



## thankQ trading

The thankQ trading module is aimed at not for profit organisations who are managing a stock control process as one of several income streams. Fully integrated with all other aspects of supporter profiles, such donations and communication histories, it includes functionality to manage:

- orders
- products and warehouses
- delivery labels
- picking and packing lists
- postage and VAT charges

### order processing

#### Trading

- Orders
- Trading Reports
- Products
- Warehouses
- Delivery Labels
- Picking List
- Packing List
- Send Orders
- Complete Orders
- Order Analysis

Workflow is used to manage the order process, ensuring that the right information is captured before the order is sent for packing and that the right invoice is generated with it. This even includes calculation of postage VAT rates dependent on the items being purchased.

The user can process payment there and then, including a donation, or set up an invoice for payment at a later date.

The process also allows ad-hoc discounts, special offers and time-dependent offers linked to source codes to be included in each order.

The process of ordering goods from suppliers is also managed through the Order form. This gives users the benefit of being able to see when stock deliveries are expected.

### products and warehouses

The concept of warehouses is applied to manage the physical location of stock and can be used to track stock movement

as deliveries are received from suppliers and dispatched to customers.

Stock can easily be transferred between warehouses, for example where a selection of items is temporarily taken to an event. A lost stock warehouse can be maintained to account for items that have 'disappeared'.

Full details of each product are stored including standard features such as cost and sale price, supplier details and VAT rate, and some special options such as favourite, discontinued and virtual products. Virtual products, such as downloads or services, which do not require their stock levels to be monitored are still managed and reported upon in the same way.

### picking, packing and delivery

Picking reports are available for all unfulfilled orders and can be produced for each specific warehouse. Once the stock has been brought from the shop floor, the packing lists clearly indicate which items are allocated to which orders.

Where appropriate, for example when a particular product is on back-order and not in stock, orders can be part fulfilled and completed at a later date.

Destination Code	BOOKS	Selling Price	6.99
Cost Price	3.50	Warehouse Name	Main Store
Default Warehouse ID	WH100001	Supplier Name	Harper Collins Publishers
Supplier ID	1000205	VAT Rate (%)	0
Weight (g)	198		

Packs of products, containing items which may also be available individually, can be ordered and picked as a group. This means that the single line item on the order is transformed into multiple items for the pickers in the warehouse.

The fulfilment process is nicely rounded with the automatic production of delivery labels for each order and an option for warehouse staff to move orders to fulfilled status 'en masse'.