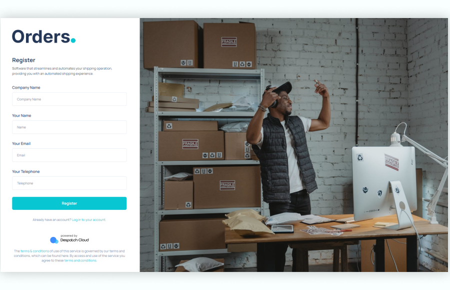
Orders. Quick Start Guide

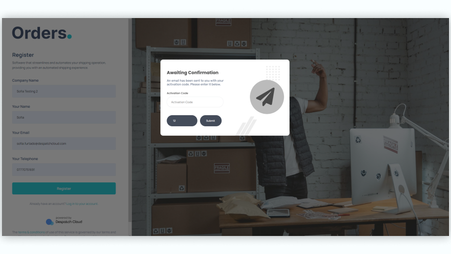
SIGNING UP

To get started, please visit orders.despatchcloud.app/register.php.

Enter your name, company name, phone number, and email address to register for an account. Then, click **Register**.

This will send an activation code to your email and the activation window below will pop-up on your screen.

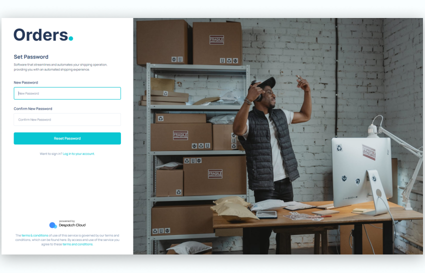




Insert your activation code and click **Submit**.

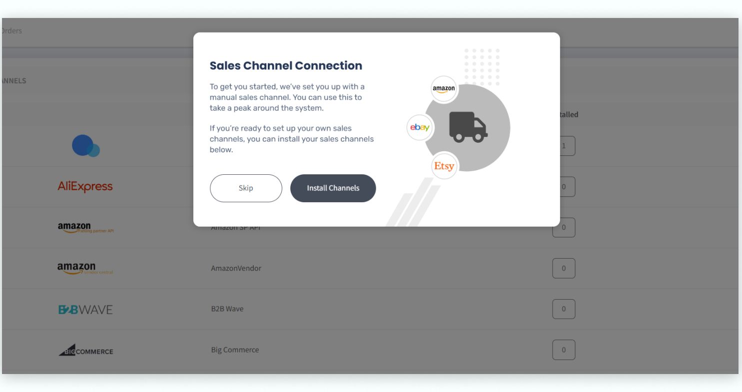
Your Orders account will then be installed and configured, and you will be prompted to set a password for your account.

Your account password has now been updated, and you can use this new password to log in to future sessions.

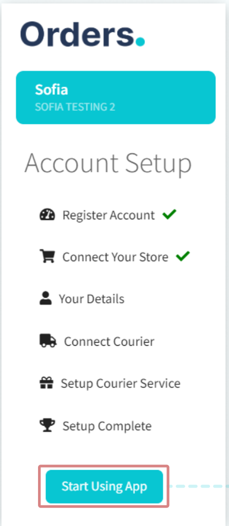


GUIDED TOUR

Once Orders is installed, you will be taken through a guided setup process. You can skip a step by clicking the **Skip** button on the pop-up window, or press the button next to it to continue.

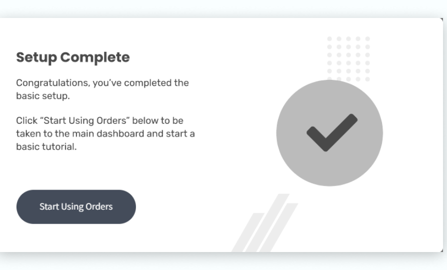


The menu on the left of your screen shows the various steps the system will take you through to set up your Orders account. The green tick next to each step shows when it has been completed.

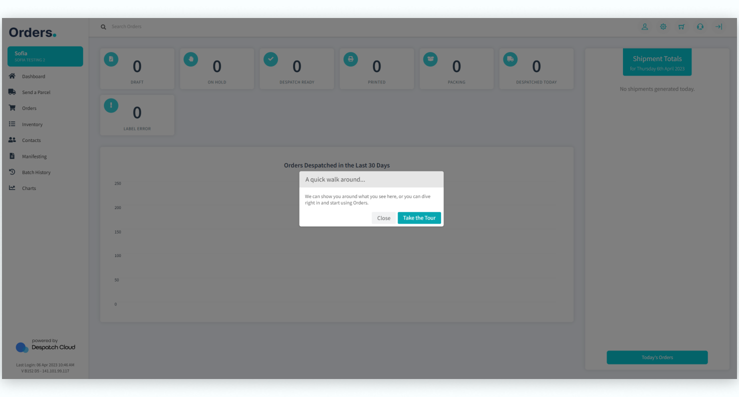


You can skip the entire setup process at anytime by clicking **Start Using App** at the bottom of this menu.

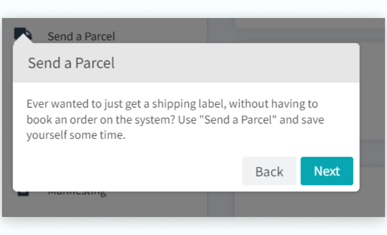
Once you get through all the steps, the following message will show on screen. Click on **Start Using Orders** to be taken to your main dashboard.



When first accessing your Orders dashboard, users will be offered a quick walk-around of the system's essential features. Click **Close** to skip it, or **Take the Tour** to start.



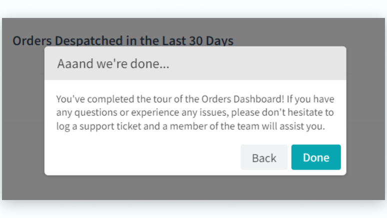
Pop-up windows like the one below will show up on your dashboard explaining each feature at a time.



Click **Next** to move on to the next feature, or press **Back** to go over the previous feature again.

We recommend going over this tour as it will help users identify and locate the different features within the system. These will also be explained more in-depth throughout this guide.

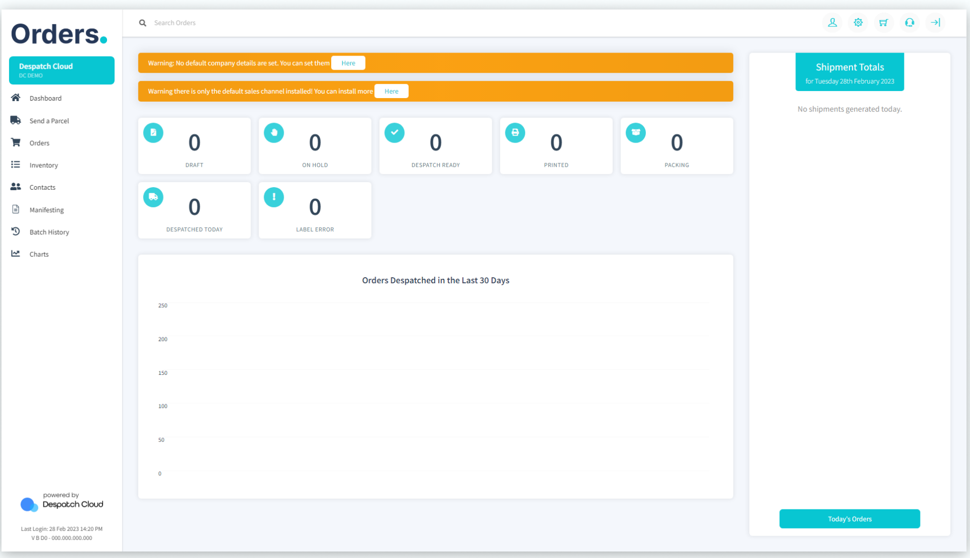
Once the tour is over, you can click **Back** as many times as you need to go over any features you might have missed, or click **Done** to start using the system.



1. FIRST STEPS

1 If you opted not to follow the setup tour, the next few steps will help you configure your system.

2 UNDERSTANDING YOUR DASHBOARD

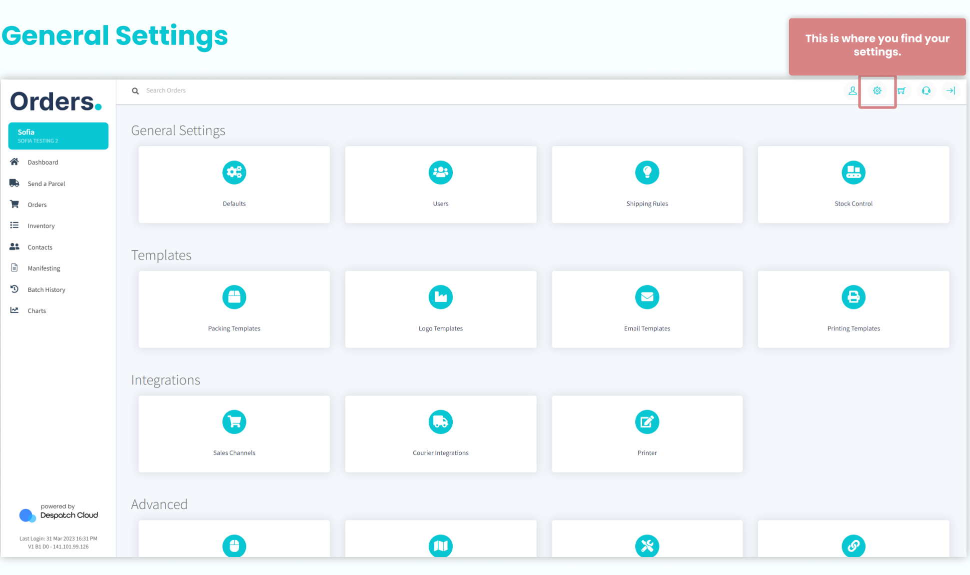


Once you fully setup your system, the dashboard will start a populate with insights and statistics on your operation.

Your dashboard screen will also display an overview of your account's main features and functionalities, such as order management, shipping, and inventory, shown on the left.

3 CONFIGURATION

General Settings

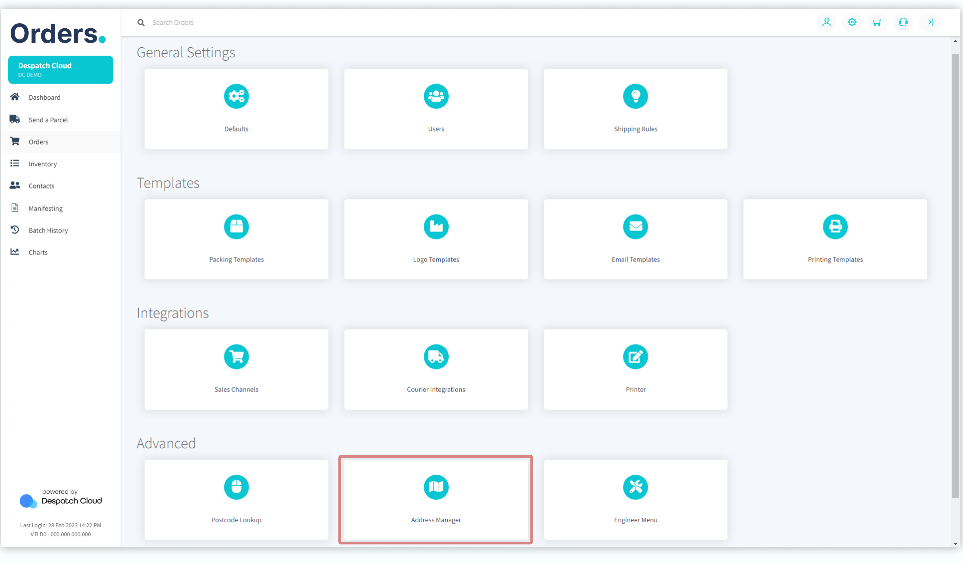


General Settings is where you can configure Orders to your requirements. You'll find settings for users, printing, picking, packing, company details, etc. When setting up your Orders account, it would be best to visit some of these settings first, especially for company details, as this is required for label generation with couriers.

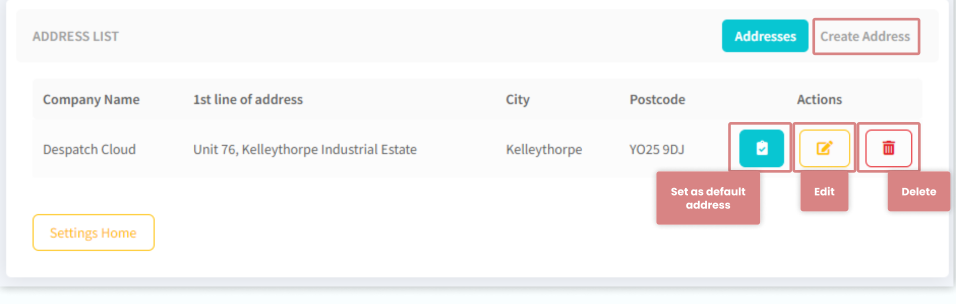
Adding Your Company Address

Adding a company address is essential as the system will automatically populate this information during order despatch. You must register at least one default company address. You can add more than one company address and select between the saved addresses while despatching orders.

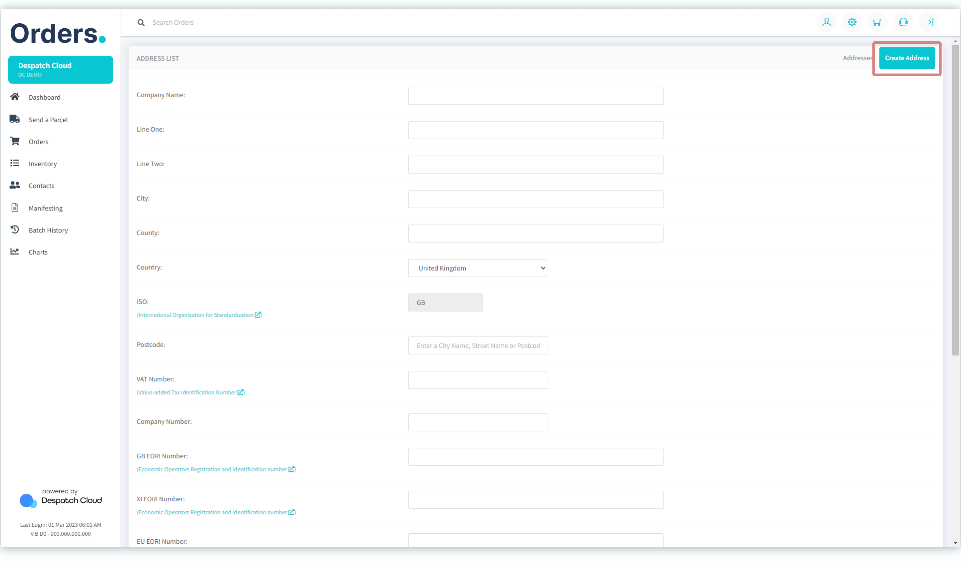
Settings > Advanced > Address Manager



A list of all your company addresses will show. Click the **Create Address** tab to add a new address.



Once you finish filling in your address information, scroll down to the bottom of the page and click the **Create Address** button to save it.

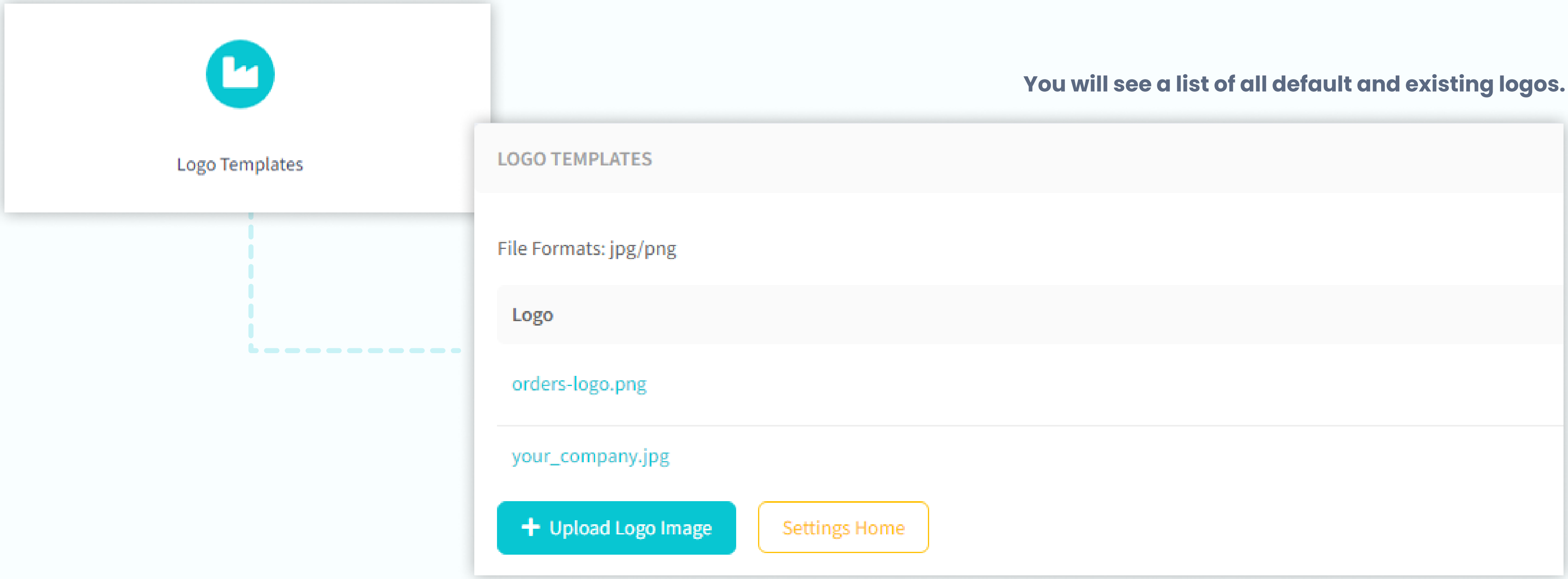


Orders. / Quick Start Guide

Add a company logo

Upload your company's logo to use in your email and printing templates.

1 Go to Settings > Templates > Logo Templates



Click on each file to see the contents of the image and use the red trash can icon to remove them.

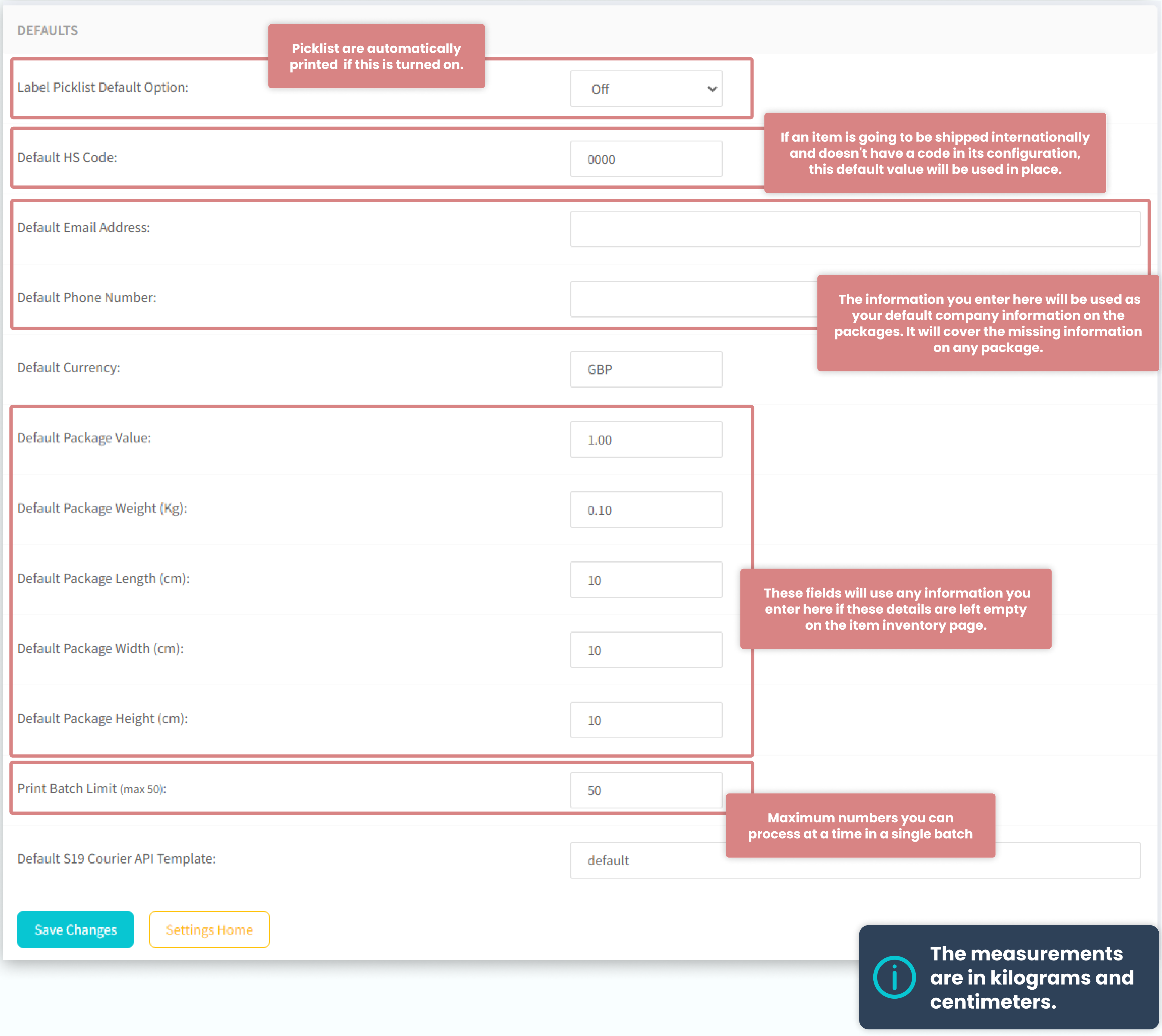
2 Click **Upload Image** and select your file. We currently support JPG and PNG files for the use of this feature.

3 Your logo is now saved and ready to use.

Defaults

Manage default values to be used when information is missing for a product or package.

Settings > General Settings > Defaults



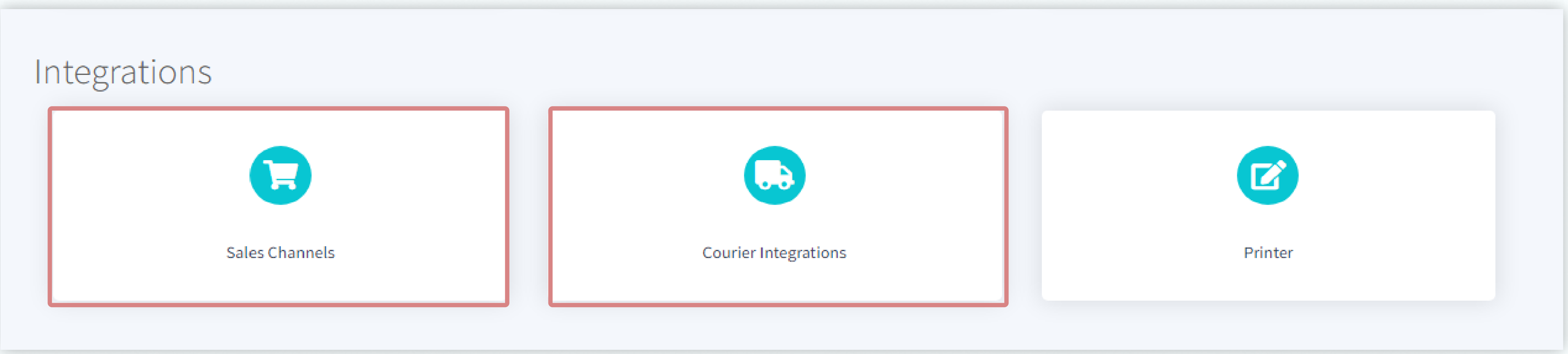
Congratulations!

You have finished setting up your company details and default information, and are now ready to move on to the next section.

