

S2 WebStore Portal Order Management Process

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Introduction

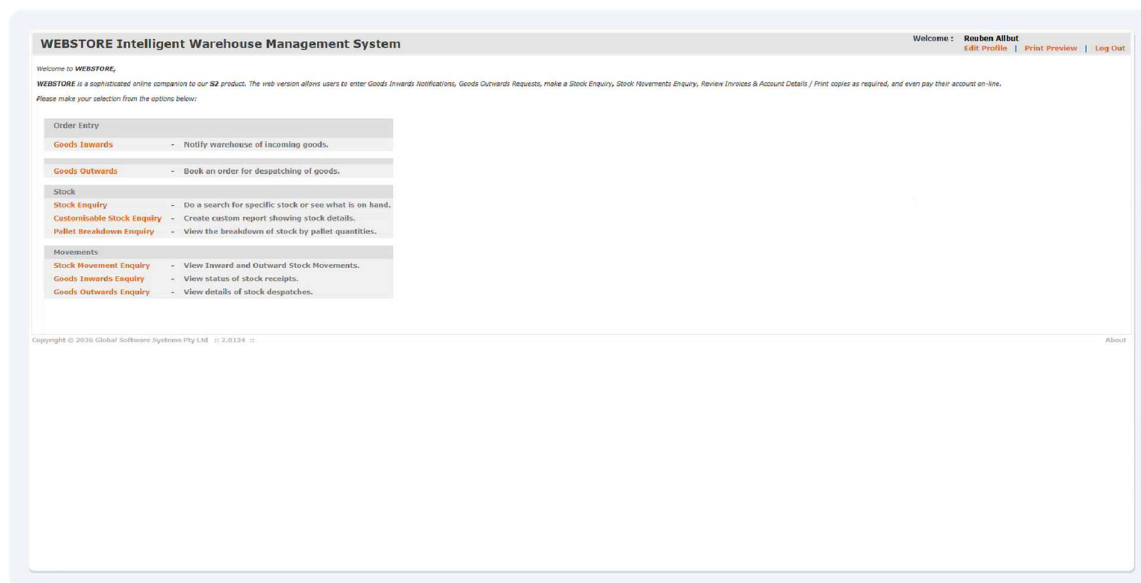
The WebStore Portal is a centralized system for managing goods moving in and out of the warehouse. It allows you to submit notifications for incoming (Goods Inwards) and outgoing (Goods Outwards) stock, check current stock levels, and track the status of your orders. This Standard Operating Procedure (SOP) covers the main functions of the webstore and provides detailed instructions for each task.

Access and Prerequisites

To use the WebStore Portal, you will need a valid username and password provided by your system administrator. Before creating orders, ensure that all necessary product codes and customer delivery details are available, as this information is required for submitting notifications.

Navigation Overview

After logging in, you will see the main menu, which is organized into three primary sections. This menu provides access to all order management and enquiry functions.



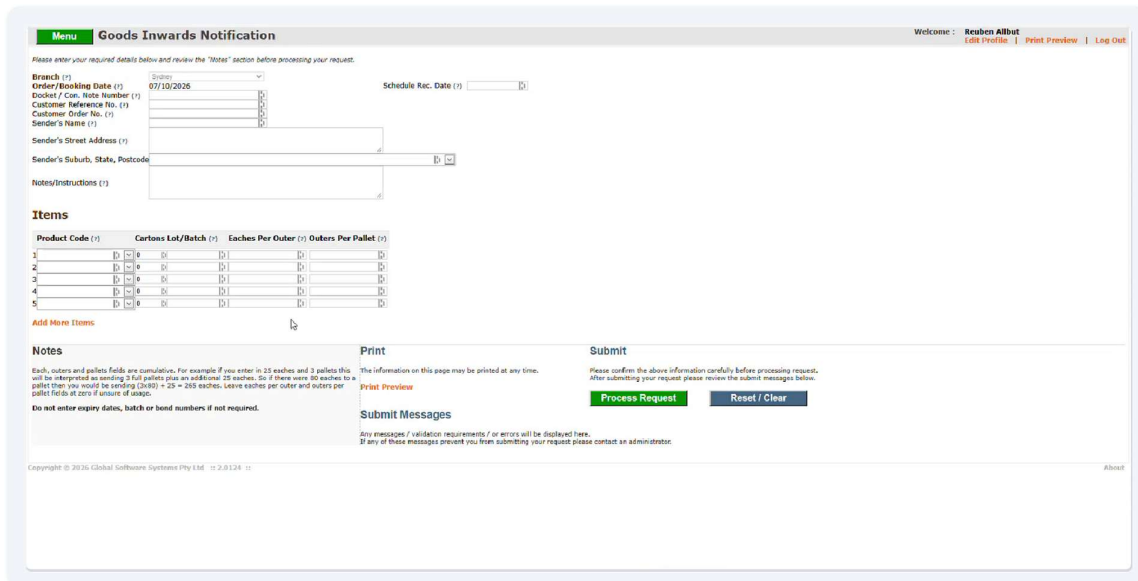
- **Order Entry:** Use this section to create new notifications for stock movements
- **Stock:** This section allows you to check inventory levels
- **Movements:** This section is for tracking the history and status of your orders

