Kiaan WMS User Guide

Kiaan WMS - Complete User Guide

This comprehensive guide covers all features and functionality of the Kiaan Warehouse Management System (WMS) Admin Panel.

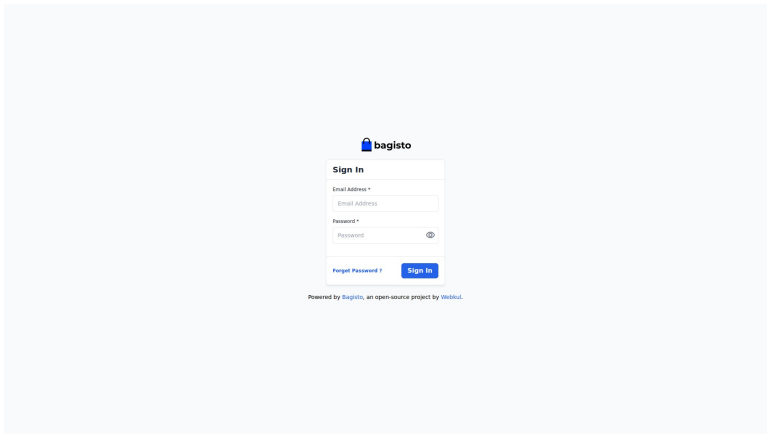**Platform:** Bagisto E-commerce with WMS capabilities **Access URL:** http://91.98.157.75:8000/admin

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1. Authentication & Login

Accessing the Admin Panel

The WMS admin panel is accessed at:
http://91.98.157.75:8000/admin/login

Admin Login Page

Login Screen Features

This screen provides secure access to the warehouse management system:

Element	Purpose
Email Address Field	Enter your administrator email

|	
Password Field	Enter your secure password
Sign In Button	Submit credentials to access the system
Forget Password Link	Reset your password if forgotten

How to Login

1. Navigate to the admin URL in your browser
2. Enter your registered administrator email address
3. Enter your password (case-sensitive)
4. Click **Sign In** to access the dashboard

Security Best Practices

- Use strong, unique passwords (12+ characters with mixed case, numbers, symbols)
- Never share login credentials
- Log out when leaving the workstation
- Use the "Forget Password" feature if you suspect credential compromise

2. Dashboard Overview

The dashboard provides a centralized view of your warehouse operations.
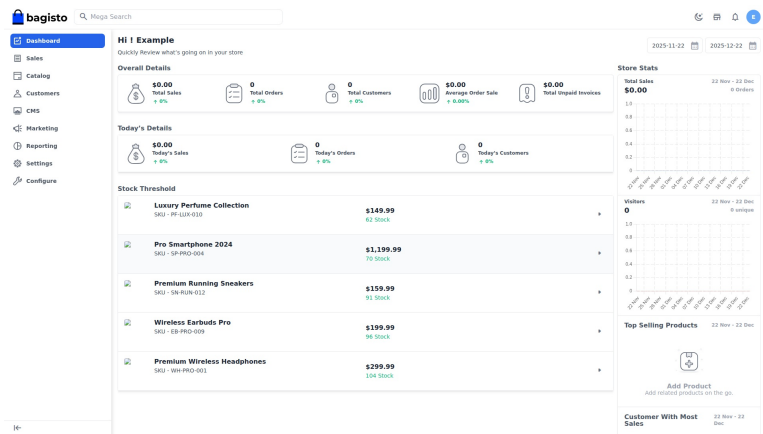
Admin Dashboard

Dashboard Components

The main dashboard displays key business metrics and quick-access features:

Metrics Cards - At-a-glance statistics including: - Total Orders (Today/This Month/Lifetime) - Revenue figures - Customer count - Product inventory status

Recent Activity - Latest orders and system events

Sales Charts - Visual representation of sales trends

Navigation Menu

The left sidebar provides access to all system modules:
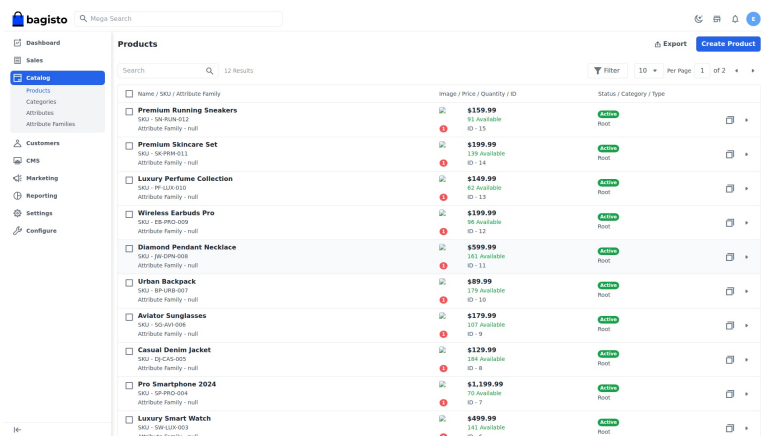
Module	Function

