

Managing Your Items and Sending Stock to StartFill

Items, stock control and inbound deliveries in the JTL-Fulfilment Network portal — no JTL-Wawi required

StartFill stores and ships your goods through the JTL-Fulfilment Network (FFN). Before we can ship anything, two things must exist in your FFN portal: **your items** (the product master data), and **stock booked into our warehouse**, which reaches us as an **inbound** you announce. This guide walks you through both, screen by screen, and shows you how to keep an eye on your stock afterwards.

Placing sales orders is covered in the separate guide “Sending Your Amazon Orders to StartFill”.

Field	Value
Applies to	FFN merchants storing goods at StartFill, without JTL-Wawi
Target system	JTL-Fulfilment Network portal — https://fulfillment.jtl-software.com
Version	1.1
Owner	StartFill · IT / Fulfilment operations
Review	On any change to the FFN portal item form, inbound form or import templates
Classification	Customer-facing

How the flow works

1. You create your items in the portal and authorise StartFill to see them.
2. You announce a delivery as an **inbound** — which items, how many, to which StartFill warehouse.
3. You send the goods and, ideally, a **shipping message** with carrier and tracking.
4. StartFill counts the goods and books them into our warehouse system, including batch and best-before date where your item requires them.
5. The booked quantity appears in your portal as **Available** stock — ready for your sales orders.

1. Before you start

Log in at <https://fulfillment.jtl-software.com> with your JTL customer account (the same login as kundencenter.jtl-software.de).

- You have a JTL customer account and are registered as a merchant in the JTL-Fulfilment Network. No JTL-Wawi and no paid JTL edition are needed.
- Your cooperation with StartFill is active. You connect by opening the invitation link StartFill sends you, then **My network** → **My requests** → **Details** → **Initiate cooperation**.
- StartFill has assigned you a warehouse. Check it under **My network** → **My warehouses**. Note the warehouse **ID** (for example ZN4D04DE-90443-0003) — you need it for CSV imports.

My warehouses				
Send invitation to fulfillment service provider				
Created on	Warehouse name	Shipping information	Service provider	Name ⓘ
15.09.2026 08:38	StartFill WMS ID: ZN4D04DE-90443-0003 Melanchthonplatz 4-6 90443 Nürnberg DE	Standard ID: ZN4D0A7CJIKYXAEWT ⓘ	Blumental Bayern GmbH	Edit name
Show entries 25 ▼				

My network → My warehouses: StartFill WMS with its ID ZN4D04DE-90443-0003 and the shipping information Standard.

About the screenshots

Most screenshots show your own account (UAB Herbion Group). Where a step can only be shown with a new item or an open inbound, the screenshot comes from the JTL **test system** with demo data (SF-DEMO-..., warehouse names ending in "(Sandbox)"); these captions end with "(test system)". The screens are identical in your account.

The warehouse does not show yet?

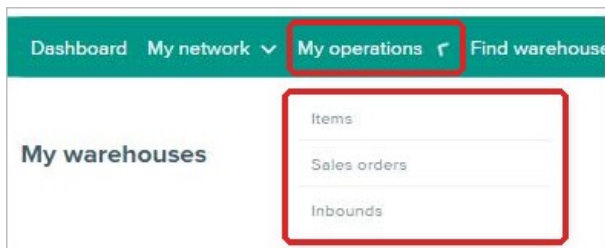
A warehouse StartFill has just assigned can take up to about 25 minutes to appear — in this list and in the warehouse dropdown of the inbound form. Sign out of the portal and sign back in; that reliably brings it through.

- The portal can be switched to English with the **EN** switcher at the top right. All field names in this guide are the English ones. If the portal falls back to German, switch it again.
- Keep your company details (address, VAT ID, legal form) up to date in your JTL customer account at kundencenter.jtl-software.de. They cannot be edited in the FFN portal. Tell StartFill whenever they change.

Where things are in the portal

Everything in this guide sits under three menu entries:

Menu	What you do there
My operations → Items	Create, edit and check your items; see stock per item and every stock change.
My operations → Inbounds	Announce deliveries to StartFill, send shipping messages, follow the goods receipt.
Data exchange	Import items and inbounds from CSV files; download stock (warehouse) reports.



My operations menu: Items, Sales orders, Inbounds (test system).

2. Create your items

Every product you store with StartFill must exist as an **item** in your portal before it can be put on an inbound. Take care over the first entry: some settings **cannot be changed later** (see the box in 2.1).

2.1 Create one item by hand

1. Go to **My operations → Items** and click **New item** (top right).

Items						
Search						New item
18						Show entries 25
SKU	Item name JFSKU	In stock / Available	Reserved	Locked	Awaiting delivery	
 HRB-002	PINK SALT JAR 1.25KG FINE 0.3-0.5MM GDL50IHG2IE	96 / 96	0	0	0	Details Edit Delete
 HRB-017	HERBION VITALITY SUPPLEMENT FOR CHI... GDL50IEG6JS	240 / 240	0	0	0	Details Edit Delete
 HRB-018	ZINC ECHINACEA LOZENGES ORANGE 185 GDL50I46CWC	960 / 960	0	0	0	Details Edit Delete

The Items list with the New item button at the top right. The stock columns are explained in Section 3.

2. Fill in the **General** pane. Item name and SKU are required.

Item Create

General

Item name

StartFill Demo Honey 250 g

SKU

SF-DEMO-001

Product group

Food

Country of origin

Germany

Manufacturer

StartFill Demo GmbH

Sales price (net)

7.90

Currency

EUR

Item weight

0.32

kg

Net weight

0.25

kg

Height

9

cm

Length

7

cm

Width

7

cm

Comment

Internal ID numbers

GTIN

4260000000011

Manufacturer

MPN

UPC

ISBN

ASIN

Amazon FNSKU

TARIC code

04090000

Hazard ID

UN number

Item Create — General and Internal ID numbers panes (test system).

Field	What to enter
Item name *	The product name as the packer should read it, e.g. "Organic Honey 250 g".
SKU *	Your own article number. It must be unique in your account. StartFill sees it on every document, so use the number printed on your cartons if you can.
Product group	Optional category, e.g. Food, Cosmetics.
Country of origin	Where the product was made. Needed for shipments outside the EU.
Manufacturer	Optional.
Sales price (net) / Currency	Net selling price per unit. It can be printed on delivery documents and is used as the customs value on non-EU shipments.
Item weight	Gross weight of one unit including its packaging , in kg (e.g. 0.32).
Net weight	Weight of the contents without packaging, in kg.
Height / Length / Width	Dimensions of one packed unit in cm .
Comment	Optional note; can appear on the delivery note.

3. Fill in **Internal ID numbers**. The portal requires **at least one** identifier.

Field	What to enter
GTIN	The EAN/GTIN barcode printed on the single unit — the barcode we scan when picking one piece. Do not enter the 14-digit carton code (ITF-14) from the outer case.

Field	What to enter
Manufacturer + MPN	Only if the unit has no GTIN: both fields together form the identifier. An MPN without a manufacturer is not accepted.
UPC, ISBN, ASIN, Amazon FNSKU	Enter if they apply. ASIN and FNSKU are useful for Amazon products, but they do not replace the GTIN.
TARIC code	Customs tariff number. Recommended if you ship outside the EU.
Hazard ID / UN number	Only for dangerous goods — tell StartFill before you send any.

