



UNICOMMERCE ESOLUTIONS PVT LTD

Uniware Training Document

For detailed document, please refer to Unicommerce Knowledgebase Portal." to "Detailed product documentation can be easily accessed at [Support.unicommerce.com](https://support.unicommerce.com)

Contents

Warehouse / Facility & Billing Party 5

 Facility: 5

 Billing Party: 6

Channel / Marketplace Management..... 6

 Marketplace Integration 6

Shipping Provider Management 7

 Types of Shipping Providers:..... 7

 List of shipping providers with API integrations: 7

 Shipping Provider Integration: 8

Tax Class 9

Product Category: 9

Product Creation (SIMPLE & BUNDLE)..... 9

 Add SIMPLE Product one at a time 9

 Add SIMPLE Product Using Import for bulk. 10

 Add BUNDLE Product one at a time..... 11

 Add BUNDLE Product Using Import for bulk..... 11

Product Mapping: 12

 Scenario 1:..... 13

 Scenario 2:..... 13

 Scenario 3:..... 13

 Scenario 4:..... 14

Inventory Adjustment:..... 15

 Inventory Management using Import..... 15

 Inventory Management of a Bundle 15

Vendor: 15

 Adding Vendor (Single) 16

 Adding Vendor (Bulk) 16

Vendor Catalog: 16

 Vendor Catalog (Single)..... 16

 Vendor Catalog (Bulk) 17

 Setting Vendor Priority: 17

Purchase Management:.....	17
PO Creation.....	17
Manual Purchase Order Creation :	17
PO against Backorder:.....	18
Bulk Item adding in manual generation of PO:.....	18
PO against Reorder:	18
PO through Purchase Cart:	18
Approve a Purchase Order:.....	18
GRN (Goods Received Note):	19
Create a GRN (manually):.....	19
Create GRN (Bulk):	19
Putaway for GRN items:.....	19
Gatepass (Return to vendor):	20
Return to Vendor:	20
Order processing.....	21
Different Options in ORDER's Tab.....	21
2. Unverified Order:	21
3. Cancelled Order:	21
4. All:	21
5. Failed Order:	22
Different Options in SHIPMENT's Tab.....	22
2. Packed:.....	22
3. Ready to Ship:	23
Manifest Generation:.....	23
5. Dispatched:	23
8. Customer Returns:	24
Picklist:	24
Picklist Flow.....	24
Status Sync:.....	25
Automatic Return Sync:	25
Manual Return Management	26
Customer Initiated Return (CIR):.....	27

Return To Origin (RTO):.....	27
Myntra Return Management:.....	28
Reverse Logistics Management:	28
Image scan based Outbound QC for Return Management:	29
Payment Reconciliation	30
Enable Reconciliation Sync:	30
Awaiting Payment	30
Unreconciled:	30
Disputed:.....	31
Reconciled:.....	31
All Transactions:.....	31
Settlements:.....	31
Dashboard and Reports	32
Dashboard:.....	32
Overview:	32
Sales:	32
Fulfillment:	32
Purchases (Only available in professional version):.....	32
Returns:.....	32
Inventory:.....	32
Payments:	32
Reports:.....	33
Sales Order	33
Returns and Cancelled Report	33
Product Report.....	33
Inventory Reports	33
GST Reports.....	33
Busy Reports	33
Purchase Orders.....	33
Reconciliation Tally Report	33
Fast Moving SKU's.....	33

Warehouse / Facility & Billing Party

Warehouse:

A warehouse is a building for storing goods. Warehouses are used by manufacturers, importers, exporters, wholesalers, transport businesses, customs, etc.

Facility:

This is warehouse configuration to manage the shipping and billing of the goods being sold from the respective warehouse.

Please click on settings ->Facilities to configure or edit the Facility in Uniware.

To configure the facility in Uniware, one must have following information handy:

- Party Name (Company name for Invoices)
- Display name (For Uniware only)
- GST Number and PAN number
- Signature Image (Mandatory)
- Company logo (Optional)
- Billing and Shipping Address (For Invoices)

After the above mentioned details in the respective fields, please click on Save Warehouse.

Now we have to update the Invoice Sequence under the Invoice Sequence Tab. Please find below the description basis the Uniware package you are using:

- Sale Invoice prefix and Sale return Invoice prefix (For Standard and Professional version both) to manage invoice sequence / series for a particular financial year.
- Delivery Challan (For professional version only)
- Gatepass Invoice and Gatepass Return Invoice series (For professional version only)
- Purchase Invoice and Purchase Return Invoice series (For professional version only)

This completes the Facility setup.

Uniware provides multi warehouse management depending on the package you are using. Please find below:

Standard – You can only manage single warehouse.

Professional – You can manage up to two warehouses.

Enterprise – You can manage multiple warehouses.

Billing Party:

A seller can have more than one GST number within the same state and selling on same platforms (Like Flipkart or any other marketplace) with the different company name then he can create multiple Billing parties to manage the Billing and Shipping.

Please find below the scenarios when one should use Billing Party feature in Uniware:

- If seller is selling only on marketplaces (Like Flipkart, Amazon India etc.) then the system will fetch the Invoice series for a particular order from the respective marketplace.
- If the seller is doing offline orders or selling on Carts (Like Shopify or Magento) and having multiple companies registered within the same state, then he can manage different invoice series by creating multiple Billing Parties as per his/her requirements.
- If the seller is selling On Myntra B2B then he can also manage Invoice series with the help of either facility or a billing party.

Please click [here](#) to learn how to setup Billing Party.

Channel / Marketplace Management

Marketplace Integration

Unicommerce helps you manage all the leading marketplaces in a single unified platform. For managing the channels in Uniware and leverage the benefits of centralized inventory management, we need to integrate the same.

There are few channels which has some restriction of the version and traceability:

AJIO: Only works in Professional version and with Item/SKU level traceability.

