Multi Shop Compiler

Description

The Multi Shop Compiler app is available for companies that have multiple locations 'shops ' within their Lightspeed Retail POS (LSR), and are looking to feed the combined inventory levels. through to one (1) Lightspeed eCommerce (eCom).

The app's main functionality is to compile all inventory stock levels and feed that compiled inventory values and products details into the eCom via the LSR

The inventory level for a product can be set to show the combined inventory level of the product from all the LSR locations, or the app can also list the individual stock on hand from each location on the product's 'details' page within the eCom.

The app requires a unique location to be setup, within the Lightspeed Retail account.

This LSR location is in addition to any existing 'locations(s), where each shop's individual inventories are tracked from.

This new location' is where the Multi Shop Compiler app will compile the inventory, and it is this location that the eCom will be connected to, so as to pull its product catalog data from and send its online orders back into.
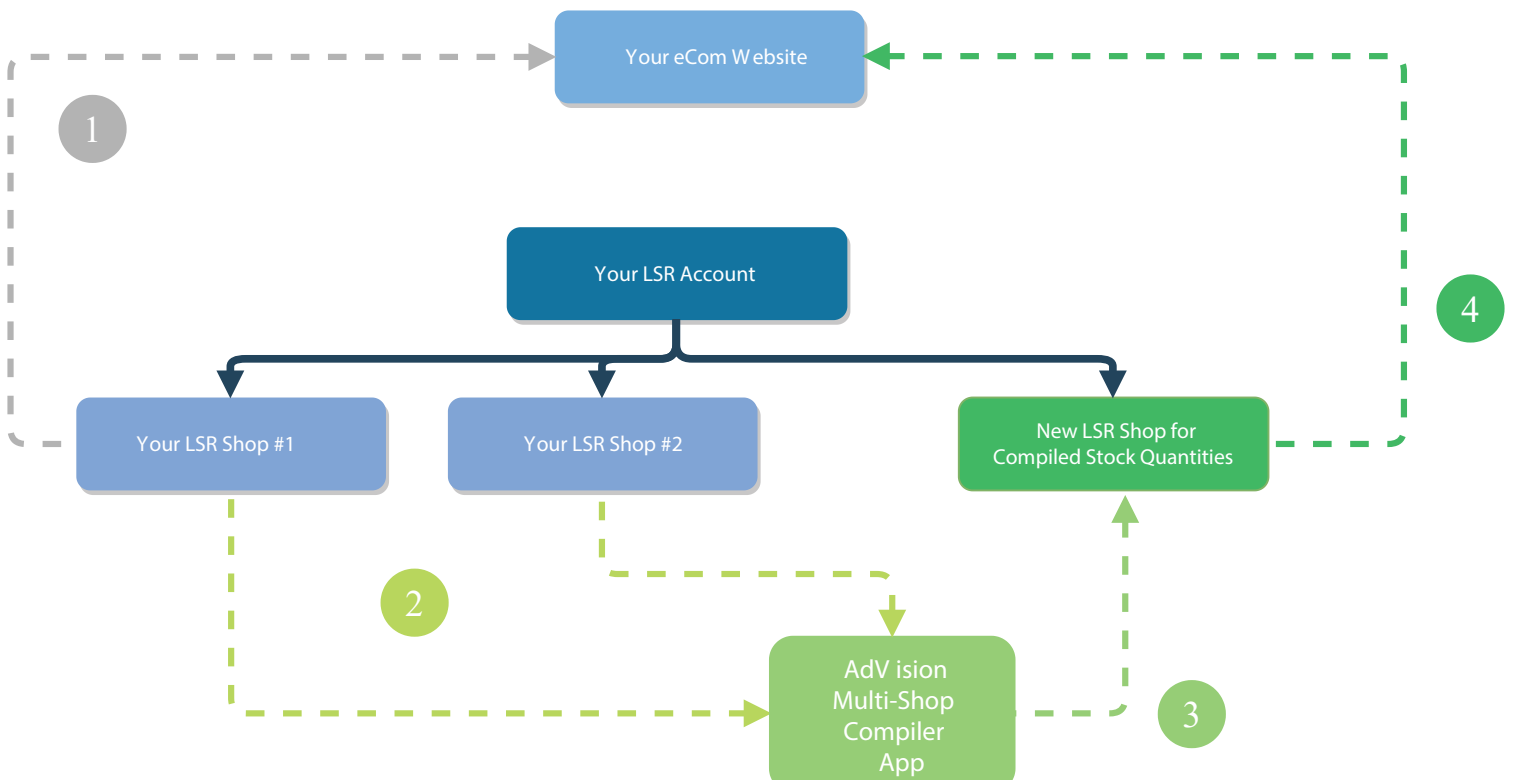
AdVision also offers an additional app called the Order Splitter, that can take the orders downloaded and determine which location that has inventory to fulfill the items in the order, and once determined, will create a sale in each with the appropriate items to fulfill.