Detailed Procedures

How to Submit a Goods Inwards Notification

Use this function to advise the warehouse of an incoming delivery. You will need a reference number (such as a container number or purchase order number) and a list of the products and quantities being delivered.

1. From the main menu, navigate to **Order Entry** and select **Goods Inwards**.
2. Fill in the mandatory fields at the top of the form, including a **Connote / Ref No**, a **Customer Reference No**, and the **Schedule Rec. Date**.
3. In the **Items** section, click inside the **Product Code** field to open a dropdown list of available products. Select the correct product.
4. Enter the quantity of the product being received in the **Cartons** and/or **Pallets** fields.
5. To add more items, click the **Add More Items** button and repeat the process for each product.
6. (Optional) Add any special instructions for the warehouse team in the **Notes/Instructions** field.
7. Click the **Process Request** button to submit the notification.
8. A confirmation message, "Your request has been successfully accepted," will appear at the top of the screen to confirm the submission.



Menu **Goods Inwards Notification** Welcome : Reuben Allbut
[Edit Profile](#) | [Print Preview](#) | [Log Out](#)

Please enter your required details below and review the "Notes" section before processing your request.

Branch (1) Order/Booking Date (1) 07/10/2026 Schedule Rec. Date (1)

Docket / Con. Note Number (1)

Customer Reference No. (1)

Customer Order No. (1)

Sender's Name (1)

Sender's Street Address (1)

Sender's Suburb, State, Postcode

Notes/Instructions (1)

Items

Product Code (1)	Cartons Lot/Batch (1)	Eaches Per Outer (1)	Outers Per Pallet (1)
1			
2			
3			
4			
5			

[Add More Items](#)

Notes Each, outers and pallets fields are cumulative. For example if you enter 10 eaches and 3 pallets this will be interpreted as sending 3 full pallets plus an additional 10 eaches. So if there were 10 eaches to a pallet then you would be sending (20x3) + 25 = 255 eaches. Leave eaches per outer and outers per pallet fields at zero if unsure of usage.
Do not enter expiry dates, batch or bond numbers if not required.

Print The information on this page may be printed at any time.
[Print Preview](#)

Submit Please confirm the above information carefully before processing request. After submitting your request please review the submit messages below.
[Process Request](#) [Reset / Clear](#)

Submit Messages Any messages / validation requirements / or errors will be displayed here. If any of these messages prevent you from submitting your request please contact an administrator.

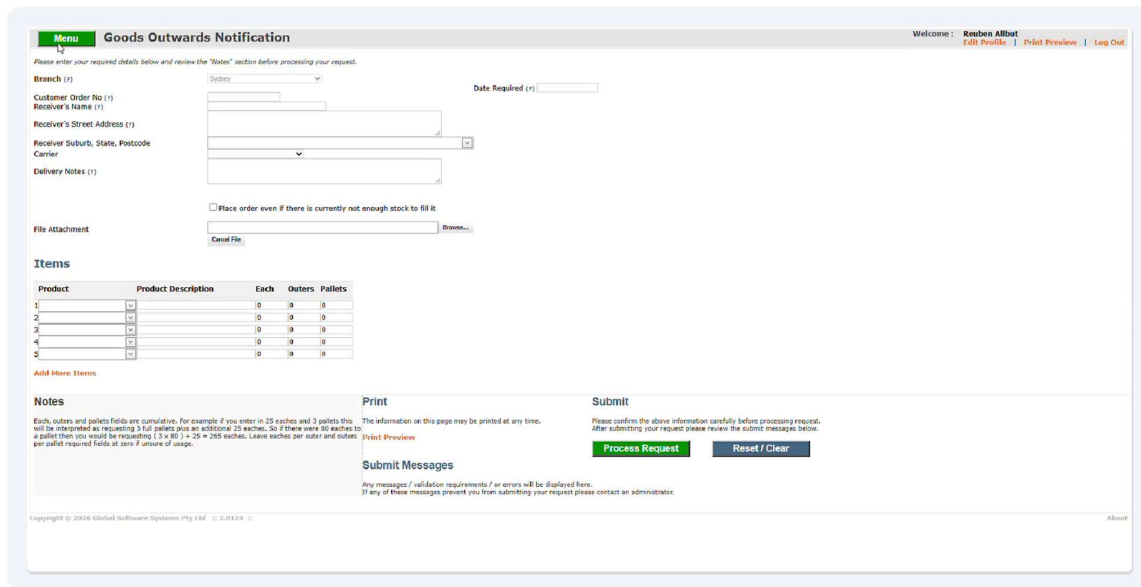
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How to Submit a Goods Outwards Notification