Flipkart Smart: Only works in Professional with dedicated inventory model

Refer support article for some important marketplaces:

1. [Amazon](#)
2. [Flipkart](#)
3. [Snapdeal](#)
4. [Limeroad](#)
5. [Myntra B2B/FBM](#)
6. [Amazon Flex](#)
7. [Myntra PPMP](#)
8. [AJIO](#)

9. [Flipkart Smart](#)
10. [Amazon FBA](#)

Shipping Provider Management

Unicommerce helps you manage all the leading shipping providers for domestic and international shipping.

For all the self ship orders, cart orders, custom channel orders, you can add the shipping provider already added with us in to your Uniware account to ship your orders to the customers and ensure a proper tracking of the shipments.

Use Cases for Shipping Providers in Uniware:

- To manage Self Ship Orders for Marketplaces, Carts, Custom Channels (Offline)Orders.
- To manage Amazon FBA & Flipkart FA orders, a self ship option is enabled so that the shipments get generated and dispatched as these channels work as Third Party Warehouse.
- For channels like Ajio as well seller has to add Shipping Provider as (Self) in the System so that the shipments get generated.

Types of Shipping Providers:

1. Shipping Aggregators:

- Shipping aggregators are basically those logistic partners who are having inbuilt API's with various couriers like Fedex, Delhivery, and BlueDart etc for the generation of AWB numbers. It provides multiple options for the seller to choose the shipping provider basis their cost, delivery time and reach of the delivery.
- Shyplite, Shiprocket, Vamaship and Ithink are the best examples of shipping aggregators that Uniware supports.

2. Logistic couriers:

- Logistic couriers are those single entities who are responsible for the generation for AWB Numbers.
- Some of Logistic couriers support API's for the generation of AWB Numbers like Fedex, Delhivery, Bluedart etc.

List of shipping providers with API integrations:

Shipping Aggregators:

- [Shiprocket](#)
- [Shyplite](#)
- [iThink](#)
- [Vamaship](#)

- [ShadowFax](#)
- [Pickrr](#)

Logistic Couriers:

- [Fedex](#)
- [Delhivery](#)
- [BlueDart](#)
- [DotZot](#)
- [DHL](#)
- [DHL Global](#)
- [Ecom Express](#)
- [Aramex](#)

Shipping Provider Integration:

To integrate any shipping provider or logistics, you just have to search the same shipping provider with the name.

- The steps are simple:
 1. On the path Settings > Shipping Providers, click the button
 2. Search the Shipping provider which you want to add.
 3. Fill in the general details like its name, serviceability and shipping methods. Click [here](#) to learn more about serviceability
 4. The AWB Generation can be done in many ways –
 - a. If you select LIST, the system will pick the tracking number or the AWB number from the list we feed.
 - b. GLOBAL LIST is the common list of AWB numbers across all facilities.
 - c. If you select MANUAL, then every shipment allotment to a courier will require a manual entry of the AWB number during the shipping package addition to its manifest.
 - d. If you select API, the API fetches the AWB number every time a shipment is assigned to this courier.
 5. On clicking it the system allows you to enter the list of AWB numbers.
 6. Enter a comma-separated or newline-separated value in the text box.
 7. Please remember that you cannot select API as a valid option for AWB number generation in case of “SELF” or the other shipping providers those don’t provide AWB through API mode.
 8. For API AWB generation, you can fill the optional value at connector which will be provided by the respective shipping provider.

Click [here](#) to learn more about how to add shipping provider in Uniware.

Product Creation & Mapping

Product data working includes, Defining Tax Classes, Category creation Product Creation, Product Mapping and Inventory Adjustment.

Tax Class

Introduction of Goods and Services Tax (GST) has replaced VAT, CST and all other indirect taxes levied on goods and services by the Central and state governments with Uniform Tax throughout the country to mark the evolution of a common national market.

Please click [here](#) to learn how to create tax class and learn more about Goods and Services Tax.

Product Category:

The classification of similar type of products into a class for easier application of tax slabs is known as categorisation of products.

You can associate a product with the existing categories in the system while creating the product detail.

Please click [here](#) to learn how to create category in Uniware.

Product Creation (SIMPLE & BUNDLE)

In Uniware there are two types of products i.e. SIMPLE & BUNDLE and also there are two ways we can create product or master SKU or Uniware SKU. Lets discuss both the methods: [Link](#)

You can add new products SKU in the Uniware by the two ways:

Add SIMPLE Product one at a time

- In Uniware, Product SKU code can be created with the length of 3 to 45 characters
- Uniware allows only four special symbols as Dash- Dot. Underscore_ and Forward Slash /. However, "Space" is not allowed in Uniware SKU.
- The SKU code creation limit for Uniware Standard = 1 Lac and Uniware Professional = 3 Lac which means you can only create product SKU as per mention limits.

Process Steps:

1- On the path Products > Products, click on 'Add Product' to add a new product definition.

2- Fill the detail for sku and press the "Save" button.

You must fill bellow fields

- SKU Code** – As per your choice Product SKU with Uniware SKU criteria.
- Product Name** – Your product Name as you want to identify it in Uniware
- Product Category** – Fill the category code as per your product category defined in Uniware
- GST Tax Type** – Select the GST tax type as per your product defined tax class
- HSN Code** – HSN code fined by Govt norms

Rest fields you can fill as per your choice for use in system (Optional).

3- Press the “**Save**” button.

Add SIMPLE Product Using Import for bulk.

For bulk creation, you can import the products as per defined template in Add Product sheet in the system.

1- On the path **Tools -> Import**, Select ‘**Item Master**’ in the menu.

2- Find the import file template and fill the data as per you sku details.

You can select ‘**CREATE NEW AND UPDATE EXISTING**’ in the import options, for this gives you freedom of creating a new SKU and even updating the existing product mapping in one step only.

3- Fill the SKU details in below-shown csv format. **The fields with asterisk are mandatory.**

You must fill bellow fields

- SKU Code** – As per your choice Product Sku with Uniware sku criteria.
- Product Name** – Your product Name as you want to identify it in Uniware
- Product Category** – Fill the category code as per your product category defined in Uniware
- GST Tax Type** – Select the GST tax type as per your product defined tax class
- HSN Code** – HSN code fined by govt norms

Rest fields you can fill as per your choice for use in system (Optional).