4. Set the **Warehouse options**.

The screenshot shows the 'Warehouse options' section of the StartFill form. The 'Batch' and 'SLED' checkboxes are selected and highlighted with a red box. Other options like 'Split quantity', 'Serial number', and 'Packaging' are unchecked. The form also shows fields for internal ID numbers (GTIN, Manufacturer, MPN, UPC, ISBN, ASIN, Amazon FNSKU, TARIC code, Hazard ID, UN number) and item attributes.

Warehouse options — here Batch and SLED (best-before date) are ticked for a food product (test system).

Option	Tick it when...
Batch	Your product carries a lot / batch number that must be traceable (food, cosmetics, supplements).
SLED	Your product has a best-before or expiry date. StartFill then records the date at goods receipt and ships the earliest date first (FEFO).
Split quantity	The item can be sold in fractions (rare).
Serial number	Each unit has its own serial number that must be recorded.
Packaging	The item is packaging material, not a product for sale.

Decide Batch and SLED before you save — they cannot be changed later

Batch and SLED are fixed when the item is created. To change them afterwards the item must be removed from the network, which is only possible with **zero stock, no open sales orders and no open inbounds**, and then created again. If your product has a best-before date printed on it, tick SLED now.

- Optional panes: **Item attributes** (extra key/value information your fulfiller asks for), **Bills of materials** (sets made of other items — create the components first; sets cannot be sent on an inbound, send the components), **Container unit** (an outer case, e.g. “Carton of 12” with its own GTIN), and **Images** (a photo of the packed unit helps our packers).
- Click **Create** at the bottom right.

Item attributes

Name Value + Add

Bills of materials

☐ Item is a bill of materials

Container unit

Name	GTIN	UPC	Quantity

+ Add

Images

Upload

Create

Lower part of the form — Create saves the item (test system).

The item now appears in the list with its **JFSKU** — the network's own ID for your item (shown under the item name). You can use SKU or JFSKU wherever the portal asks for an item.

	SKU	Item name JFSKU	In stock / Available ⓘ	Reserved ⓘ	Locked ⓘ	Awaiting delivery ⓘ	
	SF-DEMO-001	StartFill Demo Money 250 g 992N0IEUSJ6	0 / 0	0	0	0	Details Edit Delete

The new item SF-DEMO-001 with its JFSKU (test system). Delete is only active for items that have no stock and no history.

2.2 Authorise your items for StartFill

StartFill only sees items you have authorised. Do this once and switch on automatic authorisation so that future items are shared too:

1. Go to **My network** → **My requests**.
2. On the row of your cooperation with StartFill (service provider Blumental Bayern GmbH, status Cooperation), click **Authorise item(s)** and confirm with **Authorise item(s)** in the dialog.
3. Switch on **Authorise new items automatically** below the button.

My requests

☐ Hide cancelled

Created on	Service provider	Shipments per month	Product group	Different items	Storage demand	Status	Item authorisation	Action
14.09.2026 21:04	Jalal Solati Blumental Bayern GmbH...					Cooperation	Authorise item(s) ☒ Authorise new items automatically	Details

Show entries 25 ▼

My network → My requests: your cooperation with StartFill (listed under our account holder's name and Blumental Bayern GmbH), Authorise item(s) and the automatic switch.

Item authorisation ×

This authorises your service provider to access the items you created in the JTL-Fulfillment Network.

Once the service provider can access the items, they can view and process them. They cannot make changes to the item master data.

Close Authorise item(s)

Confirmation dialog. StartFill can view and process your items but cannot change their master data (test system).

2.3 Create many items at once (CSV import)

For more than a handful of items, import them from a CSV file. The import uses an **import template** that tells the portal which column of your file goes into which item field. The template is set up once and reused for every import.

Your templates are ready

StartFill has already set up the templates in your account. You only need to prepare the file and run the import (steps 5–11). Steps 1–4 show where the templates are and how they are mapped, so you can check your file headings against them.

Herbion Items Import — items · **Herbion Inbound Import** — inbounds (Section 4.3) · **Herbion Stock Report (detailed)** — stock with batch and best-before (Section 3.3).

Open the template overview

1. Go to **Data exchange** → **Template overview**. Your templates are listed by type. The pencil icon opens a template; the bin deletes it — do not delete the ready-made templates.

The screenshot shows the 'Template overview' page. It has a dark blue header with the title 'Template overview'. Below the header, there are several sections, each with a table of templates. The 'Item' section is the first, followed by 'Item attributes', 'Container units', 'Bill of materials components', 'Inbound', 'Sales order', and 'Warehouse report (standard)'. Each section has a table with columns: Name, Description, Separator, and Character set. In the 'Item' section, the first row is 'Herbion Items Import' with description 'HRB-001, 012 Item master, semicolon, UTF-8', separator ';', and character set 'UTF-8'. This row is highlighted with a red border. In the 'Inbound' section, the first row is 'Herbion Inbound Import' with description '3P-H inbounds by HRB 3P-U, semicolon, UTF-8', separator ';', and character set 'UTF-8'. This row is also highlighted with a red border. Each row has a pencil icon for editing and a bin icon for deleting.

Name	Description	Separator	Character set
Herbion Items Import	HRB-001, 012 Item master, semicolon, UTF-8	;	UTF-8

Name	Description	Separator	Character set
You have not created any templates yet.			

Name	Description	Separator	Character set
You have not created any templates yet.			

Name	Description	Separator	Character set
You have not created any templates yet.			

Name	Description	Separator	Character set
Herbion Inbound Import	3P-H inbounds by HRB 3P-U, semicolon, UTF-8	;	UTF-8

Name	Description	Separator	Character set
You have not created any templates yet.			

Name	Description	Separator	Character set
You have not created any templates yet.			

Template overview: the Item template (top) and the Inbound template (bottom).

Inbound

Name	Description	Separator	Character set
Herbion Inbound Import	SKU imports by HRB SKU, semicolon, UTF-8	;	UTF-8

Sales order

Name	Description	Separator	Character set
You have not created any templates yet.			

Warehouse report (standard)

Name	Description	Separator	Character set
You have not created any templates yet.			

Warehouse report (detailed)

Name	Description	Separator	Character set
Herbion Stock Report (detailed)	Stock per SKU with batch and best-before, StartFill WMS, semicolon, UTF-8	;	UTF-8

Shipping report

Name	Description	Separator	Character set
You have not created any templates yet.			

Further down: the Warehouse report (detailed) template.

Check the item template

- Click the pencil on **Herbion Items Import**. The header shows Name, Description, Template type (Item — fixed once saved), Separator ; and Character set UTF-8. Under **Field**, the left column is the portal field (**Name FFN**), the second the heading in your file (**Name CSV**). Fields with * are mandatory: sku and name.

Edit template

Edit template

Template

Use the template to specify which data will be imported.

Name: Herbion Items Import

Description: HRB-001_018 item master, semicolon, UTF-8

Template type: Item

Separator: ;

Character set: UTF-8

Field

Columns with an * are mandatory

Name FFN	Name CSV	Data type	Default value	List	Do not export
sku *	sku	string		No	☐
name *	name	string		No	☐
price_net	price_net	float		No	☐
price_currency	price_currency	string		No	☐
product_group		string		No	☐
origin_country		string		No	☐
manufacturer	manufacturer	string		No	☐
weight		float		No	☐
net_weight		float		No	☐
height		float		No	☐

Herbion Items Import — header and the first mapped fields. sku and name are mandatory.