Use this function to create a dispatch order for goods to be sent from the warehouse.

Before starting, you should confirm stock availability using the **Stock Enquiry** function. You will need a customer order number, the receiver's full name and address, and the required dispatch date.

1. From the main menu, navigate to **Order Entry** and select **Goods Outwards**.
2. Fill in all mandatory fields, including the **Customer Order No**, **Receiver's Name**, and the full **Receiver's Street Address**.
3. Select the **Date Required** for the dispatch.
4. In the **Items** section, select the **Product Code** for the item being dispatched.
5. Enter the quantity to be sent in the **Each** and/or **Outers** columns.
6. To add more items, click the **Add More Items** button.
7. (Optional) Add any relevant information for the delivery in the **Delivery Notes** field.
8. Click **Process Request** to submit the order.
9. A confirmation message, "Your request has been successfully accepted," will appear at the top of the screen.



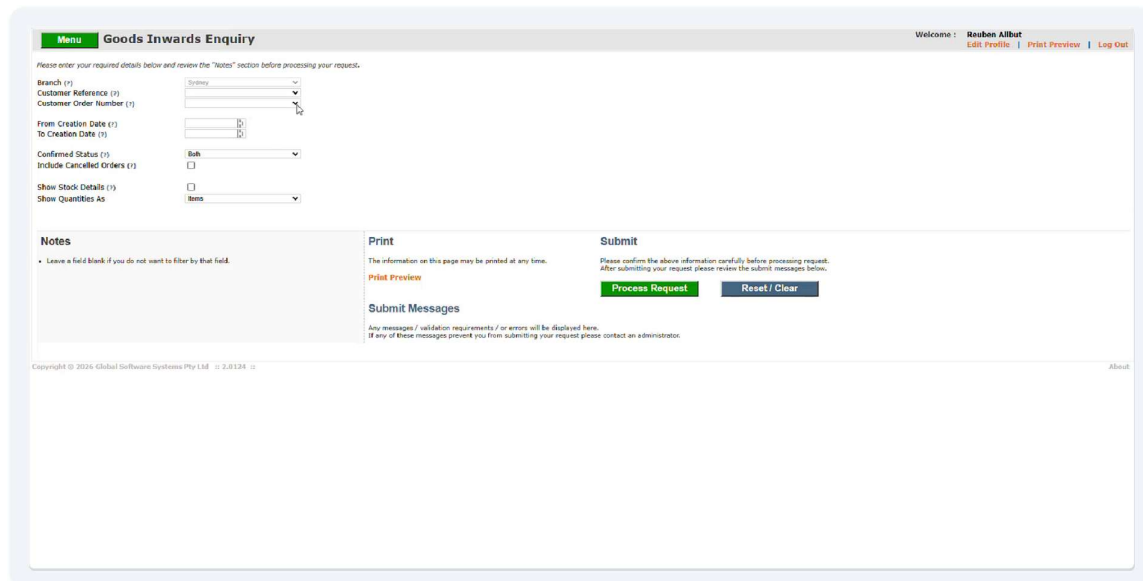
The screenshot shows the 'Goods Outwards Notification' form in the Excel S2 WebStore Portal. The form is divided into several sections:

- Header:** Includes a 'Menu' button and a 'Welcome' message for 'Rashid Allhat' with links for 'Edit Profile', 'Print Preview', and 'Log Out'.
- Form Fields:**
 - Breach (1):** A dropdown menu.
 - Customer Order No (1):** A text input field.
 - Receiver's Name (1):** A text input field.
 - Receiver's Street Address (1):** A text input field.
 - Receiver Suburb, State, Postcode:** A dropdown menu.
 - Carrier:** A dropdown menu.
 - Delivery Notes (1):** A text input field.
 - Date Required (1):** A date input field.
 - File Attachment:** A 'Browse...' button and a 'Cancel File' button.
- Items Section:** A table with columns: Product, Product Description, Each, Outers, and Pallets. It contains 5 rows of data with product codes and quantities.
- Buttons:** 'Add More Items', 'Print', 'Submit', 'Process Request', and 'Reset / Clear'.
- Notes Section:** A text area for 'Notes' with a 'Print' button.
- Submit Messages:** A section for displaying messages, with a 'Print Preview' button.

