



NEW TO FULFILLMENT?

If you are new to Fulfillment and would like to learn about navigating the product and available Optimization features that will save you time on data entry, [click here](#) to be enrolled in the Training Center **Fulfillment Learning Path**.

MESSENGER

If you have questions, please chat us from Fulfillment by clicking the [Messenger](#) icon in the upper right-hand corner of your screen.



REVIEWING AN ORDER MESSAGE

An Order Message (ORDERS) is sent by David Jones as a request for product and to initiate the Fulfillment cycle. Review the Order section in this course for more information on locating and reviewing an Order.

 Depending on the Workflow that you are required to follow, you may need to send a Order Response **prior** to sending the Despatch Advice.

BUSINESS REQUIREMENTS

 Send the Despatch Advice as the shipment is leaving the facility or warehouse.

 Each Despatch Advice should refer to only one Order and Shipment.

 Send the Despatch Advice **after** the Order Response has been sent.

DROPSHIP BUSINESS REQUIREMENTS

 Tracking URL and Carrier name must be included in the Despatch Advice.

 If agreed upon with David Jones, multiple deliveries for an Order are allowed.

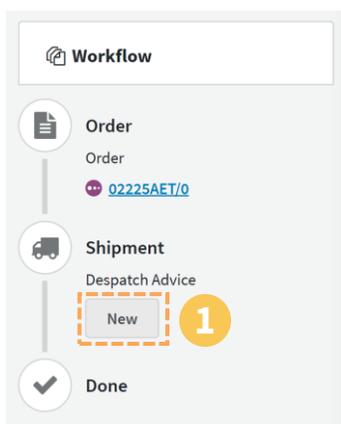
LABEL AND PACKING SLIP REQUIREMENTS



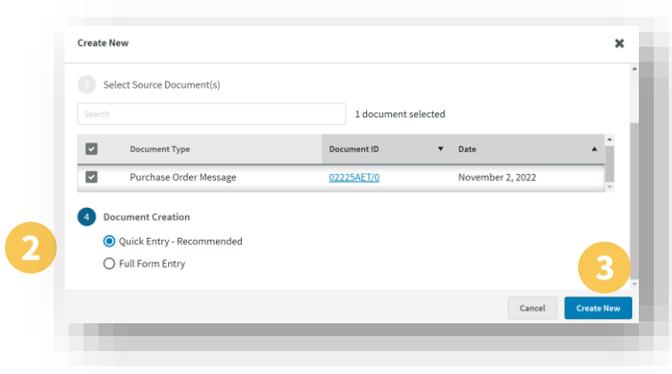
You are **required** to include a David Jones Branded Packing Slip in every consumer carton.

CREATING THE DESPATCH ADVICE

1. The **Workflow** is located to the right of the Order Message document view. Click **New** under **Shipment**.



2. Select either:
 - o **Full Form Entry** to view all possible form fields.
 - o **Quick Entry** to view only remaining required fields and save time on data entry.



 Use Full Form Entry until you are familiar with David Jones requirements.

3. Click **Create New**.

HEADER TAB

When completing the Despatch Advice via Full Form Entry, the form has two tabs: [Header](#) and [Order](#).

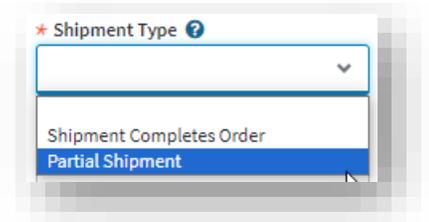
Required fields are indicated by a star ✳️ to the left of the field name.

Some information will automatically source in from the Order. You must complete any of the remaining required fields on the Header Tab:

A. **Estimated Delivery Date**

B. **Shipment Type** – Select:

- **Partial Shipment** when the Order is sent in multiple deliveries, under different tracking number by the carrier.
- **Shipment Completes Order** when the Order is sent in a single delivery under one tracking number by the carrier, or if the Despatch Advice relates to the final delivery for the order.

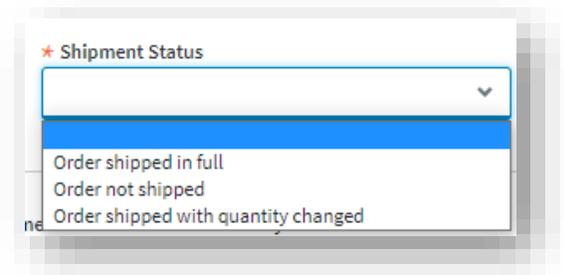


C. **Tracking URL** – Enter the URL link of the Carrier to track the shipment.

D. **Consignee's Number**

E. **Shipment Status** – Select one of the following:

- **Order Shipped in Full** – Order quantity will be automatically copied to Shipped quantity.
- **Order Not Shipped** – Shipped quantity will be zero.
- **Order shipped with Quantity Changed** – Manually fill Shipped quantity on the [Tare Info Tab](#). Enter information for the shipment's departing address.