4- Then save the sheet in default format CSV.

5- Now select the option to choose the file and uploads the sheet which was filled up as the above steps. And press the **upload file** button.

Then upload

6- Message highlighted for upload.

7- You can check the sheet uploaded result with successful upload. If there will be any issue in uploaded data you can check the same from **View import** and repeat the task for SKU.

Note:

- SKU code if created cannot edit or delete it, you can only disable it in uniware.
- In Uniware, SKU code can be created with the length of 3 to 45 characters and allow only four special symbols as Dash- Dot. Underscore_ and Forward Slash /. However, "Space" is not allowed in Uniware SKU.
- The SKU code creation limit for Uniware Standard = 1 Lac and Uniware Professional = 3 Lac

Add BUNDLE Product one at a time

To create a Bundle in Uniware, ensure that its component products already exist within the system as individual products.

Multiple bundles are created within Uniware, each containing a relevant product in varied quantities. Each bundle will be uniquely defined with an SKU and zero quantity of its own. However, the inventory quantities will be adjusted for every individual sellable item within the bundle definition.

Steps:

1. Follow the path Products > Products
2. Click Add Product
3. Define the Bundle name, its SKU, and the other parameters, just as we define a product in Uniware.
4. Select Product type = BUNDLE and check the parameters for the component product definition.
5. Select Tax Calculation Type: **PRICE_OF_BUNDLE_SKU** Or **PRICE_OF_COMPONENT_SKU** that will decide the tax calculation based on main bundle sku or component sku.
6. Select the Component SKU & Quantity and save

Add BUNDLE Product Using Import for bulk.

When importing a bundle, the items contained should be defined clearly, it's SKU, quantity and individual prices.

To create a new sku product as bundle use item master (ideally done at setting up of the system), select CREATE_NEW in the Import Options.

Download the csv format and fill the data of your products sku.

Provide the given values in the import file:

Category code-Default

Product code-Bundle uniware code you want to create.

Name-The name of the bundle you want to give.

GST TAX Type-Tax code

Type-You have to mention "BUNDLE" in this column.

Component product code -You have to mention the product uniware code which you want in the bundle.

Component quantity – Quantity of the particular product in the bundle.

Tax Calculation Type – PRICE_OF_BUNDLE_SKU Or PRICE_OF_COMPONENT_SKU that will decide the tax calculation based on main bundle sku or component sku.

For Example: If you want a bundle code ABC of the products having code as A,B and C then you have to create three rows in which you have to mention bundle code ABC in the product code in all three rows. After that in component product code you have to mention A in first row, B in second row and C in third row with their respective quantity present in bundle and the unit prices.

Please remember: We can also import a bundle and its component products at the same time as long as we are listing these component products above the bundle definition in our import file.

[Article to refer](#)

Product Mapping:

There are different scenarios where customer might have listed his / her products on different marketplace. We will list each scenario and how data can be prepared for the respective scenarios.

1. *Same SKU Codes on all marketplaces without any Bundle / Combo products*
2. *Same SKU Codes on all marketplace with Bundle / Combo products*
3. *Same SKU Codes on all marketplace and also selling on Myntra and PayTm*
4. *Different SKU Codes on all marketplace for the same product*
5. *Same SKU Codes on all marketplace but the actual product which is live is completely different*

Scenario 1:

- In case there are same SKU codes on all the marketplaces but there are no bundle / combo products
 - Take export of Unlinked SKU codes and filter channel with maximum live (Best way would be to add channel with maximum products live first)
 - Pick the Seller SKU Codes to create it as Uniware SKU Code (If present, Find Spaces or special characters except(_,-,.) and replace it with Dash (-) or a hyphen (_))
 - If seller SKU did not contain any special character or a space then make the Item master with the Seller SKU Codes as Uniware Sku Codes with mandatory fields.
 - Please click [here](#) to learn how to create products.
 - After uploading Item master sheet, please check if any listing is not linked and is present under unlinked tab.

Note: Please check the progress on import option and see the progress. In case of any error, please check error log by downloading the sheet. Correct the errors and re-upload the sheet.

Scenario 2:

- In case of similar SKU codes all over the marketplaces but with Bundle or Combos live
 - Take export of unlink SKU codes data and filter out the channel which is having maximum products live.
 - After that filter the bundles / combos are separate then copy them in another excel so that we can go ahead with creation of single products first. Click [here](#) to learn how to create simple products.
 - Once the Single products are created then we need to create Bundle / Combo products with the item master file using the single products as Component SKU codes and their respective quantities. Click [here](#) to learn how to create Bundle / Combo products.
 - Once Done with Bundle Creation cross check the unlink SKU codes once.

Scenario 3:

- In case of similar SKU codes all over the marketplaces but if client is dealing on Myntra or Paytm
 - Please cross check whether the Seller SKU codes are parent SKU codes or not.
 - If there is no parent SKU codes in that case create the products if the SKU codes are same on all the marketplaces. Click [here](#) to learn how to create products.
 - If Seller SKU codes are having parent ID's then please download active listings report from the channel and concatenate (Add) parent SKU codes and variants in a separate column.
 - After concatenation, use them as SKU codes in Uniware and create item master.
 - In this case the auto mapping will not work since the seller SKU and Uniware SKU codes would be different. Please follow below steps for mapping :
 - Take the export of Unlinked tab data

- From the concatenation sheet, pull respective seller SKU code and channel product id against the parent SKU code which will be seller SKU code in data export of Unlinked tab.
- After following the above mentioned steps, you will have Channel Name, Channel Product Id, Seller SKU codes and Uniware SKU codes.
- Download Channel Item Type sheet from Tools ->Import -> Channel Item Type
- Fill out the first four columns (A,B,C & D) and import the sheet. Click [here](#) to learn how to do product mapping.