How to Check Order Status

You can check the status of any submitted Goods Inwards or Goods Outwards notification using the enquiry functions.

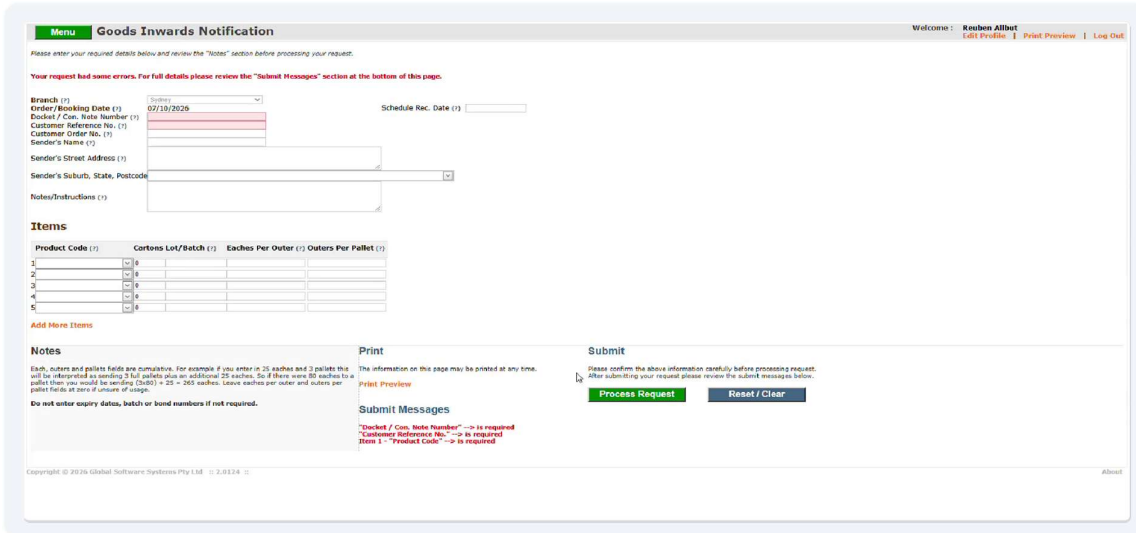
1. From the main menu, navigate to **Movements** and select either **Goods Inwards Enquiry** or **Goods Outwards Enquiry**.
2. To find a specific order, enter a known reference such as the **Customer Order Number** and click **Process Request**.
3. To view all orders, leave all search fields blank and click **Process Request**.
4. The results will display a list of orders, including the **Creation Date**, **Reference**, and current **Status** (e.g., CONFIRMED or UNCONFIRMED).



The screenshot shows the 'Goods Inwards Enquiry' page. At the top, there's a 'Menu' button and a 'Goods Inwards Enquiry' title. A welcome message for 'Reuben Allbut' is in the top right. Below the title, a note says 'Please enter your required details below and review the "Notes" section before processing your request.' The form contains several input fields: 'Branch (1)' with a dropdown showing 'Sydney', 'Customer Reference (1)', 'Customer Order Number (1)', 'From Creation Date (1)' and 'To Creation Date (1)' with date pickers, 'Confirmed Status (1)' with a dropdown showing 'Both', 'Include Cancelled Orders (1)' with a checkbox, 'Show Stock Details (1)' with a checkbox, and 'Show Quantities As' with a dropdown showing 'Items'. On the left, a 'Notes' section contains a bullet point: 'Leave a field blank if you do not want to filter by that field.' In the center, a 'Print' section has a note 'The information on this page may be printed at any time.' and a 'Print Preview' link. On the right, a 'Submit' section has a note 'Please confirm the above information carefully before processing request. After submitting your request please review the submit messages below.' and two buttons: 'Process Request' (green) and 'Reset/ Clear' (blue). Below the 'Submit' section is a 'Submit Messages' section with a note 'Any messages / validation requirements / or errors will be displayed here. If any of these messages prevent you from submitting your request please contact an administrator.' At the bottom left, there is a copyright notice: 'Copyright © 2024 Global Software Systems Pty Ltd. 2.0.124'. At the bottom right, there is an 'About' link.