- Scroll down. The warehouse options is_batch, is_best_before, is_serial_number, is_divisible and is_bill_of_materials are read from columns of the same name (values true / false); the **Default value** false applies if a cell is empty.

asin		string		No	☐
mpn_manufacturer	mpn_manufacturer	string		No	☐
mpn_part_number	mpn_part_number	string		No	☐
un_number		string		No	☐
hazard_identifier		string		No	☐
teric		string		No	☐
frsku		string		No	☐
is_batch	is_batch	bool	false		☐
is_divisible	is_divisible	bool	false		☐
is_best_before	is_best_before	bool	false		☐
is_serial_number	is_serial_number	bool	false		☐
is_bill_of_materials	is_bill_of_materials	bool	false		☐

Save

Lower part of the item template: the five yes/no warehouse options with default false.

4. Leave the page without clicking **Save** — you only looked.

Prepare the file

Use exactly these headings in the first row (the order does not matter). Mapped columns in your template:

CSV column	Content
sku *	Your article number, e.g. HRB-019.
name *	Item name.
price_net / price_currency	Net unit price and currency, e.g. 4.90 / EUR.
ean	Unit GTIN (EAN-13). Leave empty only if you fill both MPN columns.
manufacturer	Manufacturer name.
mpn_manufacturer / mpn_part_number	Identifier for items without a barcode — both columns together.
is_batch / is_best_before	true or false — decide carefully, cannot be changed later (see 2.1).
is_serial_number / is_divisible / is_bill_of_materials	Normally false.
note	Comment, e.g. “24 units per carton”.

Example with invented values (two items, the second without a barcode). StartFill can send you this as a ready-made file, StartFill_FFN_Items_Import_EXAMPLE.csv:

```
sku;name;price_net;price_currency;ean;manufacturer;is_batch;is_best_before;is_serial_number;is_divisible;is_bill_of_materials;note;mpn_manufacturer;mpn_part_number
EX-001;EXAMPLE COUGH SYRUP 150ML;4.90;EUR;1234567890128;Herbion;true;true;false;false;false;24 units per carton;;
EX-002;EXAMPLE SALT JAR 1KG;3.20;EUR;;Herbion;true;false;false;false;false;6 units per carton;Herbion;EX-002
```

CSV files that import the first time

Save as **CSV UTF-8 without BOM**, separated by **semicolons**. A byte-order mark (BOM) — which Excel adds with “CSV UTF-8” — sticks to the first heading, so sku no longer matches and the whole file fails without a clear message. Save with a text editor (e.g. Notepad++ → Encoding → UTF-8) or LibreOffice (“UTF-8”, field delimiter “;”).

No semicolons inside text. Decimal point, not comma: 0.32. One row per item; an SKU that already exists is not created twice.

Open the import page

5. Go to **Data exchange** → **Import** and click **Direct import**.

The screenshot shows the 'Import schedules' section with buttons for 'Manage templates', 'Direct import' (highlighted with a red box), and 'Create import schedule'. Below it is a table with columns: Name, Template, Interval, and Last import. A message states: 'You have not created any import schedules yet.'

The 'Processing reports' section contains a table with columns: Import schedule, Template, Status, Executed on, and a refresh icon. The table lists several import attempts:

Import schedule	Template	Status	Executed on	
Direct import	Herbion Inbound Import	Complete	15.09.2026 09:00	History
Direct import	Herbion Items Import	Complete	15.09.2026 08:33	History
Direct import	Herbion Items Import	Failed	15.09.2026 08:31	History
Direct import	Herbion Items Import	Complete (With errors)	15.09.2026 08:25	History
Direct import	Herbion Items Import	Complete	15.09.2026 08:23	History

Data exchange → Import. Below: Processing reports of earlier imports.

Choose file and template

6. Click **Browse** and select your CSV file. Under **Import template** choose **Herbion Items Import (Item)**.
7. Click **Start import**. There is no preview — the import runs at once.

The 'Direct import' dialog box shows a 'Select import file' section with a text input and a 'Browse' button. To the right, the 'Import template' dropdown is set to 'Herbion Items Import (Item)' (highlighted with a red box). At the bottom right is a green 'Start import' button.

Direct import dialog with the item template selected.

Check the result

8. Click the refresh icon (top right of **Processing reports**) until your import shows **Complete**, **Complete (With errors)** or **Failed**.
9. Click **History** on that row. The first line gives the summary, e.g. “17 records imported (with errors)”, followed by one line per item.

Message history			
Date	Status	Message	
15.09.2026 08:25:48	info	17 records imported (with errors)	
15.09.2026 08:25:48	info	Product (HRB-017) created	
15.09.2026 08:25:48	info	Product (HRB-018) created	
15.09.2026 08:25:48	info	Product (HRB-016) created	
15.09.2026 08:25:48	info	Product (HRB-015) created	
15.09.2026 08:25:48	info	Product (HRB-013) created	

Message history: summary line and one "Product (...) created" line per item.

10. Scroll to the bottom of the history for any **error** lines. Each names the SKU and the reason. Correct only those rows and import them again as a new, smaller file.

15.09.2026 08:25:48	info	Product (HRB-006) created
15.09.2026 08:25:48	info	Product (HRB-011) created
15.09.2026 08:25:48	info	Product (HRB-003) created
15.09.2026 08:25:48	info	Product (HRB-010) created
15.09.2026 08:25:48	info	Product (HRB-007) created
15.09.2026 08:25:47	error	Error while creating product (HRB-002) Identifier => The Identifier field is required. Request ID => 06ac4dbc-5f19-422a-be0b-1a3476a2023f

An error line: HRB-002 was rejected because it had no identifier (no EAN and no MPN). It was imported afterwards with Manufacturer + MPN.

11. Open **My operations** → **Items** and check the new items (Section 3.1). Then make sure they are authorised for StartFill (2.2).

2.4 Edit an item

1. Go to **My operations** → **Items**, find the item (search, see 3.1) and click **Edit** on its row — or open **Details** and click **Edit** at the bottom of the master data.

Items						
Search HRB-001 × New item Search: HRB-001 × Alle Filter zurücksetzen						
1 Show entries 25 ▼						
SKU	Item name JFSKU	In stock / Available	Reserved	Locked	Awaiting delivery	
HRB-001	HERBION COUGH SYP CHILDERN 150ML (U... GDL501F5DD	864 / 864	0	0	0	Details Edit Delete

Search result for HRB-001 with the Details and Edit buttons.

- The **Item Update** form opens with the current values. Change what you need: name, product group, country of origin, manufacturer, price, weights, dimensions, comment and identifiers.

The 'Item Update' form is divided into several sections. The 'General' section includes fields for Item name (HERBION COUGH SYP CHILDREN 150ML (USA)), SKU (HRB-001), Product group, Country of origin (dropdown), Manufacturer (Herbion), Sales price (net) (0), Currency (EUR), Item weight (kg), Net weight (kg), Height (cm), Length (cm), Width (cm), and Comment (Cough Children Syp Master - 24 units per carton). The 'Internal ID numbers' section includes fields for GTIN (4607006674844), Manufacturer, MPN, UPC, ISBN, ASIN, Amazon FNSKU, TARC code, Hazard ID, and UFI number. The 'Warehouse options' section at the bottom has checkboxes for Batch, SLED, Split quantity, Serial number, and Packaging, all of which are currently disabled (greyed out).