Orders.
Quick Start Guide

2. ADDITIONAL INTEGRATIONS

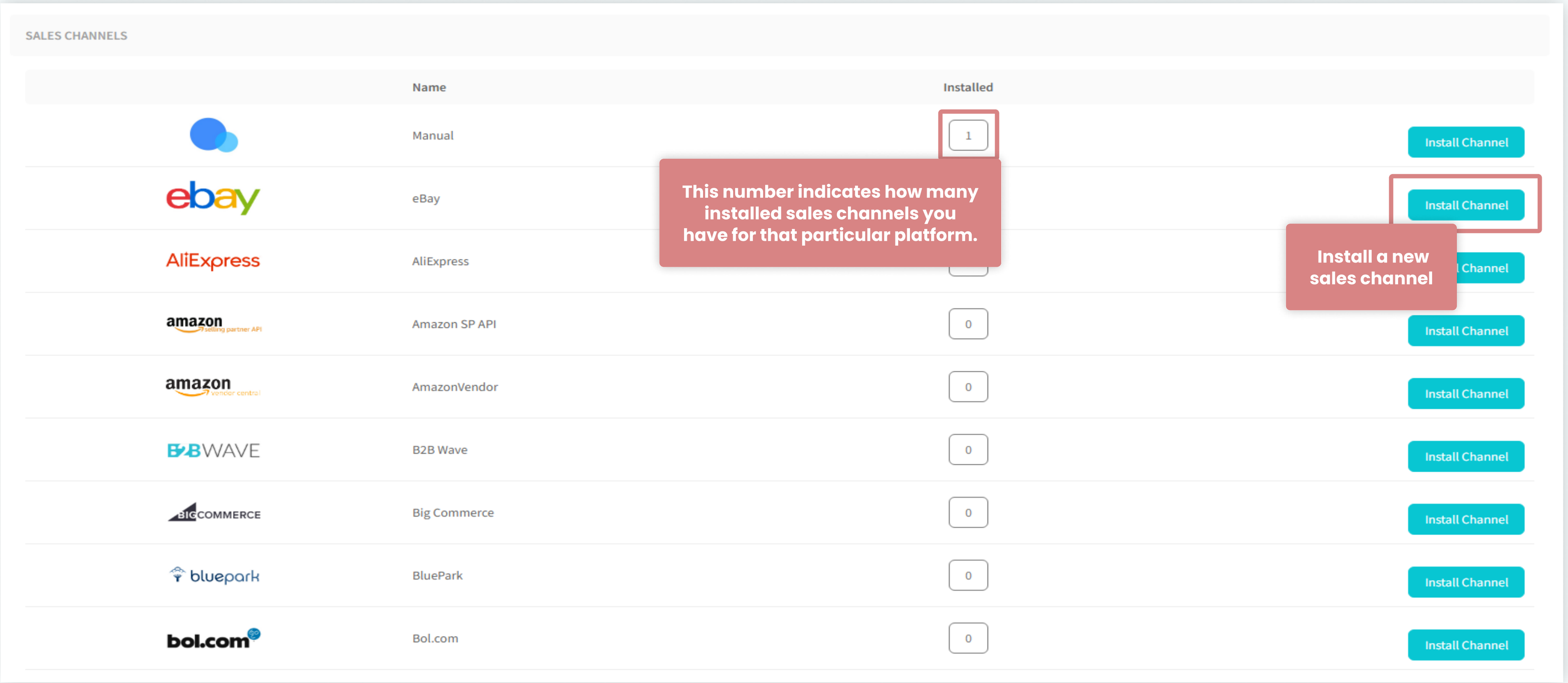
You can access your integrations page by scrolling through **Settings**.



1 SALES CHANNELS INTEGRATIONS

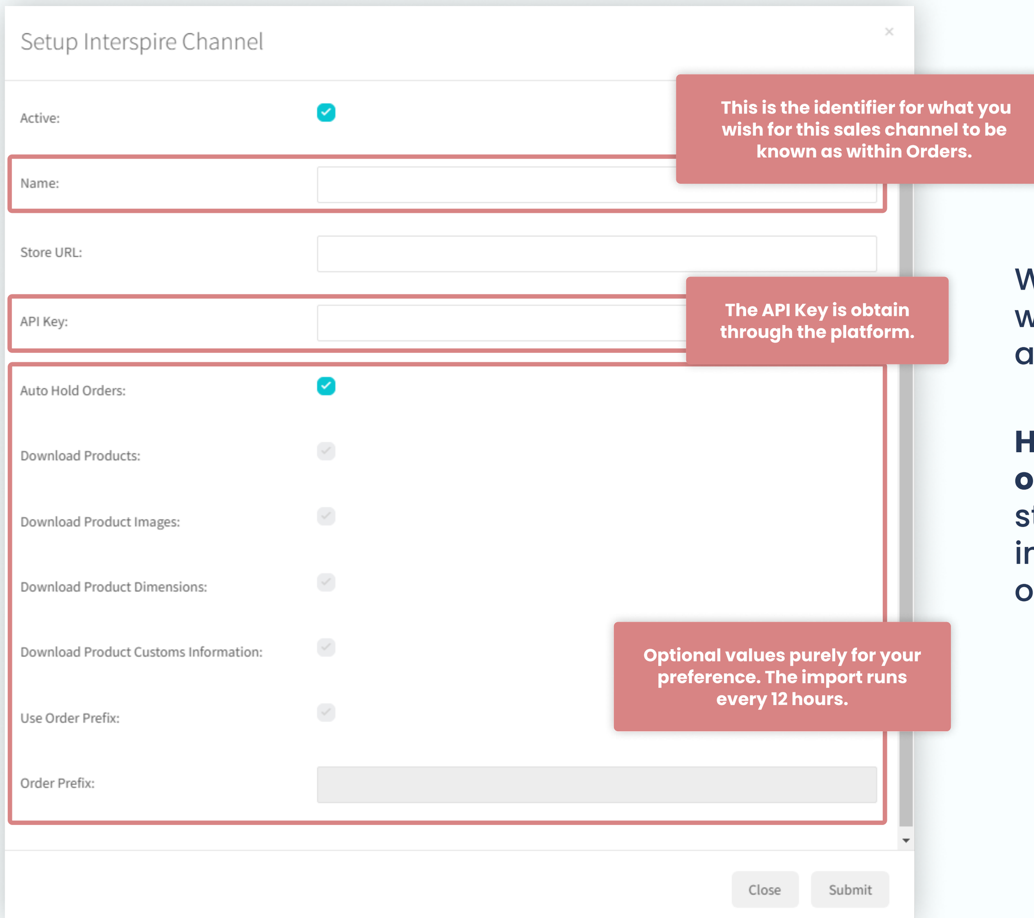
Install Sales Channels

Settings > Sales Channels



Here you will see a list of sales channel integrations that we offer. New integrations are constantly added to this list. You will see a brand logo to the left, with a number in the middle of the table.

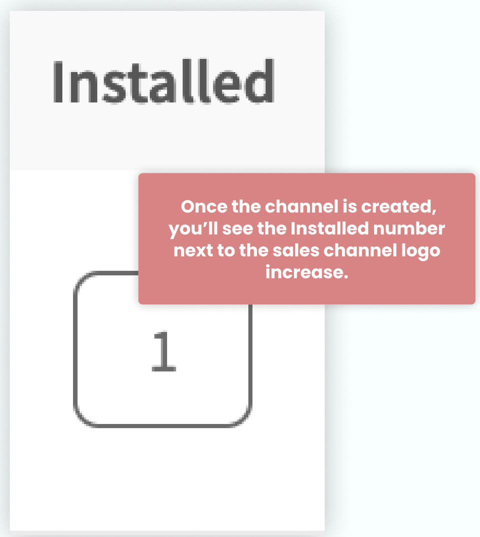
Shopify Example

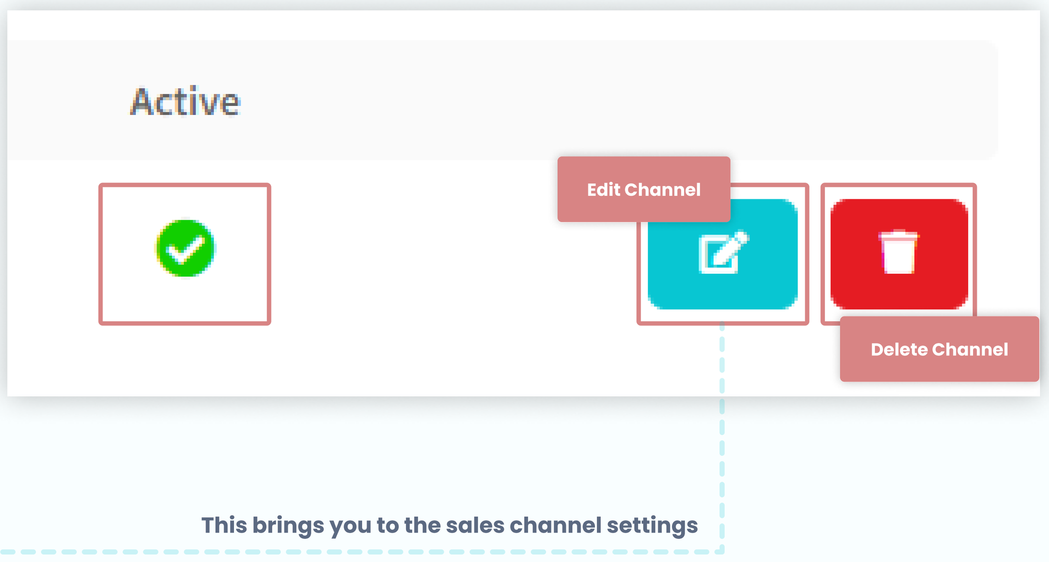


When integrating a new channel, you will need to go through an authentication process.

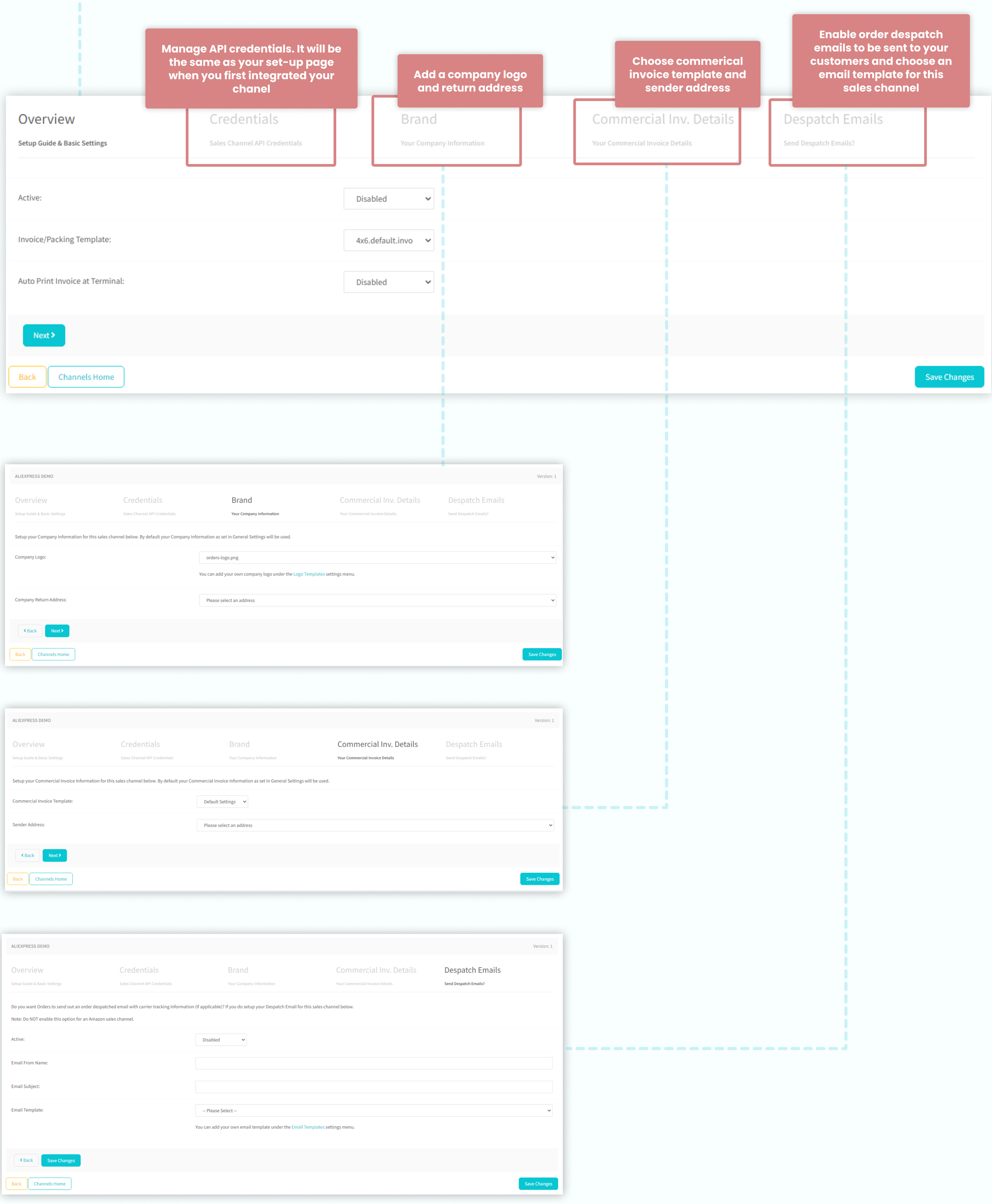
However, each channel will have its own process. Orders will guide you step-by-step so you can successfully integrate any of the channels from our list.

Click on the number under **Installed** to manage your channel's settings. Then click the icon in the **Active** column to activate or disable your sales channel. A loading spinner will show; this is your orders account communicating with our centralised sales channel server to enable/disable your sales channel.





This brings you to the sales channel settings

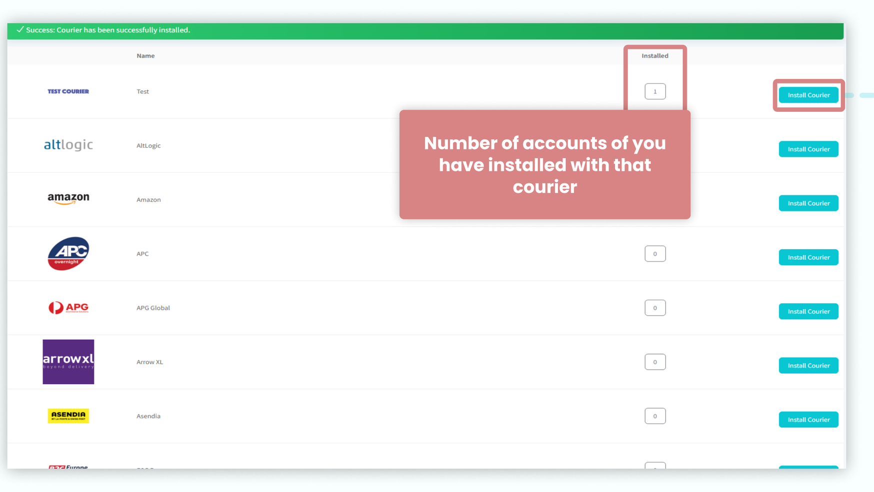


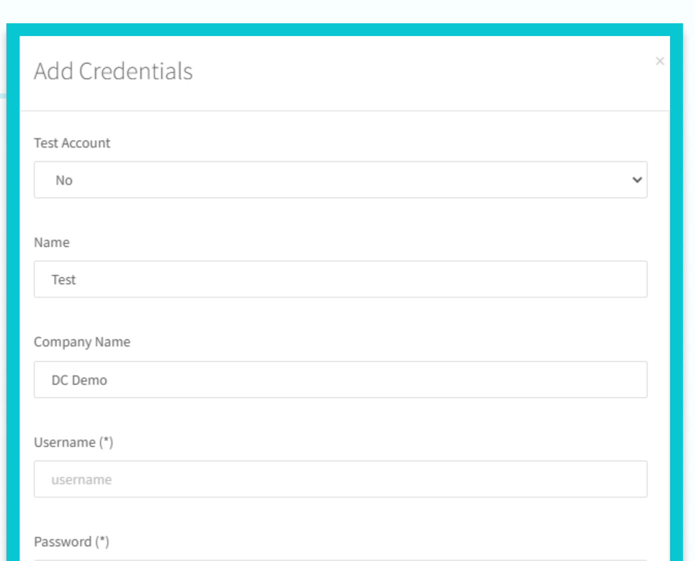
2 COURIER INTEGRATIONS

Install Couriers

Settings > Courier integrations

Here you will find a list of all the courier integrations we offer. New couriers are constantly added to this list. Click on the **Install Courier** button in front of your desired courier to start.



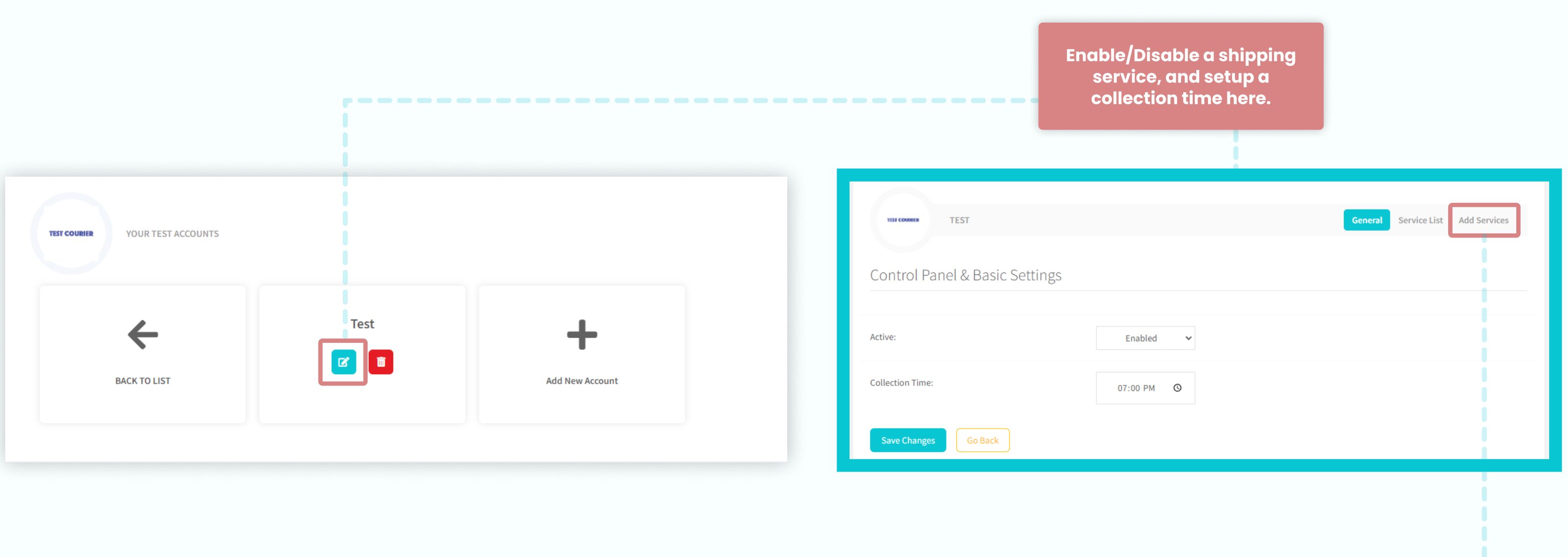


Each courier installation screen will have the **Test Account** option. This option is purely for testing, and it should be turned off for the integration to work properly.

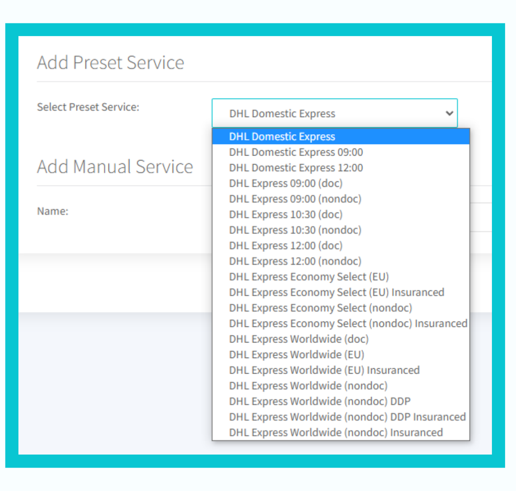
You must obtain the account details/API keys for other couriers through their developer platforms to set up integrations with them.

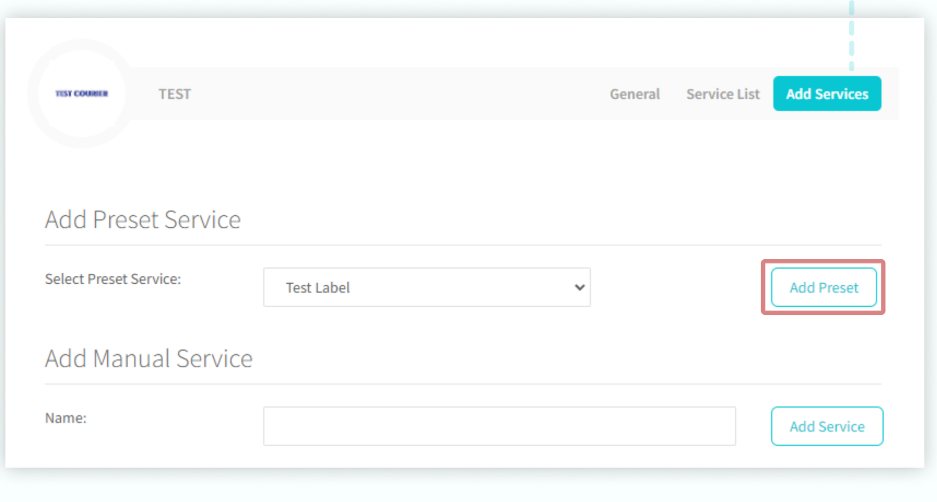
The **Name** and the **Company Name** must be different from any other names and company names you have already set up for this courier.

Once the courier integration is created, you'll see the Installed number next to the courier logo increase. If you click on the number, you'll be able to manage the courier integration settings:



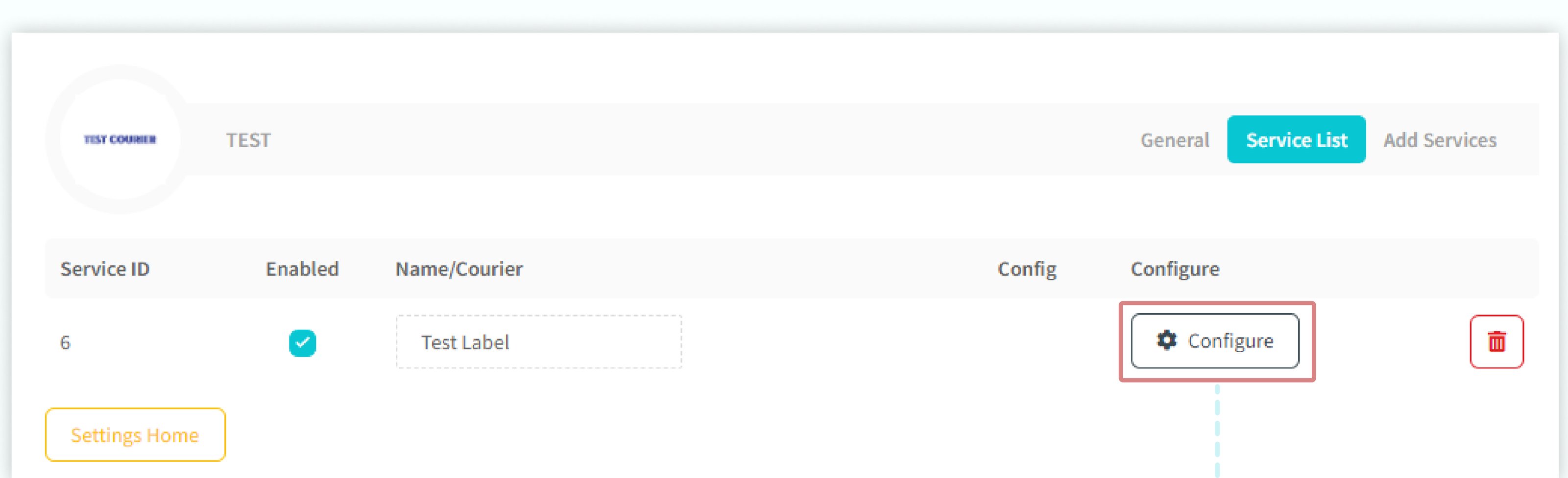
Select the service from the drop-down menu and click **Add Preset**.