Scenario 4:

- All the marketplace have different SKU codes for the same product
 - Go to unlinked tab and export the data.
 - Create a master SKU code (Unique SKU code) for only single / simple items by using seller SKU code of the channel which is having maximum listings live (In case of any special character or a space available in seller SKU code, find and replace it with “_” or “-”). Click [here](#) to know how to upload item master.
 - Now from Unlinked Data export, copy the seller SKU code and paste it by inserting a new column right after seller SKU code column.
 - Follow the special character / space replacement procedure like above mentioned step with “_” or “-” in the unlinked data tab.
 - After following the above mentioned steps, you will have Channel Name, Channel Product Id, Seller SKU codes and Uniware SKU codes.
 - Download Channel Item Type sheet from Tools ->Import -> Channel Item Type
 - Fill out the first four columns (A,B,C & D) and import the sheet. Click [here](#) to learn how to do product mapping.
 - Once the simple / single products are created and mapped, filter Combo / Bundle by selecting channels with maximum bundle listings.
 - Create the master SKU code (Unique SKU Code) (In case of any special character or a space available in seller SKU code, find and replace it with “_” or “-”).
 - Use the master SKU code for Bundle creation by assigning respective simple / single products along with the quantities of simple / single products in the Bundle. Please click [here](#) to learn how to create Bundle /Combo products.
 - Map the bundle products by following the same step, we did for simple products. Please click [here](#) to learn how to do product mapping.

Summary:

1. We have learned how to create Simple products in Uniware. Need to know more! Click [here](#).
2. We have learned how to create Bundle products in Uniware. Need to know more! Click [here](#).
3. We have learned how to map products in Uniware. Need to know more! Click [here](#).

Inventory Adjustment:

Once the products are created and mapped in Uniware, we need to add the inventory / stock physically available in the warehouse. Let's learn how we can add the inventory in Uniware:

Inventory Management using Import

- Please take the export of products created in Uniware and remove Bundle products.
- Download inventory adjustment sheet from Tools ->Import ->Inventory Adjustment
- Fill out the SKU Code, Quantities, Shelf Code and Adjustment Type (ADD, REMOVE, TRANSFER, and REPLACE).
- Import the sheet and inventory will be added. Please click [here](#) to know how to adjust inventory.

Inventory Management of a Bundle

A bundle is not a distinct product in itself, but only a collection or combination of other products in varying quantities. It is just like a basket of products which can be customized. So when we sell it, we don't hold inventory of a bundle as a standalone item.

The items contained within a bundle can have a defined quantity. Thus, the availability of a bundle will essentially depend on the availability of its component items.

The inventory count of the component items is auto-adjusted by Uniware as soon as a bundle is sold. No longer will you need to go back and manually check all the bundle counts sold and manage the inventory counts accordingly.

Vendor and Purchase Management

Vendor:

A vendor is a supplier/seller of goods and services available to the users. For our business, we might be buying the same goods/services from multiple vendors/sellers and have to maintain a list carrying their details.

As a part of vendor management, we take care of many aspects, including the management of competitive prices, ensure on-time delivery and taking care of the customer service.

Uniware allows you to add vendors manually as well as in bulk.

Adding Vendor (Single)

- Please go to Purchase -> Vendors
- Click on ADD (top right corner)
- Fill the general details. Add the Vendor's name, code and the website URL.
- In the Accounting Details add PAN and GSTIN number.
- Define the Vendor Contact Details and his Billing Address in the next sections.
- If you have vendor agreement, you can add the same in the last section
- Click on Save the Vendor Details.

Click [here](#) to learn how to add Vendors manually in Uniware in detail.

Adding Vendor (Bulk)

- Select Tools > Import in the menu.
- Select "Vendors" in the import type.
- Chose create a new sheet or update the existing one under import options.
- Click on Download CSV template on middle right of the screen.
- Update the values to create the list of vendors.
- Import the sheet and the list of Vendors can be easily created

Click [here](#) to learn how to add multiple vendors together.

Once the vendors are created, you can update the respective vendor's catalog in Uniware.

Vendor Catalog:

The vendor catalog allows you to list all the products available with different vendors. It links the Product SKU with the Vendor SKU. This mapping helps you to easily identify the items available with a particular vendor.

Vendor Catalog (Single)

- Follow the path Purchase - > Vendor Catalog
- Click the button 'add vendor item mapping'.
- The system prompts to enter the following information in the next form:
 - Vendor Name
 - Vendor SKU
 - Unit Price
 - Item type SKU code

On submitting the information, particular item record is inserted in the Vendor catalog.

Click [here](#) learn how to manually add / edit vendor catalog in detail.

Vendor Catalog (Bulk)

- Follow the path Tools > Import
- Select the “Vendor Item Master” in the Import type.
- Download the csv file from “Download CSV format”
- Fill the details in the CSV file. Below are the mandatory fields to be updated:
 - Product Code – Uniware SKU Code
 - Vendor Price – Vendor’s selling price of product
 - Vendor Code – Unique code which defines the vendor
 - Vendor SKU Code – Vendor’s SKU code of the product
- Save and import the sheet and it will create the vendor catalog in Uniware.

Click [here](#) to learn how to add / edit vendor catalog in bulk.

Setting Vendor Priority:

When you upload the Vendor Catalog in the system, it asks to define the priority. If you are buying same products with multiple vendors then it is necessary to define the priority. Priority is basically a number set for a vendor. Priority 1 is the highest.

Click [here](#) to learn in detail on how to set the vendor priority.

Purchase Management:

A Purchase Order (PO) is a buyer generated document specifying the number of products, their quantities and agreed prices the seller will provide to the buyer.

Purchase Orders can be managed on a single page. From adding PO items to sending it for approval, creating and completing its GRN, initiating and completing the Quality check of the constituent PO items!

Uniware provides a very flexible approach of creating or punching a Purchase Order with accurate data in the most time-efficient manner.

PO Creation

There are different ways a purchase order can be created in the uniware. Lets discuss each one in details:

Manual Purchase Order Creation :

Each Purchase Order is created manually before sending it to the suppliers for any new order(s). The form has been designed meticulously to let the user enter definite quantities in a speedy manner. Please click [here](#) to learn more.

PO against Backorder:

To fulfill outstanding sales orders in case of just-in-time procurement, system automatically suggests desired purchase quantities through Backorders.

Please click [here](#) to learn more.

