DB SCHENKER

Warehouse Manager
Customer Guideline

Your way to easily start....

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1. General Information

1.1. Solution Overview

DB Schenker Warehouse Manager

DB Schenker Warehouse Manager provides merchants a quick, easy and cost-efficient access between their shop and the global e-commerce warehousing services provided by DB Schenker.

1.2. Supported Features

- Item Master Data: a complete set of SKU masterdata can be uploaded
- Customer Orders: orders placed in the webshop will be transferred to the DB Schenker Warehouse Management System (WMS)
- Customer Order Status: the order status will be updated during processing in the DB Schenker Warehouse
- Shipment Confirmation: DB Schenker will provide order shipment data once an order processing is finished
- Inventory updates: all stock movements resulting from inbound and outbound processes are reported. Additionally stock reconciliation is available - stock levels can be adjusted, should the need arise

1.3. Necessary steps before starting installation

a. Just get in touch with DB Schenker to agree upon warehouse location, rates and conditions:

   magento@dbschenker.com

b. Then simply download the Warehouse Manager extension from the Magento marketplace

c. Integrate it into your webshop (see installation-guide)

After having agreed with DB Schenker the service scope and conditions and delivering the products to the selected warehouse, DB Schenker can start fulfilling your orders.

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2. User and Account Configuration

2.1. New User

New customers can expect a fast and easy implementation when connecting their Magento web-shop to the DB Schenker WMS (Warehouse Management System). Standard message communication is already established between Magento and Schenker which allows only a small amount configuration to set-up each customer.

2.2. Account Configuration

Before starting the configuration of the Magento settings, please make sure that all the account configuration is done through the DB Schenker channel (magento@dbschenker.com). This also includes the inbound messages for stock, shipment, and order updates.

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3. Product Export

The purpose of this web service is to facilitate smaller merchants that use Magento for their product management. These merchants will most likely not have an ERP or PIM, and instead use the standard features of Magento for this. Exporting their product catalogue would save them time from having to create their catalogue again in the WMS.

3.1. Configuration of Endpoints

Configuring the product export is done in Stores > Configuration > Services > DB Schenker Logistics. Completing these steps will export the entire, or selected parts of the catalogue from your Magento instance into the DB Schenker WMS.

In order for the product export to run automatically, make sure to fill in:

- Products export endpoint URL
- HTTP Username
- HTTP Password
- Run products export?

The product export only exports the essential product information to the DB Schenker WMS. We advise only to enable the product export after new products have been added to the catalogue.

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3.2. Execution times Product MasterData

This export runs only on-demand, there will be a button in the back-office configuration that triggers this web service to run and export all products to DB Schenker. In addition to the on-demand run option, the merchant will be able to set-up a cron task for the export. Allowing him to execute product exports on a more frequent basis.

3.3. Excluding Product types and ID's

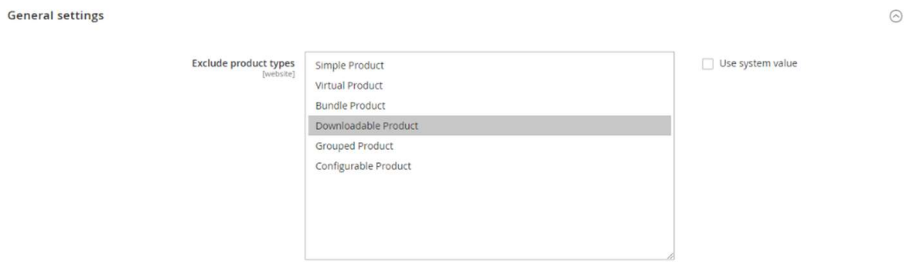
In case your Magento instance includes product groups that do not require to be handled through the DB Schenker WMS (e.g. digital downloads), we allow the option to exclude them from the product export altogether.

Exclude product types

This multi-select allows the merchant to change which product types are not exported. The available options will be retrieved from the merchants Magento set-up.

The following business rules can trigger when using this configuration;

- No export will occur when all order lines consist of excl. product-types
- Partial export will occur when some order lines consist of excl. product-types
- Full export will occur when no order lines consist of excl. product-types



Exclude product ID's

This multi-select allows the merchant to change which product ID's are not exported. The multi-select will use the standard feature of Magento to browse and select products.

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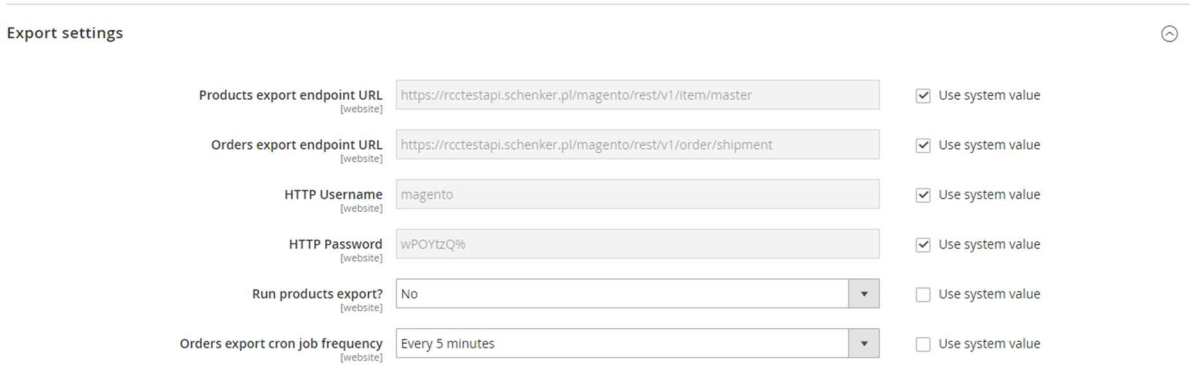
4. Order Export

The order export will be a REST-based web service, and the format used is XML. It is the responsibility of the merchant to ensure that all SKU's that are known in Magento and are exportable are also known in the WMS of DB Schenker to avoid invalid exports.

