



Introduction



Eurieka are a start-up, based in Ireland, which bought our package soon after they started. They have two retail websites with Stock in the channel. One selling everything on the market www.eurieka.ie and the other just selling HP products www.hpshop.ie

As with many of our customers they were soon getting large numbers of orders a day. They have no accounting system internally and simply send the transactions out to an accountant. However that still left them with the job of ordering the products from the suppliers and getting them sent to the buyer.

They assigned a full time person (who also had helpers in busy times) to copy and paste the details from the orders in to the various distributor's web sites to order the products. You can imagine how long that took. All the bills from the suppliers and the orders received were forwarded to their accountant.

The Solution

Stock in the Channel's order process solution

- 1) Orders that are made on their web site are immediately sent and loaded up to Stock in the Channel's orders inbox.
- 2) With a couple of clicks, the orders are then sent out straight to the distributors.
- 3) Virtually immediately after this, the web store is updated with the new order status of 'confirmed'. This generates an email to the customer to confirm the order has been accepted. The next update is usually when the items are despatched – with a courier tracking URL. When the product is dispatched, it causes the order status to then change again and generates the invoice in the shopping cart. This invoice and the order status update are automatically emailed to the buyer.

The above gets all the orders dealt with and despatched and handles all the customer notification. It means that at busy times they can handle the huge increase in orders. On a day to day basis it takes a lot of work off their hands. However the orders and payments still have to be accounted for.

Reconciling Transactions

The accountant is able to download all the orders and purchase orders from our system in a file. (There are links between orders and purchase orders) The accountant then batch enters orders and purchase orders in to their accounting system. It would of course have been possible to cash book the business and simply enter the total of income and payables by supplier which is what some other smaller customers do.

However if you are serious about stripping costs out of your business and want to completely automate processes then you should consider connecting our order processing system to your accounts package. **This would enable the following to automatically be reconciled with accounts:**

- Sales orders
- Purchase orders
- invoices

With the above you would completely strip out manual processes – except for actually paying the suppliers. One or two customers even automate that – setting up their accounts package to automatically pay the bills.