Nettailer 20.4 – Changes to Direct/Cross shipping settings

In the Nettailer 20.4 release, handling of direct and cross-shipment is changed. This means that some settings have been added and some have been moved. We recommend this document is reviewed.

Definitions & overview of shipment types

Direct shipment (default/standard)

Direct-shipment is used for orders where shipment should be delivered directly from the supplier to the end-customer.

This delivery method is used when the order has the option [Order is direct shipment] **checked**.

The delivery address used in the supplier purchase order is defined from [Order / Contact Information / **Direct-shipment address**] (the address set by the customer in their order).

Cross-shipment

Cross-shipment is used for orders where shipment should be delivered from the supplier to reseller before sending to the end-customer. Typical used in case of consolidation or configuration at the reseller.

This delivery method is used when the order has the option [Order is direct shipment] **unchecked**

The delivery-address then sent in the supplier purchase order is defined from [Order / Contact Information / **Cross-shipment address**].

Store-pickup

If the customer chooses a delivery options that is defined as "Pick up in store" then the sales order delivery-address is prefilled with the address defined in [Delivery option / **Pick up in store**].

New in Nettailer

Reseller addresses

You are now able to define a of your own fixed addresses under [Shipping / Delivery Site].

These addresses can be assigned to admin-users and is also accessible as dropdown options in order-admin for orders changed from direct- to cross-shipment.

When upgrading from previously version of Nettailer the [Shipping / Delivery site] is automatically updated with addresses previously used on admin-users. We recommend you start with a cleanup and remove any duplicates. Please note the name is used for drop-down selection so proper naming is important to define each address and makes future selection easier.

After updating the [Shipping / Delivery Site] each admin-user can be assigned to an address.

On each [Shipping / delivery options] it is now possible to define whether the delivery options are store-pickup or cross-shipment and in each case define a delivery address to be used when this delivery option is selected.

- If neither store-pickup nor cross-shipment is activated the delivery option works as direct-shipment (the address specified by the customer in the order).
- If cross-shipment is selected the address specified in this delivery option will be used, unless a cross-shipment address is defined on the customer directly (customer connected cross shipment addresses have a higher priority than general (global) defined cross shipment addresses).
- If store-pickup is selected, then the defined address will be set as the direct-shipment address on the order.
- If both store-pickup and cross-shipment is activated on the delivery option, the cross-shipment address will be used.

Note: When a cross-shipment address is set on a delivery option or a customer but is not valid; the reseller address set on the admin-user will be used instead. This applies only if the cross-shipment address on the delivery option or the customer is to be used and if the reseller address is valid.

Cross-shipment address on customer

On each customer a default a cross-shipment address can be defined which will be used for all orders.

Cross-shipment address define on customer level have higher priority than cross-shipment address defined on general (global) delivery options.

Order handling in administration

The "Order is direct-shipment" checkbox is moved from tab-page [Order] to [Contact info] and is found together with the Direct-shipment address (formerly named delivery address).

On order level the admin-user can toggle between direct- and cross-shipment and manually change the cross-shipment address. If cross-shipment is active when purchase order is created the delivery address sent to supplier is cross-shipment address.

Cross-shipment address selection priority

HIGH

1. Address from customer connected delivery option with cross-shipment active
2. Customer have cross-shipment address active
3. Address from delivery option with cross-shipment active
4. *Address connected to the admin-user (technical fall-over only)*
5. *If none exist, use the address for the reseller (technical fall-over only)**

LOW

* It is important that the shop's contact info has a delivery site set [Settings / Contact info / Delivery address.]. It is the last fallback that will be used when all previous addresses are not valid. If the shop's contact info has no valid delivery site, a cross-shipment order will not be added on the order when it is placed by the customer.