Troubleshooting and Common Mistakes

- **Submission Errors:** If you click **Process Request** and the form does not submit, scroll to the bottom of the page. The **Submit Messages** section will display error messages in red, identifying which mandatory fields are missing or contain incorrectly formatted data.



Menu **Goods Inwards Notification** Welcome : **Ruben Allbut**
Edit Profile | Print Preview | Log Out

Please enter your required details below and review the "Notes" section before processing your request.

Your request had some errors. For full details please review the "Submit Messages" section at the bottom of this page.

Branch (*) Schedule Rec. Date (*)

Docket / Con. Note Number (*)

Customer Reference No. (*)

Customer Order No. (*)

Sender's Name (*)

Sender's Street Address (*)

Sender's Suburb, State, Postcode

Notes/Instructions (*)

Items

Product Code (*)	Containers Lot/Batch (*)	Eaches Per Outer (*)	Outers Per Pallet (*)
1			
2			
3			
4			
5			

[Add More Items](#)

Notes
Each, outer and pallets fields are cumulative. For example if you enter in 25 eaches and 3 pallets this will be interpreted as sending 3 full pallets plus an additional 25 eaches. So if there were 80 eaches to a pallet then you would be sending (2400) x 30 = 240 eaches. Enter eaches per outer and outers per pallet fields at zero if unsure of usage.
Do not enter expiry dates, batch or bond numbers if not required.

Print
The information on this page may be printed at any time.
[Print Preview](#)

Submit
Please confirm the above information carefully before processing request.
After submitting your request please review the submit messages below.
[Process Request](#) [Reset / Clear](#)

Submit Messages
"Docket / Con. Note Number" -> is required
"Customer Reference No." -> is required
"Item 1 - Product Code" -> is required

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- **No Live Stock on Order Screen:** The **Goods Outwards Notification** screen does not display current stock levels. Always use the **Stock Enquiry** function to check availability before creating a dispatch order.
- **Manual Address Entry:** Customer and receiver addresses are not saved in an address book. You must manually enter the full address details for each new Goods Outwards notification.
- **No Bulk Upload:** The system does not support uploading orders from an Excel or CSV file. Each order and its line items must be entered manually.

Quick-Reference Checklist**Before Submitting a Goods Inwards Notification:**

- ☐ Have the Connote / Ref No and Customer Reference No ready.
- ☐ Enter the correct scheduled receive date.
- ☐ Add all incoming product codes and quantities.
- ☐ Verify the confirmation message appears after submission.

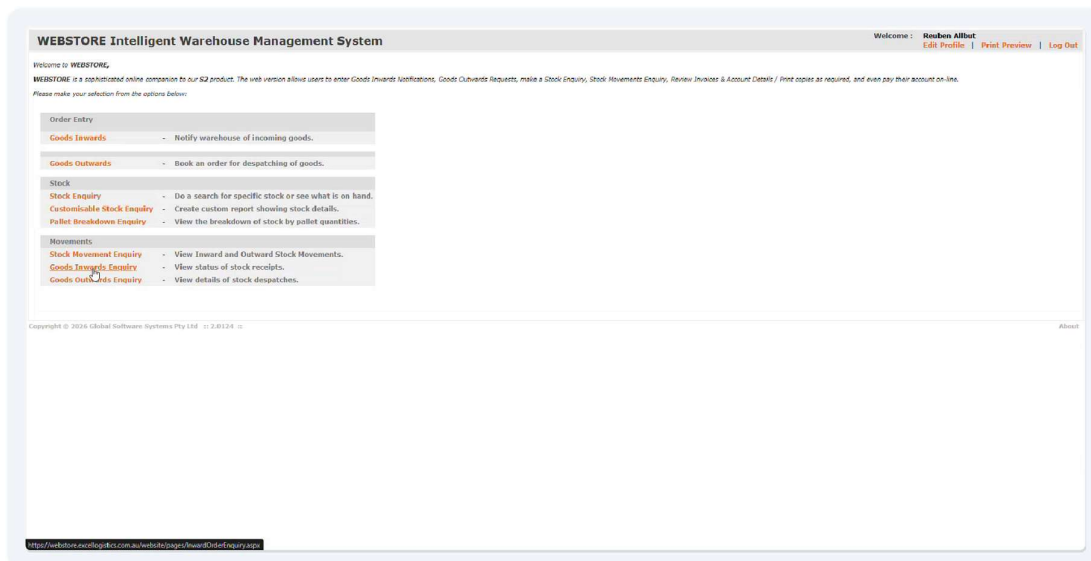
Before Submitting a Goods Outwards Notification:

- ☐ Use **Stock Enquiry** to confirm stock is available.
- ☐ Have the Customer Order No and full receiver delivery address ready.
- ☐ Enter the correct Date Required for dispatch.
- ☐ Add all product codes and quantities to be dispatched.
- ☐ Verify the confirmation message appears after submission.