Dashboard	Overview and key metrics
Catalog	Products, Categories, Attributes
Sales	Orders, Invoices, Shipments, Refunds
Customers	Customer accounts and groups
Marketing	Promotions, Campaigns, Communications
CMS	Content pages management
Settings	System configuration
Configuration	Advanced settings

Using the Dashboard

1. **Monitor KPIs** - Check daily sales and order volume
2. **Review Alerts** - Address low stock or pending orders
3. **Quick Actions** - Access frequently used features
4. **Analyze Trends** - Use charts to identify patterns

3. Catalog Management

The catalog module manages your product inventory, categories, and attributes.

Product Catalog

Products List

This screen displays all products in your inventory:

Features: - **Product Grid/Table** - View all products with images, names, SKUs, prices - **Search** - Find products by name, SKU, or other attributes - **Filters** - Narrow results by category, status, type, price range - **Bulk Actions** - Apply changes to multiple products - **Create Product** - Add new items to inventory

Product Table Columns

Column	Description
Checkbox	Select for bulk actions
Image	Product thumbnail
SKU	Unique Stock Keeping Unit
Name	Product title
Attribute Family	Product type classification

Status	Active/Inactive
Price	Current selling price
Quantity	Stock on hand
Actions	Edit, Delete options

Adding a New Product

1. Click **Create Product** button
2. Select **Attribute Family** (determines available fields)
3. Enter **SKU** (unique identifier)
4. Fill product details:
    - General: Name, Description, URL Key
    - Price: Base price, Special price, Cost
    - Images: Upload product photos
    - Inventory: Stock quantity, availability
    - Categories: Assign to categories
    - SEO: Meta title, description, keywords

Product Types

Type	Use Case
Simple	Basic single products
Configurable	Products with variants (size, color)
Virtual	Digital/downloadable products
Grouped	Bundle of simple products
Bundle	Customizable product packages

Editing Products

1. Click the **Edit** icon on the product row
2. Modify any fields as needed
3. Click **Save Product** to apply changes

Managing Categories

Categories organize products for easier navigation:

- **Create Category** - Add new product groupings
- **Hierarchy** - Set parent/child relationships
- **Attributes** - Assign filterable attributes
- **SEO** - Category meta information

Product Creation Form

New Product Form

Form Sections:

1. **Product Selection**
   - Choose product type (Simple, Configurable, etc.)
   - Select attribute family for field configuration
2. **General Information**
   - Product Name - Main title displayed to customers
   - SKU - Unique stock keeping unit code
   - URL Key - SEO-friendly URL slug
   - Status - Active/Inactive toggle
3. **Pricing**
   - Price - Base selling price
   - Special Price - Discounted price (optional)
   - Cost - Your cost (for profit calculations)
4. **Images**
   - Base Image - Main product photo
   - Gallery - Additional product images
   - Drag & drop upload supported
5. **Inventory**
   - Quantity - Stock on hand
   - Stock Availability - In Stock / Out of Stock
6. **SEO**
   - Meta Title - Search engine title
   - Meta Description - Search result snippet
   - Meta Keywords - Search terms

4. Sales & Orders

Manage customer orders from placement through fulfillment.

Order Management

Orders Overview

The orders screen displays all transactions:

Table Columns: - **Order ID** - Unique order number - **Date** - Order placement date/time - **Customer** - Buyer name and email - **Status** - Current order state - **Total** - Order amount - **Channel** - Sales channel source - **Actions** - View, Edit options

Order Statuses

Status	Meaning	Action Required
Pending	New order received	Process payment
Pending Payment	Awaiting payment	Wait for payment
Processing	Payment confirmed	Prepare shipment
Completed	Order fulfilled	None
Cancelled	Order cancelled	Review reason
Closed	Fully processed	None

Processing an Order

1. **Review Order** - Click order to view details
2. **Verify Items** - Confirm products and quantities
3. **Create Invoice** - Generate payment record
4. **Create Shipment** - Record shipping details
5. **Complete Order** - Mark as fulfilled

Order Detail View

Each order shows: - Customer billing/shipping addresses - Ordered items with images and prices - Payment method and status - Shipping method selected - Order comments and history

