

Nettailer 20.3.7 release note - Cross shipment handling

In Nettailer 20.3.7 the handling of direct- and cross-shipment is changed. We recommend below release notes are reviewed.

Definitions & overview of shipment types

Direct-shipment (standard)

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

In Nettailer the order has the option [Order is direct-shipment] **checked** and the delivery-address used in supplier purchase order is filled from [Order / Contact Information / **Direct-shipment address**].

Cross-shipment

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

In Nettailer the order has the option [Order is direct-shipment] **unchecked** and the delivery-address used in supplier purchase order is filled 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**].

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Reseller addresses

Under [Shipping / Reseller addresses] a range of own fixed addresses can be defined.

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 / Reseller addresses] is automatically updated with addresses previously used on admin-users. We recommend you start with a clean up to remove any duplicates and updating naming. Please note the name is used for drop-down selection so proper naming makes selection easier.

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

Delivery options

On each [Shipping / delivery options] it is possible to define whatever the delivery options are store-pickup or cross-shipment and in each case define a delivery address to be used then delivery option is active.

- If either store-pickup or cross-shipment is activated the delivery option works as direct-shipment.
- If cross-shipment the address will be used unless a cross-shipment address is defined on the customer.
- If store-pickup 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 delivery options.

Order handling in administration module

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