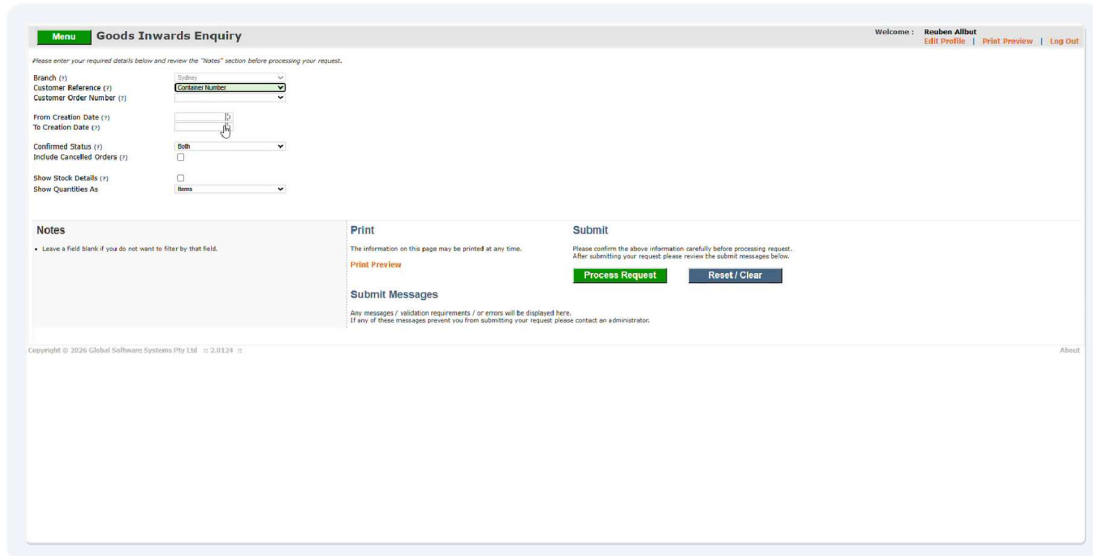
Check goods inwards order status

This guide explains how to check the status of goods inwards notifications within the WebStore portal. Following this process allows you to track specific incoming orders using a reference number or view a complete list of all incoming orders and their current status. You will need access to the WebStore portal to begin.

1. From the main menu, navigate to the **Movements** section and click the **Goods Inwards Enquiry** link.



2. To search for a specific order, click the **Customer Order No.** dropdown menu.
3. Select the reference number for the order you wish to find, such as the **Container Number**.



Menu **Goods Inwards Enquiry** Welcome : Rouben Allbut [Edit Profile](#) | [Print Preview](#) | [Log Out](#)

Please enter your required details below and review the "Notes" section before processing your request.

Branch (1):

Customer Reference (1):

Customer Order Number (1):

From Creation Date (1):

To Creation Date (1):

Confirmed Status (1):

Include Cancelled Orders (1): ☐

Show Stock Details (1): ☐

Show Quantities As:

Notes

- Leave a field blank if you do not want to filter by that field.

Print

The information on this page may be printed at any time.

[Print Preview](#)

Submit

Please confirm the above information carefully before processing request. After submitting your request please review the submit messages below.

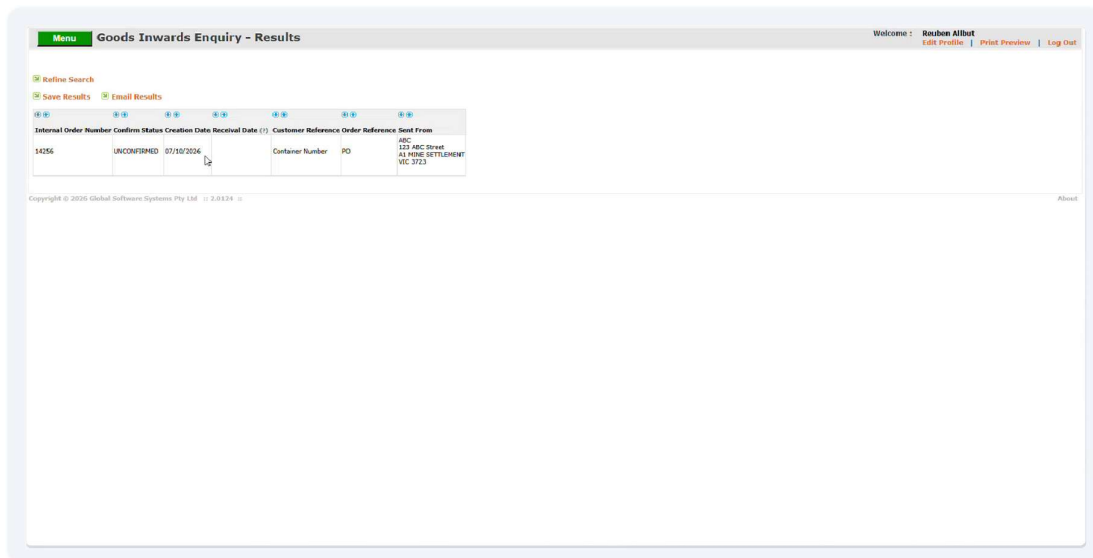
[Process Request](#) [Reset/ Clear](#)

