



Shipwire Platform Analytics

Get insights into your supply chain through intelligent analytics and reporting

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Business Reports &
Custom Reporting

Introduction

Ingram Micro Commerce provides logistics solutions to brands all over the world. But without business intelligence, logistics are not as powerful as they can be. This is why Ingram Micro Commerce's Shipwire Platform offers a powerful analytics engine designed to help you get insights into your operations

With Shipwire Platform Analytics you always have your finger on the pulse of your supply chain. It allows you to get a global perspective on all your inventory, or go down to the smallest details.

Who is this for?

-  **Business Owners / General Managers**
-  **Customer Support Managers**
-  **Operations Managers**

Activity History

Activity History lets you run reports of all account activity. You can narrow down the information you obtain through a variety of filters, and generate reports on shipped, held, and received orders, billing and payment activities, and more. You can reach the **Activity History menu** in the **Activity tab**. To select data field types, run a report and click the **cog icon** in the Results table and select the data columns you want added to the report, then click **Save**.

What do you want to do?

Show: All Activity

Details:

Description:

Time frame:

☐ Range type: All

☒ From: 09/16/2013

To: 10/15/2013

Results:

Rows per page: 10

[SEARCH](#)

You searched for: All Records From 09/16/2013 To 10/15/2013 [download](#)

Results: 1 Record, Total Amount: \$0.00 ⚙️

Type	Description	Date	Status	Items	Amount \$
Shipping	Wile E. Coyote	Oct 7, 2013	On Hold	5	0.00

[CHANGE WAREHOUSE](#)
[CHANGE CARRIER](#)
[HOLD](#)
[RELEASE](#)
[CANCEL](#)

Available Data Fields

- Type
- Description
- Date
- Status
- Items
- Amount \$
- Transaction ID
 - Retail Channel
 - Order #
- Cart Order #
- Address 1/2/3
- City
- State
- Postal Code
- Country
- Phone
- Warehouse
- Carrier
- Tracking #
- SKU Name
- SKU Description
- SKU Type
- SKU Qty
- SKU Cost
- SKU Retail
- Submitted
- Completed
- Plan Items
- Shipping Cost
- Handling Cost
- Customer Email
- Customer Name
- Claim Status
- Good
- Damaged
- Sell Tool Connector Name
- Sell Tool Connector Acct
- Sell Tool Connector ID

Inventory

The Inventory Status menu lets you manage and run reports on your inventory, and you can slice the data by fulfillment center and current status to generate insights. You can reach the Inventory Status menu in the Inventory tab. To select data field types, run a report and click the cog icon (⚙️) in the Results table and select the data columns you want added to the report, then click Save.

Inventory status
This is where you view current inventory status for all warehouses.

