New Order

SHOPIFY → **WAREHOUSE** →

Once shipped and confirmed out,
order is marked FULFILLED in Shopify

The tracking info is sent back to Shopify,
then to the customer “Shipping Notification”

↓

NETSUITE →

Customer record created in NS,
Open invoice, pending fulfillment

↓

SHOPIFY

NETSUITE ←

The fulfillment and tracking info is sent
from Shopify to Netsuite via Celigo integration,

**there have been ongoing issues
with the fulfillment IO integration due
to inaccurate inventory counts in NS**

↓

The order is marked fulfilled and customer invoice is closed.

New Product

NETSUITE → **WAREHOUSE** →

New SKUs are first created in NS, then immediately synced into and created within the 3PL system.

Upon SKU creation, item can be added to PO

↓

SHOPIFY →

Customer record created in NS,
Open invoice, pending fulfillment

↓

NETSUITE

PO is created, submitted and approved in NS. Approved POs are automatically pushed to 3PL system.

Once inbound shipment arrives, 3PL creates a Receiver against the PO. Item counts flow into NS.

this data flow has improved but occasionally requires manual receipt

↓

WAREHOUSE

↓

SHOPIFY

4am FULL inventory sync occurs daily,
counts are then visible to Shopify

Returns

RETURNLY → **SHOPIFY** → Notes added to order, RMA ID and Tracking

↓

NETSUITE → Open RMA created → **WAREHOUSE**
When the Return is marked DELIVERED status, the RMA number is push to 3PL for receiving.

Item receipt pushed to NS through Returnly integration

↓

KITTENISH

When the Return has been marked received, customer refund or store credit is issued in Shopify (depending on reason for return)

← **SHOPIFY**

Refund amt. info is then pushed to NS customer order / invoice through Returnly integration

↖

there were many issues with Renturnly integration up until March