Bulk Item adding in manual generation of PO:

The Purchase Order's item can be added in PO by importing files from the system.

Please click [here](#) to learn more.

PO against Reorder:

The system is capable of notifying you the exhaustion of an Item SKU. When an item is about to get out of stock, you can 'Reorder' it from the same system notification.

Please click [here](#) to learn more.

PO through Purchase Cart:

A Purchase Cart allows you to select the products and their respective quantities for eventually placing a Purchase Order. The Purchase Cart can contain products from different vendors at a time, and on a single click POs are raised for multiple vendors.

Please click [here](#) to learn more.

After creating purchase order the next step is to approve the purchase order.

Approve a Purchase Order:

Any Purchase Order which has been created needs to be approved, after checking its financial implications. Please click [here](#) to learn how to approve a PO.

Upon approval of the PO, the Vendor against which the PO is raised receives the PO and sends the required items back to the buyer.

Upon receiving the PO at the warehouse, the GRN needs to be created.

GRN (Goods Received Note):

A GRN is a record used to confirm all goods have been received and often compared to a purchase order payment is issued.

The system will send an email to the respective vendors after GRN is complete to notify about received goods in order to give them full visibility.

Create a GRN (manually):

- Click on the PO number under APPROVED tab, for which GRN is to be created.
- Click on “Create GRN” (+ sign available in blue color, top right corner)
- Add items for which GRN is to be created. Enter the received quantity and additional cost (if any)
- As soon as you complete the GRN, you can do a Quality check of the received products on the same page.
- You can reject the received item if it fails quality criteria. Also you can mention the reason of rejection in REJECTION REASON.
- Once Quality check is done, click on “Quality Check Done”

Create GRN (Bulk):

If your purchase patterns and list of vendors are repetitive, you can create GRN in bulk using CSV import (Go to Tools> Imports> Auto GRN items)

- Select Tools > Import (second last tab left side).
- Select “Auto GRN Items” in the import type.
- Download the template and update the values to create GRN in bulk.
- Again, as you complete the GRN, you can do a Quality check of the received products.

Click [here](#) to learn how to do GRN manually as well as in bulk.

After the quality check of all the items are accepted, then in that case, a putaway for the GRN item is mandatory.

Putaway for GRN items:

Once the GRN and QC are complete, we add these items received from Vendors to our Warehouse. This process is called Putaway.

- Follow the path Inbound > Putaway
- Click the button “create Putaway”

- Select the type of Putaway: "PUTAWAY_GRN_ITEM" and press the button CREATE PUTAWAY.
- Scan the GRN number for which the items have been received and awaiting put away.
- Press ADD TO PUTAWAY.
- After successful addition into the Putaway, close the put away to mark it COMPLETE (Top right corner).

If any item is failed the quality check then it has to be marked rejected during quality check and a Gatepass has to be created.

Gatepass (Return to vendor):

A Gatepass is a simple document containing the detail of items while making any product movement outside the warehouse.

It is defined to secure the outbound transactions and ensure a smarter way of managing and keeping a track of the inventory for those products which were not dispatched for fulfilling an order. The scenario may be, a product is sent out for only exhibition purpose, return it to vendor in case of QC rejection or discarding the bad inventory etc.

Below are all the possible cases of Gatepass feature:

Gate pass type	Meaning
<i>Returnable</i>	Gate pass for those products which will return to the warehouse. The cases can be: Sending products for photo shoots, exhibition or as samples.
<i>Non-Returnable</i>	Gate pass for those products which will not return to the warehouse. The cases cab be: Sending a gift to a supplier or even when dumping the bad inventory.
<i>Return to Vendor</i>	Gate pass for those items which were QC rejected and are to be returned to the Vendor/Seller from whom it was procured.
<i>Stock Transfer</i>	Gate pass for those products which are to be transferred from one warehouse to another warehouse (in a different location)

In the case of PO rejected items, Gatepass return to vendor has to be created.

Return to Vendor:

- Click the button Create Gatepass on the top right corner of the screen.
- Fill in the details in the next form, select the type of gate pass (Return to vendor), the purpose (not a mandatory field), party name and the reference number (if any).
- After filling all the relevant values, Press the button Create Gatepass.
- Now enter the details of the items which are to be sent back to the vendor.

- Update values like inventory type, shelf code, and number of items then press “ADD TO GATEPASS”
- Then press the close icon (Top right corner).

Please click [here](#) to learn more about Gatepass.

For Gatepass which is created as returnable or in case of stock transfer, you need to create Putaway for gate pass item.

Please click [here](#) to learn how to do create Putaway Gatepass item.

Order processing

Unicommerce runs order sync every 30 minutes to fetch all the orders to Uniware from the respective marketplaces. As soon as the orders are fetched in Uniware it will be visible under Orders -> Pending orders.

Also the orders which are created manually in Uniware will be visible in pending orders tab.

Different Options in ORDER's Tab

1. Pending Order
2. Unverified Order
3. Cancelled Order
4. All
5. Failed Order

1. Pending Order: In Pending order tabs all the orders will reflect which are processed (before manifest) or not processed (Fresh order). Once you close the manifest, order will be removed from pending orders.

2. Unverified Order: Few marketplaces have provided option for sellers to verify the orders before processing so for those channels orders are reflected in Unverified Order tab. As of now we have two marketplaces for which orders are reflected in unverified order, which are PAYTM GLOWROAD. You need to verify the orders pending in Unverified Order tab to process the same from Uniware. In case of PAYTM, if you don't want to verify those orders then you can enable auto verification by following these steps: **Setting ->Channels ->Click on Paytm Channel ->Auto Verify Orders (Optional) -> Select Yes.**

3. Cancelled Order: It shows all the cancelled orders in Uniware. For marketplace orders, Uniware automatically updates the status of the order with every order sync which runs every 30 minutes. Other orders need to be cancelled manually.

4. All: This provides list of all the orders which are newly created, processing, completed, cancelled and pending verification.