Search by SKU#, description | All warehouses | All statuses

☐ View only triggered alerts ☐ Show all inventory as individual items

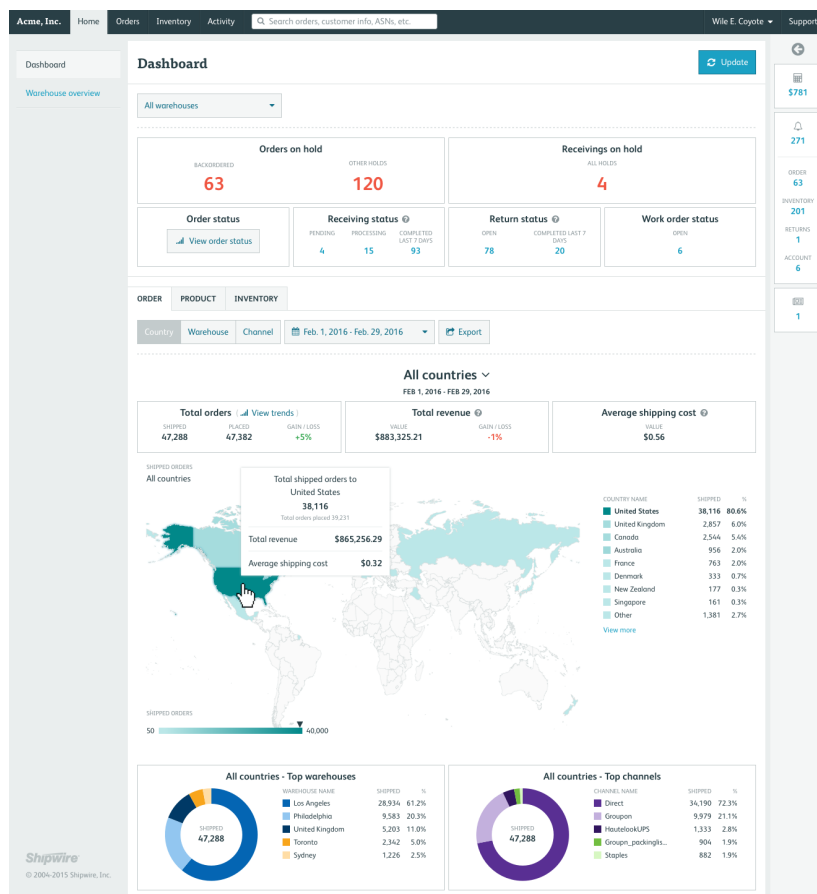
BACKORDERED ⚙️

Products	Inventory level	Warehouse	Alerts
<input type="checkbox"/> 100XNavyNotebook 100 navy notebooks	Pallet	All	⚠️
<input type="checkbox"/> 10XNavyNotebook 10 Navy notebooks	Master case	All	
<input type="checkbox"/> ess-Scap-navy Essential S-Panel Cap in Navy	Individual Item		
<input type="checkbox"/> l-ess-hood-grey Large Essential Hoodie in Grey	Individual Item		
<input type="checkbox"/> l-ess-hood-maro Large Essential Hoodie in Maroon	Individual Item		
<input type="checkbox"/> l-ess-hood-navy Large Essential Hoodie in Navy	Individual Item		
<input type="checkbox"/> m-ess-hood-grey Medium Essential Hoodie in Grey	Individual Item		

Product info	<input checked="" type="checkbox"/> Inventory level	<input checked="" type="checkbox"/> Products
Warehouse info	<input checked="" type="checkbox"/> Warehouses	
Inventory quantity	<input checked="" type="checkbox"/> Backordered <input checked="" type="checkbox"/> Pending <input type="checkbox"/> Shipped: 28 days	<input checked="" type="checkbox"/> Damaged <input type="checkbox"/> Reserved <input type="checkbox"/> Shipped: 7 days <input type="checkbox"/> Shipping
Inventory velocity	<input type="checkbox"/> Days on hand <input type="checkbox"/> Qty per day	
Inventory value	<input type="checkbox"/> Cost x Good <input type="checkbox"/> Retail x Good	<input type="checkbox"/> Good <input type="checkbox"/> In review <input type="checkbox"/> Shipped: 1 day <input type="checkbox"/> Unit cost <input type="checkbox"/> Unit retail
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		
Select all Clear selected		

Dashboard

The Shipwire Platform Dashboard is the go to location to keep a steady pulse on your supply chain. From extensive customization capabilities to predictive analytics, leverage the Dashboard as a control tower to surface critical insights and trends and isolate your key business drivers.



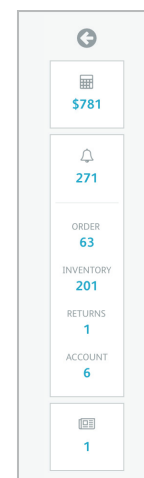
Structure

The Shipwire Platform Dashboard is split into 3 main sections to best support your day to day activities.

Side Feed View

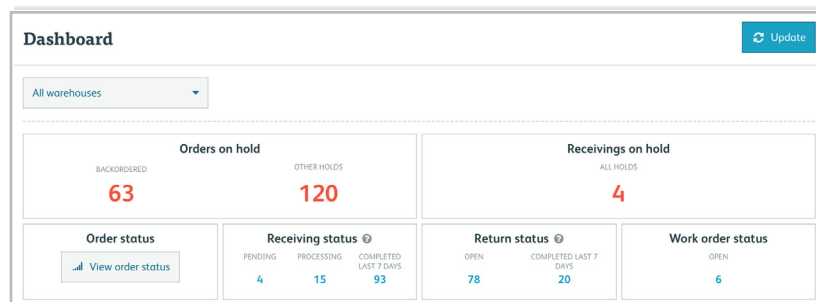
The Side Feed View surface items that can be browsed at your earliest convenience. Reference this view to read up alerts that do not require any immediate action such as inventory arrivals and returned items.