Creating Invoices

1. Open order detail
2. Click **Create Invoice**
3. Verify quantities to invoice
4. Add comments if needed
5. Submit invoice
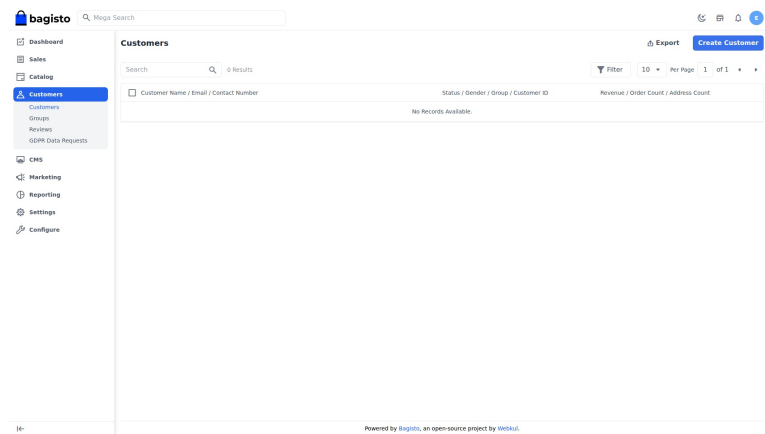
Creating Shipments

1. Open order detail
2. Click **Create Shipment**
3. Enter tracking number
4. Select carrier
5. Confirm shipment

Refunds

For returns and refunds: 1. Open completed order 2. Click **Create Refund** 3. Select items and quantities 4. Enter refund amount 5. Process refund

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5. Customer Management

Manage customer accounts, groups, and relationships.

Customer Management

Customer List Features

- **Search** - Find customers by name, email, phone
- **Filters** - Filter by status, group, date
- **Export** - Download customer data
- **Create Customer** - Add new accounts manually

Customer Information

Field	Description
ID	System identifier
Name	Full customer name
Email	Primary contact email
Phone	Contact number
Group	Customer category
Status	Active/Inactive
Created	Registration date

Customer Details

View comprehensive customer profile: - Contact information - Address book (billing/shipping) - Order history - Wishlist items - Reviews submitted

Customer Groups

Organize customers for targeted marketing:

Group	Purpose
Guest	Unregistered shoppers
General	Standard registered customers
Wholesale	Bulk buyers with special pricing
VIP	Premium customers

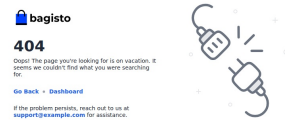## Creating Customer Groups

1. Go to Customers > Groups
2. Click **Create Group**
3. Enter group name

4. Set group-specific settings
5. Save group

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6. Marketing

Create promotions, campaigns, and customer communications.

Marketing Module

Marketing Tools

Tool	Purpose
Cart Rules	Shopping cart discounts
Catalog Rules	Product-level promotions
Email Templates	Automated communications
Campaigns	Scheduled promotions

Creating Cart Rules (Discounts)

Cart rules apply discounts at checkout:

1. Click **Create Cart Rule**
2. **General Settings**
    - Name the promotion
    - Set description
    - Enable/disable
    - Priority order
3. **Conditions**
    - Cart subtotal minimum
    - Specific products
    - Customer groups
    - Coupon code (optional)
4. **Actions**
    - Discount type (%, fixed, free shipping)
    - Discount amount
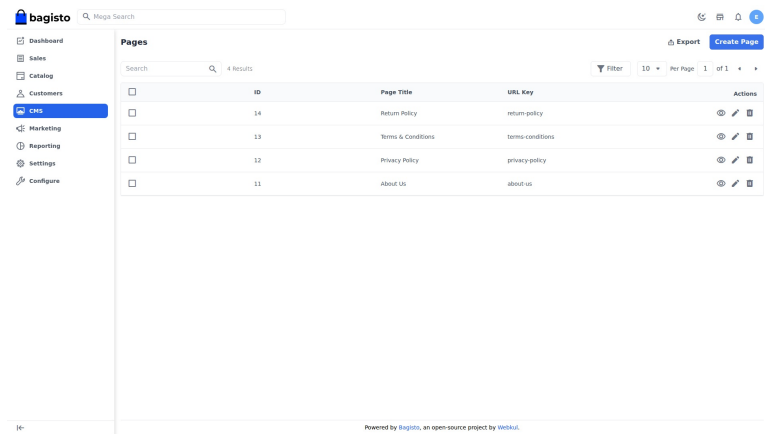   - Maximum discount cap

Coupon Codes

Create promotional codes: - Single-use or multi-use - Per-customer limits - Expiration dates - Tracking and reporting

Email Campaigns

Reach customers with targeted emails: - New product announcements - Sale notifications - Abandoned cart reminders - Order follow-ups

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7. CMS Pages

Manage static content pages for your store.