Item Update — General and Internal ID numbers. Empty weight and dimension fields should be completed.

- Note the **Warehouse options**: Batch, SLED, Split quantity, Serial number and Packaging are shown but **greyed out** — they cannot be changed on an existing item. Item attributes and container units can still be added.

This section of the form shows the 'Warehouse options' (Batch, SLED, Split quantity, Serial number, Packaging) which are all disabled. Below this is the 'Item attributes' section with a table for adding attributes (Name, Value) and an '+ Add' button. The 'Container unit' section has a table for adding container units (Name, GTIN, UPC, Quantity) and an '+ Add' button.

Warehouse options are locked on an existing item.

- Under **Images**, click **Upload** to add a photo of the packed unit.
- Click **Update** at the bottom right. StartFill receives the change with the next synchronisation.

The 'Images' section at the bottom of the form features an 'Upload' button with a camera icon. At the bottom right of the form, there is a red 'Update' button.

Images upload and the Update button.

Before you change an item that is already in stock

Tell StartFill before changing a **GTIN** — the goods on our shelf are scanned by it. Batch and SLED cannot be changed at all (see 2.1).

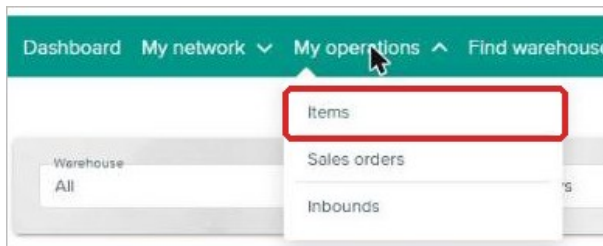
Delete is only active while an item has no stock and no history. Do not delete items you still plan to send.

3. Control your items and stock

3.1 Check stock in the Items list

Open the list

1. Click **My operations** in the top menu and choose **Items**.



My operations → Items.

Read the list

2. The list shows every item with SKU, item name, JFSKU and four stock figures. The number at the top left is the count of items; **Show entries** sets how many rows appear per page.

A screenshot of the 'Items' list interface. At the top, there is a search bar and a 'New Item' button. Below the search bar, a 'Show entries' dropdown is set to 25. The table has columns: SKU, Item name, JFSKU, In stock / Available, Reserved, Locked, Awaiting delivery, and action buttons (Details, Edit, Delete). The first row shows item HRB-002 with a physical stock of 96/96. The second row shows item HRB-017 with a physical stock of 240/240. The third row shows item HRB-018 with a physical stock of 960/960. The fourth row shows item HRB-016 with a physical stock of 800/800. The fifth row shows item HRB-015 with a physical stock of 720/720. The sixth row shows item HRB-014 with a physical stock of 0/0. The 'In stock / Available' column heading is highlighted with a red box.

The Items list (live account). Search field and the four stock columns.

3. Hover over the **i** next to a column heading to see its meaning:

A screenshot showing the four stock columns with their respective tooltips. The 'In stock / Available' tooltip explains physical stock levels. The 'Reserved' tooltip explains stock reserved for open sales orders. The 'Locked' tooltip explains items that are in stock but currently unavailable. The 'Awaiting delivery' tooltip explains stock that will be available in the future but is still on its way to the warehouse.

The four column tooltips: In stock / Available, Reserved, Locked, Awaiting delivery.

Column	Meaning
In stock / Available	Physical stock at StartFill / the part you can still sell ("stocks available for new sales orders").
Reserved	Stock reserved for open sales orders.
Locked	Stock in the warehouse but currently unavailable — e.g. damaged, expired or under clarification. Ask StartFill for the reason.

Column	Meaning
Awaiting delivery	Stock announced on open inbound orders that is still on its way to the warehouse.

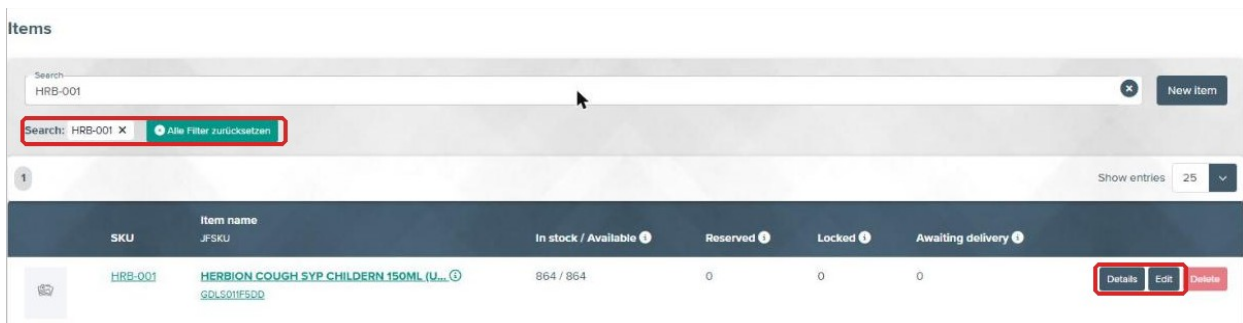
- A long item name is shortened; hover over the **i** behind it to read the full name.



Full item name in the tooltip.

Find one item

- Type an SKU, name, GTIN or JFSKU into **Search**. The list filters immediately and the active filter appears below the field. Click the **x** on the filter (or **Alle Filter zurücksetzen** / reset all filters) to see all items again.



Search for HRB-001: one hit, 864 in stock and available.

Open the item

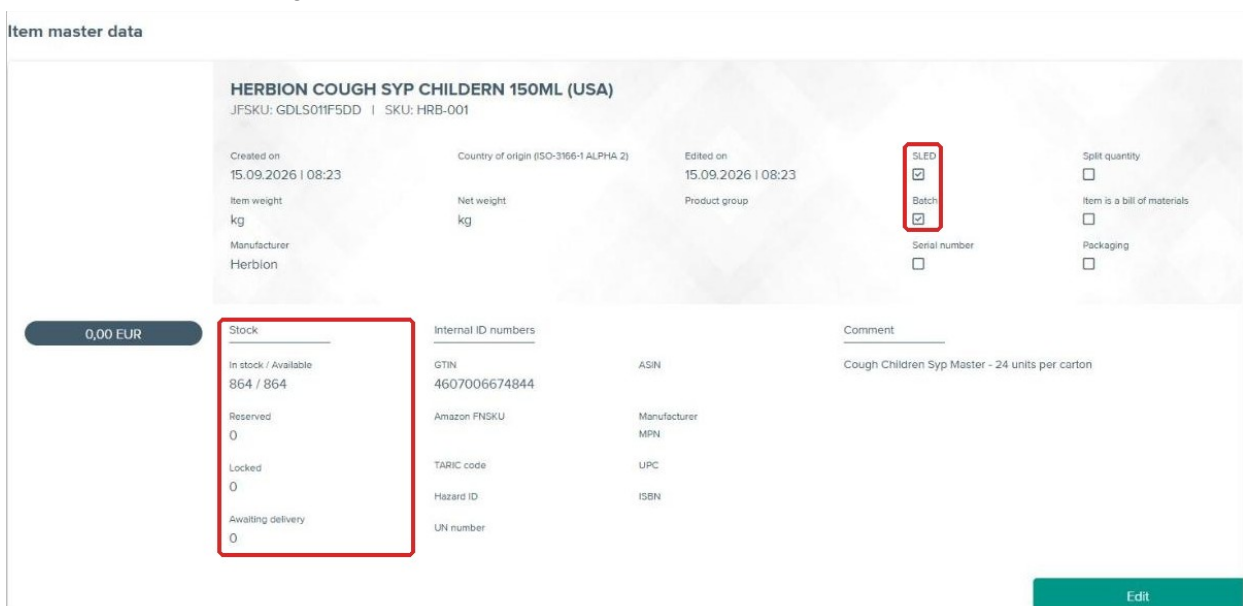
- Click **Details** on the row (see 3.2).

