

1 Processing Direct Fulfillment Orders



Options for placing orders:

1. Adding individual items to cart – Instructions below
2. Copy/Paste list of EANs - defaults to quantity 1
3. Upload file to include EAN and quantity – best for single orders with multiple EANs/Qtys
4. Bulk upload – best for multiple orders – Instructions on Page 3

➔ Order Entry: Adding individual items to cart

1. Add EAN and QTY and click Add. Follow this step until all EANs and QTys are added.

Enter Product Code:	9780883890899	Qty:	20	Add
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2. Confirm titles and quantities before moving to next screen. If any changes are made, make sure to click “Update Page before clicking “Place Order”

Order Details Screen:

1. Select DF Ship-to Account from drop down menu
2. Destination Type: Domestic, International, International using Freight Forwarder are most used.
3. Shipping Method:
 - a. *Best Way* allows the system to determine best Ingram carrier to use based on weight and zip code. DHL Worldwide Express (international), UPS Ground or R&L Carriers (domestic).
 - b. *Will Pick Up* is used when the order is not being picked up by an Ingram carrier or the order requires special handling, usually involving a work order being issued.

Shipping Method:	Domestic Will Pick Up ▼ By selecting this method your order will not begin processing until details are reviewed. If you have questions, Will Pick Up orders must be picked up at the warehouse chosen below.
Additional Order and Packing Instructions:	Examples: must arrive between, must deliver by, double boxing, special carton labeling, and non-carrier related instructions.
Delivery Details:	Examples: Carrier name, ship method (aka UPS Ground, next day air, freight priority), contact name at carrier, carrier phone number, lift gate and pallet jack required, delivery appointment required. *

Note: If order does not require any special handling, please only add information in the Delivery Details box shown above as it will expedite it in being processed by the warehouse.

4. Shipment Type: Standard Transaction will count as a sale for reporting purposes.
5. Warehouse: Select warehouse for stock to ship from. You can use the Product Availability Snapshot for Qty by DC located at the top of the screen
6. Shipment Details: Review details and update Discount or Extended Consumer price. **International shipments -It is recommended to update price to reflect production value.*
7. Click Continue

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Additional Order Details:

1. Customer PO Number: Any purchase order numbers that are duplicates of previous orders used will be rejected.
2. Recipient PO Number: This field is not required. Only used if a separate purchase order number should be referenced on packing slip.

Domestic Shipping Information:

1. Customer Name, Company Name, and Address – No more than 21 characters, including spaces, allowed in each field.
2. Address 1: P.O. Boxes can only be used when shipping using a USPS postal service or Economy Mail as a shipping method.

Address Books

Select Address

Domestic Shipping Information

Customer Name:	Jane Doe *
Company Name:	Build a Book
Address 1:	34 Book Lane *
Overnight and two-day deliveries require a street address.	
Address 2:	
Address 3:	
City:	LaVerne *
State/Province:	TENNESSEE *
Country:	UNITED STATES
ZIP/Postal Code:	37086 *Format: xxxxx-xxxx
Phone Number:	615-555-3454 *Format: xxx-xxx-xxxx

3. Click Continue
4. Pop up will appear to request if you want to save Shipping Information to your address book.

Order Details & Shipping Information:

Estimated shipping cost is provided based on publisher rates. If you want to review estimate for using different carriers, you can click back to update Shipping Method for new estimate

Once all information is confirmed, click Confirm Order

Order confirmation is sent to user's email address. It can also be viewed under Direct Fulfillment Order Status → iPage Order History screen once it has been generated.

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Multiple Products Keyword(s)

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Direct Fulfillment Order Status Easy Clicks

- All Open Items
- Open Purchase Order Summary
- Backordered Items
- Recently Shipped Orders
- Recently Shipped by PO iPage Order History

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Order Entry: Bulk Upload

1. Title Input Method: Select Upload File and Bulk Order Upload
2. To download excel file for inputting order details, follow the [Click here](#) link.

Title Input Options

Title Input Method: ☐ Enter/Paste Product Codes
☒ Upload File ☒ Bulk Order Upload

File formats of .xls, and .xlsx are supported. [Click here](#) to download sample excel file.

Upload file:
 No file chosen

3. Few items to note:
 - a. If order is for more than 4 EANs, columns may be added using the same pattern (EAN, Qty, EAN, Qty).
 - b. No more than 21 characters, including spaces, in name and address fields.
 - c. Avoid using special characters, such as, dashes, periods, and hashtags/pound signs.
 - d. Remove any spaces before and after input data.

	A	B	C	D	E	F	G	H	I	J	K	L
1	PO Number	Customer Name	Company Name	Address 1	Address 2	Address 3	City	State	ZIP	Country	Phone Number	EAN
2	ATR123	Jane Doe	Build a Book	34 Book Lane			LaVerne	TN	37086	United States	615-555-3454	9780964301511
3	PDR 876	Roger Rabbit	Toon Valley	895 Toon Town Blvd	Suite 3B		Los Angeles	CA	90020	United States	213-555-7001	9780964301511
4	GOG 6958	James Bond	Sweet Cars Unlimited	Gunnersbury House	2 Chapel Hill		London	England	SW1A 1AA	United Kingdom	44 303 555 7300	9780964301511

4. Once file is saved, click Choose File, select file, and click Add
5. Orders will populate at bottom of screen

Orders											
Customer PO											Action
ATR123											Place Order View Delete
GOG 6958											Place Order View Delete
PDR 876											Place Order View Delete

6. Click Place Order **This step and those proceeding must be completed for each order*

Order Details Screen:

1. Select DF Ship-to Account number from drop down menu
8. Destination Type: this field will auto populate based on Country. If you are using a freight forwarder for the international shipment, use drop down menu to select *International using Freight Forwarder*. *Freight forwarder address will need to be added to next screen.
9. Shipping Method: Auto populated based on Country.
 - a. Courier Express: DHL Worldwide Express
 - b. Best Way: DHL Worldwide Express (international), UPS Ground or R&L Carriers (domestic)
 - c. Will Pick Up: non-Ingram carrier is used, or order requires special handling.
10. Shipment Type: Standard Transaction will count as a sale for reporting purposes.
11. Warehouse: Select warehouse for stock to ship from. You can use the Product Availability Snapshot for Qty by DC located at the top of the screen
12. Shipment Details: Review details and update Discount or Extended Consumer price. **International shipments - It is recommended to update price to reflect production value.*
13. Click Continue

Additional Order Details:

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3. Customer PO Number: Auto populated from upload.

Domestic Shipping Information:

5. Customer Name, Company Name, Address, and phone number – Auto populated from upload – Review to confirm information is correct.
 - a. To avoid delays in customs for international shipments, please make sure phone number is for receiving Country

International Shipping Information		Select Address
Customer Name:	James Bond	
Company Name:	Sweet Cars Unlimited	
Address 1:	Gunnersbury House	Overnight and two-day deliveries require a street address.
Address 2:	2 Chapel Hill	
Address 3:		
City:	London	
State/Province:	ENGLAND	
Country:	UNITED KINGDOM	
ZIP/Postal Code:	SW1A 1AA	
Phone Number:	44 303 555 7300	Without a valid customer phone number shipment cannot be delivered. As carrier will require Importer of record information directly from the customer.

6. Click Continue
7. Pop up will appear to request if you want to save Shipping Information to your address book.

Order Details & Shipping Information:

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