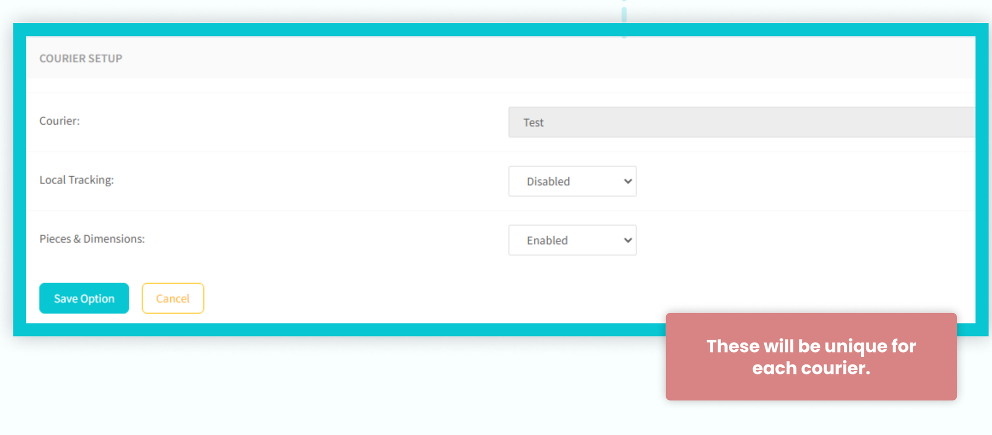


You will need to do this for each service you require. If the service you are looking for isn't showing, you will need to add the details manually.

Fields will differ for every integration, depending on what the courier requires configured. However, if you hover over the boxes, it will tell you what it defaults to and what available options you can enter into them.



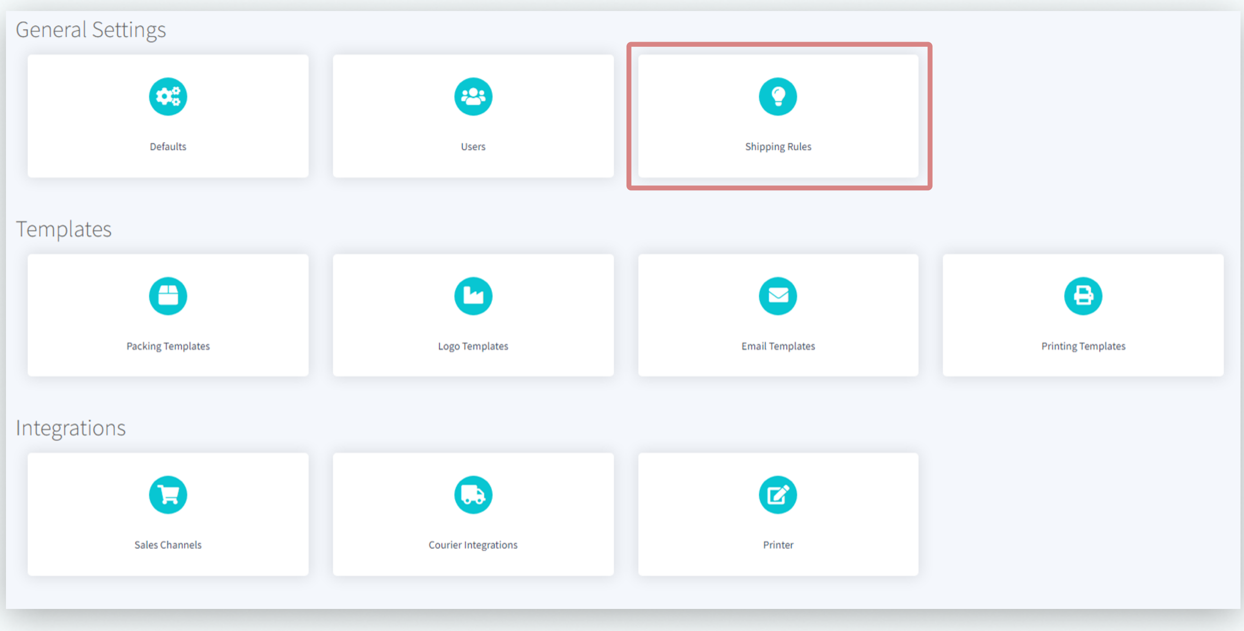
Through the **Service List** tab, you can enable/disable and customise the existing services for the courier.



Despatch Cloud

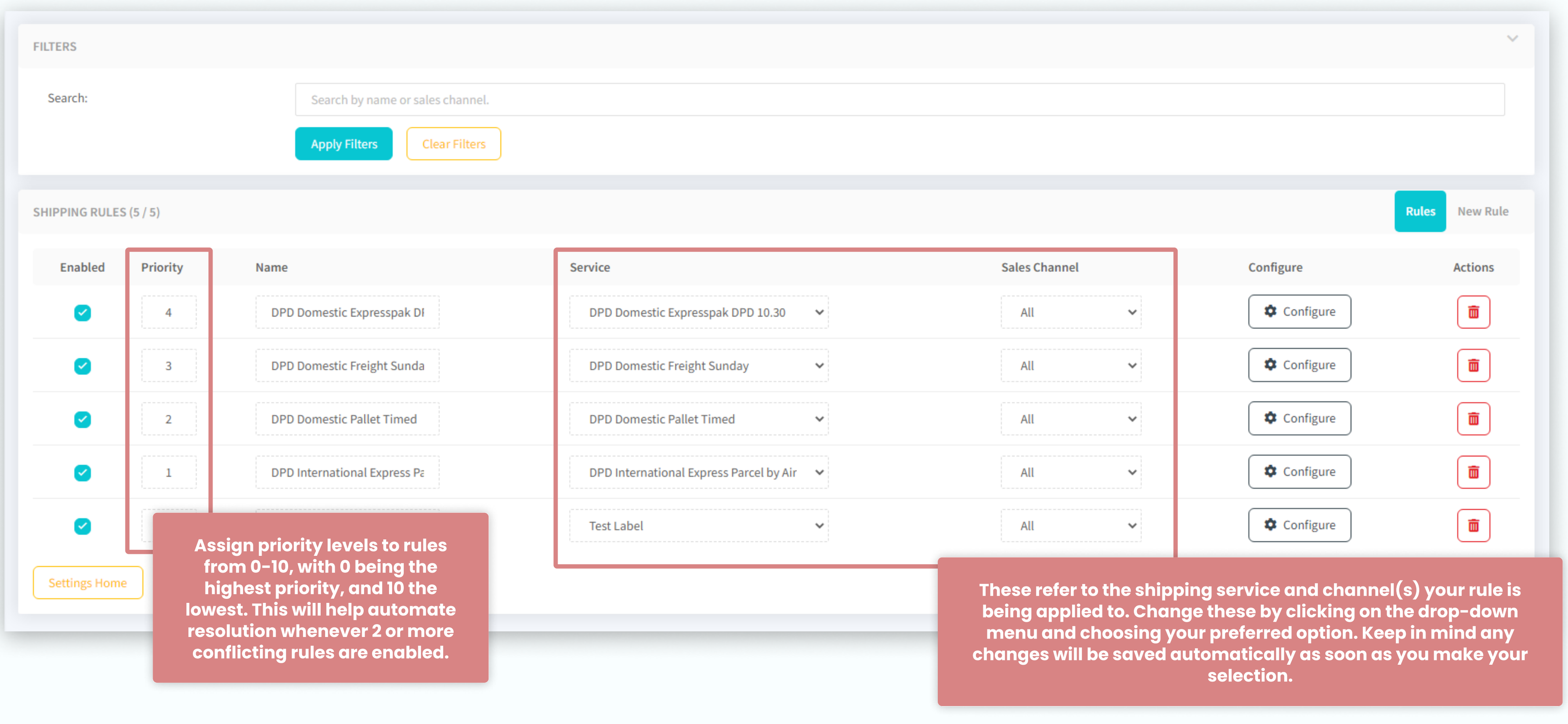
3. SHIPPING RULES

1 INTRODUCTION



When you create or add a courier service, a shipping rule is automatically generated but will not have any configured settings. You can create new rules or edit existing ones via the **Shipping Rules** tab under **General Settings**.

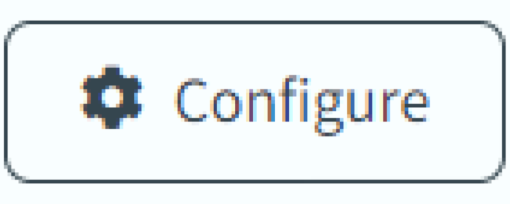
Once you are in this section, a list of all your shipping rules will appear for you to configure based on the courier services you added. You can enable/disable a rule by ticking the checkbox. If the checkbox is blue, the shipping rule is enabled.



You can name your shipping rules whatever you like, however we do recommend that you keep it descriptive enough so you can easily recognise what rule it refers to.

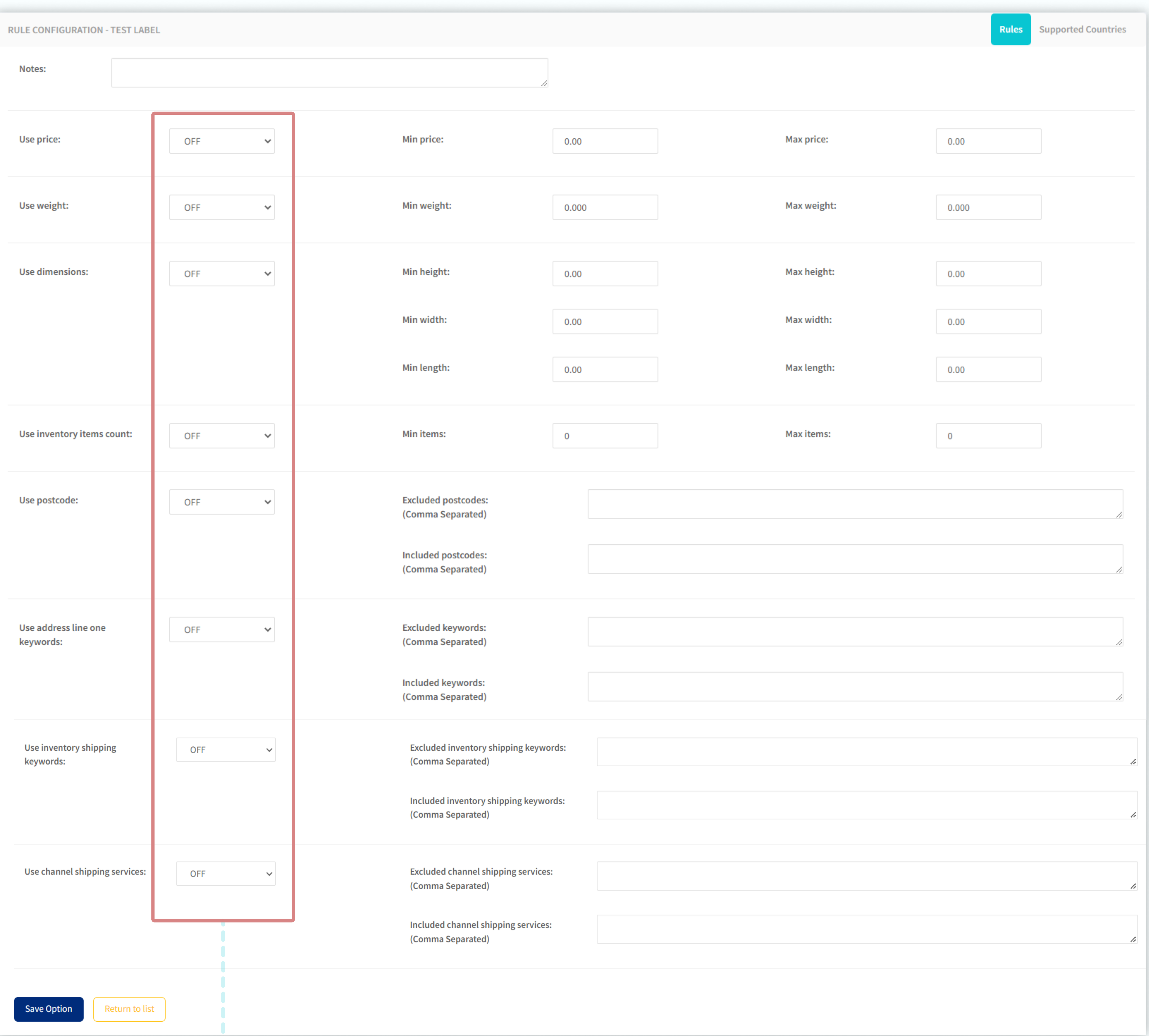
You can choose to enable a shipping rule for all channels, a particular channel, or for manual orders only. However, you can only have one rule per shipping service at a time.

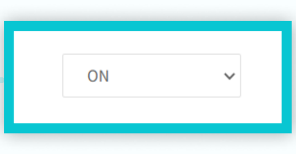
2 CONFIGURING A SHIPPING RULE



To edit a shipping rule, simply click on the **Configure** button next to it. This will open the first configuration page. Here you can set limits on price, weight, dimensions and item number.

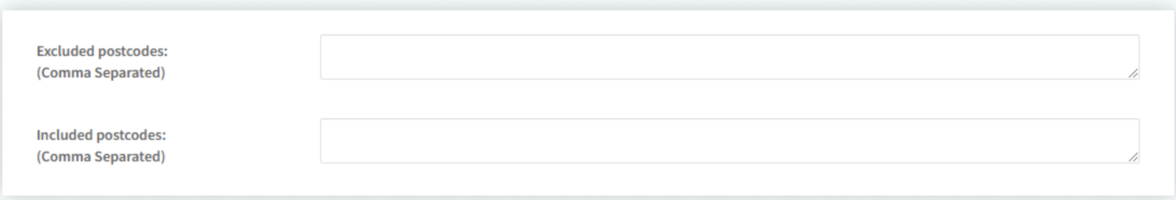
This is helpful, for example, if you have a service that charges significantly more for parcels that weigh above 5kg. Just set a maximum weight of 5kg for that service, and the service will not be selected for orders above that weight.





In order for a feature to work, you will also need to enable it in the drop-down menu, otherwise it will remain inactive.

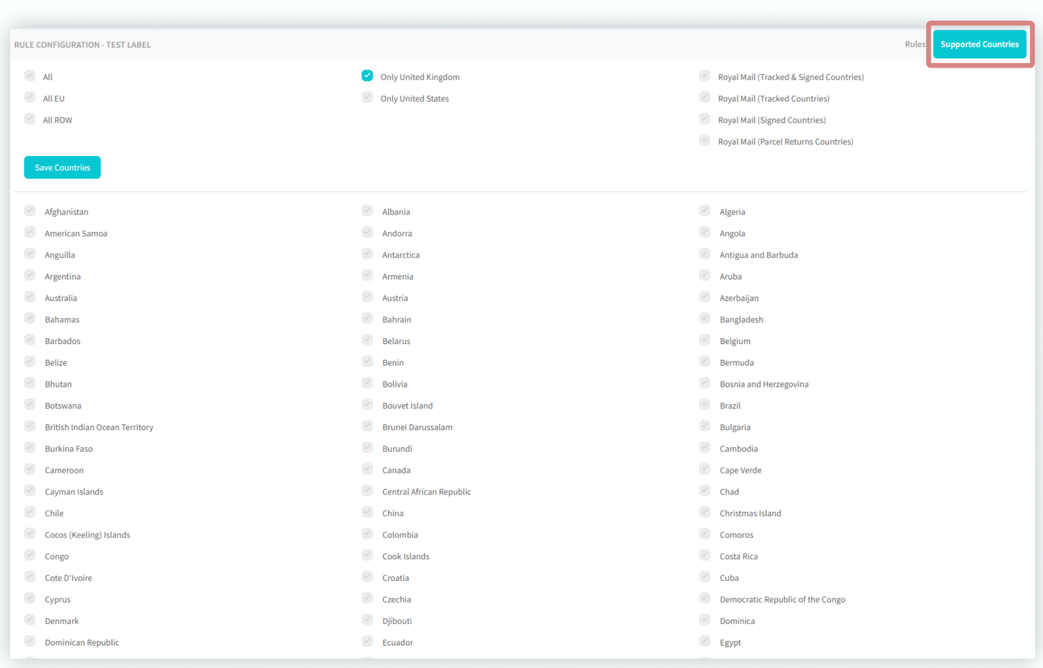
Similarly, if you have a service that offers you a better price for smaller parcels, you can utilise the dimensions to fit the parameters of the desired service and set minimum dimensions against the services you want to avoid. This way you can have your preferred service automatically assigned to those deliveries every time.



You can also exclude certain addresses, based on postcode and address line one keywords, as well as inventory items and sales channel requested shipping service.

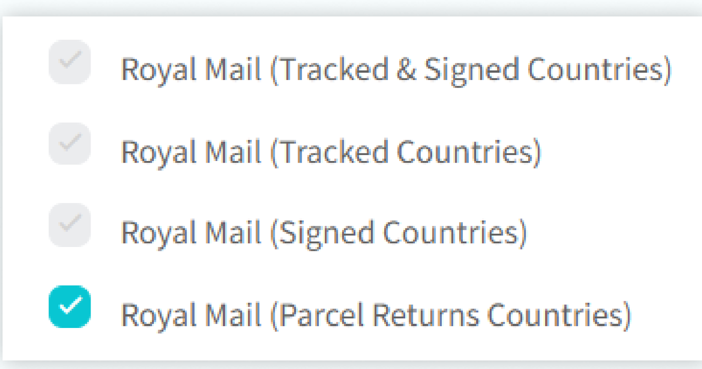
You can use the exclude field for any data you do not wish to be involved with your shipping rule. By doing this, you will be limiting the use of a certain shipping service for specific addresses, products and channels requested services.

Click on **Supported Countries** to manage which countries will be covered by the shipping rule you are configuring.

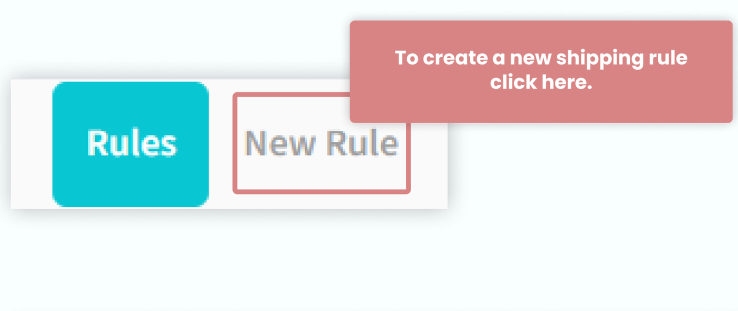


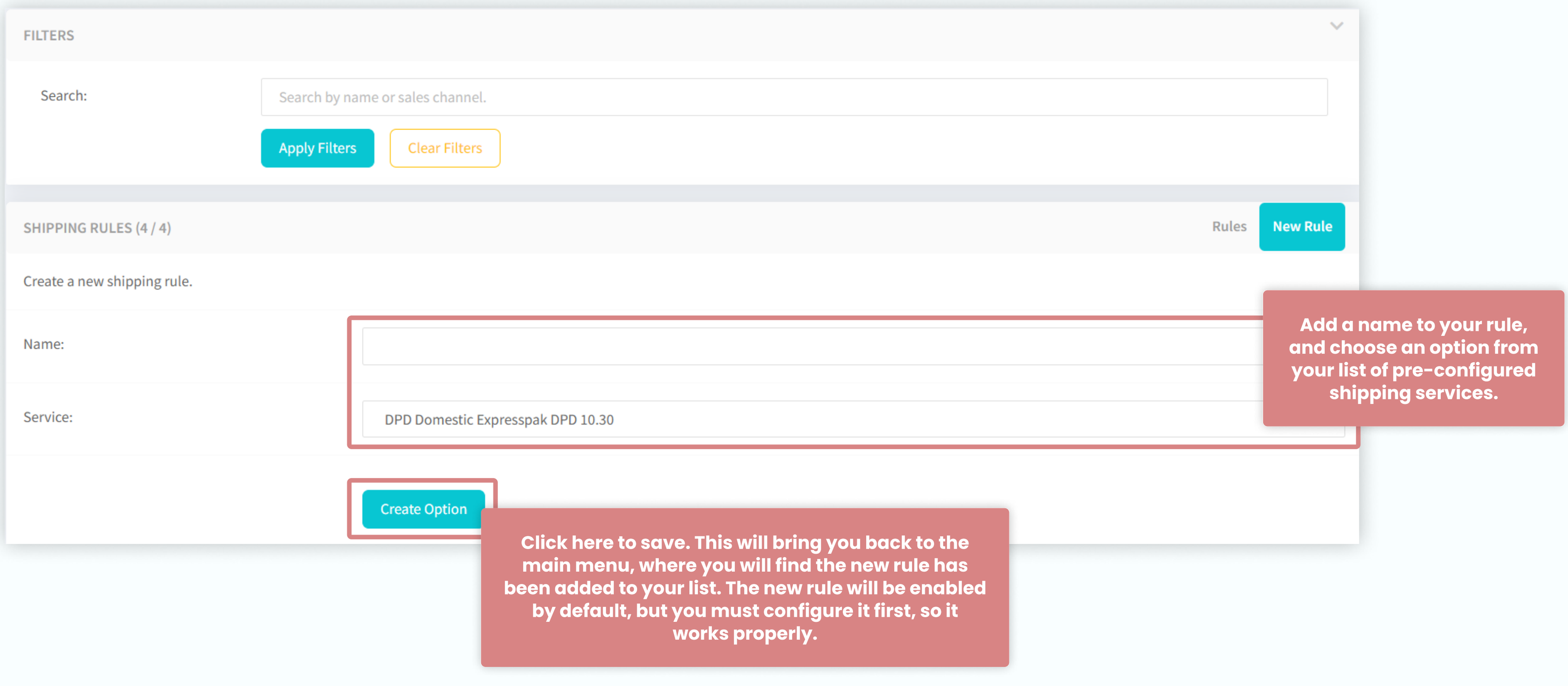
Make sure all the countries you select are supported by the shipping service you are configuring to avoid system errors.

You will notice there is a particular section for Royal Mail. These are presets to help Royal Mail users, and you should only select these when they apply.



3 CREATING A SHIPPING RULE





To do that, just follow the same steps as before to configure a rule, and you are set to go!

