

Merchant Onboarding & Goods Receipt

Connecting a fulfilment customer and receiving their goods - JTL-FFN / JTL-WMS

This manual describes how StartFill (Blumental Bayern GmbH) receives goods that belong to a fulfilment customer. It uses the first live delivery as the worked example throughout: **6 units of VB-S7** for the merchant Elixia. Every step and every menu path applies unchanged to any later merchant and any later delivery.

Status of this document. Part 0 (onboarding) is **verified** - every screen in it was captured from our own live system on 04.08.2026 and every identifier was read back from the API. Parts 1 to 3 (goods receipt) are **written from the JTL-Guide and not yet performed**. They become verified the day we complete the first receipt, and the screenshots at the back are filled from that receipt. Treat them as a plan until then.

Roles and identifiers

Fulfilment service provider	StartFill - Blumental Bayern GmbH · FFN user ZN4D
Warehouse	FFN-WH1 · ZN4D04DE-90443-0001
Merchant (example)	Elixia / elixia.shop · FFN user S526
Article (example)	VB-S7 · JFSKU S526013FBGS · EAN 0633710381154
Inbound (example)	S52603YU1SW9J27P · merchant no. ELX-INB-2026-0001
ERP / WMS	JTL-Wawi 2.0.5 · JTL-WMS (edition WMS Start)

Part 0 - Connecting a new merchant

Nothing below can happen until the merchant is connected to our warehouse. This is a one-off per customer and takes minutes, but three of the five steps happen on **their** side, so start it early. Participation in the JTL-Fulfilment Network is **free for both parties** - JTL charges neither a merchant fee nor a service-provider fee.

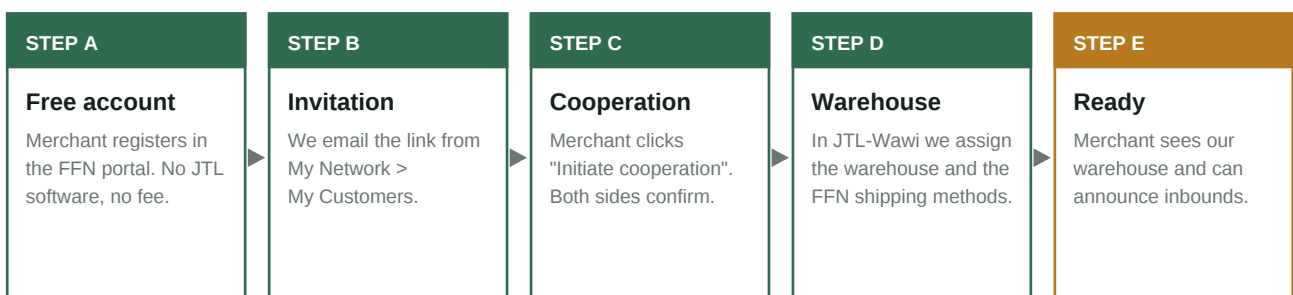


Figure 1 - Merchant onboarding. Steps A and C are the merchant's; B and D are ours.

A - The merchant's free FFN account

The merchant registers at **fulfillment.jtl-software.com** with their JTL customer account. They do **not** need JTL-Wawi, any paid edition, or any connector. That is the entire point of this model: a shop on WooCommerce, Shopify or anything else joins for nothing and reaches us over the FFN Merchant REST API. In our example Elixia holds account **S526** with the single role *Merchant*.