What to check regularly

Available matches what you expect to sell. **Locked** is 0 — otherwise ask StartFill. **Awaiting delivery** falls to 0 once a delivery has been booked. The **Dashboard** additionally lists items that are out of stock or will run out within a few days.

3.2 Item details, batches and best-before dates

- In the Items list click **Details**. The top block shows the master data, the ticked warehouse options (here Batch and SLED) and the **Stock** figures.



Item master data of HRB-001: Batch and SLED ticked, stock 864 / 864.

2. Scroll down to **Stock overview per warehouse**: stock per StartFill warehouse. Click **Batch / SLED** on the warehouse row.

Stock overview per warehouse

Warehouse	In stock	Reserved	Locked	Awaiting delivery
ZN4D04DE-90443-0003	864	0	0	0

Batch / SLED

Attributes

Name	Value
No data available	

Stock overview per warehouse with the Batch / SLED link.

3. The **Stock** window lists every lot with its best-before date (SLED, shown year - month - day), available and locked quantity. StartFill ships the earliest date first. Close the window with **Close**.

Stock			
Batch	SLED	Available	Locked
8623007	2026 - 9 - 30	144	0
8625004	2028 - 8 - 31	96	0
8625002	2028 - 6 - 30	120	0
8625003	2028 - 8 - 31	504	0
Close			

Four lots of HRB-001 — 144 units expire on 30.09.2026.

4. Further down, **Open Sales orders** and **Open Inbounds** list what is still in progress for this item.
5. At the bottom, **Stock changes** lists every posting. Use the **Warehouse** and **Posting type** filters to narrow it; the round button resets them. Each line shows the new figure and, in brackets, the change.

5 Stock changes							
Warehouse All		Posting type All					
Date	Warehouse	Posting type	Available	Reserved	Locked	Awaiting delivery	Comment
15.09.2026 09:16	StartFill WMS	Inbound (SF-IN-2026-0001)	864 (+504)	0	0	0 (-504)	
15.09.2026 09:16	StartFill WMS	Inbound (SF-IN-2026-0001)	360 (+120)	0	0	504 (-120)	
15.09.2026 09:14	StartFill WMS	Inbound (SF-IN-2026-0001)	240 (+96)	0	0	624 (-96)	
15.09.2026 09:14	StartFill WMS	Inbound (SF-IN-2026-0001)	144 (+144)	0	0	720 (-144)	
15.09.2026 09:00	StartFill WMS	Announcement (SF-IN-2026-0001)	0	0	0	864 (+864)	
Show entries 25							

Stock changes of HRB-001: the Announcement raised Awaiting delivery to 864; four Inbound bookings (one per lot) moved it to Available.

Posting type	What happened
Announcement	An inbound was created — quantity added to Awaiting delivery.
Inbound	StartFill booked goods in — Available up, Awaiting delivery down. One line per lot.
Cancelled announcement	An inbound was closed with quantity still open.
Reserved / Reservation cancelled	A sales order took or released stock.
Shipment	Goods left the warehouse on a sales order.

Posting type	What happened
Return	A customer return was booked back.
Adjusted / Changed condition	StartFill corrected stock (e.g. after a count) or moved it to/from Locked. See the Comment column.

3.3 Stock report (all items, with batches and best-before dates)

Your account has the template **Herbion Stock Report (detailed)**. It exports SKU, JFSKU, warehouse, available, announced, locked and reserved stock, batch and best-before date (day / month / year) per lot.

Name PPN	Name CSV	Data type	Default value	List	Do not export
sku	sku	string		No	☐
jfsku	jfsku	string		No	☐
warehouse_id *	warehouse_id	string	-- No default value	No	☐
stock_level *	stock_level	float		No	☐
stock_level_announced *	stock_level_announced	float		No	☐
stock_level_blocked *	stock_level_blocked	float		No	☐
stock_level_reserved *	stock_level_reserved	float		No	☐
batch	batch	string		No	☐
best_before_day	best_before_day	string		No	☐
best_before_month	best_before_month	string		No	☐
best_before_year	best_before_year	string		No	☐

Herbion Stock Report (detailed) — the exported columns.

1. Go to **Data exchange** → **Export**.
2. Under **Warehouse reports** select **Detailed warehouse report with comprehensive data on SLEDs and batches**, choose **Herbion Stock Report (detailed)** under Template and click **Request warehouse report**.
3. Under **Downloads**, wait until the status is **Complete**, then download the file. It stays available for a limited time (see **Available until**).

Reports

Shipping reports

From: 2026-09-14T11:57:33.216+02:00 | Until: 2026-09-15T11:57:33.216+02:00 | Template: -- Please select | Request shipping report

Warehouse reports

Standard warehouse report | Detailed warehouse report with comprehensive data on SLEDs and batches | Template: Herbion Stock Report (detailed) | Request warehouse report

Downloads

Requested on	Type	Available until	Status
15.09.2026 10:35	Warehouse report (detailed)	05.10.2026	Complete

Data exchange → Export: Detailed warehouse report and Herbion Stock Report (detailed) selected; a finished report under Downloads.

Automatic export schedules need an FTP, FTPS or SFTP server of your own; without one, request the report by hand as above.

4. Send stock to StartFill — inbounds

An **inbound** is your announcement of a delivery. Create it **before** the goods leave your supplier, so we can plan space and people and match the delivery on arrival. Goods that arrive without an inbound cannot be booked to your account straight away.