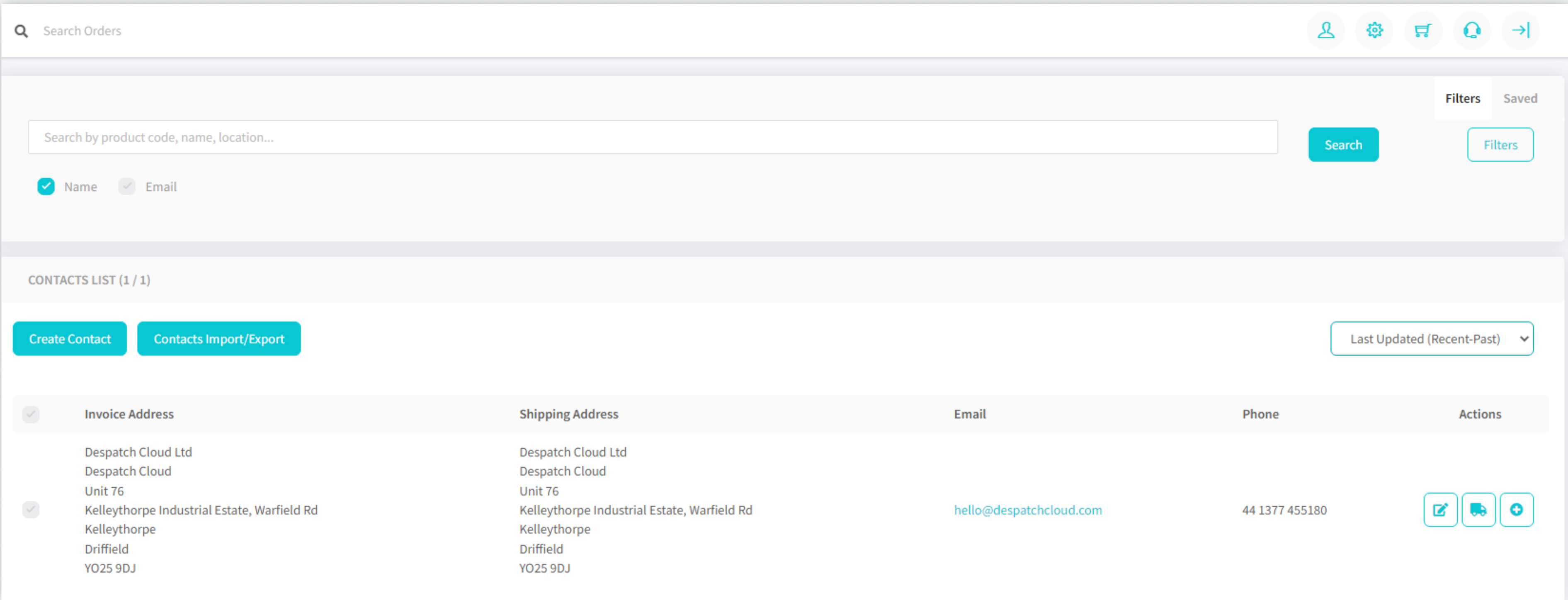
Orders. /
Quick Start Guide

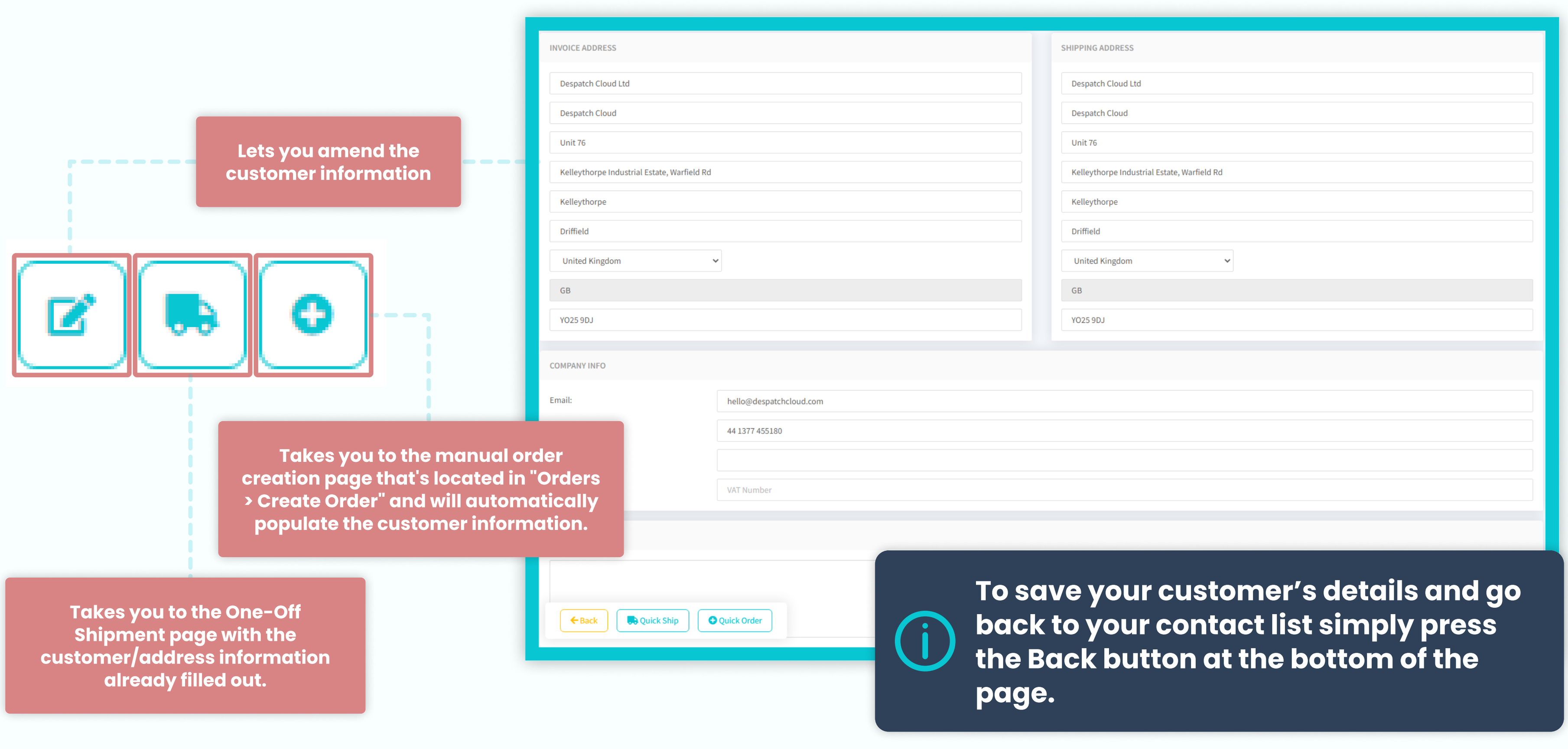
4. CONTACTS

Contacts are where you can keep a database of your customers. You can quickly search customers through company name, customer name, or email address while despatching orders.

1 LIST CONTACTS

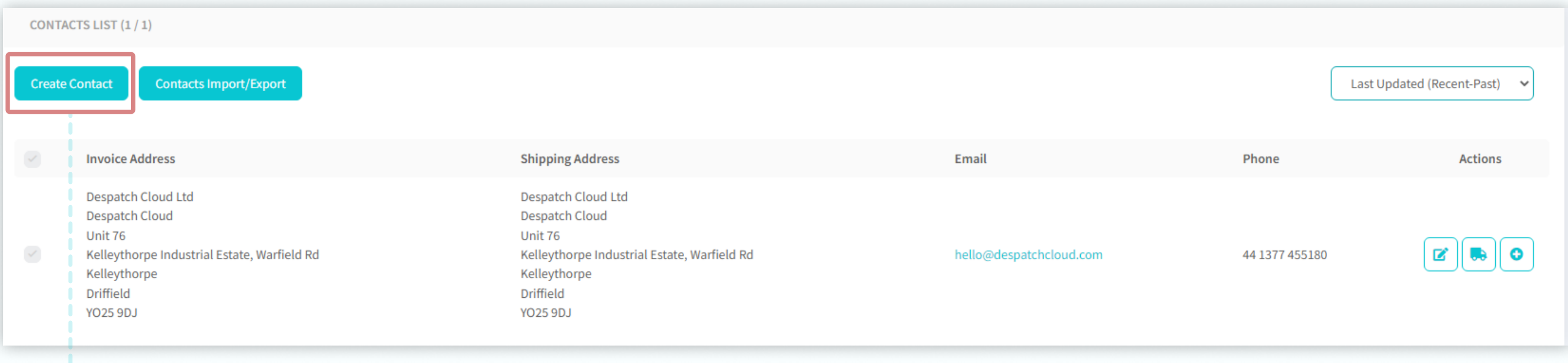
Through **Filters**, you can search or sort customers. You can also select multiple contacts and delete them at once.



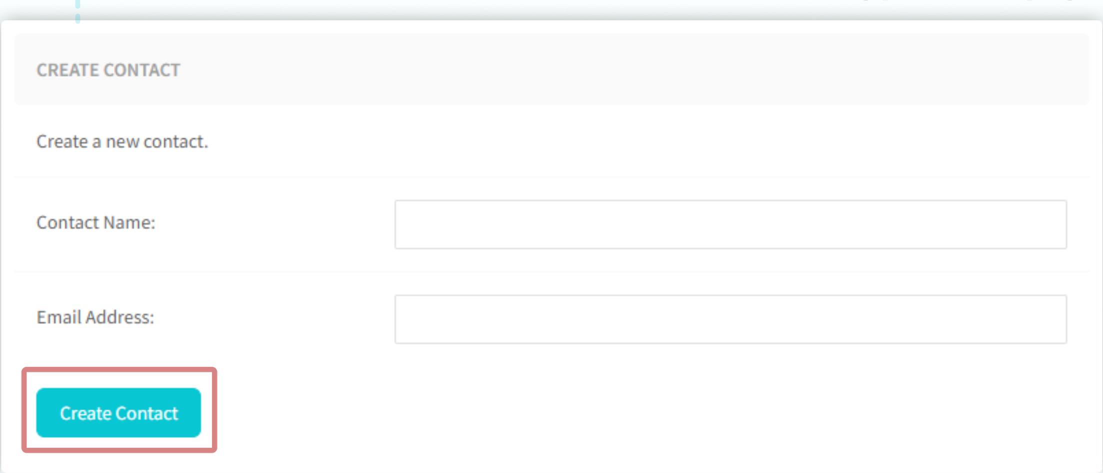


2 CREATE CONTACT

Click on the **Create Contact** button on top of your contact list to start.

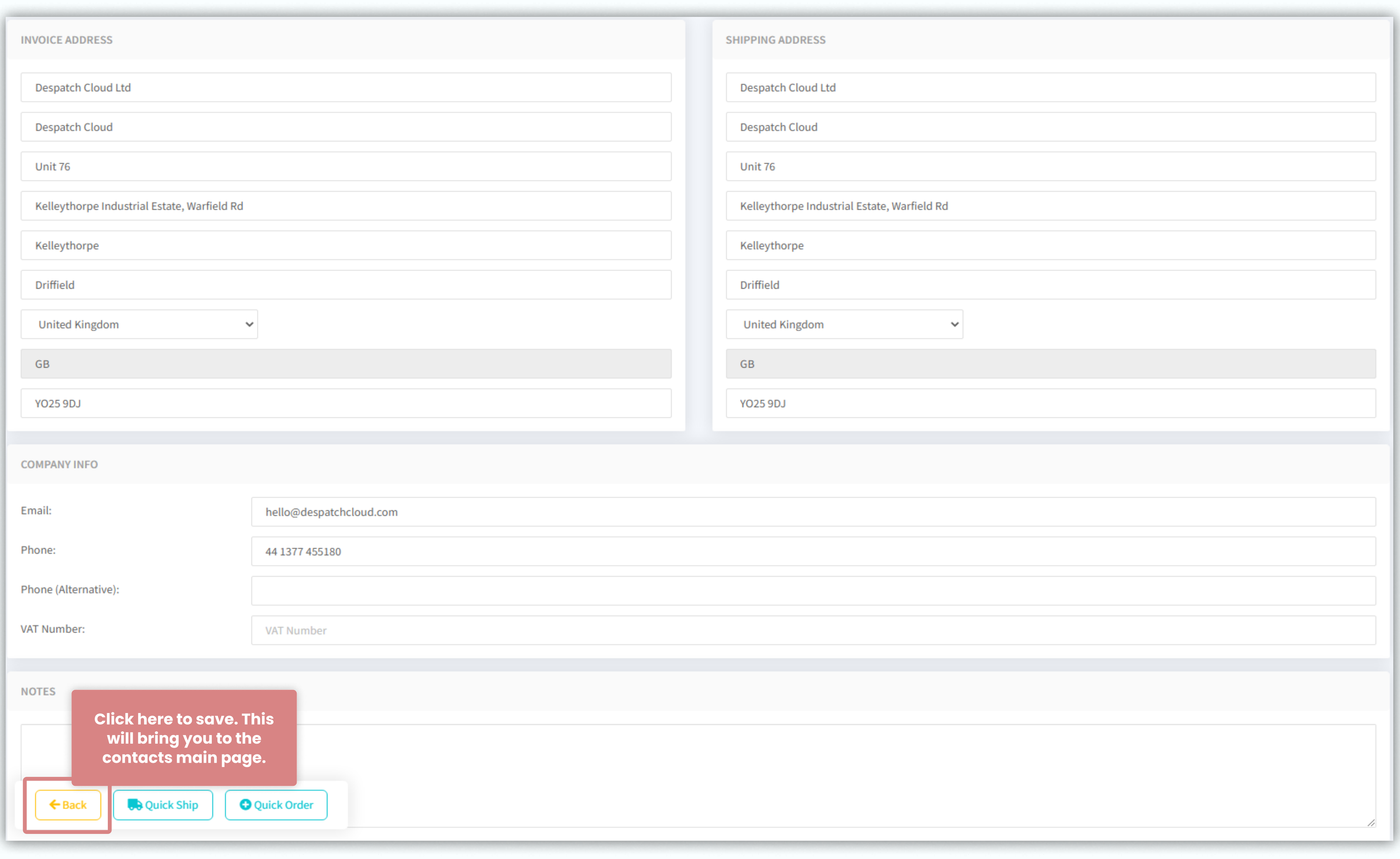


This will bring you to this page.

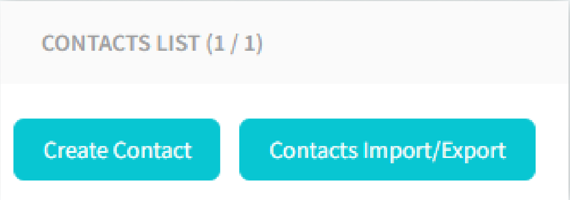


Add the name and email address of your contact and click **Create Contact.**

This will bring you to the configuration page below, where you can add your contact's shipping address, invoice address, company info, and any notes you may want to add.

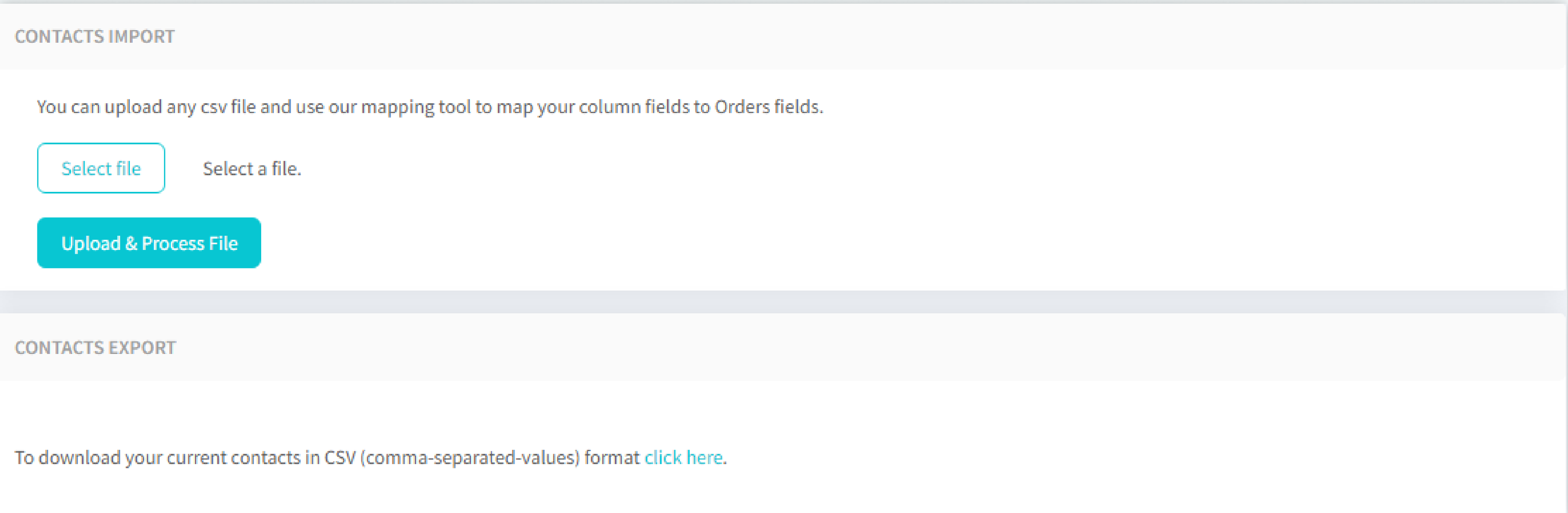


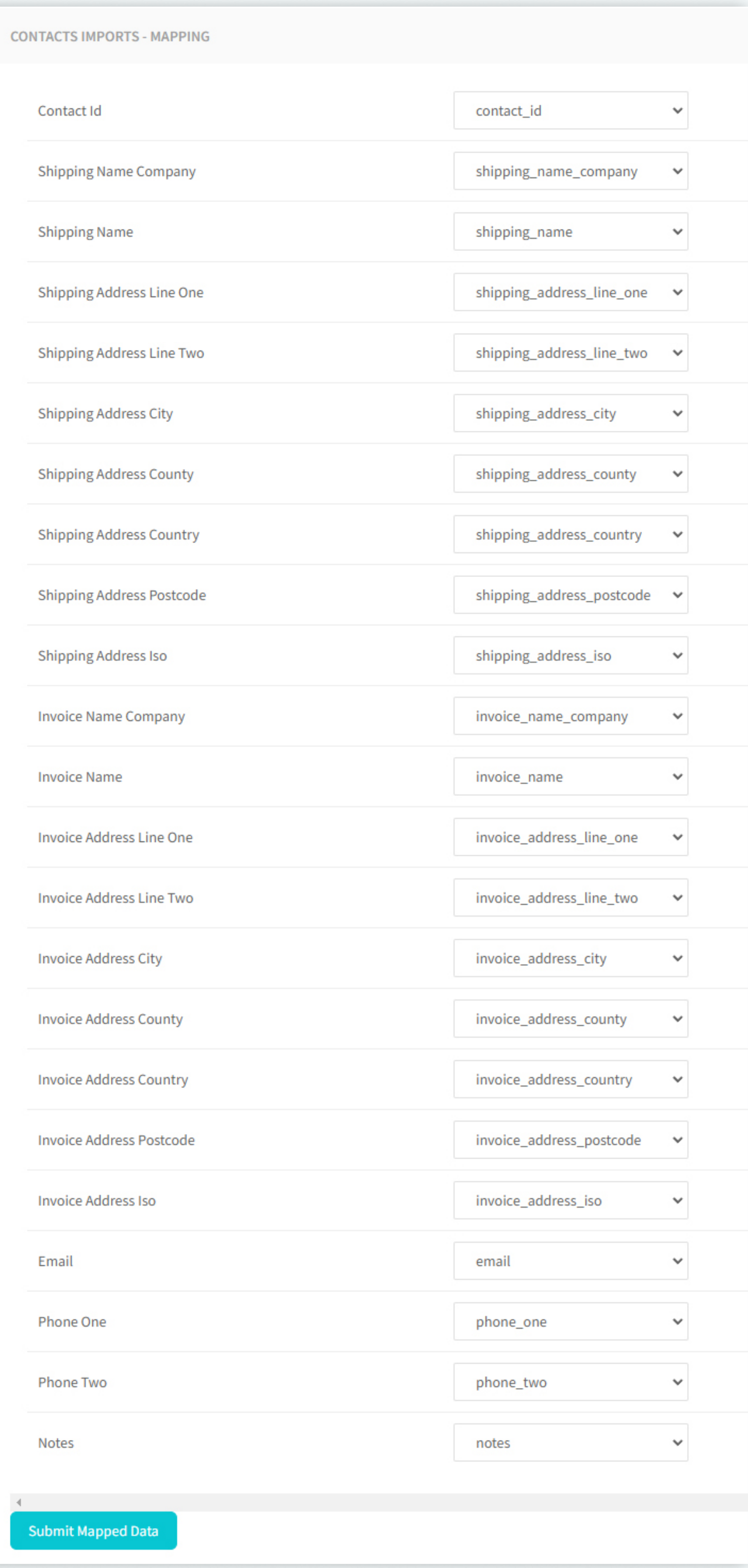
3 CONTACTS IMPORT/EXPORT



Click on the **Create Contact** button on top of your contact list to start.

This will bring you to the page below, where you can import a list of your customers and save it on the system, or you can export them to a CSV file.





Once you upload a file, the system will ask you to map the data to fields before submitting it. For example, you will be asked to select a column from the CSV file for each one of the fields. If you do not have the data for a specific row, you can leave it blank by selecting the first option ---.

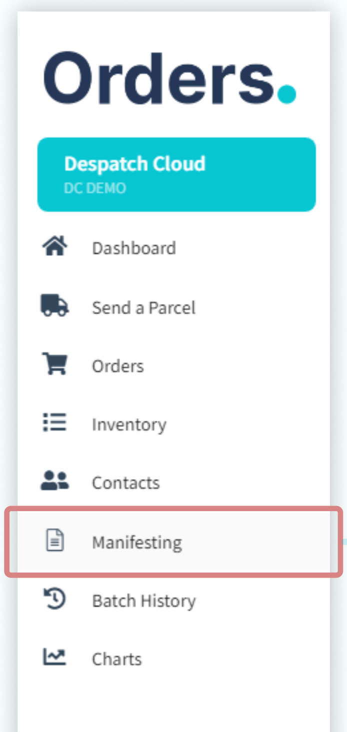
Click **Submit Mapped Data** once you're done to upload your contacts.

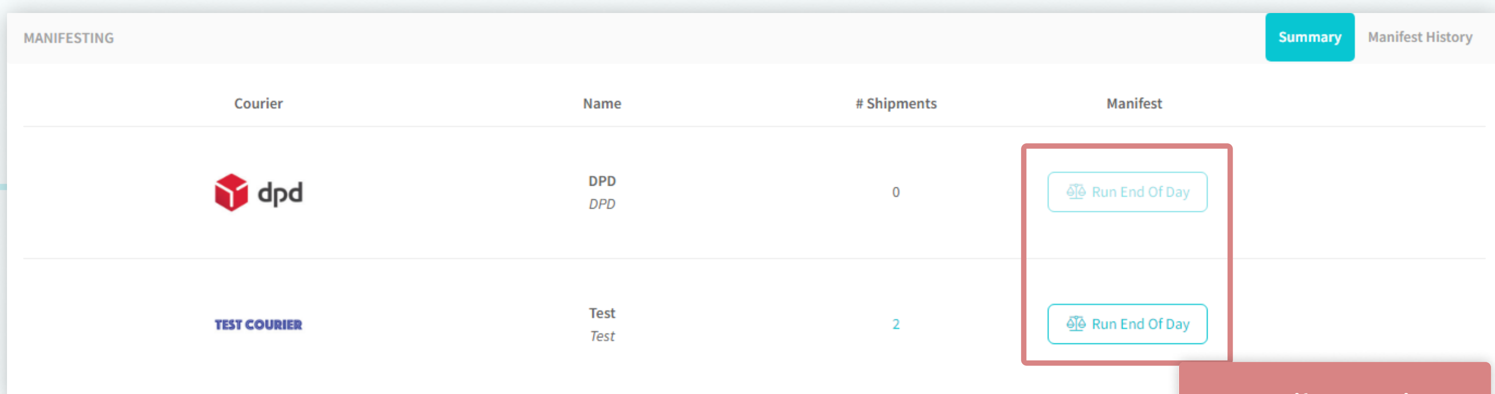
Despatch Cloud

Orders. / Quick Start Guide

5. MANIFESTING

If the courier(s) that you book shipments with require manifests, you can generate them via the **Manifesting** section in the left-hand panel of your Orders Dashboard.





Only if the courier supports a manifest, you will have an active button

If you want to generate manifests for Royal Mail Click & Drop orders, you must do so from within the Click & Drop platform provided by Royal Mail.

Click the **Run End Of Day** button to generate your manifest. You will be redirected to the PDF for your manifest. If you have already generated a manifest and wish to re-print it, click the **Manifest History** tab at the top-right of the page.

Orders. / Quick Start Guide

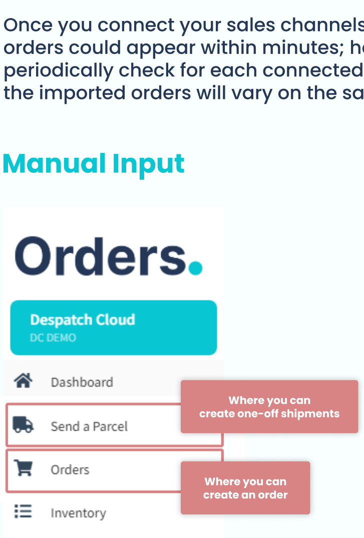
6. ORDER MANAGEMENT

1 ORDERS

Via Sales Channels

Once you connect your sales channels, the system automatically retrieves orders through them. The orders could appear within minutes; however, they could take up to an hour. The system will periodically check for each connected sales channel for paid and unshipped orders. The statuses of the imported orders will vary on the sales channel.