- **Account Balance:** View your account balance and summary as well as easily manage your payment method.
- **Notifications:** View non-urgent data notifications that can be filtered into 5 specific categories: (1) Order, (2) Inventory, (3) Returns, (4) Work Order, and (5) Account.



Control Tower View

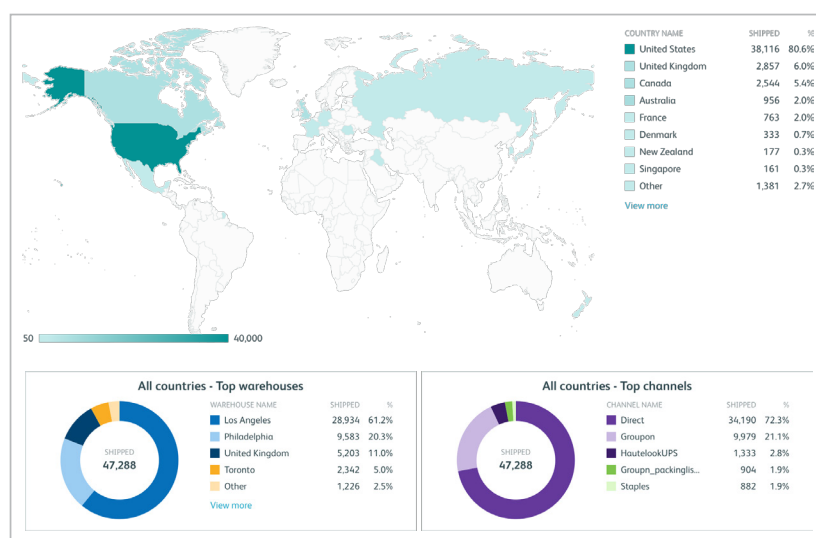
The Control Tower view of the Dashboard breaks down all the high priority information that is recommended for you to take immediate action on. This enables you to stay on top of issues as they arise in your supply chain.



Analytics View

The analytics view of the Dashboard provides comprehensive data points to answer where your orders originated from, where they were shipped to, what channels they originated from, total revenue generated from orders, as well as average shipping cost per order.

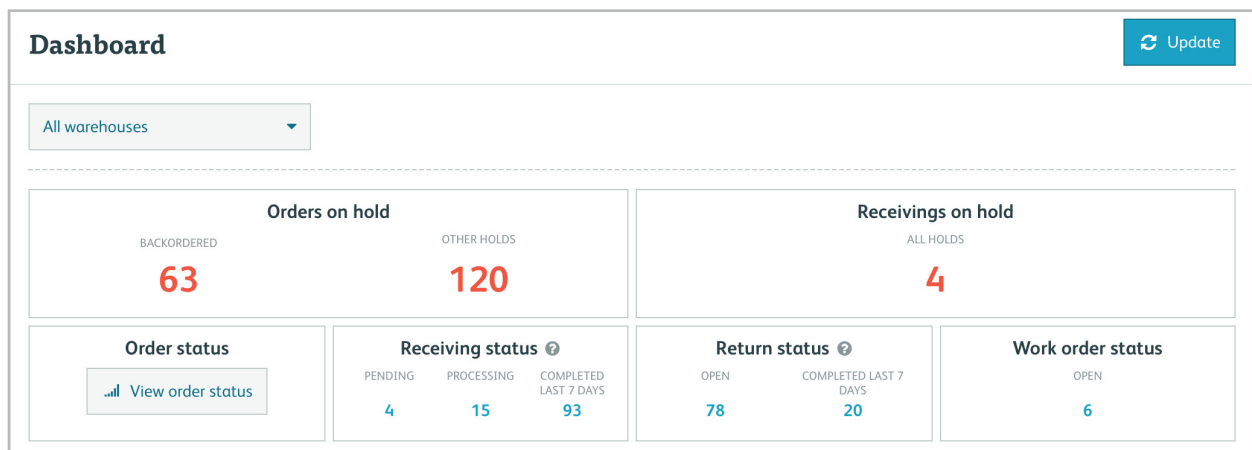
- **Country:** Leverage the Country view of the map to understand where your shipped orders are placed and end globally in different time frames and regions.
- **Warehouse:** The Warehouse view of the map breaks down all amounts shipped vs. placed from all of your locations or specific ones of your choosing. From there you can easily find out the average cost of each shipment and also the overall amount of shipment from each warehouse.
- **Channel:** The Channel view of the map aggregates all your sales channels and their performances based on your shipping data visually. These graphs can further be split to isolate specific time frames and regions.