F. **Carrier Name** – Enter the name of the Carrier being used for shipment.

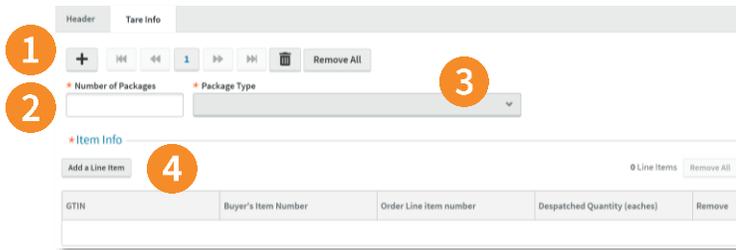
G. **Total Number of ASNs for order** – Enter the total number of deliveries. This should be equal to the number of Despatch Advices (ASNs) sent.

H. **Package Type** – Select what you are shipping your items in or on.

TARE INFO TAB

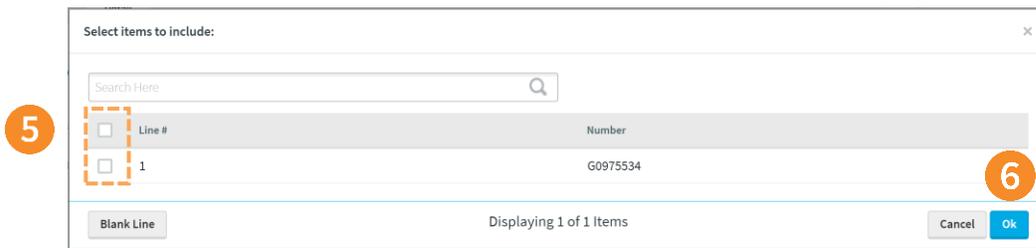
To add your items from the Order, complete the steps below:

1. Click the **add icon**  .
2. Enter the **Number of Packages**.
3. Select the **Type of Packages Id** from the drop-down menu. This is what you are packaging your items in or on.
4. Click **Add a Line Item**.



GTIN	Buyer's Item Number	Order Line Item number	Despatched Quantity (eaches)	Remove

5. Click the box to the left to select the Item(s) you are shipping (To select all, click the box in the gray bar).
6. Click **Ok**. Item Information will source from the Order.



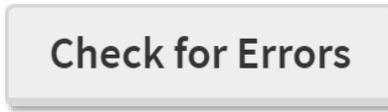
Line #	Number
<input type="checkbox"/>	1
	G0975534

5. If you selected:
 - o **Order Shipped in Full** – Order quantity will be automatically copied to Despatched Quantity.
 - o **Order Not Shipped** – Despatch Quantity will be zero.
 - o **Order shipped with Quantity Changed** – Manually fill Despatched Quantity with the amount shipping.
6. Repeat these steps until you have included all items from the Order Message.

CHECK FOR ERRORS

Once you successfully add all line items and all mandatory fields are complete, click **Check for Errors** at the top of the form.

Fields with errors or missing information will be highlighted in **red**.



Once the form does not return any errors, click **Save** to create a draft or **Send** to deliver the document to David Jones.

OPTIMIZATION

Speed up the Despatch Advice process by using Fulfillment Optimization features including:

- **Auto Sourcing** – Set fields to autofill with consistent information. If you have information that remains the same each time you complete a document, store these values once and they will default into your form.
- **Auto Sourcing Rules** – Set fields to autofill with consistent information via “When, Then” statements. If you have information that you commonly complete in forms, store these values once and they will default into your form based on the trigger value you set.  For example, if you ship from multiple locations, you can enter the Name which will trigger remaining address fields to populate.
- **Quick Entry** – Quick Entry will display a quick edit window with only the required fields left to fill out for the document.
- **Batch Processing** – Create multiple documents at once.

[Click here](#) to enroll in the Training Center **Fulfillment Learning Path**.

Navigate to the **Fulfillment Optimization Features** course within the Fulfillment Learning Path to learn about these Optimization features and more.