Manual Input



- **Send a Parcel**

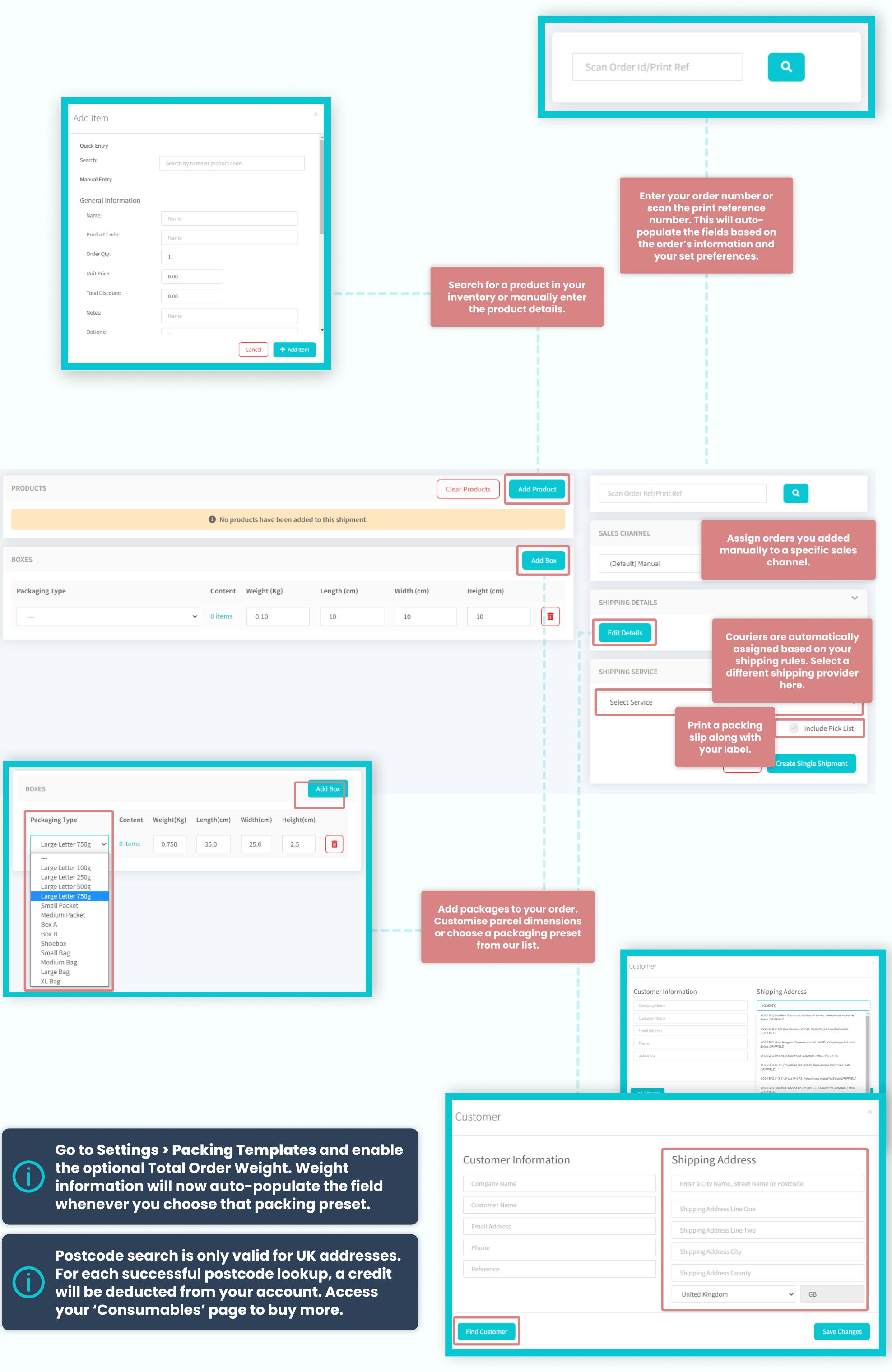
One (or a handful of) shipments where you want to enter the details and get a label as quickly as possible then and there.
Quicker.
Only saving the order if it successfully generated the label.

- **Create Order**

Where an order is created and saved, but not necessarily despatched right there and then.
More thorough and is recommended for international orders (due to additional information being needed).
Saves the order.

2 PROCESSING ORDERS / LABEL PRINTING

Send a Parcel



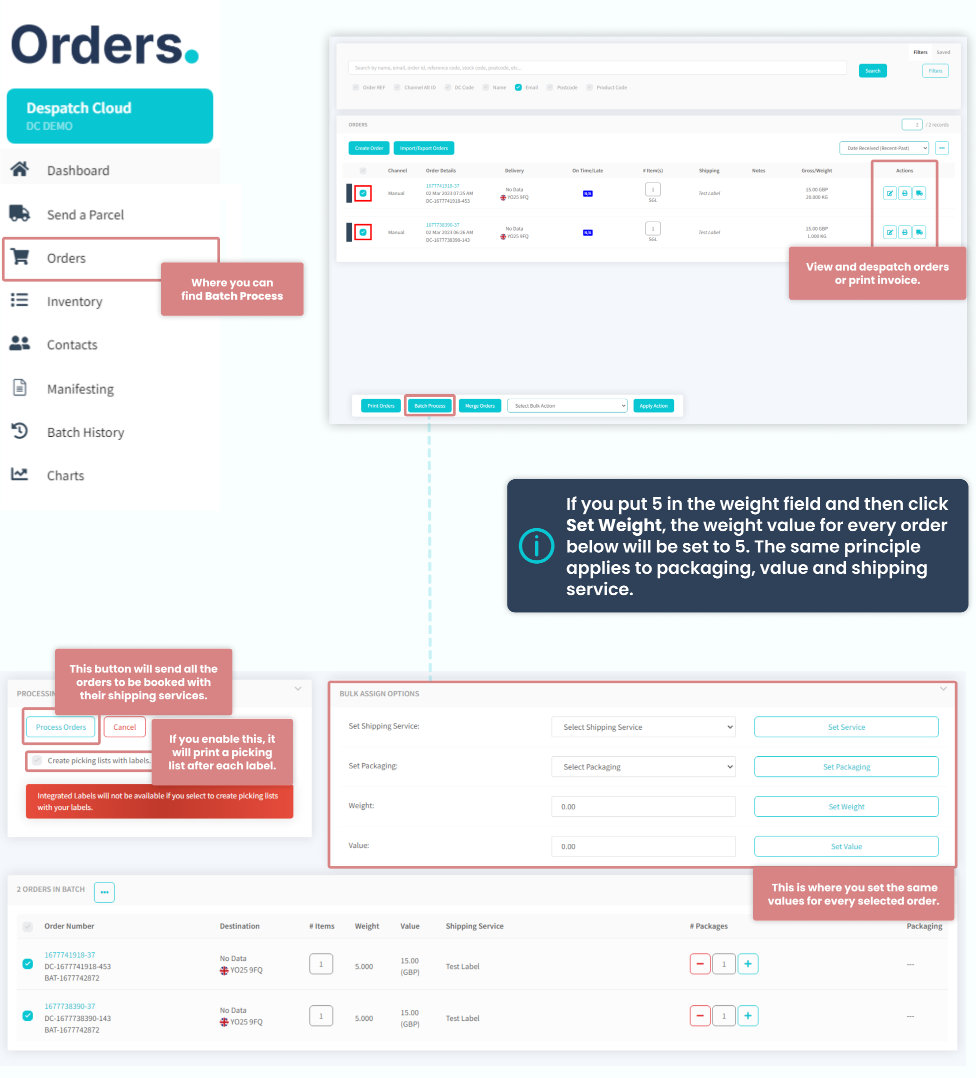
Go to Settings › Packing Templates and enable the optional Total Order Weight. Weight information will now auto-populate the field whenever you choose that packing preset.

Postcode search is only valid for UK addresses. For each successful postcode lookup, a credit will be deducted from your account. Access your 'Consumables' page to buy more.

Batch Process

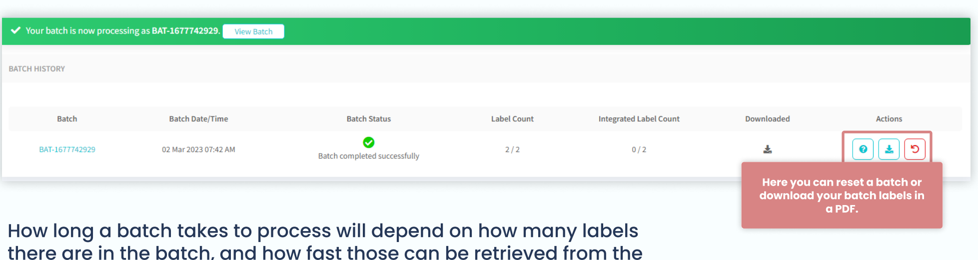
Batching allows you to book and print multiple labels at once, along with a commercial invoice and packing slips. You can also process multiple batches at once. **Batch process up to 50 orders at once with your standard Orders account or upgrade to Plus for 150 orders of batching capacity.**

To access this feature, head over to your orders panel. Here you'll find all your orders waiting for despatch. Select the orders you want to process and click the **Batch Process** button at the bottom of the screen.



If you put 5 in the weight field and then click **Set Weight**, the weight value for every order below will be set to 5. The same principle applies to packaging, value and shipping service.

Once you click the **Process Orders** button, you will be redirected to a separate page to view all your batches. If the batch is completed, it will show with a green check mark. If the batch is completed, but there was at least one error, an amber mark will appear. If the batch fails, a red cross will show.

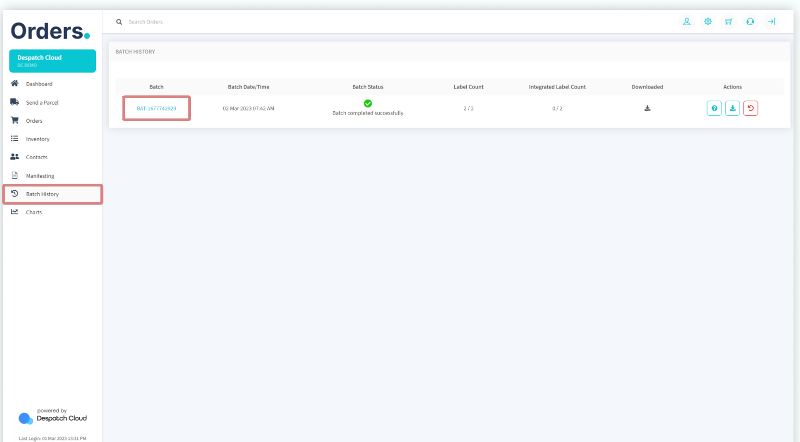


How long a batch takes to process will depend on how many labels there are in the batch, and how fast those can be retrieved from the courier.

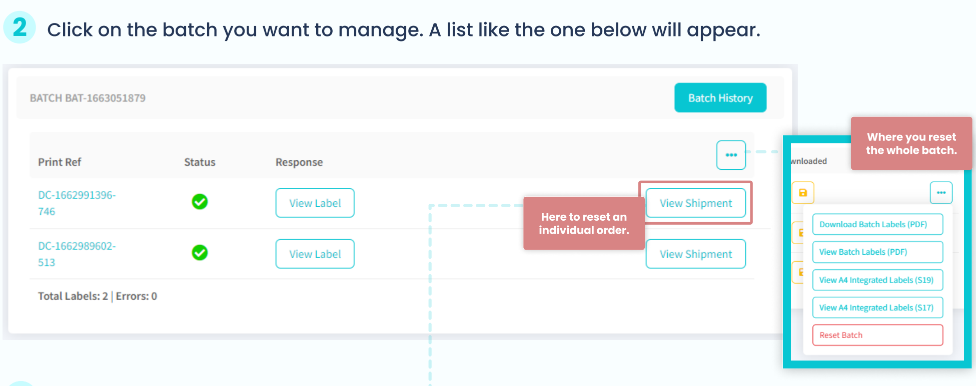
Cancelling & Resetting

Here you will learn how to reset an individual order from a batch, or reset the whole batch altogether. The system will also attempt to cancel the label with the courier, provided that the courier allows label cancellations via its API. Cancelling the labels with the courier also applies if you reset the whole batch.

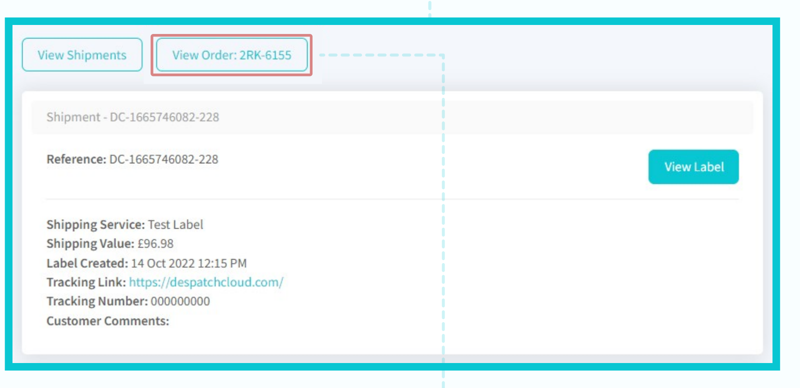
1 Go to **Batch History**.



2 Click on the batch you want to manage. A list like the one below will appear.



3



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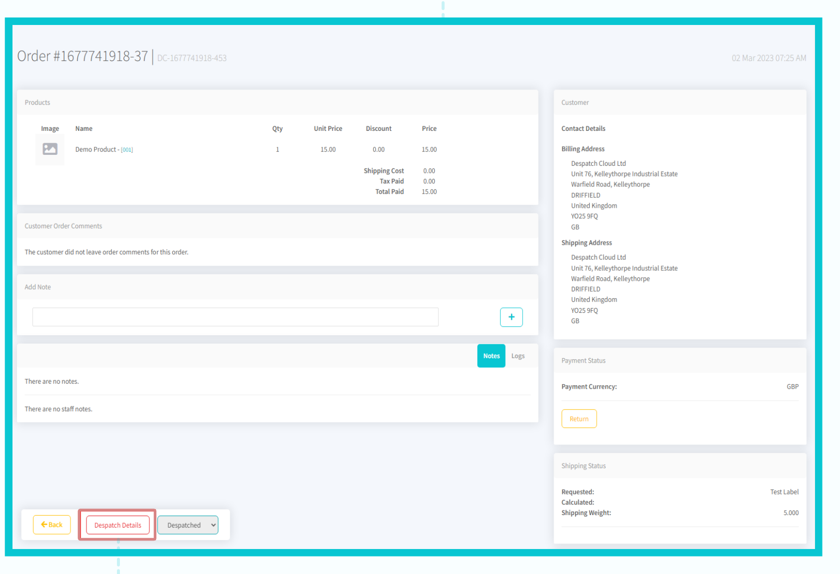
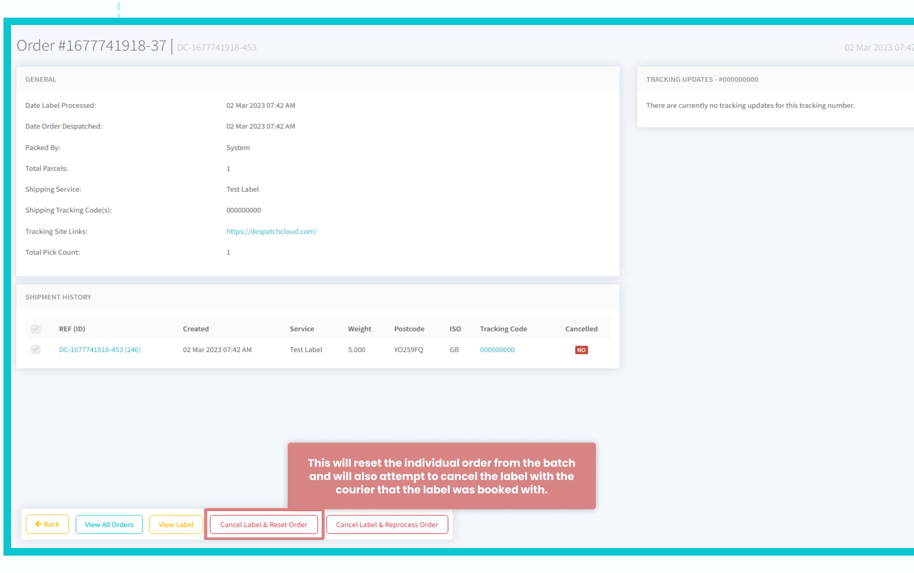
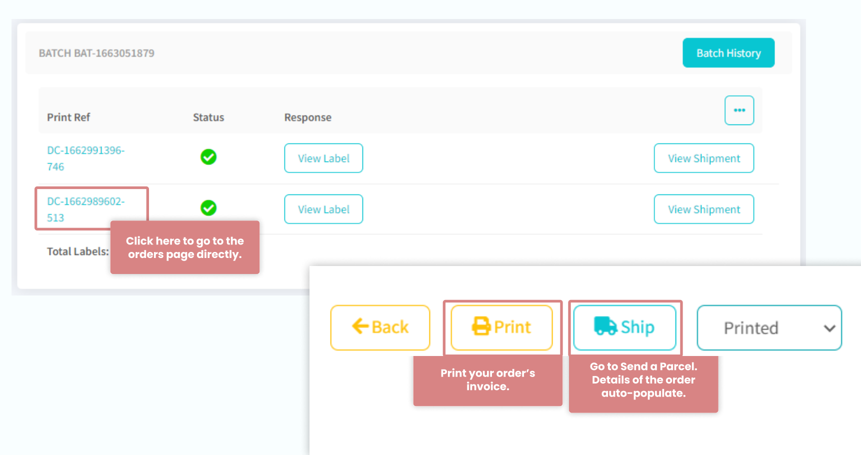


5



If a shipment has failed within your batch, you can ship that order individually.

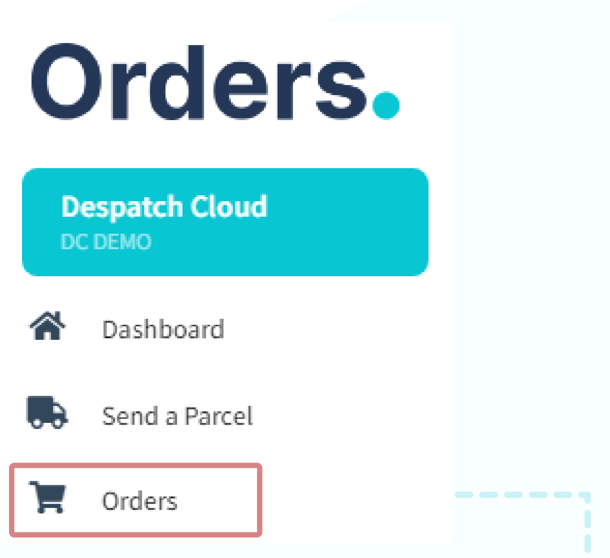


At the bottom of the page your menu will look like this.

Orders.

