERED50%]	Custom field 50entered for the order	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

[%CUSTOM_FIXED1%] up to **[%CUSTOM_FIXED50%]**. These values are defined in the Customize Current View dialog ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓

Product Macros. You can display more details for each product on an order line by using the following macros. Where *n* is the orderline to display. n can be from 1 to 100

Macro to use	Description	Ebay	Amazon	Playtrade	RomanCart	eBid	osCommerce /CRE Loaded	Actinic	CubeCart	OSOP	Interspire	XCart
[%PRODUCT_SKUn%]	Product SKU	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_EANn%]	Product EAN	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_TITLEn%]	Product Title	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_DESCn%]	Product Description	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_BINn%]	Product bin/location in the warehouse	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_PRICEn%]	Product price	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_SHIP_COSTn%]	Product shipping cost	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_VAT_RATEn%]	Product VAT rate	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_WEIGHTn%]	Product weight	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_TYPEn%]	Product type. This is the group that you have assigned the product to (e.g. Tools)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_STOCK_LEVELn%]	Product current stock level	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_STOCK_REORDER_LEVELn%]	Product stock level to reorder at	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_STOCK_OUT_LEVELn%]	Product stock level when is out of stock	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_COST_PRICEn%]	Product cost price	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_COST_PRICE_SHIPPINGn%]	Product cost price of shipping	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_CURRENCYn%]	Product currency	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_NOTESn%]	Product notes (that you enter)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_ACTINIC_SKUn%]	Product Actinic SKU	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
[%PRODUCT_AMAZON_MP_SKUn%]	Product Amazon Marketplace SKU	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

DocVer 1.20

One Stop Order Processing

Macro to use	Description	Shops used for										
		Ebay	Amazon	Playtrade	RomanCart	eBid	osCommerce /CRE Loaded	Actinic	CubeCart	OSOP	Interspire	XCart
`[%PRODUCT_AMAZON_SC_SKUn%]`	Product Amazon SellerCentral SKU	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUBE_CART_SKUn%]`	Product CubeCart SKU	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_EDIRECTORY_SKUn%]`	Product Edirectory SKU	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_INTERSPIRE_SKUn%]`	Product Interspire SKU	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_EBAY_SKUn%]`	Product Ebay SKU	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_EBID_SKUn%]`	Product eBid SKU	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_ONE_STOP_SKUn%]`	Product OSOP SKU	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_OSCOMMERCE_SKUn%]`	Product osCommerce SKU	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_PLAYTRADE_SKUn%]`	Product Playtrade SKU	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_ROMAN_CART_SKUn%]`	Product Roman Cart SKU	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_XCART_SKUn%]`	Product XCart SKU	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔

Product Macros used for product feeds

Macro to use	Description	Ebay	Amazon	Playtrade	RomanCart	eBid	osCommerce /CRE Loaded	Actinic	CubeCart	OSOP	Interspire	XCart
`[%PRODUCT_ORIGINAL_PRICEn%]`	Product original price, used for sales	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_AVAILABILITYn%]`	Product availability, e.g. 3 days	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_BRANDn%]`	Product brand, e.g. Dolce Gusto	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CATEGORYn%]`	Product category, e.g. Small applicances	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CONDITIONn%]`	Product condition, e.g. new	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_DURATIONn%]`	Product duration of sale, e.g. 7 (for 7 days)	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_IMAGE1-n%]`	Product image, e.g. image1.jpg	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_IMAGE2-n%]`	Product mage 2	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_IMAGE3-n%]`	Product image 3	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_IMAGE4-n%]`	Product image 4	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_IMAGE5-n%]`	Product image 5	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_MANUFACTURERn%]`	Product manufacturer, e.g. Nescafe	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_PRODUCT_TYPEn%]`	Product type, e.g. electrical	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_SEARCH_TERMSn%]`	Product search terms, e.g. Coffee, kitchen	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_SELLING_FORMATn%]`	Product selling format, e.g. GTC	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_SHIPPING_DESTINATIONn%]`	Product shipping destinations, e.g. UK (or 7)	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_TYPEn%]`	Product type. This is the type for system, e.g. for Amazon Toys & Games.	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_WEBPAGEn%]`	Product webpage for product. Used for websites that (also) sell item)	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM1-n%]`	Product custom value. This can be any value that you want to use. You can have up to 20 additional values for a product.	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM2-n%]`	Custom value 2	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM3-n%]`	Custom value 3	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM4-n%]`	Custom value 4	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔

DocVer 1.20

Macro to use

Description

Shops used for

Macro to use	Description	Ebay	Amazon	Playtrade	RomanCart	eBid	osCommerce /CRE Loaded	Actinic	CubeCart	OSOP	Interspire	XCart
`[%PRODUCT_CUSTOM5-n%]`	Custom value 5	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM6-n%]`	Custom value 6	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM7-n%]`	Custom value 7	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM8-n%]`	Custom value 8	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM9-n%]`	Custom value 9	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM10-n%]`	Custom value 10	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM11-n%]`	Custom value 11	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM12-n%]`	Custom value 12	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM13-n%]`	Custom value 13	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM14-n%]`	Custom value 14	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM15-n%]`	Custom value 15	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM16-n%]`	Custom value 16	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM17-n%]`	Custom value 17	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM18-n%]`	Custom value 18	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM19-n%]`	Custom value 19	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%PRODUCT_CUSTOM20-n%]`	Custom value 20	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔

Suppliers Macros.

You can display suppliers details for each product on an order line by using the following macros. Where N is the supplier number. N can be from 1 to 3. Where n is the orderline to display. n can be from 1 to 100.

Macro to use	Description	Ebay	Amazon	Playtrade	RomanCart	eBid	osCommerce /CRE Loaded	Actinic	CubeCart	OSOP	Interspire	XCart
`[%SUPPLIER_NAMEN-n%]`	Supplier contact name	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_COMPANYN-n%]`	Supplier Company	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_TEL_NUMN-n%]`	Supplier telephone number	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_FAX_NUMN-n%]`	Supplier fax number	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_EMAILN-n%]`	Supplier email	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_ADD_LINE1N-n%]`	Supplier address line 1	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_ADD_LINE2N-n%]`	Supplier address line 2	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_ADD_LINE3N-n%]`	Supplier address line 3	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_ADD_LINE4N-n%]`	Supplier address line 4	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_COUNTYN-n%]`	Supplier county	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_POSTCODEN-n%]`	Supplier postcode	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_COUNTRYN-n%]`	Supplier country	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_IDN-n%]`	Supplier ID	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_VATN-n%]`	Supplier VAT code	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_CODEN-n%]`	Supplier code (your own internal code)	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_NOTESN-n%]`	Supplier notes	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
`[%SUPPLIER_ADDN-n%]`	Complete supplier address. Blank lines are removed and the country is displayed using the country option in the *Printing fields* options.	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔

Custom entered fields can be used to add you own information to each order. These values can be entered on the Custom values tab on each order.

DocVer 1.20