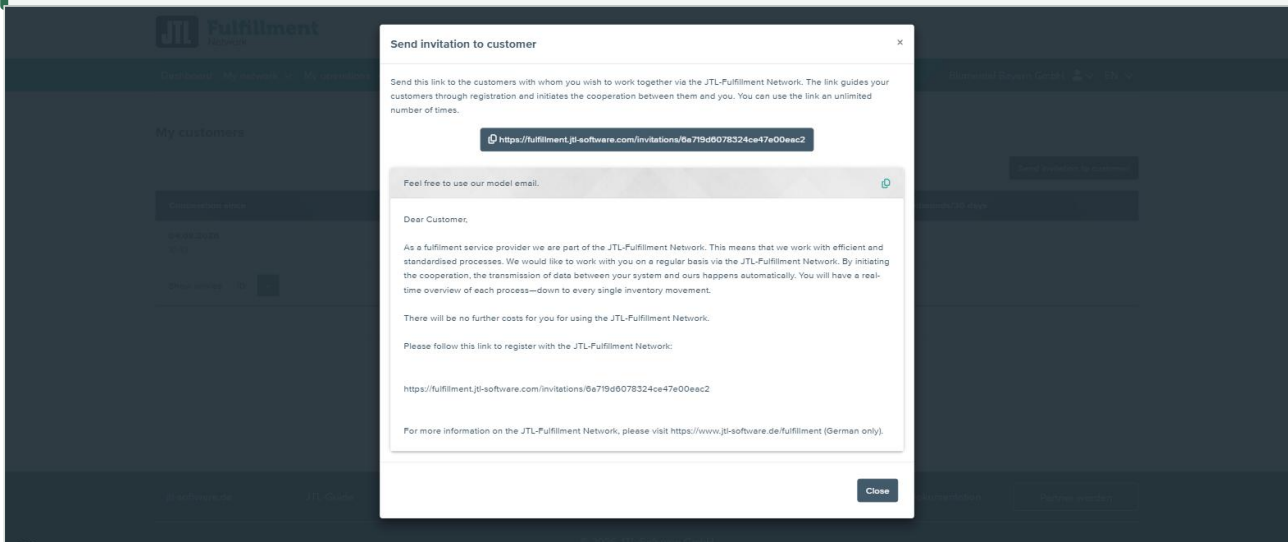
B - The email invitation

In the Fulfillment portal go to **My Network > My Customers** and click **"Send invitation to customer"**. A popup gives you a direct link. Send that link to the merchant by email - it is reusable, so the same link works for every

customer you onboard. Keep it somewhere you can find it rather than generating a new one each time.

The reverse direction also exists: a merchant who finds our warehouse listing can send us a request. Those arrive under **My Network > My customer requests**, with an email notification containing a portal link. Open **Details**, choose **"Initiate cooperation"** and **"Send reply"**; the request moves to **Confirmed**.

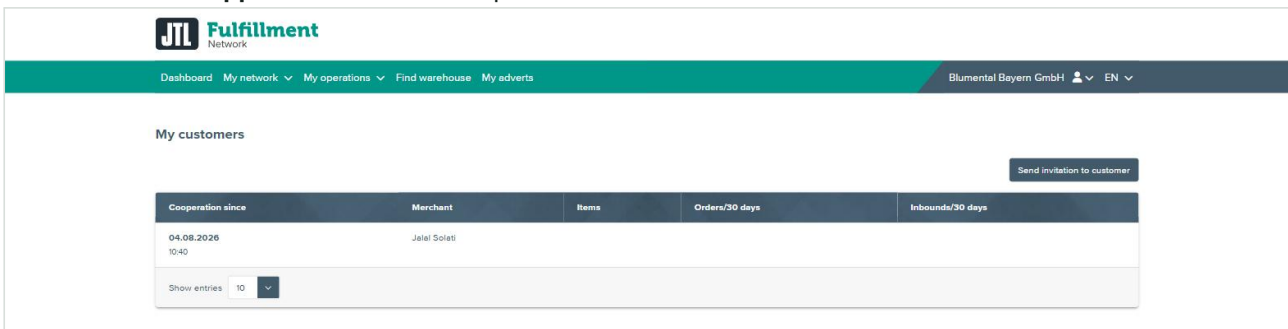
A suggested wording for the invitation email. "To ship your orders from our warehouse we use the JTL-Fulfillment Network. Please open the link below and click *Initiate cooperation*. Creating the account is free and needs no software on your side. Once you confirm, we will assign you a warehouse and send you the details you need to announce your first delivery." - then paste the invitation link.



The invitation dialogue: My Network > My Customers > Send invitation to customer. The link is reusable, and JTL supplies a model email you can copy straight out of the popup.

C - Both sides confirm

The merchant opens the link, logs in and clicks **"Initiate cooperation"**. Confirmation is mutual: until both sides have confirmed, nothing is connected. Afterwards the merchant appears under **My Network > My Customers** in the portal, and - after the next synchronisation - in JTL-Wawi, where FFN customers are created as **both customer and supplier** and shown in turquoise.



My Network > My Customers after both sides have confirmed. Elixia appears with the date the cooperation started.

D - Connecting them to our warehouse

This is the step that is easy to forget, and its symptom is silent: the merchant sees no warehouse and cannot announce anything, with no error message anywhere. It is done in **JTL-Wawi**, not the portal.