4.1 Prepare the delivery

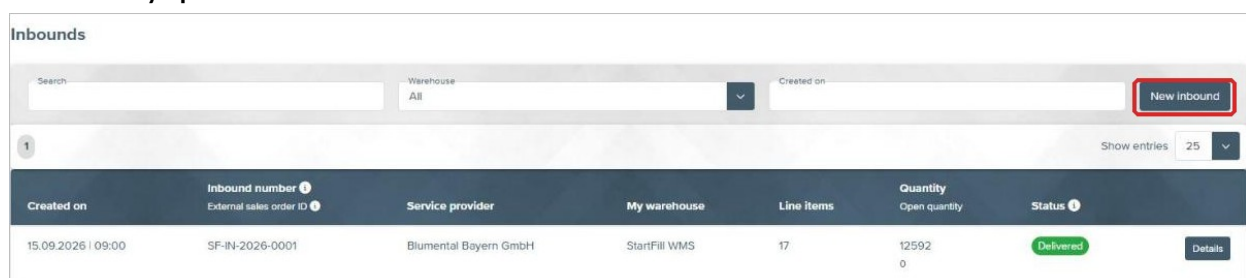
What StartFill needs	Details
An inbound in the portal	One inbound per delivery (one truck or parcel shipment). Put the inbound number on the delivery note and on every carton or pallet .
Delivery address	StartFill · Blumental Bayern GmbH, Melanchthonplatz 4-6, 90443 Nürnberg, Germany — unless StartFill gives you a different address for your warehouse.
Advance notice	Expected delivery date, number of pallets and cartons, and the carrier — in the inbound comment and/or the shipping message (4.4). Pallet deliveries need an agreed time slot.
Delivery note / packing list	Naming you as the owner of the goods, listing SKU and quantity per line, and — for batch/SLED items — lot numbers and best-before dates.
Labelled cartons	Every carton shows SKU, quantity per carton and, where applicable, lot and best-before date. Keep one SKU and one lot per carton wherever possible.
Unit barcodes	Each single unit carries the GTIN you entered on the item.
Goods from outside the EU	Delivered customs-cleared . Send a copy of the customs release document (e.g. ATLAS release notification or import duty notice) together with the commercial invoice. Declarant name and EORI may be blacked out.
Insurance	StartFill does not insure your goods. Keep them insured under your own policy.

Outside StartFill's scope — a courtesy note

Product labelling, language requirements, and the legal compliance of your products for sale are your responsibility as the merchant. We point out problems we notice, but we do not check them.

4.2 Create the inbound in the portal

1. Go to **My operations → Inbounds** and click **New inbound**.



The screenshot shows the 'Inbounds' section of the StartFill portal. At the top, there is a search bar, a warehouse dropdown menu set to 'All', and a 'Created on' filter. A red box highlights the 'New inbound' button in the top right corner. Below the filters, there is a table with the following columns: 'Created on', 'Inbound number' (with a sub-label 'External sales order ID'), 'Service provider', 'My warehouse', 'Line items', 'Quantity' (with a sub-label 'Open quantity'), and 'Status'. The table contains one entry: '15.09.2026 | 09:00', 'SF-IN-2026-0001', 'Blumental Bayern GmbH', 'StartFill WMS', '17', '12592 0', and 'Delivered'. A 'Details' button is located next to the 'Delivered' status.

Created on	Inbound number External sales order ID	Service provider	My warehouse	Line items	Quantity Open quantity	Status
15.09.2026 09:00	SF-IN-2026-0001	Blumental Bayern GmbH	StartFill WMS	17	12592 0	Delivered

The Inbounds list with your first inbound SF-IN-2026-0001 (Delivered) and the New inbound button.

2. Fill in the header fields.

The empty Create inbound form (test system — in your account the dropdown shows StartFill WMS).

Field	What to enter
Warehouse *	The StartFill warehouse assigned to you (Section 1). If the dropdown shows another warehouse first, change it.
Inbound number *	Your own unique reference, e.g. IN-2026-0012. It must not be reused. We use it to match the goods, so print it on the delivery note.
Sales order ID	Optional — e.g. your purchase order number with your supplier.
External sales order ID	Optional — e.g. your supplier's order or invoice number.
Comment	Delivery details for StartFill: pallets/cartons, carrier, expected date, anything unusual.

- Under **Items**, type an item name, SKU or GTIN into the search field and click + on the matching row.

Search result — click + to add the item (test system).

- Enter the **Quantity in single units** (not cartons). Optionally add the supplier's SKU and item name and a line comment (e.g. "4 cartons × 12"). Repeat for every item.
- Optionally add **attributes** (Name / Value) below the item list.
- Click **Save**.

Create inbound

Select warehouse
Warehouse: StartFill WMS (Blumental Bayern GmbH (Sandbox))

Inbound number
SF-IN-DEMO-001

Sales order ID
PO-2026-0815

External sales order ID
SUP-4711

Comment
1 pallet, 4 cartons x 12 units, carrier DHL Freight, ETA 22.09.2026

Items

Search
SF-DEMO

SKU	Item name JFSKU	SKU (supplier)	Item name (supplier)	Comment	Quantity	
SF-DEMO-001	StartFill Demo Money 250 g 992N01EUSJ6	HON-250		4 cartons x 12	48	Delete

Name: Value: [+ Add](#)

[Save](#)

A completed inbound: warehouse, inbound number, references, comment and one item line with 48 units (test system).

The inbound is created with status **Open** and reaches StartFill immediately — there is no separate “send” step. The quantity shows as **Awaiting delivery** on the item.

Created on	Inbound number External sales order ID	Service provider	My warehouse	Line items	Quantity Open quantity	Status	
15.09.2026 11:03	SF-IN-DEMO-001 SUP-4711	Blumental Bayern GmbH	StartFill WMS	1	48 48	Open	Details Shipping messages Edit Close

The new inbound with status Open and the actions Details, Shipping messages, Edit and Close (test system).

Quantities are in units, and one line per item

Enter 48, not 4, for four cartons of twelve. You do not enter batches or best-before dates on the inbound — even if one item arrives in several lots, it is one line. StartFill records each lot at goods receipt; list the lots on your delivery note.

4.3 Create inbounds by CSV import

Useful for large deliveries with many lines. The file has one row per item line; all rows with the same inbound number become one inbound.

1. Your inbound template **Herbion Inbound Import** is ready. Open it under Data exchange → Template overview (pencil icon) to see the mapping. Mandatory: warehouse_id, merchant_inbound_number, item_quantity; the item is identified by item_merchant_sku (your SKU).

Edit template

Template

Use the template to specify which data will be imported.

Name: Herbion Inbound Import

Description: SF-IN Inbounds by HRB SKU, semicolon, UTF-8

Template type: Inbound

Separator: ;

Character set: UTF-8

Field

Columns with an * are mandatory

Name FFF	Name CSV	Data type	Default value	List
warehouse_id *	warehouse_id	string	No default value	No
merchant_inbound_number *	merchant_inbound_number	string		No
item_quantity *	item_quantity	float		No
item_merchant_sku	item_merchant_sku	string		No
item_sku		string		No
item_supplier_sku		string		No
item_supplier_product_name		string		No
item_note	item_note	string		No
note	note	string		No
purchase_order_number		string		No

Herbion Inbound Import — the three mandatory fields and the item SKU, line comment (item_note) and inbound comment (note).

item_merchant_sku	item_merchant_sku	string		No
item_sku		string		No
item_supplier_sku		string		No
item_supplier_product_name		string		No
item_note	item_note	string		No
note	note	string		No
purchase_order_number		string		No
external_inbound_number		string		No
status		string	Pending	No
attribute_key1 attribute_keyN		string		Yes
attribute_value1 attribute_valueN		string		Yes
attribute_type1 attribute_typeN		string	String	Yes

Save

Lower part: status has the default value Pending — the inbound is created as Open.

