ROS4U.com.au
Supplier – Managing Orders

This document outlines how to manage orders, tracking and despatching, through the ROS4U system.

The ROS4U system will generate purchase orders which are emailed to you for each item in a customer's order. The purchase order and the ROS4U supplier login will advise you of how the shipment should be delivered to the store location. Shown below is the section of the PO advising delivery via `Toll Marine Logistics'. Where requests are made to send via a freight handler in Darwin, the handover of goods occurs at delivery to the ROS4U requested freight handler (at which point the remaining freight to the store location will be on the ROS4U account with the generated shipping labels). Examples of these requests are:-

- Toll Marine Logistics Darwin
- Toll Road Darwin
- AP Satchel – Australia Post Satchel (delivery direct from you)
- AP Satchel 3kg – Australia Post Satchel 3kg (delivery direct from you)

To process a ROS4U order: -
1. Log into the ROS4U system as a ROS4U supplier user
2. When you have logged in you will be taken to the supplier dashboard (or home) page where you will see all of the store orders that have been placed with you as a supplier

Note the home screen shows all of the open (new) orders from customers of the ROS4U system. Orders are highlighted in orange where they have exceeded 3 days since the order was placed. Orders are highlighted in red where they have exceeded 7 days since the order was placed.

You can click on an order from here when you are ready to ship the goods, or refer to the next step for looking up the number from the purchase order.

Your home screen also shows you the contact ticketing system window where you will receive contact from ROS4U administration, and can make contact with ROS4U administration. See the instructions for `Contact Ticketing System' for more information.

3. If you are looking up a purchase order number from your ROS4U purchase order you have received via email, go into the Orders menu on the left, as shown below, and type the purchase order number (eg. 57.73) into the search box, which will bring up the open purchase order of that number

4. Click on the View button on the right hand side to open the details of the order. This will include all line items from the original customer order placed with you.

Note that a 'purchase order' is considered by ROS4U to be a line item from an original customer order. This is so the system is able to work with customer purchases that have products from more than one supplier. For example, customer order 57 may show 3 products like below: -
57.73 – Phillips Home Theatre
57.74 – Xbox Console
57.75 – Xbox Controller
This also make it easy to ship orders when some stock is available and ready to ship, while other items may be on back order.

5. When you are ready to despatch an item click on the Despatch button against that purchase order. You will be prompted with an input box.
This input is to record the details of how you are sending the goods, either to their final delivery location, or the Via address if the purchase order has requested delivery to another freight handler in Darwin. Entering your details here will be required for tracking of the order if required by ROS4U administration

(Note that multiple order items can be despatched with the same shipping details where sent together)

6. When you have selected to despatch the order you ROS4U will automatically generate the required paperwork to be shipped with the goods. If relevant, you will receive a shipping label (as shown below on the left) for freight via another freight handler, and you will receive the depot receipt form to be sent with the goods (shown below on the right)

7. The order is now complete and ready to send