Watch the movie overview : https://www.screencast.com/t/OgDQRcGqPu

How does the AdVision MultiShop Compiler app work?

1. Your Current eCom only reads stock from one of your LSR Shops

2. The AdVision app reads stock from all your LSR Shops

3. The app combines the stock of each item and sets that combined stock quantity in your new LSR shop

4. With your eCom website connecting to the new LSR shop, eCom now reads your combined stock quantities

* With the AdVision Multi-Shop Compiler, and an additional LSR shop, your eCom website reads total combined stock quantities from all your LSR shops!

Your eCom Website

1

Your LSR Account

4

Your LSR Shop #1

Your LSR Shop #2

New LSR Shop for Compiled Stock Quantities

2

AdVision Multi-Shop Compiler App

3

To Help you Better Understand the Inventory Management Process

Principle Functionality - Multi - Shop (Location) Compiler

- Is to monitor Product data and Inventory, every 5 minutes, across multiple Lightspeed Retail location(s) and to 'compile' this data and load it into a 'master' Retail location.

Upload of Products - The process and how it works.

LOCATIONS : Every time inventory is updated within your POS Location(s), based on transaction you are addressing locally in real-time, the Multi-Shop Compiler will UPDATE the 'compiled inventory' database.

Then that compiled inventory is updated on the Master Retail POS which itself is a 'location' and it is that 'master location' that is connected to the eCom.

This is the additional location account you require and where the Multi-Shop Compiler as outlined below...

LOCATION A --->
                        Multi Shop Compiler ----> MASTER RETAIL LOCATION ---> eCom
LOCATION B --->

Once the the Multi-Shop compiler has updated, the compiled inventory into the 'Master Retail 'location', it has now addressed all of what it is designed to do. All functionality beyond that, 'upload products, download orders' are built in existing functionality from Lightspeed.

You have an option of having our 'Order Splitter' app installed that will redistribute orders back to your multiple location(s).

Below is a detailed outline of how your Web Orders on the eCom platform can be handled, when it comes to Inventory and fulfillment of 'combined inventory'.

Downloading Orders from eCom shop that is connected to the MASTER RETAIL LOCATION

Without the Order Splitter app...

Orders are automatically downloaded using existing functionality of the Lightspeed Omni Channel connection - Upload Products/Download Orders.

Web Orders are seen within the Master Retail POS 'location' and if you do not have the Order Splitter installed, you have 2 choices on how to administer those orders.

Option 1

You can process the order on the Master 'location' and always work from the Master 'location' to manage your eCom orders only.

- If you choose this then you can either 'Manually' adjust the inventory by accessing 'location' A or B and minus - 1 on that product inventory

LOCATION A ---
                       - manually access A or B and adjust inventory - | MASTER LOCATION <--- eCom
LOCATION B ---

How you MANUALLY adjust inventory in a LOCATION -

Editing Inventory Levels.

Option 2

You can transfer inventory from 'location' A or B to the Master 'location' then then complete your order process as you do with all transactions.

Either way will maintain your inventory counts and the Multi-Shop Compiler will remain in 'sync'.

LOCATION A --->

- transfer inventory to MASTER and complete order - | MASTER LOCATION <--- eCom

LOCATION B --->

How to TRANSFER Inventory from one LOCATION to another LOCATION -

Transferring Items.

With the Order Splitter app....

If installed the Order Splitter app, then works with 'RULE sets', as also outlined here in this PDF and can create new orders over to 'location' A and B' as needed.

LOCATION A <---

- orders automatically distributed - <--- MASTER LOCATION <--- eCom

LOCATION B <---

What do you do when you get a WEB ORDER Notification - where do you go, what do you click on and what happens when you click on a button within the POS?

When you get an eCom order it needs to be fulfilled in eCom, besides shipping the order not much needs to be done. Within Retail the transaction is completed and thus nothing needs to be done (when using Retail - Omni). If needed the merchant can View eCom sales reports in Retail but this is not part of fulfilling an order.