Submit Messages

Any messages / validation requirements / or errors will be displayed here. If any of these messages prevent you from submitting your request please contact an administrator.

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- Click the **Process Request** button to execute the search.
- Review the **Goods Inwards Enquiry - Results** page to see the order's details, including its current **Status**.



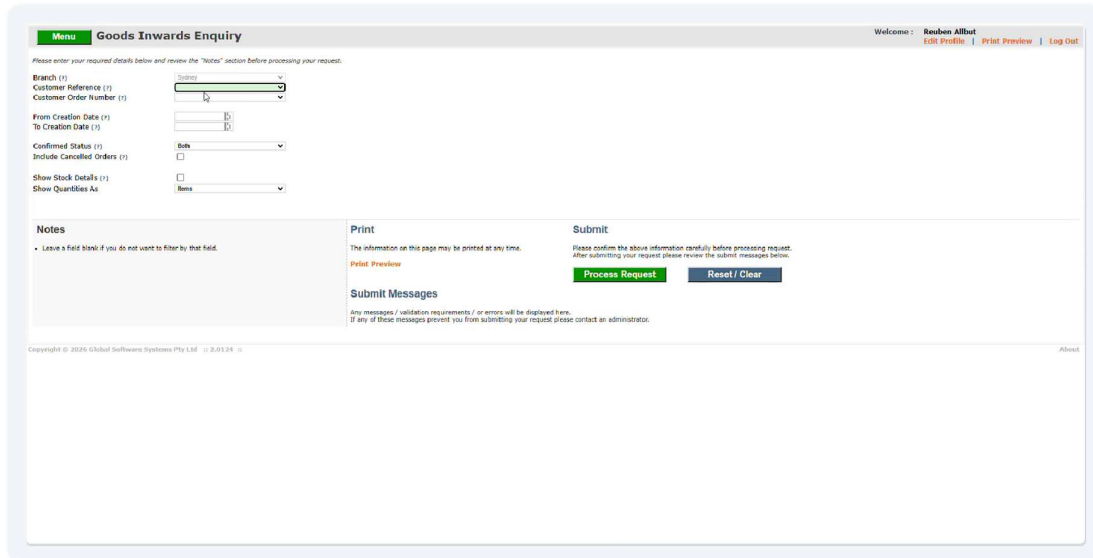
Menu **Goods Inwards Enquiry - Results** Welcome : Rouben Allbut [Edit Profile](#) | [Print Preview](#) | [Log Out](#)

[Refine Search](#) [Save Results](#) [Email Results](#)

Internal Order Number	Confirm Status	Creation Date	Received Date	Customer Reference	Order Reference	Sent From
14256	UNCONFIRMED	07/10/2024		Customer Number	PO	ABC 123 ABC Street ASHBOURNE VIC 3021

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- To view a list of all incoming orders, return to the **Goods Inwards Enquiry** screen by clicking the **Menu** button.
- Ensure the **Customer Order No.** field is left blank by selecting the empty option at the top of the dropdown list.



Menu **Goods Inwards Enquiry** Welcome: **Rouben Allbut** [Edit Profile](#) | [Print Preview](#) | [Log Out](#)

Please enter your required details below and review the "Notes" section before processing your request.

Branch (1):

Customer Reference (1):

Customer Order Number (1):

From Creation Date (1):

To Creation Date (1):

Confirmed Status (1):

Include Cancelled Orders (1): ☐

Show Stock Details (1): ☐

Show Quantities As:

Notes

- Leave a field blank if you do not want to filter by that field.

Print

The information on this page may be printed at any time.

[Print Preview](#)

Submit

Please confirm the above information carefully before processing request. After submitting your request please review the submit messages below.