Order & Inventory Management

Your Shipwire Platform Dashboard contains a wealth of information about your inventory. The Control Tower View informs you about Orders, Receivings, Projects, and Returns activity:

- **Orders on Hold module:** The Orders on Hold module brings to attention what's slowing down your product getting into the hands of your customers. By clicking on the "Other Holds" number, you can see a list of your holds categorized by reason.
- **Order Status:** Use the Order Status module to visualize your pending, processing, and shipped orders within the last 3, 5, or 7 days within any warehouse
- **Receiving Status:** Understand where your incoming inventory is by seeing your pending, processing, and completed counts.
- **Receivings on Hold:** The Receivings on Hold module brings to attention what's slowing down your product getting into our warehouses.
- **Return status:** Understand how many open returns you currently have any how many have been completed and put back in your inventory.
- **Work order status:** View the open count of your special projects and work orders.



Order States

Each order goes through several stages from its creation and delivery to the end customer.

Pending

When an order is created, it is in Pending status until it is sent to the fulfillment center. While an order is Pending, you are able to hold, edit, duplicate, or cancel the order.

Can Edit	Can Cancel
Yes	Yes

Warehouse Processing

After an order leaves Pending status, it is sent to the fulfillment center. You will see when the order has been submitted, and how long it has been in processing at the fulfillment center. Once an order is being processed, it cannot be edited, but in some cases can be canceled.

Can Edit	Can Cancel
No	Best Effort

Shipped

After processing, the order is shipped to its destination, and the shipped time and tracking number is provided where applicable. Shipped orders cannot be edited or canceled once they have been picked up by the carrier.

Can Edit	Can Cancel
No	No

Inventory Levels

The Shipwire Platform interface makes it easy to access your global inventory levels. You get visibility on expected (pending) inventory as well as in-warehouse inventory tracked across multiple states (good, shipping, reserved, backordered, etc.). It is easy to filter and sort inventory by a wide range of values, including shipped or damaged inventory, unit cost or retail values, and days on hand.

The screenshot displays the Shipwire 'Inventory status' page. At the top, there's a search bar with filters for 'All warehouses' and 'All statuses'. Below the search bar, a table lists inventory items. The table has columns for 'PRODUCT', 'INVENTORY LEVEL', 'WAREHOUSE', 'GOOD', 'PENDING', and 'BACKORDERED'. The 'GOOD' column shows counts for each product, while 'PENDING' and 'BACKORDERED' show counts for those statuses. A 'Download inventory' button is located in the top right corner of the table area. The table lists various products like Bird Seed, Steel Armor Plate, and Laser, along with their inventory levels and counts.