4.1. Configuration of Endpoint

Configuring the order export is done in Stores > Configuration > Services > DB Schenker Logistics. Completing these steps will trigger an automated export of the orders that have not yet been exported before and reached the required status.



In order for the order export to run automatically, make sure to fill in:

- Orders export endpoint URL
- HTTP Username
- HTTP Password
- Orders export cron job frequency

As mentioned before, the order export only exports products that have reached the appropriate status.

Execution time

This drop-down allows the merchant to change the frequency of the order export. It will adjust the cron timer to the updated value. Options are:

- Every 1 minute
- **Every 5 minutes**
- Every 15 minutes
- Every 60 minutes
- Every 3 hours

This setting is defaulted to 'every 5 minutes'.

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Exclude product ID's

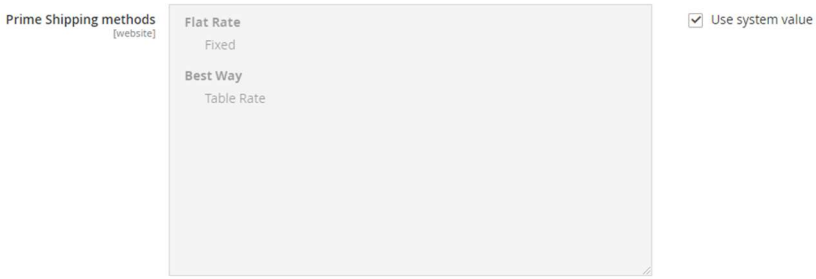
This multi-select allows the merchant to change which product ID's are not exported. The multi-select will use the native feature of Magento to browse and select products.

The following business rules can trigger when using this configuration;

- No export will occur when all order lines consist of excl. product ID's
- Partial export will occur when some order lines consist of excl. product ID's
- Full export will occur when no order lines consist of excl. product ID's

4.2. Prime shipping

The module offers the merchant to select prime shipping methods. This informs the logistics center that this order must be picked, packed and shipped on the same date (if there are such agreements made with DB Schenker).



In the same system settings, the merchant can select which of the available shipping methods within the Magento instance serves as the prime shipping method. If an order is created with the prime shipping method an additional flag will be set in the order export for this specific sales order that informs the logistics center about this order.

Merchants should make sure that when offering such shipping times, the order export time (cron) should be set as frequently as possible.

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5. Order Updates

5.1. Order Status update

The order status update will be a REST-based web service, and the format used is XML.

Upon installation of the module, a half-dozen of new order statuses will be introduced. Orders placed and managed through the WMS can be given these statuses through the order status update. The following order statuses will be added:

- Order received*
- Order started*
- Order picked*
- Order packed
- Order dispatched
- Order on hold for export

* These order statuses are optional and can be configured “not to be exported” at the WMS. However, they *will* be created in Magento upon installation of the module.

Whenever Magento receives an update from the WMS it will update the order status and add a comment in the order comment section (native Magento) with a timestamp and some information on the changes made to the order.

5.2. Order Shipment Update

The shipment status update will be a REST-based web service, and the format used is XML.

This web service will inform Magento of the shipments made by DB Schenker and the attached carrier details (e.g. tracking URL). It will then update the order status of Magento to match with the status of the order in the WMS.

Upon installation of the module, a single order status will be introduced: partial shipment. This order status is used in case only a part of the order was shipped out at the moment of update. Partial shipments have two use cases;

First case can happen whenever a single order line has a larger quantity than 1. DB Schenker sends a shipment update to Magento with the shipped quantity, if this is lower than the ordered quantiy the order status will become ”partial shipment”.

Second case can happen whenever an order has multiple order lines and one of the order lines cannot be shipped. Again Magento will set the order to ”partial shipment”.

If a follow-up message is received for these orders with the remaining ”to-be-shipped” items then the order will be set to ”complete”. If the items will never get re-stocked then its up to the service team to set this order to ”complete” by hand.

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6. Stock import

6.1. General

The stock import will be a REST-based web service, and the format used is XML. DBS will communicate with the native Magento API service.

The general rule of thumb for stock updates is DB Schenker informs of stock mutations that are not triggered by sales from Magento. So stock added stock, reduced stock, and pool size changes in the WMS will trigger stock updates to Magento. Changes in stock caused by sales in Magento will not trigger a stock update, that reduction of stock is managed by Magento.

6.2. Safety precautions

The first safety precaution: timestamps. Magento checks the timestamp of stock updates it receives and compares it with the sales orders. If a product has been sold after the time said in the timestamp then Magento will automatically reduce the received quantity.

The second safety precaution: synchronization. DB Schenker will configure a full catalogue stock update during the night. The execution time can be determined by the merchant.

And the last safety precaution: disabling. If a product reaches the below threshold level in the WMS the product will be disabled through a stock update. This will hide the product from the front-end of the merchants' Magento store.

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