[Process Request](#) [Reset/Clear](#)

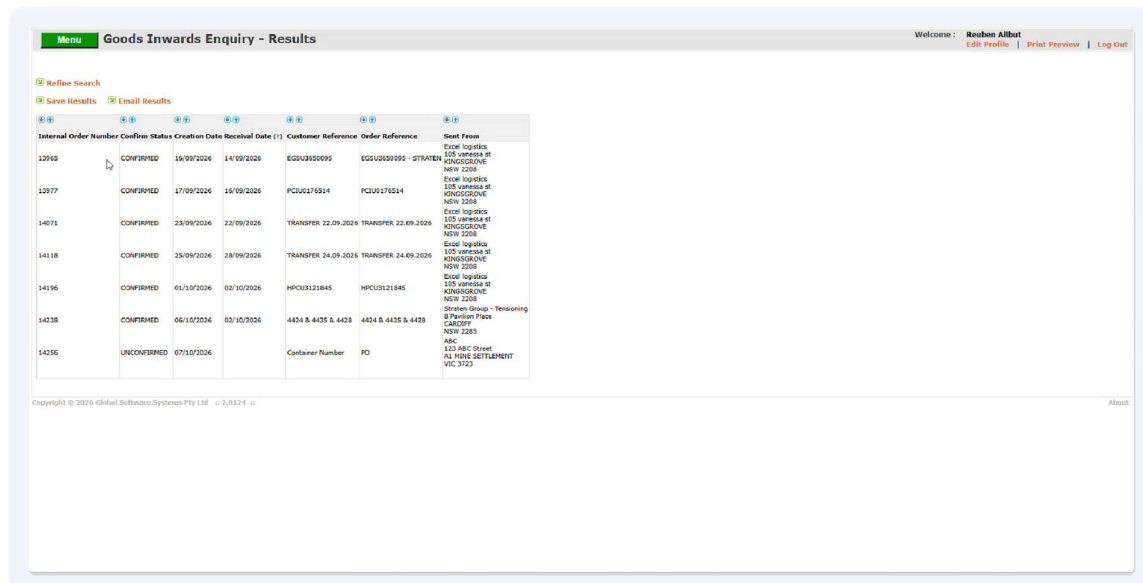
Submit Messages

Any messages / validation requirements / or errors will be displayed here. If any of these messages prevent you from submitting your request please contact an administrator.

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8. Click **Process Request** to generate a report of all goods inwards orders.

9. View the complete list of orders and their corresponding statuses, such as **CONFIRMED** or **UNCONFIRMED**.



Menu **Goods Inwards Enquiry - Results** Welcome: **Rouben Allbut** [Edit Profile](#) | [Print Preview](#) | [Log Out](#)

[Refine Search](#) [Save Results](#) [Email Results](#)

Internal Order Number	Confirm Status	Creation Date	Received Date	Customer Reference	Order Reference	Shipped From
12968	CONFIRMED	16/09/2024	14/09/2024	EGSU2650095	EGSU2650095 - STRATHE	Excel Logistics 105 Venners Rd KINGSCLARE NSW 2208
12977	CONFIRMED	17/09/2024	16/09/2024	PCJU176214	PCJU176214	Excel Logistics 105 Venners Rd KINGSCLARE NSW 2208
14071	CONFIRMED	23/09/2024	22/09/2024	TRANSFER	TRANSFER 22.09.2024 TRANSFER 22.09.2024	Excel Logistics 105 Venners Rd KINGSCLARE NSW 2208
14118	CONFIRMED	25/09/2024	24/09/2024	TRANSFER	TRANSFER 24.09.2024 TRANSFER 24.09.2024	Excel Logistics 105 Venners Rd KINGSCLARE NSW 2208
14196	CONFIRMED	01/10/2024	02/10/2024	HPCU3121845	HPCU3121845	Excel Logistics 105 Venners Rd KINGSCLARE NSW 2208
14238	CONFIRMED	06/10/2024	05/10/2024	4424 B, 4425 B, 4426	4424 B, 4425 B, 4426	Stratton Group - Renaming 8 Pearson Place CALCUTTA NSW 2283
14256	UNCONFIRMED	07/10/2024		Container Number	FO	ABC 112 ABC Street AL KINE SETTLEMENT VIC 3123

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Summary

This sub-process allows you to monitor the status of incoming goods within the WebStore portal. By searching with a specific reference number or viewing a comprehensive list, you can effectively track inventory receipts and confirm whether orders have been processed by the system. This visibility is key to managing warehouse intake and inventory levels.