PRODUCT	INVENTORY LEVEL	WAREHOUSE	GOOD	PENDING	BACKORDERED
1970467x1 Bird Seed	Individual Item	All	0	0	1
1970467x10 Bird Seed, 10-pack	Master case	All	29	0	0
1970467x100 Bird Seed, 100-pack	Pallet	All	0	3	0
1970467x5 Bird Seed, 5-pack	Inner pack	All	56	0	0
1970467x1 Steel Armor Plate	Individual Item	All	10	0	0
1970467x10 Steel Armor Plate, 10-pack	Master case	All	25	0	0
1970467x100 Steel Armor Plate, 100-pack	Pallet	All	0	1	0
1970467x5 Steel Armor Plate, 5-pack	Inner pack	All	858	0	0
1970467x1 Laser	Individual Item	All	91	0	0
1970467x10 Laser, 10-pack	Master case	All	17	50	0
1970467x100 Laser, 100-pack	Pallet	All	6	1	0
1970467x5 Laser, 5-pack	Inner pack	All	17	0	0
234 PRODUCTS			65,752	74	2

Glossary

Some columns are always on display in your reports. Here's an easy-to-follow glossary of what each column means.

Alert

Inventory Alert notifications including backorders, low stock, out of stock, or any other alert you have defined.

Products (SKU)

The unique product being described.

Inventory Level

The product structure type of your SKU to easily distinguish between B2C (individual units) and B2B (wholesale cases) items.

Warehouse

The location of the inventory.

Good

The number of units of this product available for shipping.

Pending

The number of units of this product that are in Pending status, prior to being sent to the warehouse for processing.

Backordered

The number of units of this product that are on backorder.

Qty per Day

Daily processed volume of each product.

Download Reports

Easily download and import your reports into Excel using comma- or tab-delimited formats, and manipulate your data how you need to. Click the download button to the top right of the page.

[Download inventory](#)

Sell-side Data

With Shipwire Platform, you can get sell-side data going back to your very first order. Get a strategic view of your overall sales, or dive into the details and look at the performance of a specific product in one of your warehouses on a month-to-month basis. Shipwire lets you see your most popular destinations, order volumes, and more, then slice the data with order statuses, billing and payments, claims, or a variety of other useful categories.

Activity history
This is where you view the history of your account activity.

What do you want to do?
Show:

Details:
Description:

Time frame:
☐ Range type:
☒ From:
To:

Results:
Rows per page:

[SEARCH](#)

You searched for: All Records From 11/02/2016 To 12/01/2016 [download](#)

Results: 4 Records, Total Amount: \$0.00

Type	Description	Date	Status	Items	Amount \$
Receiving	Carol Stream, IL #1479320112	Nov 16, 2016	On Hold	5	0.00
Pricing	Change of Plan (no price change)	Nov 7, 2016	Completed	0	0.00
Monthly Fee	Monthly Fee	Nov 7, 2016	Completed	0	-274.95
Monthly Fee	Billing charge to meet \$500 minimum monthly spend	Nov 6, 2016	Completed	0	-225.05

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Shipwire
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Sample Insights

- Determine best-selling products
- See most popular countries
- Evaluate sales numbers
- Compare orders between time periods
- Time taken from order to completion
- Average shipping cost by destination
- Percent of products shipped vs. returned

Activity Reports

Generate reports on all your data, or a variety of specific segments:

- Shipping Orders
- Receiving Orders
- Held Orders
- Backordered
- Returns
- Payments
- Support Services
- Projects
- Pricing
- Billing Adjustments
- Loss & Damage Claims

Inventory Alerts

The Shipwire Platform lets you trigger inventory alerts based on specific stock levels, and/or remaining days-on-hand (calculated based on inventory velocity). Alerts can be configured by product, by fulfillment center, or they can be general. Merchants can create any number of alerts. For example, they may want to be notified when to replenish stock, and to be notified again when a product is reaching critical inventory levels.

The screenshot shows the 'Add inventory alert' form in the Shipwire platform. The left sidebar contains navigation links: 'Inventory status', 'Product catalog', 'Send inventory', and 'Request a work order'. The main content area is titled 'Add inventory alert' and has three steps: 1. Select products, 2. Select warehouses, and 3. Define your alert. Step 1 is active. It includes a search bar with a placeholder 'Search orders, customer info, ASNs, etc.' and a list of products. The first product listed is '100XNavyNotebook' with a description '100 navy notebooks'. There are 'Next' and 'Cancel' buttons at the bottom of the step.