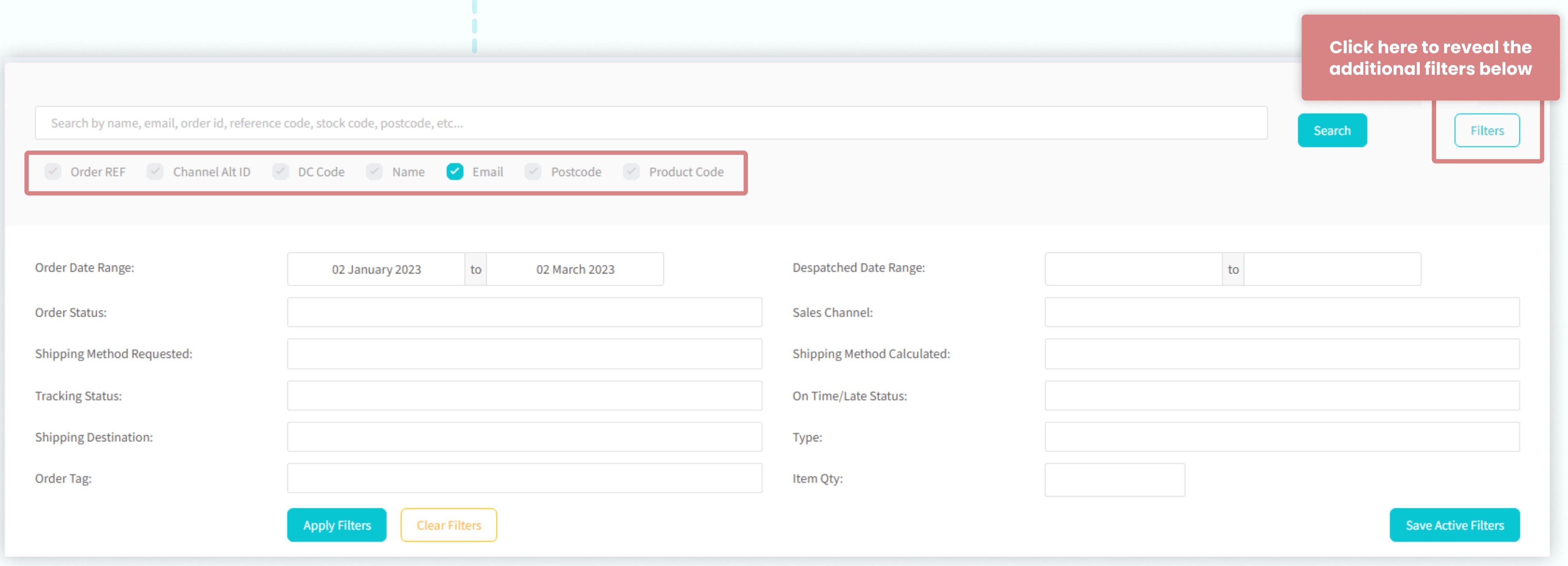
Quick Start Guide

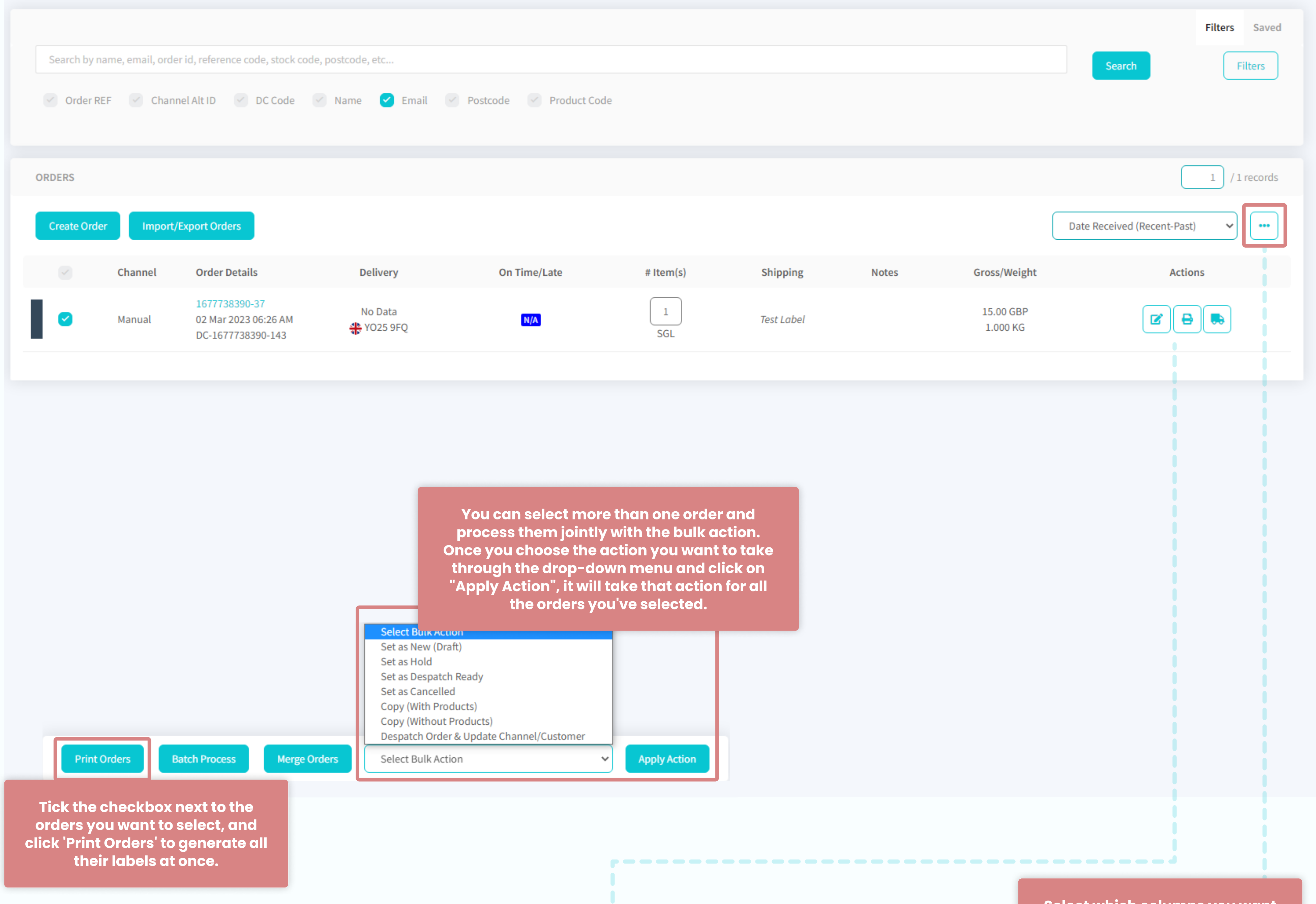
3 ALL ORDERS

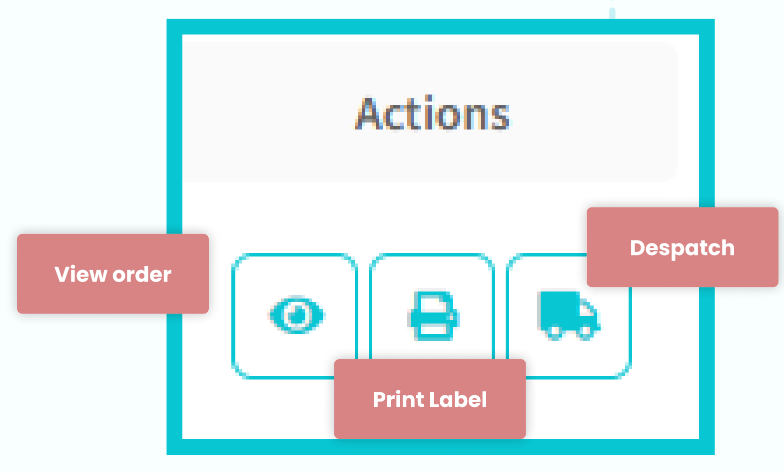


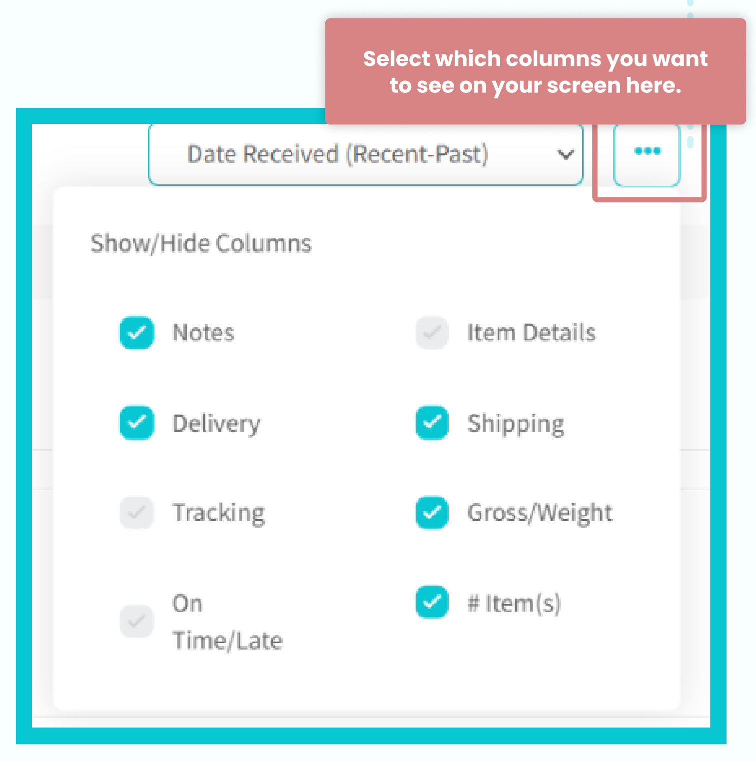
The volume of orders you can process per month depends on your package. Upgrade to Orders Plus for unlimited orders.

Use filters to navigate your orders more easily. Just tick the checkbox to select a filter category, write down your information in the search bar and click "Search".





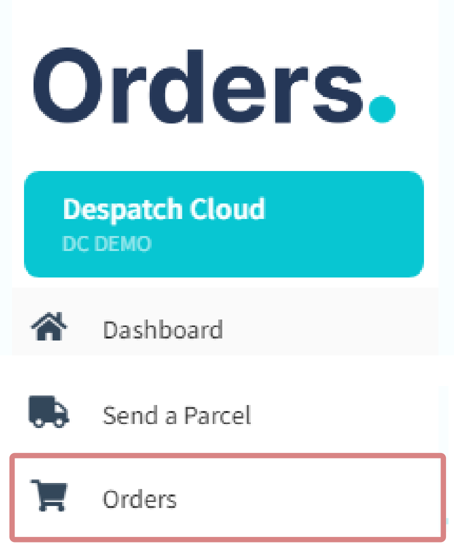


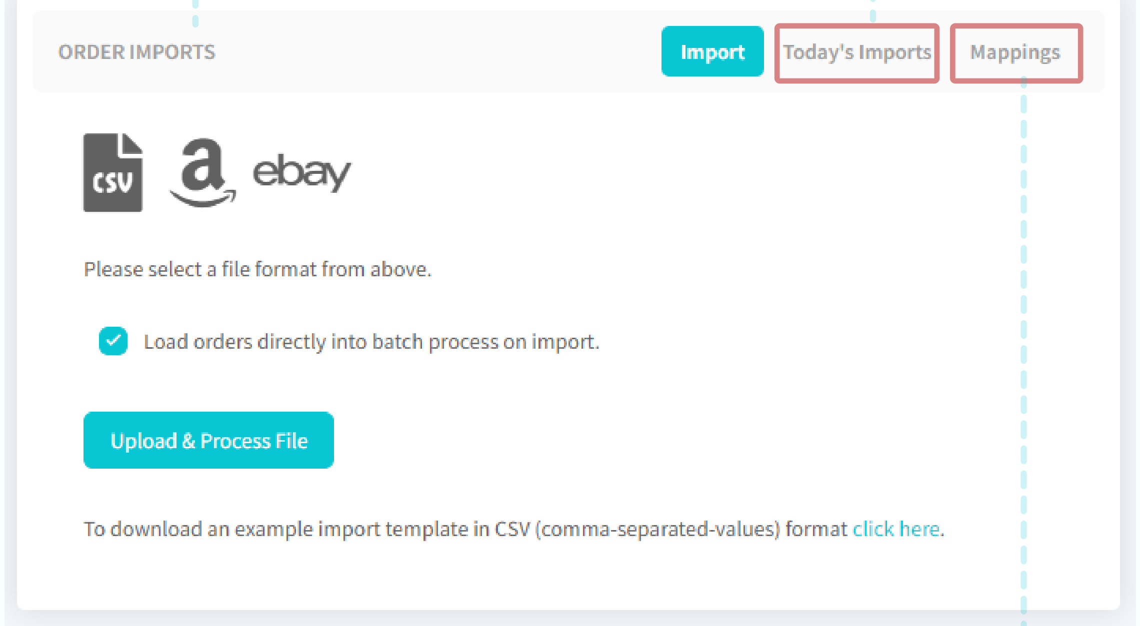


You'll notice that the bottom menu becomes visible upon selecting one or more orders. This menu allows you to print labels, export orders, and create invoices for the selected orders.

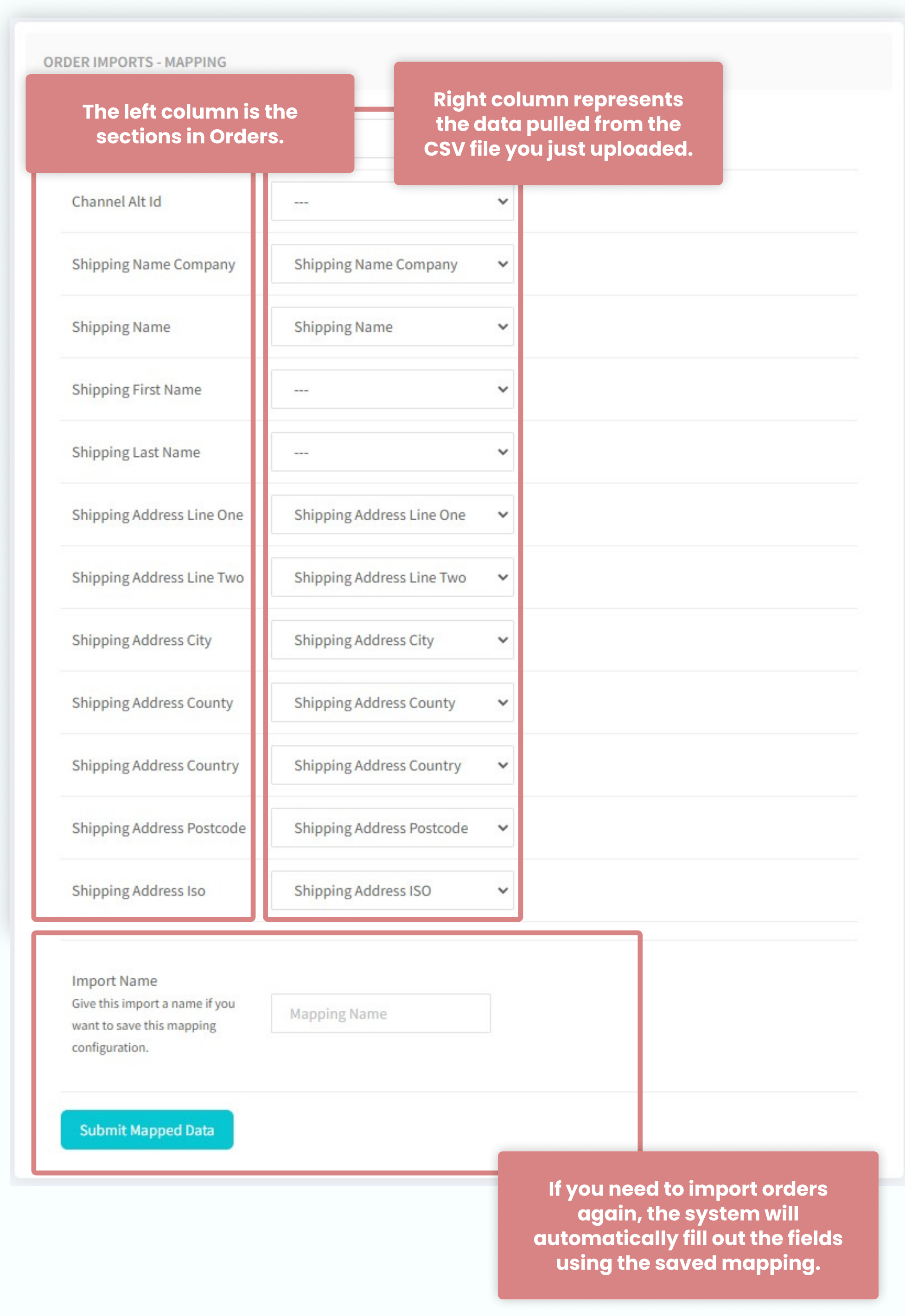
4 IMPORTING/EXPORTING ORDERS

Orders > Import/Export Orders

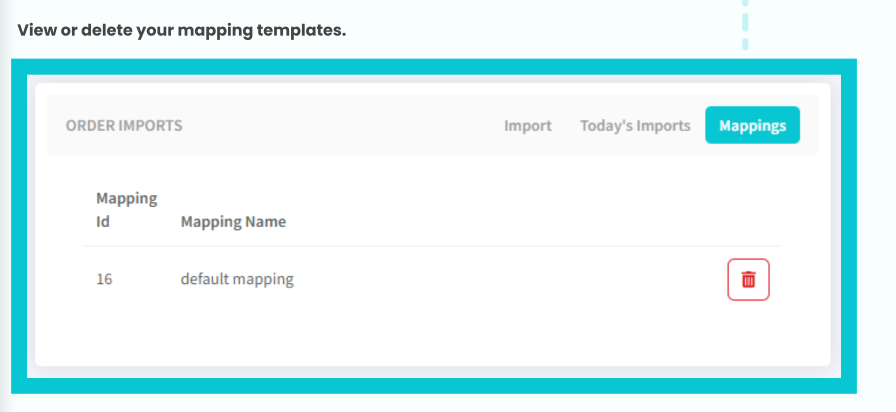




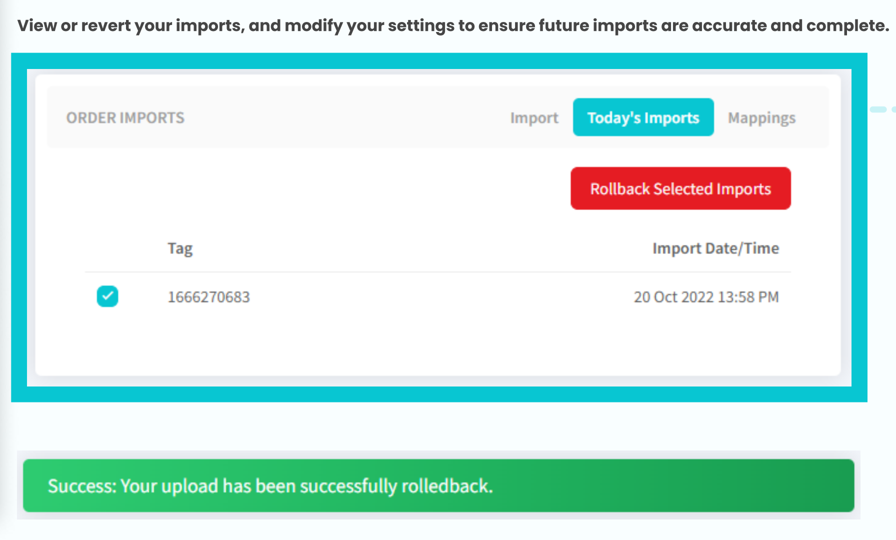
You can import orders into Orders using a CSV file. A CSV file template can be found under the **Upload & Process File** button when you go to import orders page. It can give you an idea about how to organize your data before importing them to Orders. There is also the option to import a CSV file from Amazon or eBay, and use their respective CSV column mapping.



View or delete your mapping templates.



View or revert your imports, and modify your settings to ensure future imports are accurate and complete.



If you don't have data for a given field, you can leave it blank by selecting the first "---" option in the corresponding drop-down menu.

Despatch Cloud

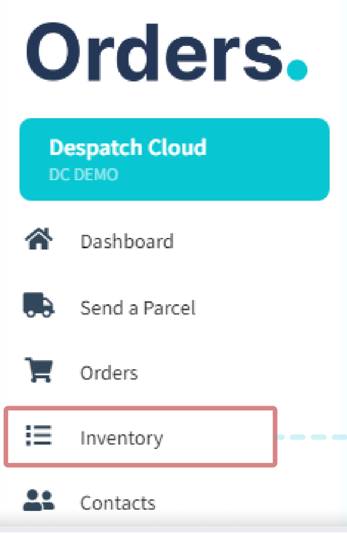
Orders. / Quick Start Guide

7. INVENTORY

1 ACCESSING YOUR INVENTORY

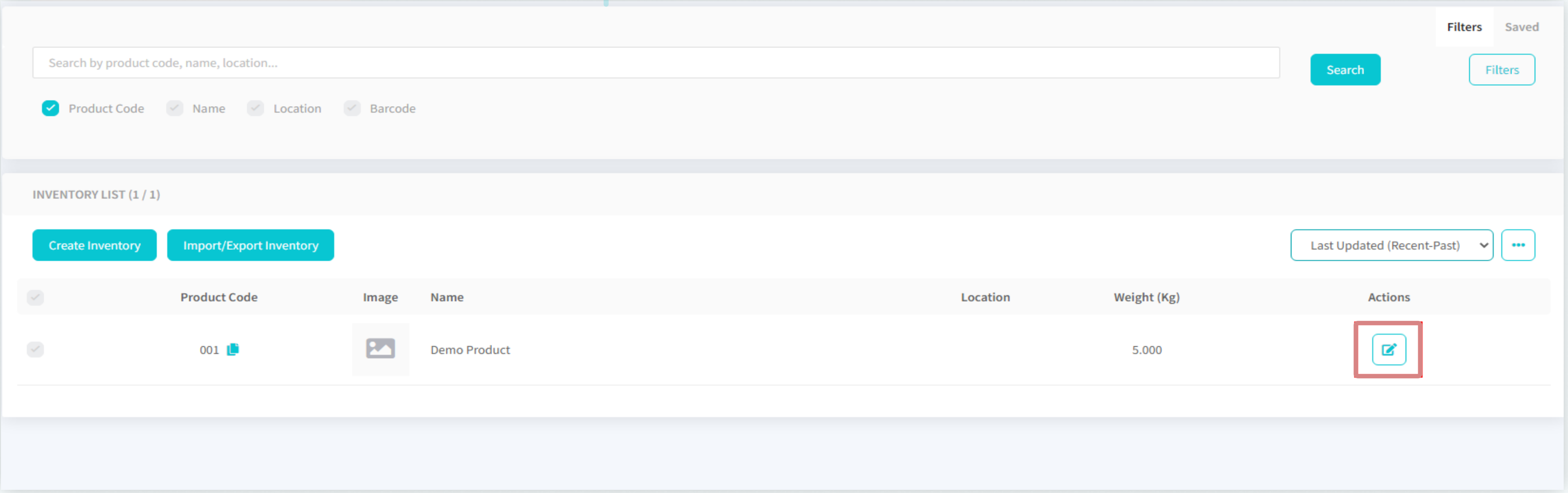
Your inventory is where can store your item data. This is useful for generating shipments as your orders can inherit the item weights and dimensions, automating the order despatch process. Storing inventory data is also crucial for international shipments, as you can store commodity (HS) codes and item customs descriptions. You can store up to 1,000 inventory items with your standard Orders account or upgrade to Orders Plus for unlimited products.

Find a list of your inventory here.



> Orders does not support complex product relationships such as groups/kits/bundles and components.

> Any special characters used in your inventory may appear disconfigured in your text box.



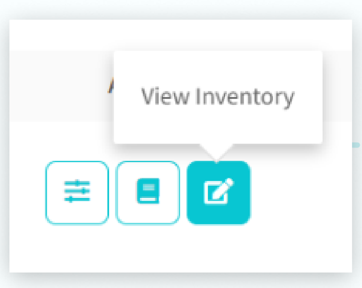
There are 2 main options for adding and updating your inventory with Orders– manually, or via CSV Import. Alternatively, subscribe to Orders Plus and access our stock control feature, which will automatically download inventory from your integrated sales channels and update it as orders are despatched. It will also give you access to stock warnings and logs, as well as inventory linking, for an enhanced stock control experience.

> Note that the HS codes must be manually entered into the inventory, as the system won't pull this data from sales channels.

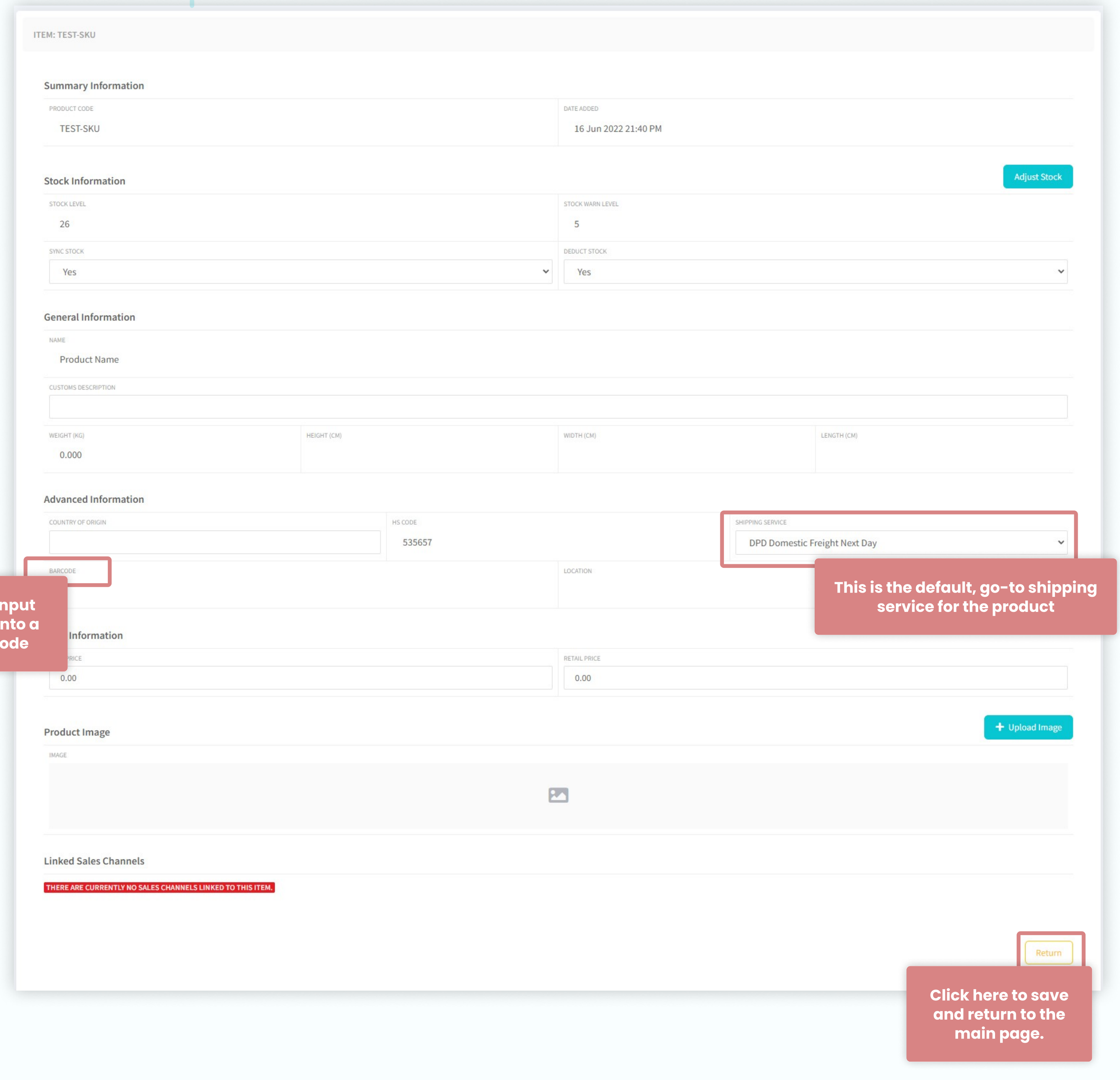
2 CREATING AND EDITING INVENTORY

To edit an existing product, access your inventory list and click the item's **View Inventory** button. This will bring you to the configuration page below. Head over to our Orders documentation for a list of all the relevant glossary terms.

Inventory> View Inventory



Add your inventory deatils according to the fields below.



Takes in a text input and converts it into a product's barcode

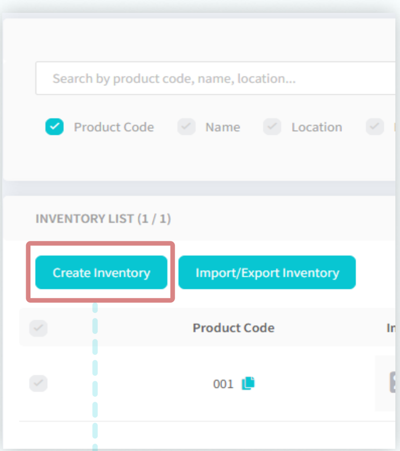
This is the default, go-to shipping service for the product

Click here to save and return to the main page.