5. Failed Order: This lists all the orders which are not successfully created. This is the reason the orders in the tab are called failed orders. There are two different reason for which order might be failed:

- In Uniware if SKU is not mapped and against the same SKU the order is created either manually or through order sync from Marketplace the order will be failed. You can check the Dashboard for failed order notification regularly. To fix the failed order for which SKU is not mapped, you need to map the SKU.
- The other reason is the incorrect address. In case any order which is created through sync does not have correct address then it will be failed. Seller need to correct the address to to fix this and then it will be available for processing.

Uniware allows you to process the orders from Fulfillment -> Shipment Tab.

Different Options in SHIPMENT's Tab

1. New
2. Packed
3. Ready To Ship
4. Courier Return
5. Dispatched
6. Delivered
7. Putaway Pending
8. Customer Return

1.New: All fresh orders will be available in the New Tab once the inventory is allocated to the order. The orders reflecting in New tab can only be processed further. To generate the invoice please follow below steps:

- Select the Channel for which you have to process the orders
- Select the orders, you can select up to 100 orders.
- As soon as the orders are selected, action button will be highlighted, click on the action and click on Add to Batch. Add to Batch provides an option to group the orders and can be identified together by using Batch Id. Click [here](#) to learn more.
- Select all the orders again and then click on print invoice. Once the Invoice is generated, Order moves to packed tab.
- The order status remains processing but the shipment status is Packed.

Note: AMAZON and PAYTM orders directly move to READY TO SHIP once you print the invoice.

2. Packed: Orders showing under packed means invoice has already been generated. Now follow below steps to generate the pack slip (Label):

- Select the Channel for which you have to process the orders
- Select the orders, you can select up to 100 orders.
- As soon as the orders are selected, action button will be highlighted, click on the action and click on print label. Once the label is generated, the order moves to Ready To Ship.
- The order status remains processing but the shipment status is Ready To Ship.

3. Ready to Ship: All the orders for which Invoice and Label (Pack Slip) are already generated will be visible in Ready To Ship tab. Now the next step would be to generate manifest.

Manifest Generation:

To generate the manifest, Please follow below steps:

- Go to Fulfillment -> Manifests
- Click on Create Manifest on top right corner
- On the Pop Up window, please select Channel, Shipping Provider, Shipping Method and click on create manifest.
- Click on three horizontal bars under shipment summary.
- Select the orders using the check box and click on Add to Manifest. On the shipment summary, click on done after the success message.
- Close the manifest from top right corner by clicking on Vehicle option and this completes the order processing. Now you can print the manifest from printer option.
- After the manifest close the order status is marked as complete and shipment status is marked as dispatched.

The screenshot displays the 'Manifests / SM0010' interface. At the top, there are search filters for S No, Package Code, Order No, Invoice No, and Tracking No. Below these, a message states 'No data available'. The main section is titled 'Shipment Summary' and contains several fields: COURIER PROVIDER, SHIPPING REGION, CURRENT SHIPMENT ID, NO. OF ITEMS, TRACKING NUMBER, and NO. OF BOXES. A 'Status' section shows 'NO. OF SHIPMENTS SUCCESSFULLY ADDED' as 0. The right sidebar contains 'General Information' and 'Summary' sections.

Uniware SKU ID	Product Name	Qty

5. Dispatched: Once you close the manifest your orders will be moved in the Dispatch tab.

4. Courier Returns: All the courier return will be visible in this tab. As of now you can get this for Custom Channel and Carts.

6. Delivered: In this tab we show all the orders which are marked delivered on Marketplace or Seller Panel.

7. Putaway Pending: Orders which are cancelled after invoice generation and before manifest close will be moved to Putaway pending tab. Seller need to check this tab regularly and complete the putaway for all the orders which were cancelled so that Inventory can be putback.

8. Customer Returns: All the returns which are synced from the marketplace are visible in customer return tab. As soon as you receive the return packet, you need to go to this tab and search the orders and complete the putaway to putback the inventory.

Picklist:

Order processing through Picklist is available in Uniware Professional and Enterprise version.

A Picklist is created to optimize the picking process by grouping items to be processed together. It is required to help the warehouse staff to pick correct items from the correct shelves in an efficient manner, organizing the picking instructions such that a warehouse staff doesn't have to go to the same shelf in identical round trips to fetch the same product.

From the functional point of view, when the Picklist is in either of the states: CREATED or RECEIVED, they are pending Picklist, since the order items are not completely received at the invoicing station.

Picklist Flow

Follow a few simple steps to create and receive Picklist:

1. On the path Fulfillment > Picklist, select "Create Manual" on the top-right side of the screen.
2. Select the Orders and click on Create Picklist.
3. This creates the Picklist successfully. You can generate the Picklist or receive it at the invoicing station. Both the actions can be done on this page.
4. Once the Picklist has been marked as received, invoices can be generated.
Please remember: For SKU level traceability (i.e., SKU Barcoding), you have to scan the items while receiving the Picklist for conducting these actions. And it is available only in Professional & Enterprise version only.
5. After the invoices are generated, Labels can also be generated from within the Picklist
6. Once invoices and labels are generated for all the orders, Picklist can be marked as closed.

Please click [here](#) to learn more about how to use Picklist feature to process orders and use cases.

Status Sync:

Orders synced in Uniware is processed from seller panel rather than Uniware then Uniware updates the status of the orders as available on seller panel and mark those orders as Dispatched, Cancelled or returned.

Please click [here](#) to learn more about status sync.

Returns Management

Unicommerce return management solutions offer a centralized panel to manage account reconciliation for marketplaces returns and inventory against all the returns. Our return module is highly efficient to centrally manage Customer Initiated Returns and Return To Origin effectively, ensuring smooth and quick turnaround time.

Some of the factors contributing to the higher rate of returns for e-commerce stores are listed below:

- Products not matching their online descriptions
- Wrong product delivered
- Damaged item(s) received
- Issues with fit and/or product quality
- The customer no longer wants the product
- Fraudulent returns

With class leading API integrations with 40+ marketplaces and 30+ logistics partners, Uniware, in every order status sync from channels, automatically create Customer Returns for all the market places returns and Courier returns for all shipping provider returns.