Your file therefore needs these headings (example values). warehouse_id is the warehouse ID from Section 1 (ZN4D04DE-90443-0003), not its name:

```
warehouse_id;merchant_inbound_number;item_merchant_sku;item_quantity;item_note;note
ZN4D04DE-90443-0003;SF-IN-2026-0002;HRB-001;480;Lot L1 exp 31.10.2028;2 pallets, carrier X, ETA dd.mm.yyyy
ZN4D04DE-90443-0003;SF-IN-2026-0002;HRB-003;960;Lot L2 exp 30.09.2028;2 pallets, carrier X, ETA dd.mm.yyyy
```

All rows with the same merchant_inbound_number become one inbound; quantities are single units. Use item_note for the lots and best-before dates of that line, note for the delivery details.

2. Go to **Data exchange → Import** and click **Direct import**.

Import schedules

Manage templates **Direct import** Create import schedule

Name	Template	Interval	Last import
You have not created any import schedules yet.			

Processing reports

Import schedule	Template	Status	Executed on	
Direct import	Herbion Inbound Import	Complete	15.09.2026 09:00	History
Direct import	Herbion Items Import	Complete	15.09.2026 08:33	History
Direct import	Herbion Items Import	Failed	15.09.2026 08:31	History
Direct import	Herbion Items Import	Complete (With errors)	15.09.2026 08:25	History
Direct import	Herbion Items Import	Complete	15.09.2026 08:23	History

Data exchange → Import: Direct import and the processing reports of earlier imports.

3. Click **Browse**, choose your file, select **Herbion Inbound Import (Inbound)** under **Import template** and click **Start import**. There is no preview.

Direct import

Select import file

Import template: Herbion Inbound Import (inbound)

Start import

Direct import dialog with Herbion Inbound Import selected.

4. Click the refresh icon under **Processing reports** until the status is **Complete** (or Failed — then open **History** and check the file against the box in 2.3).

5. Check the new inbound under My operations → Inbounds. Imported inbounds are live at once with status Open (the list in 4.2 shows SF-IN-2026-0001 after goods receipt, when it is already Delivered).

Processing reports

Import schedule	Template	Status	Executed on	
Direct import	Herbion Inbound Import	Complete	15.09.2026 09:00	History

Processing report: the inbound import of 15.09.2026 is Complete.

4.4 Send a shipping message (recommended)

When the goods are on their way, tell us what was shipped and how. This is optional, but it lets us plan the receipt and trace a missing parcel.

1. In the Inbounds list click **Shipping messages** on your inbound. The **Shipping message ID** is pre-filled (e.g. IN-2026-0012-1); add a comment if you like.

Inbound number: SF-IN-DEMO-001

Shipping message ID	Comment
No data available	

Create shipping message

Shipping message ID: SF-IN-DEMO-001-1

Comment:

+ Create shipping message

Create shipping message — first tab (test system).

2. Tab **Items**: tick each item in this shipment and check the quantity. Use the comment to list lot numbers and best-before dates.

Create shipping message

Shipping message Items Packages

	SKU	Item name	Quantity	Comment
☒	SF-DEMO-001	StartFill Demo Honey 250 g	48	Lot L2609, BBD 31.08.2027

+ Create shipping message

Items tab: the item is ticked, 48 units, lot and best-before in the comment (test system).

3. Tab **Packages**: click **Add package** once per parcel, pallet or truck and fill in the fields below.

Field	What to enter
Freight type	Parcel , LessThanTruckload (one or a few pallets), FullTruckload or Other .
Shipped on	Date the goods left.
Carrier code	Choose the carrier from the list, or tick Custom carrier and type the name (e.g. a freight forwarder).
Tracking URL / Tracking ID / Other IDs	The tracking number(s) and link — for freight, the consignment or CMR number.
Estimated delivery date	When the goods should arrive at StartFill.
Comment	Pallet count, size and weight, e.g. "1 Euro pallet, 120×80×110 cm, 70 kg".

4. Click **Create shipping message**.

Shipping message Items Packages

Freight type: LessThanTruckload

Shipped on: 15.09.2026

Carrier code: DHL

Tracking URL:

Estimated delivery date: 22.09.2026

Comment: 1 Euro pallet, 120x80x110 cm, 70 kg

Tracking ID: DEMO123456789

Other IDs:

Delete

Add package

+ Create shipping message

Packages tab with one pallet shipment (test system).

The message appears at the top of the page. For a partial shipment, create one shipping message per shipment.

Inbound number: SF-IN-DEMO-001

Created successfully.

Shipping message ID	Comment
SF-IN-DEMO-001-1	Pallet 1 of 1 - DHL Freight.

Details

Shipping message SF-IN-DEMO-001-1 created (test system).

4.5 Follow the goods receipt

Open **Details** on the inbound at any time.

Inbound number: SF-IN-DEMO-001

Details

Status: Open Created on: 15.09.2026 | 11:03 Edited on: 15.09.2026 | 11:03

Merchant

Warehouse

StartFill WMS
Blumental Bayern GmbH (Sandbox)
Melanchthonplatz 4-6
90443 Nürnberg

1 pallet, 4 cartons x 12 units, carrier DHL Freight, ETA 22.09.2026

Items

SKU	Item name	Item name (supplier)	Quantity	Quantity Open	Quantity Posted	Comment
SF-DEMO-001	StartFill Demo Money 250 g	HON-250	48	48	0	4 cartons x 12

0 Stock changes

Date	Item	Warehouse	SLED	Batch	Available	Reserved	Locked	Awaiting delivery	Comment
------	------	-----------	------	-------	-----------	----------	--------	-------------------	---------

Inbound details while Open: per line, Quantity, Quantity open and Quantity posted (test system).

Status	Meaning
Open	Announced; nothing booked yet. You can still edit it.
Partially delivered	StartFill has booked part of the quantity.
Delivered	All announced quantities are booked.
Complete	The inbound was closed — no more goods are expected on it.

After booking, **Quantity posted** shows what we received, and **Stock changes** on the same page lists each booking with warehouse, **SLED** and **Batch**. The stock is then **Available** for your sales orders.

Inbound number: SF-IN-2026-0001

Details						
Status: Delivered Created on: 15.09.2026 09:00 Edited on: 15.09.2026 09:23						
Merchant		Warehouse				
UAB Herbion Group Architektų g. 56-101 04111 Vilnius Merchant ID: GDL5		StartFill WMS Blumental Bayern GmbH Melanchthonplatz 4-6 90443 Nürnberg		Delivery received 08.09.2026 - CMR VT090301 - packing lists 126/HG1/MTPL/26 and 134/HG1/STL/26 - recounted carton by carton 13.09.2026, 361 cartons, no variance - HRB-014 excluded, expired on arrival, quarantined		
Items						
SKU	Item name JFSKU	Item name (supplier) SKU (supplier)	Quantity	Quantity Open	Quantity Posted	Comment
HRB-001	HERBION COUGH SYR CHILDREN 150ML (USA) GDL501FSDQ		864	0	864	Lots 8623007 x144 exp 30.09.2026 / 8625004 x96 exp 31.08.2028 / 8625002 x120 exp 30.08.2028 / 8625003 x504 exp 31.08.2028 - bin 25-01-1
HRB-002	PINK SALT JAR 1.25KG FINE 0.3- 0.5MM GDL501HG2IE		96	0	96	Lots 031123 x60 / 290323 x36 - no best-before - bin 23-01-1
HRB-003	HERBION COUGH DROPS CHERRY 18'S (POL) GDL501QNSGH		1920	0	1920	Lot 9124011 exp 30.09.2027 - bin 23-01-1

Your delivered inbound SF-IN-2026-0001: status Delivered, Quantity open 0 and Quantity posted per line; your lot details in the line comment.