Minimum Quantity Alerts

Set alerts to tell you when your inventory reaches a critical level. You can be alerted when inventory reaches a certain number, or when it is completely depleted in one or more fulfillment centers.

Inventory Velocity Alerts

Sometimes setting a quantity alert will not give you enough warning, especially when you experience unexpected sales spikes. You can use Velocity Alerts which intelligently tell you when you can expect to run out of stock based on the current order rate of a certain product.

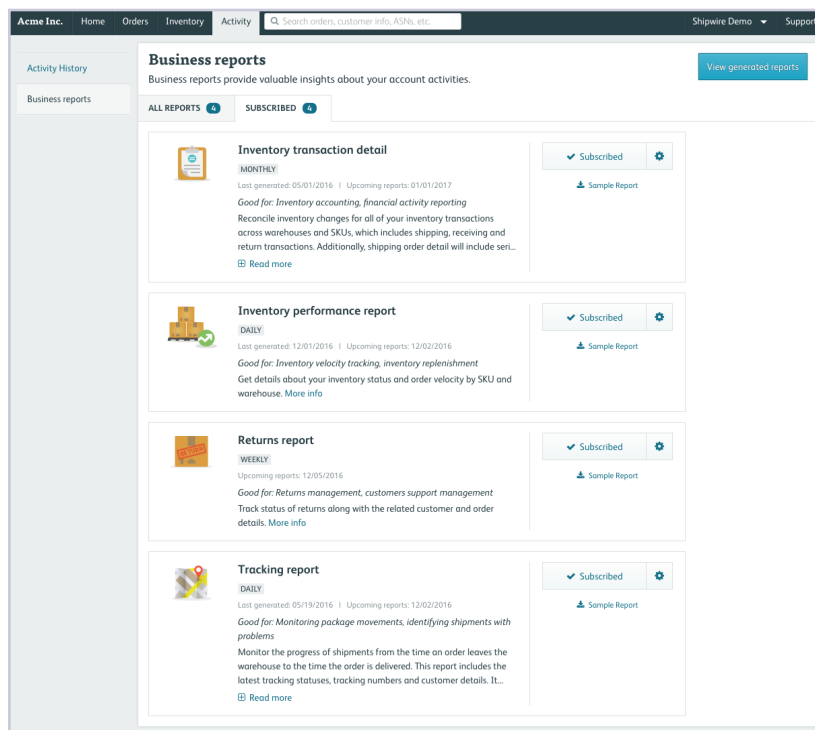
The screenshot shows the 'Add inventory alert' form in the Shipwire platform, Step 3: Define your alert. The form is titled 'Add inventory alert' and has three steps: 1. Select products, 2. Select warehouses, and 3. Define your alert. Step 3 is active. It includes a search bar with a placeholder 'Search orders, customer info, ASNs, etc.' and a list of products. The first product listed is '100XNavyNotebook' with a description '100 navy notebooks'. There are 'Next' and 'Cancel' buttons at the bottom of the step.

On-demand Reporting

Combine key supply chain data points with flexible report delivery options for ongoing insight into your business.

Business Reports

The Shipwire Platform is dedicated to helping merchants grow their businesses through data driven analytics. With the Business Reports feature, detailed insights on fulfillment operations (e.g., inventory transactions, returns) are accessible in a flexible format that's easy to manipulate and compatible with many business systems. Deliver reports directly to any email address on a daily, weekly, monthly or quarterly basis, or simply store them in dashboards for future use.



Inventory Transaction Detail Report

Reconcile inventory changes for all of your inventory transactions across warehouses and SKUs (i.e., shipping, receiving and return transactions). Shipping order details will also include serial numbers, provided you have serial scan enabled for your SKUs.

Inventory Performance Report

Get details about your inventory status and order velocity by SKU and warehouse.

Returns Report

Track the status of returns and related customer and order details.

Tracking Report

Monitor the progress of shipments from the time an order leaves the warehouse to the time the order is delivered. This report includes the latest tracking statuses, tracking numbers and customer details.

Custom Reporting

Special Custom Reporting is available for a fee. The Shipwire Platform can help you set up a variety of customized reports including quarterly status updates, performance analysis, and inventory insights.