Automatic Return Sync:

Uniware provides complete order status sync of all the orders which are synced in the system if it is delivered or returned. The system will automatically create Reverse pickups for all the RETURNED Order items at market places. These will be visible on the Shipments page, under the tab "Customer Returns".

You can complete the return for multiple shipments in one go. Please follow below steps to navigate to the customer return tab:

Uniware -> Shipments -> Customer Return

1. Select the Returned Order items for Putaway.

2. Click the Action button.
3. Select "Complete Returns".
4. The window which pops up next will let you mark the inventory as Good, Bad or Return to Customer.
5. Hit "Complete" and then "Done".

Shipments

New Packed Ready To Ship Dispatched Delivered Putaway Pending All Pending All Customer Return

Reverse Pickup #	Order #	Products	Required Action	Created Status
19063	Shipment: KIP115637 Order: 404-8651895-3142738	Name: Appealing Printed Casual Wear Comfortabl SKU: (TSMRCC345) Quantity: 1	Wait For Return & Cancel	CREATED
18851	Shipment: KIP113548 Order: BTOB/15-16/000024035-Ret	Name: Striking Multi Colored Printed Faux Georget SKU: (TSN28006B) Quantity: 1	Wait For Return & Cancel	CREATED
18829	Shipment: KIP108167 Order: BI/15-16/09/PO/132320	Name: Striking Black Colored Geometrical Printed SKU: (TSVE12782B) Quantity: 1	Wait For Return & Cancel	CREATED

Post this; the inventory will be updated in the **DEFAULT** shelf. You can change the shelf code also in case you are managing Shelf in Uniware. This feature is currently available for all channels where return status sync functionality available.

Please click [here](#) to learn more.

Manual Return Management

For other channels and Carts, Uniware provide you option to create putaway and complete the return process. Putaway can only be created for those shipments which have been 'dispatched' through uniware. The process of putaway will adjust the inventory count for the products correctly. Refer below steps:

1. On the path Inbound >> Putaway, select the Putaway type as 'PUTAWAY_RECEIVED_RETURNS'.
2. In the putaway created, scan the shipment.
3. Select items and add to putaway after choosing inventory type.
4. Don't forget to Complete the putaway after the inventory is placed back on the shelves.

Putaway / PC1000145

S. No.	Name	Uniware SKU	Quantity	Shelf Code	Inventory Type	General Information	Complete Putaway
1	EBEE SKU TEST10	EBEE-SKU-TEST10	2	DEFAULT	GOOD_INVENTORY	Putaway Number	PC1000145
2	EBEE SKU TEST23	EBEE-SKU-TEST23	2	DEFAULT	GOOD_INVENTORY	Type	PUTAWAY_RECEIV...
Total Items							4
Status							PENDING
Generated By							techsupport@unico...
Created At							12/15/2015

While completing the return, Uniware provide you credit note against the invoice created against the order hereby helping in maintaining GST filing and same can be imported to tally/busy through report tab.

Please click [here](#) to learn more.

Uniware also provide feature to manage Customer Initiated Returns (**CIR**) and Return to Origin (**RTO**) shipments in **Professional** version for **CUSTOM channel only**.

Customer Initiated Return (CIR):

In case customer initiates a return after receiving the package, a reverse pickup has to be created in the system. The customer return is handled by marketplaces or by the vendor(s) depending upon from where it originated. Uniware allows reverse pick up to be created only for custom channel shipments having status "DISPATCHED".

Steps involved in CIR are mentioned below:

1. Create reverse pickup from order detail page, select action as per customer requirement and mentioned reason. Here, item can be replaced or same item can be sent again. New order will get created depending on the action selected and that can be processed as normal order.
2. Once the reverse pickup is created shipment will show in the related tab under Return >> Reverse Pickups. Now you can arrange/schedule the reverse pickup for the old order to get back from the customer. Assign courier for return AWB no. to get back shipment to the warehouse.
3. Depending on the action chosen, if a physical return of the item is expected, then we create a Putaway under the tab Putaway >> Create Putaway >> Putaway_Reverse_Pickup_Item.

For complete process of CIR, click [here](#) or connect with our team on live chat support.

Return To Origin (RTO):

In case a shipping package could not be delivered at your door step for a certain reason like, door found locked or location not found etc, the item must return to the warehouse. At warehouse, the process would involve creating a manifest for the return.

Steps involved in RTO are mentioned below:

1. We create a return manifest for the shipping package. Follow the path Returns and select 'Create Manifest' in the sub-menu. Select the shipping provider (that one from which the shipment was originally sent) and add order to manifest created and close the same.

2. This shipping package now accessed in the 'Awaiting Actions' under Returns. Select the items from the shipping package content and then the required action to be taken to reship the order if required. New order will get created depending on the action selected and that can be processed as normal order.
3. Now we have to do Putaway for the order which was returned by the courier. We will create Putaway under the tab Putaway >> Create Putaway >> Putaway_Courier_Returned_Item.

For complete process of RTO, click [here](#) or connect with our team on live chat support.

Myntra Return Management:

For channels like Myntra the system provides you a special import of sale order returns. Myntra provides Vendor Gate Pass on Myntra Unicommerce for all Sale Order items which are to be sent back to the Vendor/ Seller. The Vendor Gate Pass can be exported from Myntra Unicommerce.

Please follow below mentioned steps after exporting vendor Gatepass:

- Login to your Unicommerce Account
- Go to Tools -> Import -> Select Myntra Sale Order Return -> Download CSV Format
- Copy the following in the respective columns from the Vendor Gate Pass Export
 - Gatepass Code*
 - PO Code*
 - Item SkuCode*
 - Quantity*
 - Status*
 - Shelf Code
- After updating the above data, save the sheet and import by clicking on chose file and upload.

Please click [here](#) to learn more.

We are now providing Reverse Logistics Management and Image scan based Outbound QC for Return Management.

Reverse Logistics Management:

The Reverse Pickup feature (Getting CIR, Creating Reverse Pickups, allocating AWBs, tracking Reverse Pickups) will work only for those users who opt-in their account.

To enable Reverse Logistics management in your Uniware, You need to get in touch with us through [Chat Support](#).