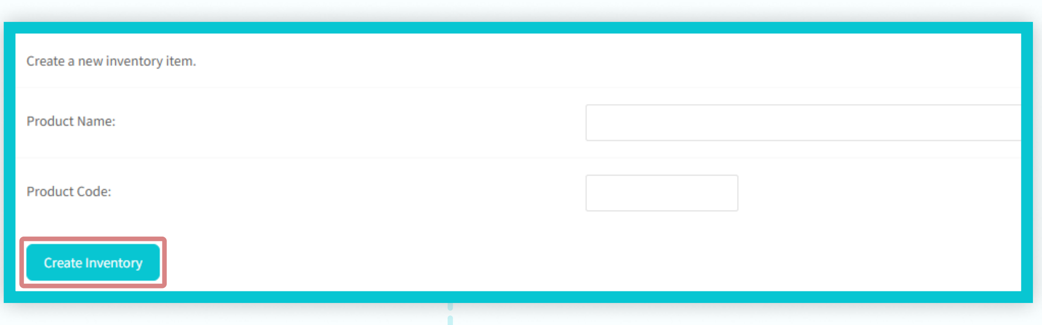
To manually add a new product, simply click the **Create Inventory** button on your Inventory dashboard.

Inventory> Create Inventory

1



2 Give your product a name and a code. Then, click the Create Inventory button.



3 This will bring you to the same configuration page where you edit your product details.

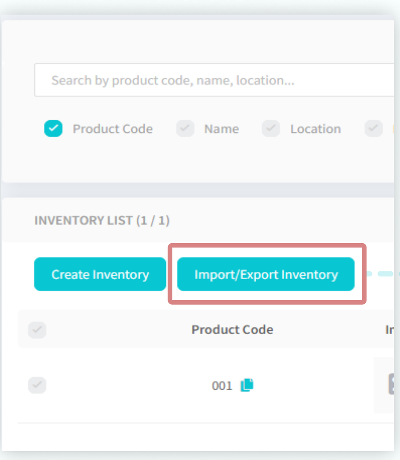
4 Tap **Return** at the bottom of the page to save your the changes, and you're done!

3 IMPORTING INVENTORY

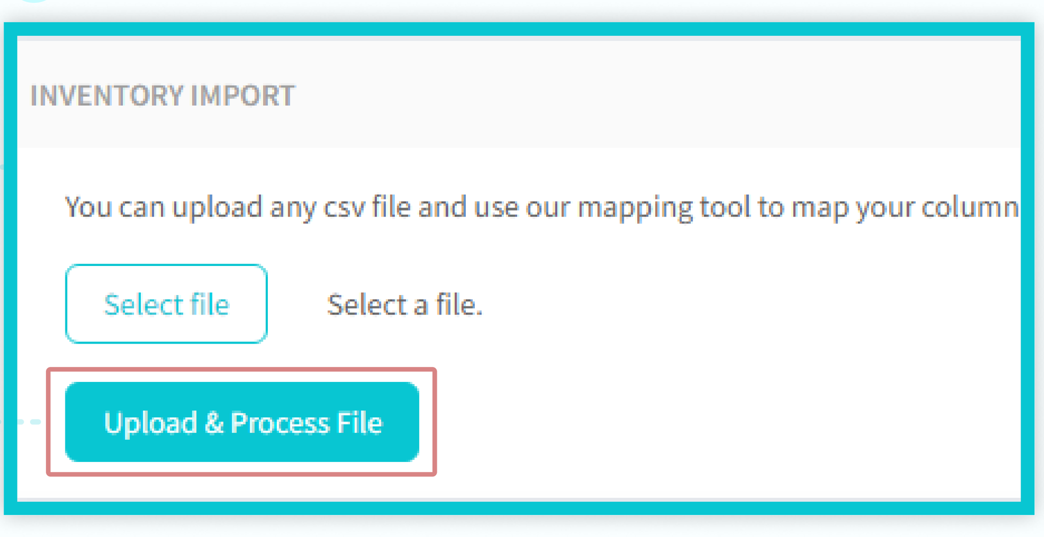
One of the best ways to download inventory data in bulk is via a CSV file. To do this, first access your Inventory page.

Inventory> Import/Export Inventory.

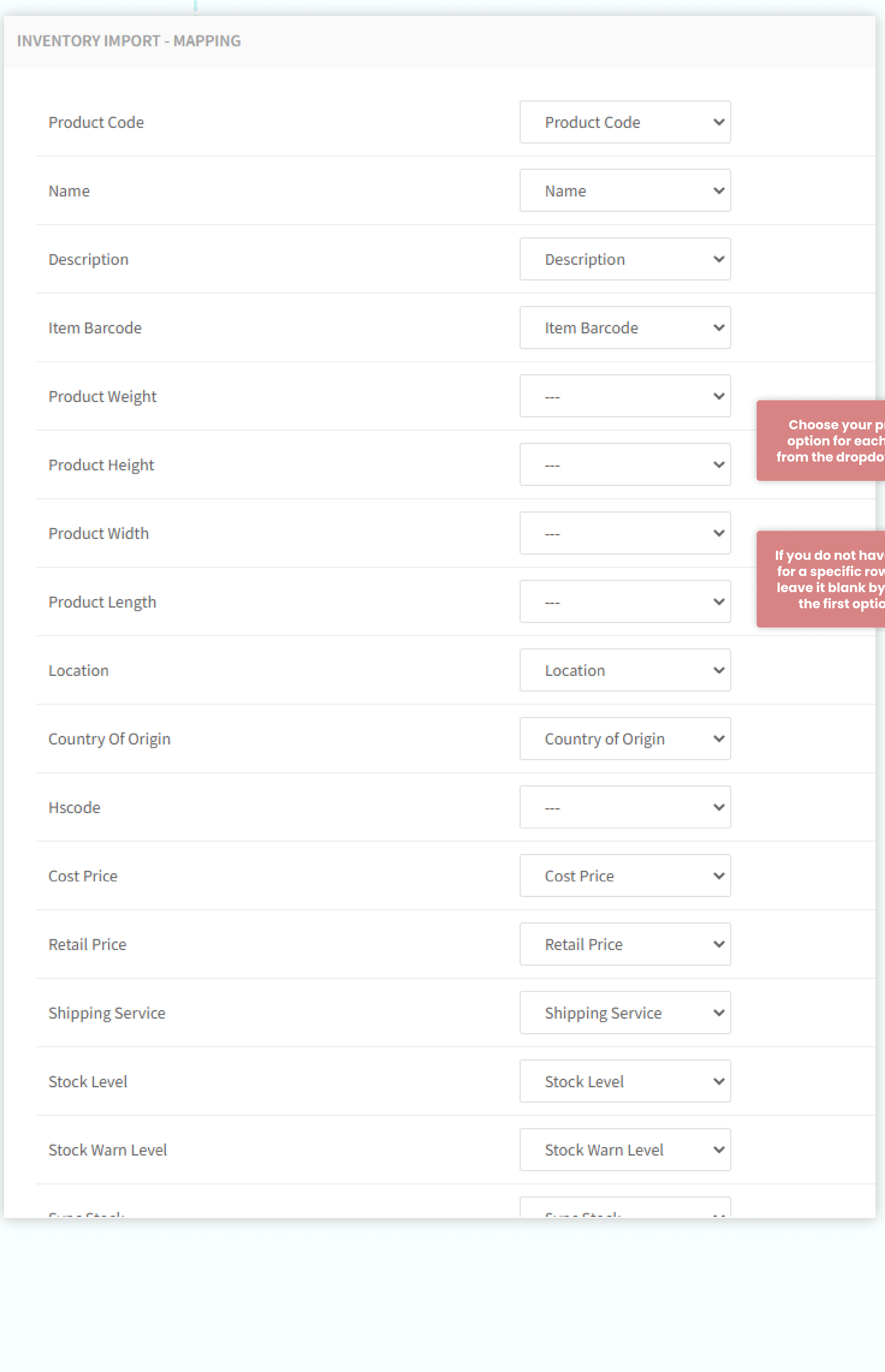
1



2 Click Select file, then Upload & Process.



3 This wil bring you to the mapping page, where you can link the data fields in Orders (left column) to the corresponding ones on your CSV file (right column).

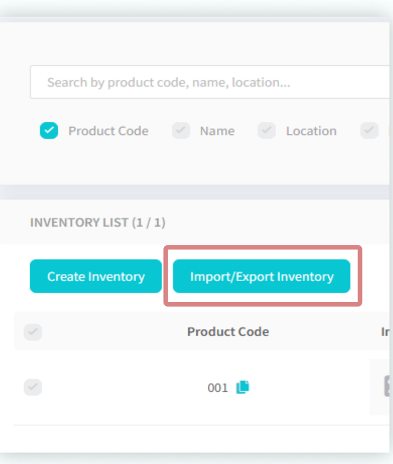


Choose your preferred option for each section from the dropdown menu.

If you do not have the data for a specific row, you can leave it blank by selecting the first option, ---.

4 Click on **Submit Data** when you're done to upload your items.

4 EXPORTING INVENTORY



You can also easily export your current inventory into a CSV file through the same export/import page.

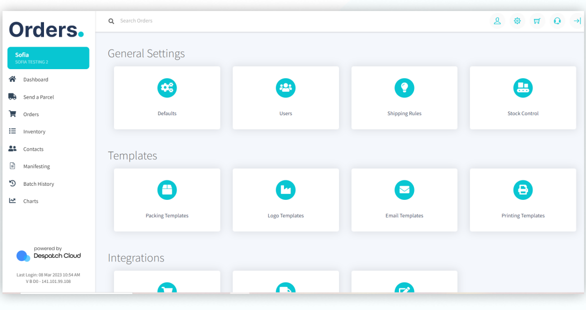
Inventory> Import/Export

To download your current inventory in CSV (comma-separated-values) format click here.

> Even if your inventory is empty, you can still dowload our CSV file to use as a preset.

Despatch Cloud

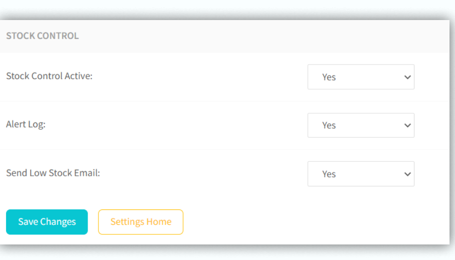
Orders Plus
Quick Start Guide



With Orders Plus, you will get access our stock control feature, meaning inventory will start to populate from your sales channels and via items from the immediate inbound orders. You can enable this feature under the General Settings tab.

Stock Control will automatically update stock levels on the sales channel(s) as orders come in. Inventory will also populate from your sales channels and via items in the immediate inbound orders.

Alert Log will have the system keep track of all stock warnings for each of the products in your inventory.

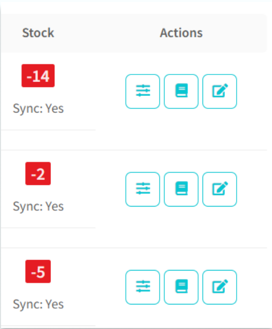


Send Low Stock Email will enable the system to send notification emails henever a certain product falls below their pre-configured minimum stock level.

Once these are enabled, 2 new buttons will appear in your inventory page for stock adjustments and logs, as well as a new column for stock levels.

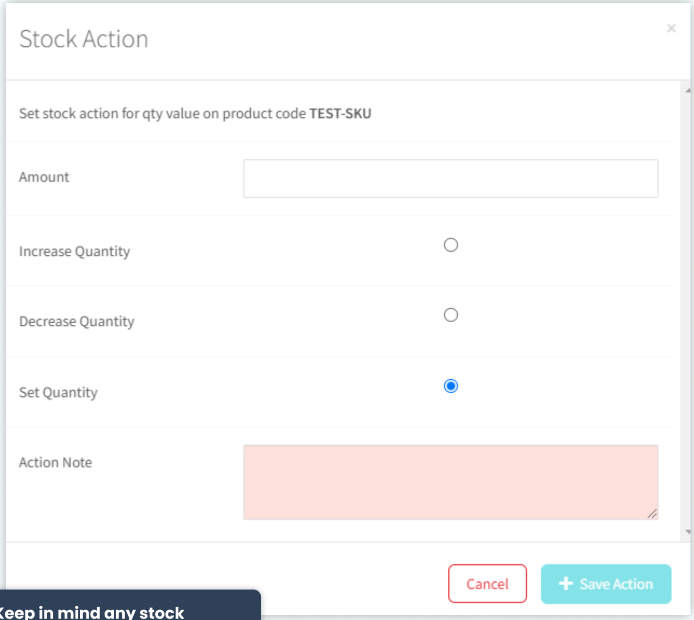
It can take up to 6 hours for the inventory to be fully pulled in from your sales channels.

HS codes must be entered manually through the inventory as the system won't pull this data from the sales channels.



1 ADJUSTING STOCK QUANTITY

1. Go to **Inventory.**
2. Click the button next to the product you want to edit.
3. You will be brought to the "Stock Action" screen where you can increase, decrease or set the quantity of the items directly. You also need to fill in the "Action Note" section, where you can briefly explain your reasoning.



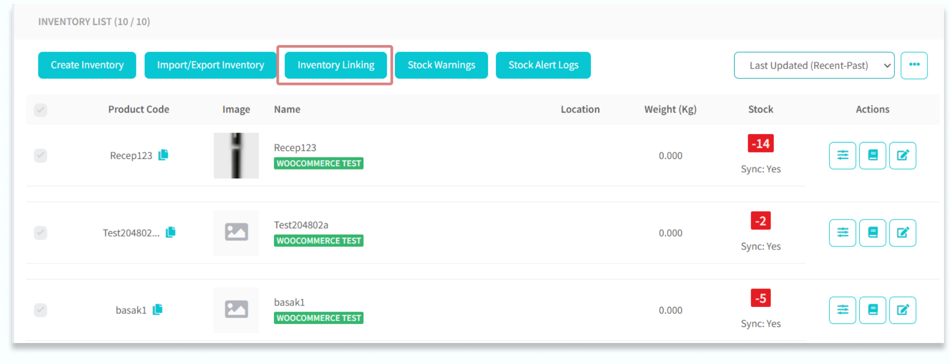
Keep in mind any stock increases done in the system won't register in your sales channels.

2 INVENTORY LINKING

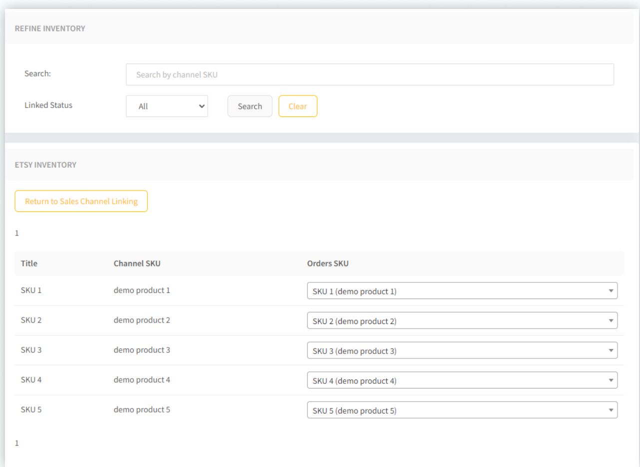
Inventory linking allows you to match the current inventory you have on Orders with the inventory you have on a sales channel.

If the SKU of your products is the same in the sales channels and the Orders, they'll be linked together automatically. But if not, you'll have to do it manually through here.

1. Go to **Inventory.**

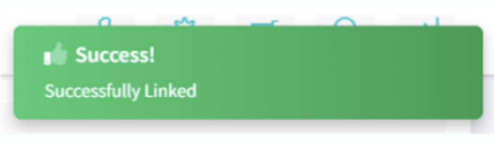


2. Click the Inventory Linking button to manage your linking.



You can use the 'Refine Inventory' feature to filter inventory by link status (either linked or unlinked) and sales channel SKU.

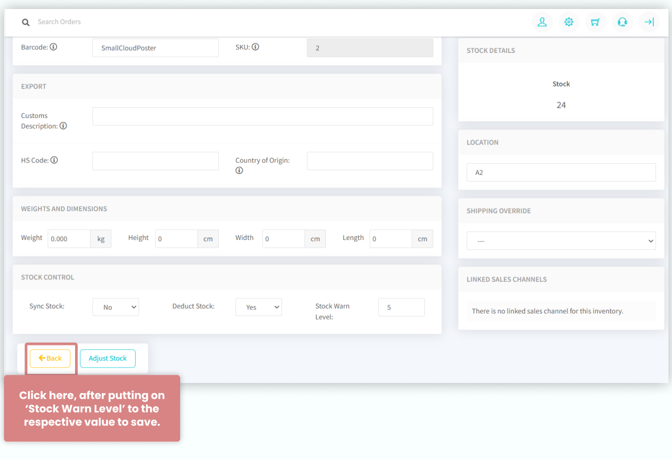
3. Use the dropdown menus on the Orders SKU column to link your Orders inventory to the their respective product matches on your sales channel. 'Title' refers the to the name of your product on the sales channel.
4. Click the Return to Sales Channel Linking utton to save your changes.
5. A success message will appear on the top right side of the screen letting you know the product has been linked.



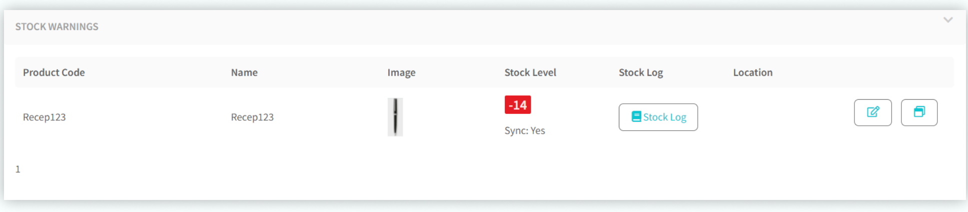
3 STOCK WARNINGS

You can set minimum stock levels for each of your inventory items, and have the system send an email notification whenever a certain product falls below the level you've set.

1. To do this simply go to Inventory, and click the edit button in front of the product you want to set a minimum stock level for.
2. Scroll down the items configuration page.



Now, if click the Stock Warnings button in your main inventory page, you can find a list of all your inventory that has fallen below their stock warning level.



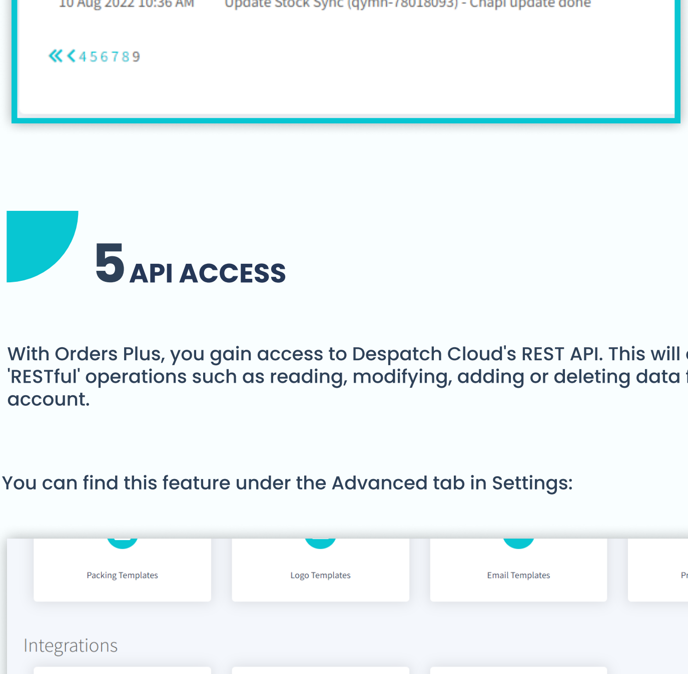
You can access stock logs and edit your inventory from here.

4 STOCK ALERT LOGS

You can access your Stock Alert Logs via your main Inventory page.

Click the Stock Alert Logs button. This will bring you to the page below, where you can see all the changes in stock made by the system and the sales channels with their related timestamp.

Here you can see all the changes in stock made by the system and the sales channels with their related timestamp.



ALERT LOGS

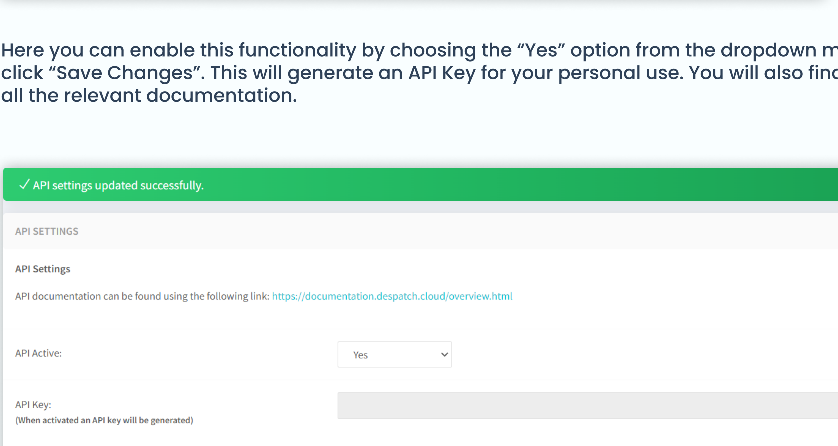
Date	Note
10 Aug 2022 11:07 AM	Chapi Product Bulk Create (COFFE123) - Done
10 Aug 2022 11:07 AM	Chapi Product Bulk Create (computeritems) - Done
10 Aug 2022 11:07 AM	Chapi Product Bulk Create (3423523523523520) - Done
10 Aug 2022 11:07 AM	Chapi Product Bulk Create (3432532525) - Done
10 Aug 2022 11:07 AM	Chapi Product Bulk Create (123142532523) - Done
10 Aug 2022 10:39 AM	Update Stock Sync (qymn-78018093) - Chapi update done
10 Aug 2022 10:36 AM	Update Stock Sync (qymn-78018093) - Chapi update done

4 5 6 7 8 9

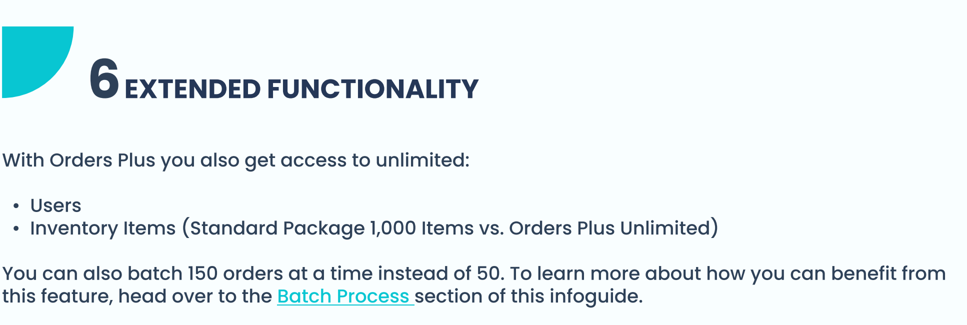
5 API ACCESS

With Orders Plus, you gain access to Despatch Cloud's REST API. This will allow you to perform 'RESTful' operations such as reading, modifying, adding or deleting data from your Despatch Cloud account.

You can find this feature under the Advanced tab in Settings:



Here you can enable this functionality by choosing the "Yes" option from the dropdown menu. Then, click "Save Changes". This will generate an API Key for your personal use. You will also find a link for all the relevant documentation.



6 EXTENDED FUNCTIONALITY

With Orders Plus you also get access to unlimited:

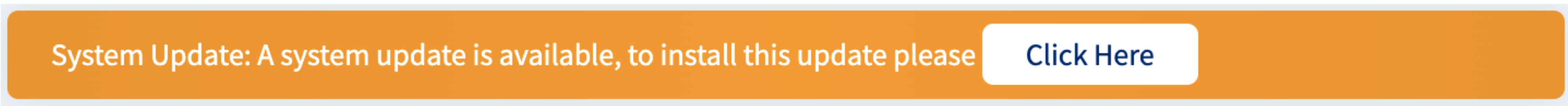
- Users
- Inventory Items (Standard Package 1,000 Items vs. Orders Plus Unlimited)

You can also batch 150 orders at a time instead of 50. To learn more about how you can benefit from this feature, head over to the Batch Process section of this infoguide.