In regards to buttons you can push within Retail, you can go from a Retail Item to the eCom product.

There is a complete getting started guide for new merchants that walks them through all the steps and and shows how Omni works.

What is the benefit of working from the RETAIL side rather than using the eCom portal to full orders?

Orders should be fulfilled in eCom as it triggers notification emails that keep the customers updated on the order process (paid, shipped, return status, etc.) Within Retail is not much to do besides cancelling or manually refunding an order (which is not recommended).
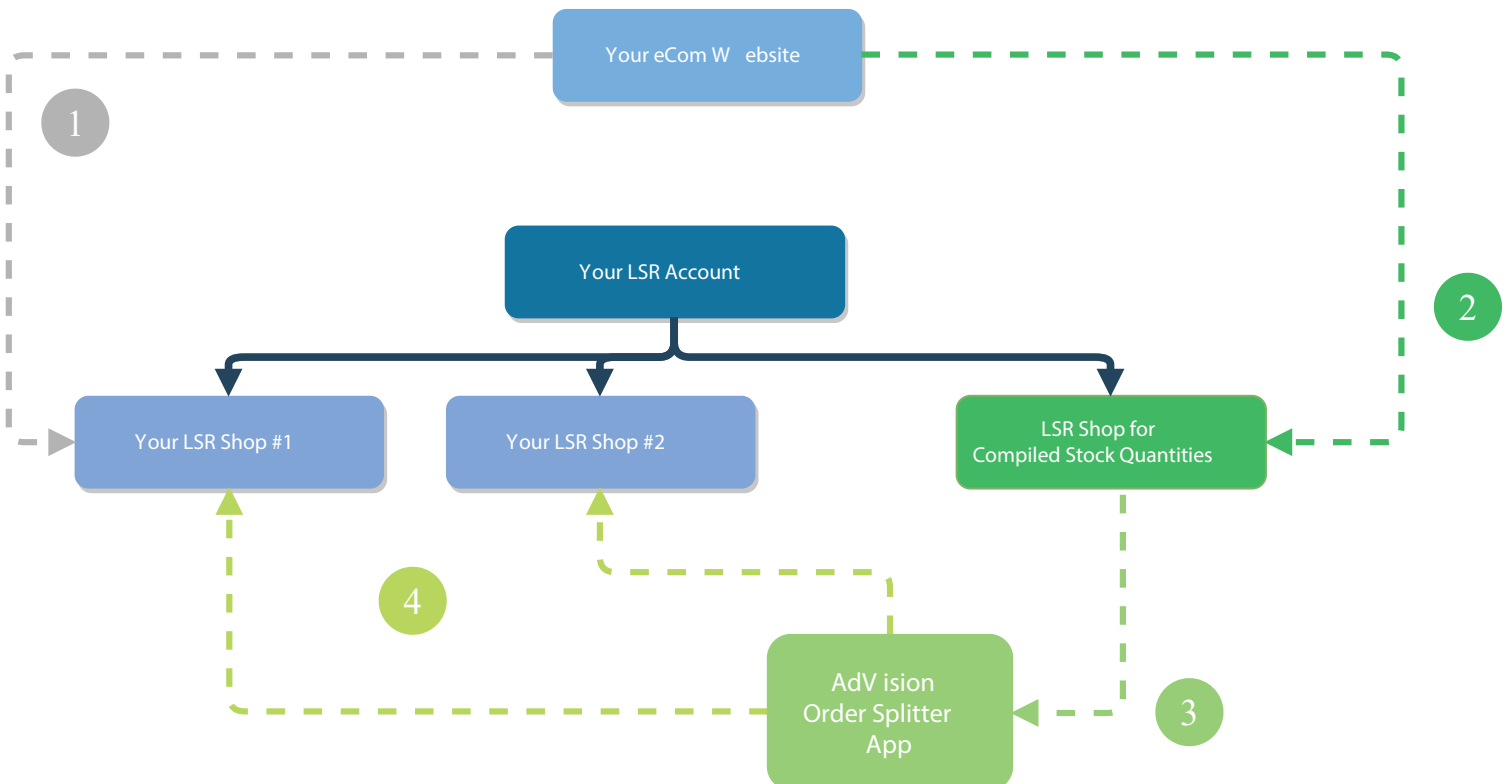
Order Splitter

How does the AdVision Order Splitter app work?