Please click [here](#) to learn more.

Image scan based Outbound QC for Return Management:

To prevent the CIRs (Customer initiate return) due to reasons like wrong-product-shipped & damaged-product-shipped, an optional step of Image-based QC via double scanning is provided in **enterprise version only**,

For more details connect with Unicommerce team [Click here](#).

Note:

1. This can be configured at channel level.
2. This feature is available for SKU & item-level traceability enterprise version only.
- 3- On enable of this option, image-based QC should be enabled for
 - Putaway Reverse Pick up items
 - Putaway Received returns

Please click [here](#) to learn more.

SUMMARY:

For Standard product - Automatic return sync (Customer return tab) and Putaway received return for all channels.

For Professional product - Automatic return sync (Customer return tab) and Putaway direct return for all channels. Customer Initiated Return (CIR) and Return To Origin (RTO) functionality for custom channel only.

Payment Reconciliation

Reconciliation is a process that compares the payment received by marketplace with the expected payment. It confirms whether the payment received at merchant account is correct or marketplace has deducted incorrect amount under headers like commission, shipping etc.

Uniware provides payment reconciliation for below mentioned channels:

- **Flipkart**
- **Flipkart Smart**
- **Flipkart FA**
- **Amazon India**
- **Amazon Flex**
- **Amazon FBA**
- **Snapdeal**
- **Limeroad**

To fetch the Payments from these marketplaces, we need to enable the Reconciliation.

Enable Reconciliation Sync:

- Settings -> Channels
- Click on the channel for which you need to enable the payment reconciliation sync.
- Click on the on the Sync **ON** under settings.

Once the sync is enabled for Payments, it will start syncing the payments. Any user with admin right will see one tab enabled for Payment Reconciliation.

The reconciliation page consists of many tabs. Each one of them contains records of corresponding reconciliation statuses.

Awaiting Payment

- It contains all the orders received from the marketplaces. These transactions have payment awaited from the marketplace.

Unreconciled:

- It contains the transaction for which the payment is received from the respective marketplaces. This means the payment received has not been validated whether the payment is correct or not.
- If you need to check the details of the deductions against any particular transaction then, please follow below steps:
 - Click on the settlement Amount mentioned in blue for the transactions

- A Small Pop up window will appear. Need to click on amount under Channel Recovery
- It will show a small pop up which will give the details of deductions under the respective category by the marketplace.
- To help you make the decision we have provided filters on this page. You can apply filters based on the Settlement %. You can also filter orders based on their settlement value and Selling Price.

To mark them reconciled on this page. Please follow below steps:

- Filter transactions with reasonable settlement %
- Select the respective transactions
- Click on Action and select Mark Reconciled

Disputed:

- For all the transactions where you think that the settlement % is not reasonable then you mark them disputed by following below steps :
 - Filter transactions with unreasonable settlement %
 - Select the respective transactions
 - Click on Action and select Mark Disputed
- For all the transactions which are marked disputed need to be raised to the respective marketplace for confirmation of the correct payment.

Reconciled:

- It shows all the transactions for which you have agreed with the payments.
- In case you have updated the cost price on the items, you can identify whether you have made profit or a loss. You can check the same under Net Profit.

All Transactions:

- All the transaction will be visible on this page irrespective of whether the payment is received or not.

Settlements:

- It shows the overview of all the settlements received from the respective marketplace. From this page you can also download the sheer for you future references. You do not need to to the marketplace to download the settlement sheets.

Please click [here](#) to learn more about payment reconciliation.

Dashboard and Reports

Dashboard:

Uniware dashboard provides a brief summary of your account. It provides following details:

Overview:

- The overview page gives you an overall glance of the system, highlighting three main parameters of the system, Orders, Inventory and the channels.
- Click [here](#) to learn more about Dashboard Overview.

Sales:

- The sales dashboard is the graphical representation of the dashboard highlighting the revenue earned and items sold on each channel. The revenue can be calculated for a day, month and quarter of a year. This page also shows you a table of the Top performing channel(s), products and categories.
- Click [here](#) to learn more about Sales Dashboard.

Fulfillment:

- The Fulfillment page gives you an overall idea of whats happening with the orders you receive at your workplace.
- Click [here](#) to learn more about the Fulfillment Dashboard.

Purchases (Only available in professional version):

- It provides summary of the purchase orders raised.
- It provides the summary of vendors who are performing well.
- It provides information of pending purchase order items.

Returns:

- Returns dashboard shows the graphical representation of the Channel and SKU wise returns with the comparison to the total units sold. This page also shows you a table of the Top Returns SKU's Summary.
- Click [here](#) to learn more about Return Dashboard.

Inventory:

- Stay updated with comprehensive Inventory dashboard which shows the data of the Fast Moving and Slow-moving SKUs in the system.
- Click [here](#) to learn more about Inventory Dashboard.

Payments:

- The Dashboard highlights consolidated details of the Payment Reconciliation for the 10+ marketplaces.
- Click [here](#) to learn more about Payments Dashboard.

Reports:

Unicommerce provides various important reports which you can export directly and along with this you can also schedule many reports which can be sent to your email as per the scheduled time.

Please find below some of the important reports you can export or schedule:

Sales Order

Returns and Cancelled Report

Product Report

Inventory Reports

- Inventory Snapshot:
 - It provides details of inventory available in Uniware along with out of stock.
- Inventory Ledger:
 - Uniware provides inventory ledger report for checking opening balance, transactions (add/remove inventory and invoicing) happened for the day and closing balance.
 - Click [here](#) to learn how to take inventory ledger export.

GST Reports

- Tally GST Report –For all Sales Orders (Dispatched)
- Tally Cancel GST Report – For all Cancelled Orders
- Tally Return GST Report – For all the returned orders

Busy Reports

- Busy Orders
- Busy Invoices
- Busy Sales Report
- Busy Return Reports

Purchase Orders

Reconciliation Tally Report

Fast Moving SKU's

There are many other reports which you can export or schedule it depending on the requirement.

Please click [here](#) to learn how to export a report.

Please click [here](#) to learn how to schedule a report.