Despatch Cloud

8. UPDATES

If a system update is available, the message below will show on top of your screen. Just click on it, and the update will start.



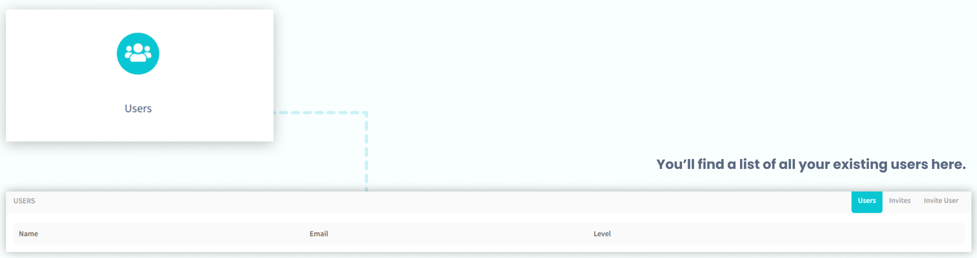
It will take up to 30 seconds for the update to complete once initialized, and it is advised to be done when no other user is logged into your system but yourself. If you experience any issues with Orders, please ensure you're on the latest update before creating a support ticket.

9. ADVANCED SETTINGS

To use your Orders system to its full potential, please visit the settings below. These features are not critical for the well-functioning of the system, but they will help enhance user experience and customise the system to your needs even further.

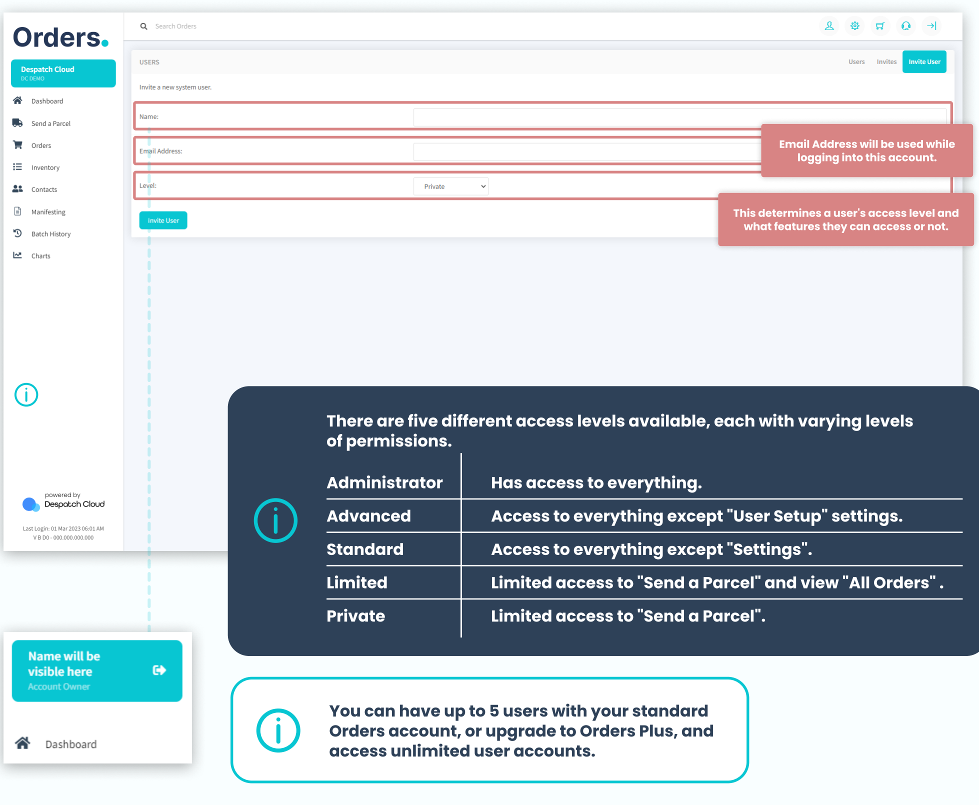
User Setup

Settings > General Settings > Users



You'll find a list of all your existing users here.

To create a new user, click on the **Invite User** button on the top right-hand corner of the screen, which will take you to the user configuration page.

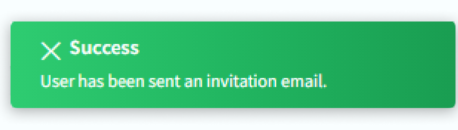


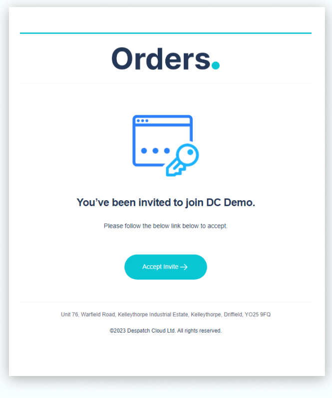
There are five different access levels available, each with varying levels of permissions.

Administrator	Has access to everything.
Advanced	Access to everything except "User Setup" settings.
Standard	Access to everything except "Settings".
Limited	Limited access to "Send a Parcel" and view "All Orders".
Private	Limited access to "Send a Parcel".

You can have up to 5 users with your standard Orders account, or upgrade to Orders Plus, and access unlimited user accounts.

Once you've completed the necessary fields, click the **Invite User** button at the bottom to send the invitation to the new user. You will receive a success message on the top right side of the screen.





The new user will receive an email with instructions on how to set up a password for their account and start using it immediately.

Configuring Silent Printing

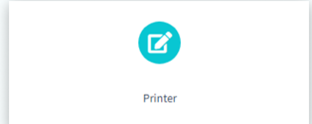
Orders allows you to print multiple labels at once via silent printing. This means that, when you click **Print**, the option printer setting windows will not pop up, allowing you to print directly.
To use silent printing in our system, you will need to install a small print utility on your computer that is connected to your printer.

1 Download QZ tray for free at https://qz.io/download/.

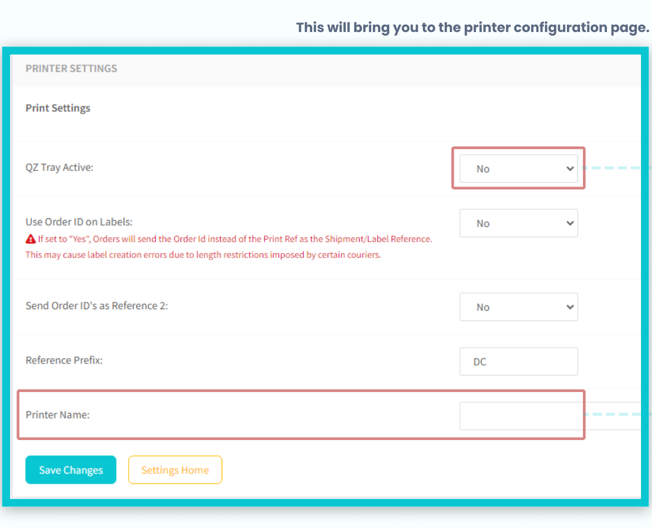
For a detailed guide on how to install QZ Tray, refer to the documentation below:

Windows	documentation.despatchcloud.com/books/printing-labels/page/qz-tray-windows
macOS	documentation.despatchcloud.com/books/printing-labels/page/qz-tray-osx
Linux	documentation.despatchcloud.com/books/printing-labels/page/qz-tray-debian-ubuntu

2 Go to **Settings > Integrations > Printer**



This will bring you to the printer configuration page.



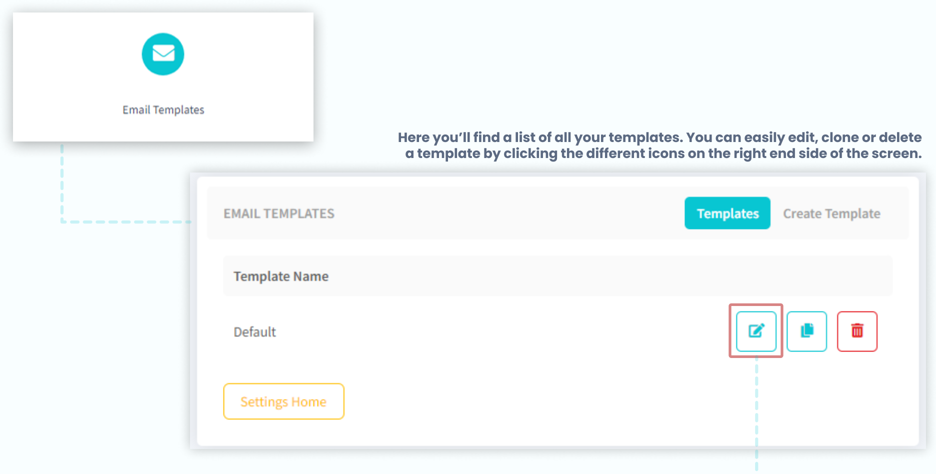
3 Make sure that **QZ Tray Active** is set to **Yes**. If not, change this to **Yes** and click the **Save Changes** button.

4 On **Printer Name** will now be a drop-down menu where you will select your label printed connected to QZ Tray. Once you're done, click the **Save Changes** button.

Email Templates

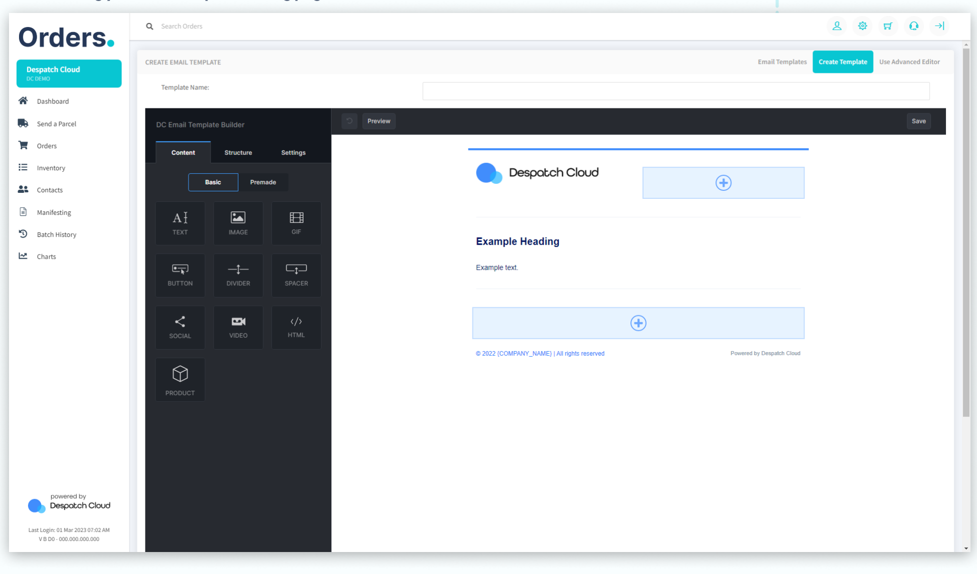
Using email templates, you can customise the look and feel of your despatch notifications, and even assign different email templates for each sales channel. This is ideal for customers who operate multiple brands or companies.

Settings > Templates > Email Templates



Here you'll find a list of all your templates. You can easily edit, clone or delete a template by clicking the different icons on the right end side of the screen.

This will bring you to the template editing page.



If you're not confident in your HTML and CSS skills, we recommend that you duplicate the Default template and edit it.

You will notice certain information appears in {BRACKETS}. These are variables that are populated with the appropriate values in the email.

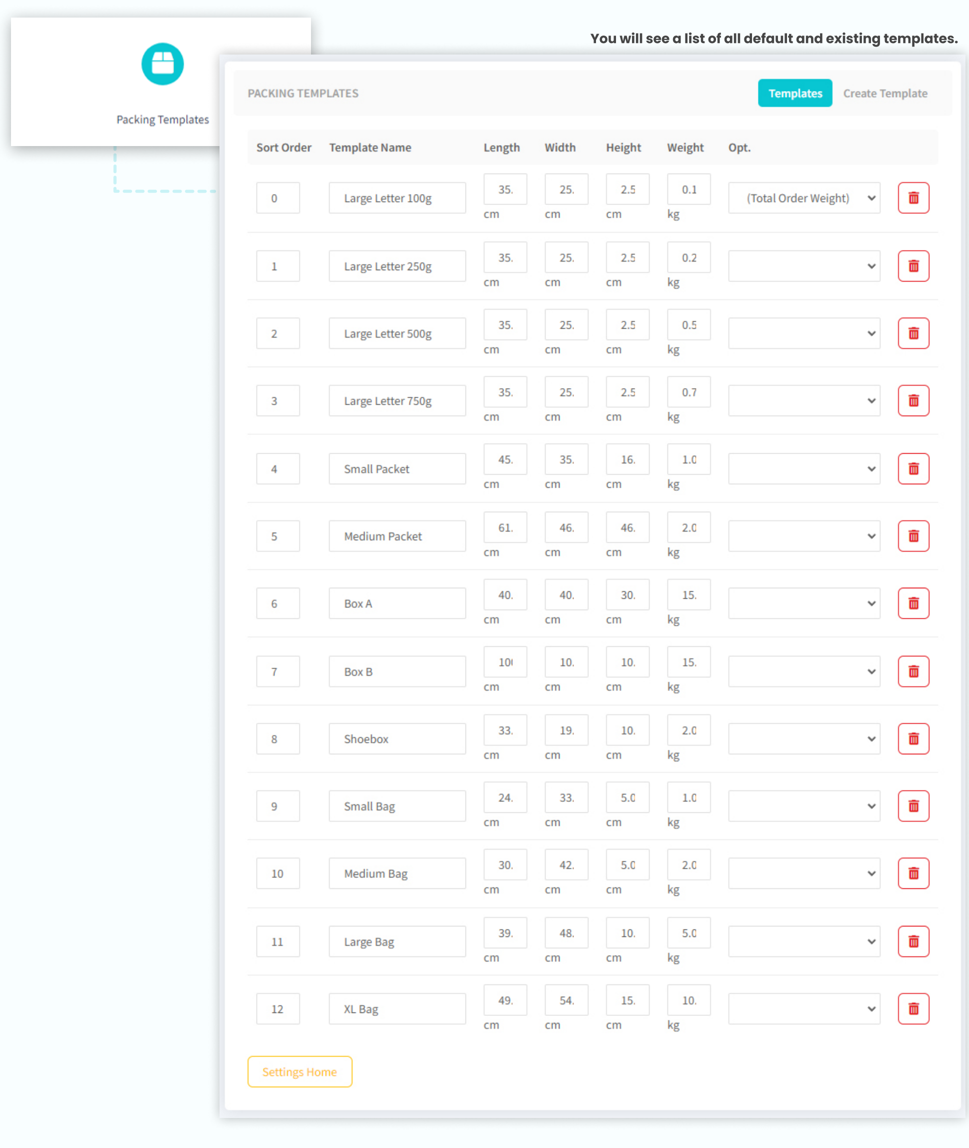
You can also build your email template from scratch using our smart template builder by clicking on **Create Template**.

Packing Templates

Packing templates refer to the types of packaging (usually boxes and envelopes) you ship your orders in. Create packing templates or customise our existing ones, and save time inserting the package dimensions each time you're despatching orders.

1 Go to **Settings > Templates > Packing Templates**

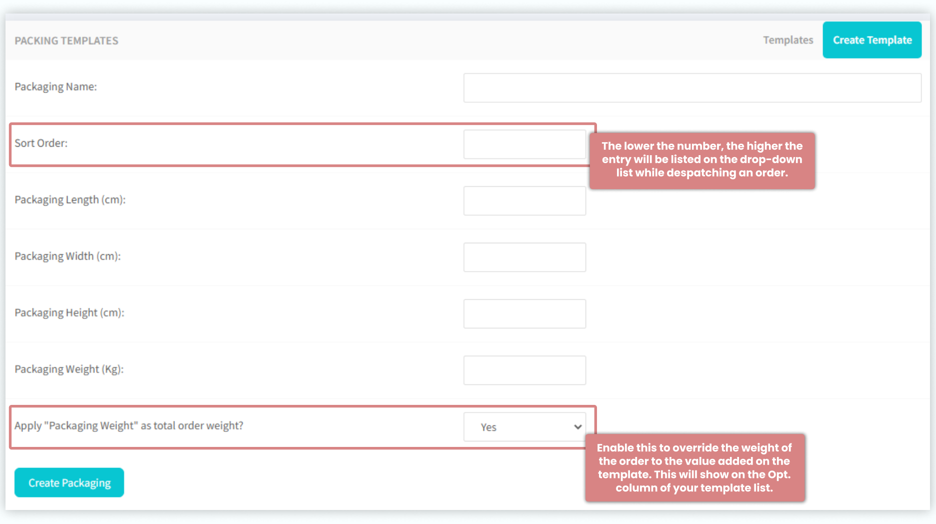
You will see a list of all default and existing templates.



Sort Order	Template Name	Length	Width	Height	Weight	Opt.
0	Large Letter 100g	35. cm	25. cm	2.5 cm	0.1 kg	(Total Order Weight)
1	Large Letter 250g	35. cm	25. cm	2.5 cm	0.2 kg	
2	Large Letter 500g	35. cm	25. cm	2.5 cm	0.5 kg	
3	Large Letter 750g	35. cm	25. cm	2.5 cm	0.7 kg	
4	Small Packet	45. cm	35. cm	16. cm	1.0 kg	
5	Medium Packet	61. cm	46. cm	46. cm	2.0 kg	
6	Box A	40. cm	40. cm	30. cm	15. kg	
7	Box B	10(cm	10. cm	10. cm	15. kg	
8	Shoebox	33. cm	19. cm	10. cm	2.0 kg	
9	Small Bag	24. cm	33. cm	5.0 cm	1.0 kg	
10	Medium Bag	30. cm	42. cm	5.0 cm	2.0 kg	
11	Large Bag	39. cm	48. cm	10. cm	5.0 kg	
12	XL Bag	49. cm	54. cm	15. cm	10. kg	

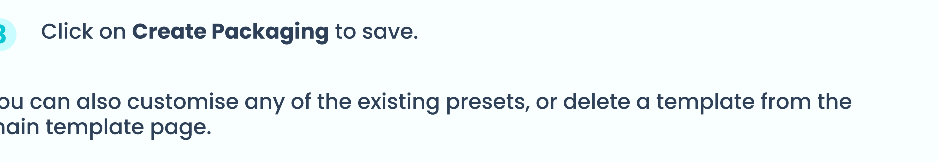
2 To create a new packing template, click on **Create Template**.

The following page will appear. Add a name and your desired measurements.

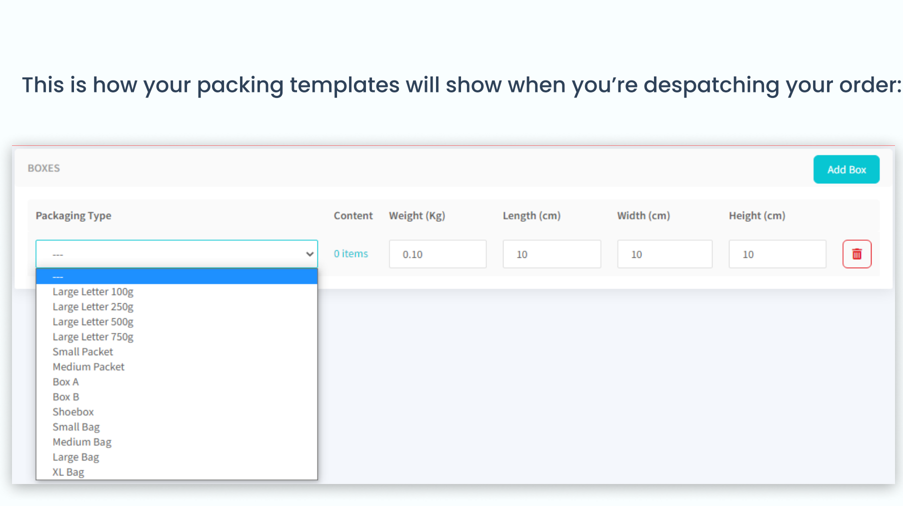


3 Click on **Create Packaging** to save.

You can also customise any of the existing presets, or delete a template from the main template page.



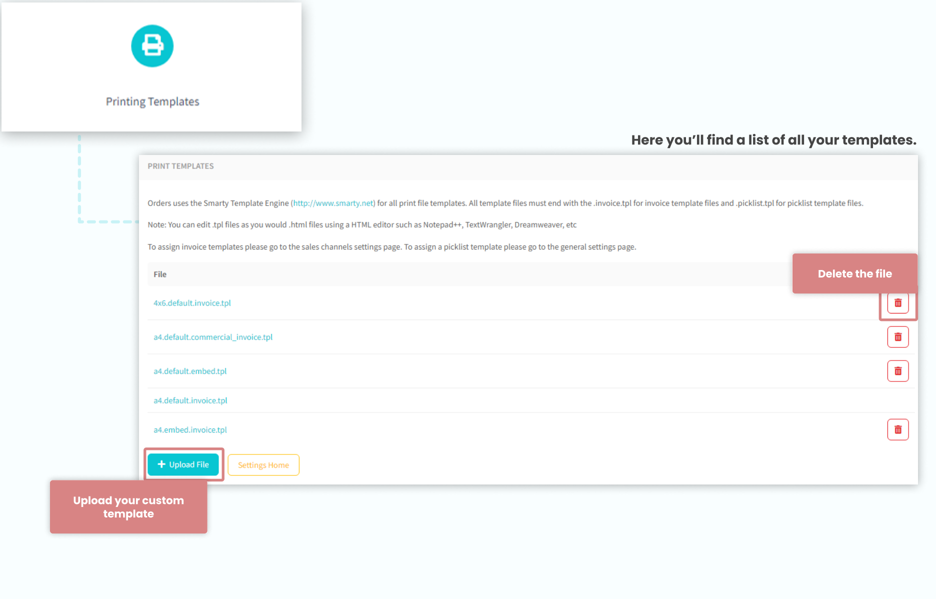
4 This is how your packing templates will show when you're despatching your order:



Print Templates

In Orders, you can upload new invoice layouts, and use them when printing receipts and shipping labels. Please refer to the smarty documentation page, to learn how you can use this tool to create your custom templates.

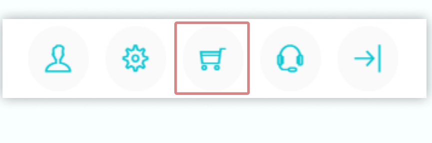
Settings > Templates > Print Templates



Here you'll find a list of all your templates.

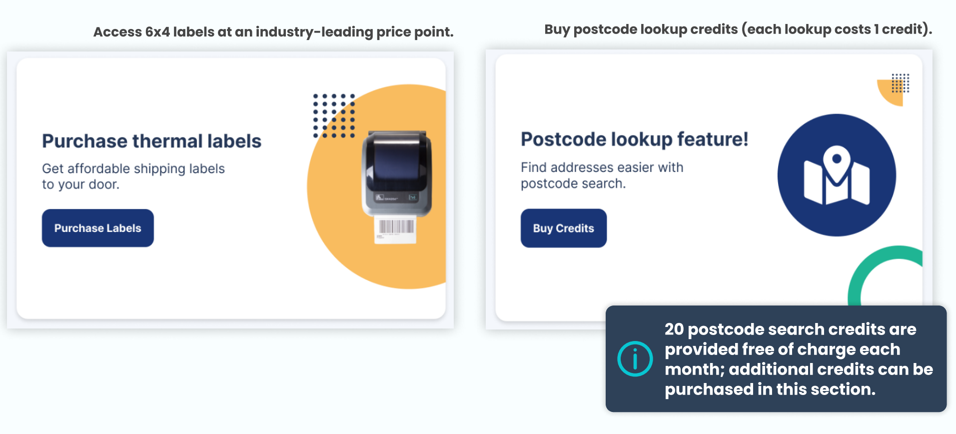
Consumables

You can find the consumables section by clicking the basket icon on the top right corner of the screen.



Access 6x4 labels at an industry-leading price point.

Buy postcode lookup credits (each lookup costs 1 credit).



20 postcode search credits are provided free of charge each month; additional credits can be purchased in this section.