The Order Splitter app requires AdVision Multi-Shop Compiler app be setup/installed.

1. Before the AdVision Compiler app was installed, your eCom website would only send orders into the one LSR location.

2. With the Compiler app installed and eCom now connected to the new LSR location, orders will be sent to that new location (where the compiler app works)

3. When the Order Splitter app is installed, it will detect new orders as they come in from eCom, after which it reviews the item(s) in the new order and decides (based on predetermined rules) which 'location' should fulfill the purchase of each item in the order.

4. Once the Order Splitter knows which location(s) need to fulfill items, it creates a new sale in each location just for the items that 'location' needs to fulfill.

*With the AdVision Multi-Shop Compiler and Order Splitter apps, orders placed through eCom are auto-split to be fulfilled by 'location(s)' with the required quantity!

Order Splitter location Criteria Considerations

The options we currently offer, that are used to create a score and determine which 'location' should be used for an item's fulfillment, are:

location has stock
location has the most stock
location has enough stock to cover the full qty being ordered
where the order is shipping to by country, state, or zipcode (i.e. if order is shipping to X, then location X is preferred)

We can also rank each location to determine which is the preferred location for fulfillment. Generally, aside from ranking the locations, option 3 is the primary option, then 2, then 1. Option 4 is available if ship to address is important to your fulfillment decisions. Here's an example of how the app would use this criteria to determine fulfillment:

Order comes in for 2 qty of product X, app needs to determine if location #1 or location #2 should fulfill that item. location #1 has 1 of product X in stock, location #2 has 3 of product X in stock. Fulfillment criteria is processed like so:

location 1 is preferred over location 2, so location 1 starts with a score of 1 location 1 = 1, location 2 = 0

Both location 1 and 2 have stock, so they both get a point location 1 = 2, location 2 = 1

location 2 has the most stock of the item, so it gets 2 points location 1 = 2, location 2 = 3

location 2 has enough stock to cover the full qty ordered, while location 1 does not, so location 2 gets 3 more points

location 1 = 2, location 2 = 6
location 2 has the higher score, so a new sale for 2 qty of product X is created in location 2! The item is fulfilled.

Taking this same scenario again, but let's say we really prefer location #1 fulfill items whenever it can, we can accomplish this by giving location #1 a higher starting score, and it would play out like this:

location 1 is preferred over location 2, so location 1 starts with a score of 10 location 1 = 10, location 2 = 0

The rest of the criteria from our first scenario remains the same, up until the total scores are compared location 1 = 11, location 2 = 6

location 1 has the higher score, so it's the preferred to fulfill, but since it doesn't have the full qty to cover the order, location 2 will get the portion of the fulfillment qty that location 1 can't cover. So a new sale would be created in location 1 for what it can fulfill (1 qty of product X) and another sale will be created in location 2 for the remainder (1 qty of product X)

Most businesses prefer to avoid splitting sales like this as it creates additional shipping/handling costs, but it's an option if needed.

If you have additional criteria you'd like to work into the splitter's fulfillment logic, please let us know and we can advise what would be required.

Finally, when setting up the order splitter app, we need:

To set a Default location. Which location should be used as the default location to send orders to?

The product eCom is using for shipping costs in your LSR. Can you please direct us to the eCom shipping product in your catalog?

If an order has to be split into multiple sales, we need to set the payment method that should be used when creating a split order. We suggest setting up a special payment method so if an order has to be split, it provides another way to identify those split sales (by payment method). For example: "AdVision Split Sale Payment" could be the new payment method we use for split sales. Can you please identify which payment method these split orders should have assigned to them?

If an order has to be split into multiple sales, do you want the shipping cost split among the split sales?

This determines how you want the shipping amount to be handled (accounted for/assigned to sales) if a sale needs to be split. E.g.: if order has shipping cost of $10 and has to be split into two sales in LSR, do you want each sale to be assigned a shipping amount of $5 OR should the app just assign the full shipping amount to one sale and $0 shipping to another.

For each location in your account, we need to assign an employee and register that the app should use to create sales within each location. Please provide an employee and register for each location.

When an error occurs in the app, it can notify you via email. Would you like to provide an email address to be notified about order splitter errors?

For a visual idea of how the splitter works, check out this flowchart and this video that outlines how the compiler and order splitter apps work.

Please let us know if you have any questions. Thanks!