- 1 Open **Customers** in JTL-Wawi and find the merchant in the list.
- 2 Double-click to open the **Customer master data**.
- 3 Switch to the **JTL-Fulfillment Network** tab. The warehouses available for assignment are listed there.
- 4 Select the warehouse - for us **FFN-WH1** - and click **Assign warehouse**.

- 5 Tick the **FFN shipping methods** you want to offer this merchant. Skipping this leaves them with a warehouse they cannot ship from.
- 6 Click **Save**, then synchronise with the Fulfillment Network.

The shipping method must exist first. FFN shipping methods are created under **Warehouses > Fulfilment Network > Manage FFN shipping methods**. Two traps we have already hit: the **carrier name** must be committed with the Tab key before it registers, and the dialogue only truly saves when **Save** closes it by itself - closing with X or Cancel discards it without saying so.

E - Verify from the merchant side

Do not take our own screen as proof. Check what the **merchant** can see, using their account or their API token. All three must return exactly one entry:

GET /v1/merchant/fulfillers	Our provider account - ZN4D , isActive: true
GET /v1/merchant/warehouses	FFN-WH1 - ZN4D04DE-90443-0001
GET /v1/merchant/shippingMethods	Standard / DPD - ZN4D0A7CJKYXAEWT

If those come back empty, check whose token it is. An empty list almost always means the token belongs to the **wrong account** - typically our own provider account instead of the merchant's. The warehouse is authorised for the merchant, so only the merchant's token can see it. We lost time to this twice: once in the sandbox, once in production. The second cause, if the account is right, is that step D was never completed.

Part 1 - Receiving goods: the process at a glance



Figure 2 - Receiving goods: the five steps. Only step 3 involves the cartons.

The one rule that matters. Goods for an FFN merchant are received in **JTL-WMS**, never in the standard JTL-Wawi goods receipt. The JTL-Guide states it plainly: the goods receipt takes place via JTL-WMS. In the Wawi Procurement goods receipt the *Book* button silently does nothing for a merchant-owned article - no error, no posting, no stock. If you have ever wondered why a receipt "did not take", this is why.

Three documents, three different jobs

Most confusion at goods receipt is a document mix-up. There are three, they arrive from three different places, and only one of them is what you book against.

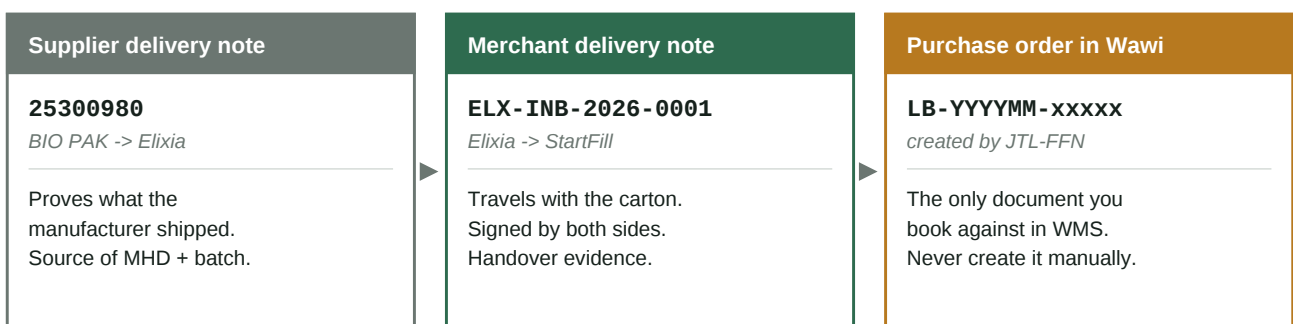


Figure 3 - Which paper does what. Numbers are from the Elixia example.

Do not raise a purchase order. The purchase order appears **by itself** when the merchant announces the inbound and Wawi synchronises. Creating a second one by hand double-counts the stock. If you cannot find it, the answer is to synchronise - never to create.

Check this before you promise a merchant anything

JTL-WMS does not include best-before and batch handling in every edition. **MHD / Chargen / Seriennummern** is a **separately licensable module**, and the marketing feature list places batch and best-before management at **WMS Pro**. StartFill currently holds **WMS Start**, which also does **not** include the JTL-WMS Mobile app.