CMS Pages

CMS Features

- **Page List** - View all content pages
- **Create Page** - Add new static pages
- **Edit Content** - Modify existing pages
- **Publish Control** - Enable/disable pages

Common CMS Pages

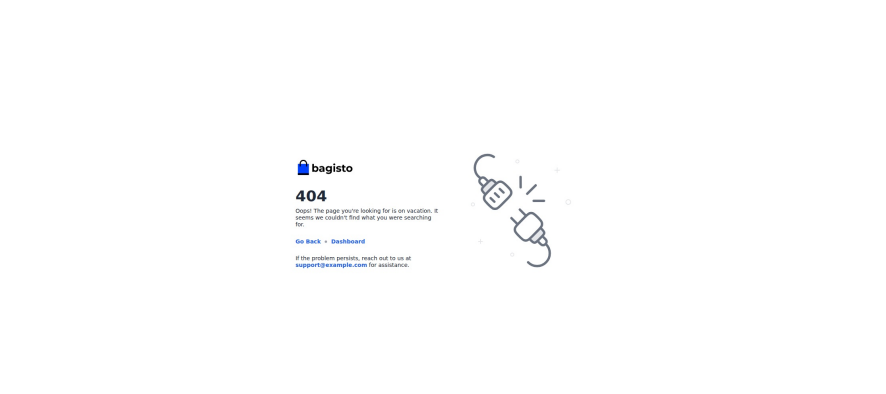| Page	Purpose
About Us	Company information
Contact	Contact form and details
Privacy Policy	Data handling policies
Terms & Conditions	Legal terms
FAQ	Frequently asked questions
Shipping Info	Delivery information
Returns	Return policy

Creating a CMS Page

1. Click **Create Page**
2. Enter page title
3. Set URL key (slug)
4. Add content using rich text editor
5. Configure SEO settings
6. Set status and save

Content Editor Features

- Text formatting (bold, italic, headings)
- Lists (bulleted, numbered)
- Links and images
- Tables
- HTML source editing

8. Settings & Configuration

Configure system preferences and business settings.

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404

Oops! The page you're looking for is on vacation. It seems we couldn't find what you were searching for.

Go Back • **Dashboard**

If the problem persists, reach out to us at **support@example.com** for assistance.

System Settings

Settings Categories

Category	Configuration Options
General	Store info, locale, currency
Catalog	Product display, inventory
Sales	Order processing, checkout
Shipping	Methods, rates, zones
Payment	Gateway configuration
Taxes	Tax rates and rules
Emails	Notification settings

Store Information

Configure basic store details: - Store name and logo - Contact email and phone - Business address - Operating hours

Shipping Methods

Set up shipping options:

Method	Use Case
Flat Rate	Single price shipping
Free Shipping	Free delivery over threshold
Table Rate	Zone-based pricing

Payment Methods

Enable payment options: - Cash on Delivery - Money Transfer - PayPal - Credit Card gateways

Tax Configuration

Set up tax collection: - Tax rates by region - Product tax classes - Tax calculation rules - Tax-inclusive/exclusive pricing

Email Settings

Configure notifications: - Order confirmation - Shipping updates - Account notifications - Marketing emails

User Management

Manage admin users: - Create admin accounts - Assign roles and permissions - Enable/disable users

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9. Reporting

Access business analytics and reports.

Available Reports

Report	Metrics
Sales	Revenue, orders, average value
Products	Top sellers, views, stock levels
Customers	New registrations, top buyers
Tax	Tax collected by region

Running Reports

1. Select report type from menu
2. Set date range (Today, Week, Month, Year, Custom)
3. Apply filters as needed
4. View data in charts/tables
5. Export to CSV if needed

Key Metrics to Monitor

Daily: - New orders count - Revenue total - Low stock alerts

Weekly: - Sales trends - Top products - Customer acquisition

Monthly: - Revenue growth - Inventory turnover - Customer lifetime value

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Quick Reference

Keyboard Shortcuts

Shortcut	Action
Esc	Close modal
Enter	Submit form
Tab	Next field

Daily Workflow

1. Check Dashboard for new orders
2. Process pending orders
3. Review low stock items
4. Respond to customer inquiries

5. Review daily sales

Getting Help

- Use the search function to find features
- Check tooltips on form fields
- Contact system administrator for access issues

This guide covers the core features of the Kiaan WMS Admin Panel. For advanced configurations, contact your system administrator.