21 Stock changes

Date	Item	Warehouse	SLED	Batch	Available	Reserved	Locked	Awaiting delivery	Comment
15.09.2026 09:23	GDL5014BCWC	StartFill WMS	30.11.2026	16523014	960	0	0	-960	
15.09.2026 09:22	GDL5015Q6J5	StartFill WMS	30.11.2026	3223028	240	0	0	-240	
15.09.2026 09:22	GDL5015BQK2	StartFill WMS	30.11.2026	16523014	800	0	0	-800	
15.09.2026 09:22	GDL5013H6MC	StartFill WMS	30.11.2026	11523022	720	0	0	-720	
15.09.2026 09:20	GDL501WKZ7	StartFill WMS	31.08.2028	10125003	480	0	0	-480	
15.09.2026 09:20	GDL5016SSN9	StartFill WMS	31.12.2026	9123036	1440	0	0	-1440	
15.09.2026 09:20	GDL501LZTUL	StartFill WMS	31.12.2026	11123010	192	0	0	-192	
15.09.2026 09:19	GDL5017JX60	StartFill WMS	30.09.2027	5724032	1440	0	0	-1440	
15.09.2026 09:19	GDL5018AQMJ	StartFill WMS	30.09.2028	8625006	288	0	0	-288	
15.09.2026 09:19	GDL5014M68	StartFill WMS	31.01.2027	6724002	1440	0	0	-1440	
15.09.2026 09:18	GDL5012VWSH	StartFill WMS	31.01.2027	9124001	400	0	0	-400	
15.09.2026 09:18	GDL5017W3XE	StartFill WMS	30.09.2028	11125003	960	0	0	-960	
15.09.2026 09:18	GDL501THMS5	StartFill WMS	Invalid date	231123	40	0	0	-40	
15.09.2026 09:17	GDL501CTBPX	StartFill WMS	31.12.2026	2323189	312	0	0	-312	
15.09.2026 09:17	GDL501QNSGH	StartFill WMS	30.09.2027	9124011	1920	0	0	-1920	
15.09.2026 09:17	GDL501HG2IE	StartFill WMS	Invalid date	290323	36	0	0	-36	
15.09.2026 09:17	GDL501HG2IE	StartFill WMS	Invalid date	031123	60	0	0	-60	
15.09.2026 09:16	GDL501FSDQ	StartFill WMS	31.08.2028	8625003	504	0	0	-504	
15.09.2026 09:16	GDL501FSDQ	StartFill WMS	30.08.2028	8625002	120	0	0	-120	
15.09.2026 09:14	GDL501FSDQ	StartFill WMS	31.08.2028	8625004	96	0	0	-96	
15.09.2026 09:14	GDL501FSDQ	StartFill WMS	30.09.2026	8625007	144	0	0	-144	

Stock changes of the same inbound: one booking per lot with SLED and batch. Items without a best-before date (the salts) show "Invalid date" in the SLED column — that is expected.

4.6 Change or close an inbound

- **Edit** — while the inbound is **Open** you can change quantities and add or remove lines. The warehouse and inbound number cannot be changed; create a new inbound instead.
- **Close** — use it when no (further) goods will come on this inbound, e.g. a cancelled delivery or a short delivery you do not intend to top up. The portal asks "Do you really want to close the inbound?"; after you confirm, the open

quantity is removed from Awaiting delivery and the status becomes **Complete**. Closing cannot be undone — for a later delivery, create a new inbound.

Inbounds						
Search		Warehouse	All	Created on	New inbound	
5						Show entries 10
Created on	Inbound number External sales order ID	Service provider	My warehouse	Line items	Quantity Open quantity	Status
15.09.2026 11:09	SF-IN-DEMO-002	Blumental Bayern GmbH	StartFill WMS	1	24 24	Complete
15.09.2026 11:03	SF-IN-DEMO-001 SUP-4711	Blumental Bayern GmbH	StartFill WMS	1	48 48	Open

SF-IN-DEMO-002 after Close (test system): status Complete, no more actions. The list keeps showing the announced open quantity, but the item no longer counts it as Awaiting delivery.

- There is no delete. Inbounds that are Delivered or Complete stay in the list as your record.

5. What StartFill does when the goods arrive

1. We check the delivery against your inbound: number of pallets/cartons, outer condition, and the paperwork. Visible transport damage is noted on the carrier's document and photographed.
2. We count the goods per item and book them in our warehouse system against your inbound — one booking per lot, with batch number and best-before date for items that require them.
3. The bookings are reported back to the network: your inbound shows the posted quantities and the item shows the stock as Available.
4. If anything differs from your announcement — more, less, damaged, unlabelled, an unknown item, or a best-before date that is too short — we contact you the same working day. Extra units can be booked on request; damaged or unclear goods are kept as **Locked** stock until you decide.

For items with SLED, we always ship the **earliest best-before date first** (FEFO).

We do not open sealed cartons unless agreed in advance. Goods receipt checks beyond counting (e.g. opening cartons to read unit barcodes, re-labelling, sorting mixed pallets) are billed as agreed in your price sheet.

6. Troubleshooting

Problem	Cause and fix
My item is not found when I add it to an inbound	Check the spelling; search by SKU or GTIN. A brand-new item appears at once — if it still does not, reload the page.
The warehouse dropdown does not offer StartFill	The warehouse was just assigned. Wait, then sign out and in again (Section 1).
“Please enter at least one identification number”	Enter a GTIN — or Manufacturer and MPN together.
Import status Failed	Wrong separator, a BOM at the start of the file, a mandatory column missing or misspelled, a warehouse name instead of the warehouse ID , or an SKU that does not exist yet.
I ticked the wrong Batch/SLED setting	Contact StartFill before sending goods. The item has to be removed and created again while it has no stock and no open orders or inbounds.
Awaiting delivery stays after the delivery	Part of the quantity has not arrived or was not booked yet. Check Quantity open on the inbound; close the inbound if nothing more will come.
Stock shows as Locked	StartFill has blocked it — typically damaged, expired or unclear goods. Ask us for the reason.
Available is lower than In stock	The difference is Reserved for open sales orders.

7. Checklist

Once, per item

- Item created with name, SKU, unit GTIN (or Manufacturer + MPN), weight in kg incl. packaging and dimensions in cm.
- Batch and SLED set correctly — they cannot be changed later.
- Item authorised for StartFill (automatic authorisation switched on).

For every delivery

- Inbound created before shipping, in the StartFill warehouse, quantities in units, one line per item.
- Inbound number on the delivery note and on every carton or pallet.
- Cartons labelled with SKU, quantity, lot and best-before date; lots listed on the delivery note.
- Non-EU goods: customs-cleared, with the release document and commercial invoice.
- Shipping message with carrier, tracking and expected date; pallet deliveries booked in advance.
- After arrival: inbound Delivered, stock Available — or close the inbound if nothing more will come.

Questions?

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Portal: <https://fulfillment.jtl-software.com> · Official JTL documentation: guide.jtl-software.com → JTL-Fulfillment Network → Online merchants without JTL-Wawi.