This is a live open question for VB-S7. The Elixia article was created in FFN with `isBestBefore` and `isBatch` set to **true**, which means the warehouse is expected to capture both at put-away. If the module is not licensed, JTL-WMS refuses to store such articles - the forum reports the message "*Das MHD/Chargen/Seriennummern-Modul ist nicht aktiviert*". **Verify before the first receipt:** JTL customer account > Orders & Licences > Warehouse management > Modules, or the package configurator. If it is not covered, there are only two honest options - licence the module, or recreate the article without those flags and accept that we do not track MHD or batch. For a food supplement the second option has regulatory consequences, so treat this as a business decision and not a technical detail.

Before you start

- 1 The MHD / Chargen / Seriennummern module is licensed - see above - **if** the article requires it.
- 2 The merchant has announced the inbound. Check the FFN portal under **My operations > Inbounds**; the entry should show status **Open** with the full quantity outstanding.
- 3 JTL-WMS is activated for the client (Mandant) and **at least one storage location (Lagerplatz) exists**. This is not a formality: with no storage location there is nowhere to put the goods, and the receipt cannot be completed. StartFill has not yet created one, so do this first.
- 4 A receiving area (*Wareneingangsort*) is defined, since the desktop goods receipt books into one.
- 5 The JTL-Worker is running, or you are prepared to synchronise manually via **Warehouses > Fulfilment Network > Log book > Start manual synchronisation**.
- 6 You have the cartons and both delivery notes in front of you.

One-off warehouse settings worth making

Menu path: **Warehouses > Warehouses > [the WMS warehouse] > Goods receipt tab** (*Lager > Lager > [WMS-Lager] > Registerkarte Wareneingang*). Four settings matter here:

Delivery note number <i>Lieferscheinnummer</i>	Three states: not requested, may be entered, must be entered . Choose must be entered - it is what ties a batch back to the supplier paperwork months later.
Do not post expired SLED <i>Abgelaufene MHD nicht einbuchen</i>	Blocks receiving goods whose best-before date has already passed. Leave on.
Allow over-delivery <i>Mehrlieferung</i>	Allow / allow with confirmation / do not allow. Use allow with confirmation , so more than announced cannot be booked silently.
Mixed batch storage <i>Nicht sortenreine Einlagerung</i>	Whether one location may hold several batches or best-before dates. Decide deliberately - it drives how FIFO/FEFO behaves at picking.

Part A - Find the purchase order in JTL-Wawi

- 1 Open JTL-Wawi in the correct client (Mandant) - the one connected to the JTL-Fulfillment Network.
- 2 Synchronise: **Warehouses > Fulfilment Network > Log book > Start manual synchronisation**. The FFN synchronisation is switched off by default in the JTL-Worker, so do not assume it has run.
- 3 Go to **Purchasing > Purchase orders > Being processed**. The announced inbound appears here as a purchase order, with **the merchant listed as the supplier** - not the manufacturer. For the example that is Elixia, not BIO PAK.
- 4 Open it and check it against the merchant delivery note: article, quantity, warehouse. Note its number on the delivery note. (In the sandbox these were numbered LB-202607-10000; the production numbering has not been seen yet.)
- 5 If it is not there, synchronise again and refresh. If it still is not there, the merchant has not announced it - stop and resolve that first. Do not receive goods that FFN does not know about.

Sanity check. The purchase order quantity must match the delivery note. If the merchant announced 6 and 8 arrived, do not book 8. Receive what was announced and have the merchant correct the announcement, or you create stock the merchant cannot see and cannot sell.

Part B - Receive the goods in JTL-WMS (desktop)

This is the **desktop** JTL-WMS client. The JTL-WMS Mobile app is a separate, separately licensed product and is not part of WMS Start - so ignore any instructions written for it. A USB or Bluetooth barcode scanner still works here: the desktop goods receipt has a scan field that accepts keyboard input, which is what such a scanner emits.

- 1 Open **JTL-WMS** and go to **Goods receipt (Wareneingang)**.
- 2 Choose **Select purchase order (Lieferantenbestellung auswählen)** when you know the order - which you do, because you noted it in Part A. **Select supplier (Lieferant auswählen)** is the alternative when only the merchant is known.
- 3 Double-click the purchase order to open it. If no delivery note number has been entered yet, JTL-WMS asks for one - enter the supplier delivery note, 25300980 in the example.
- 4 Set the receiving area (*Wareneingangsort*) on the left if it is not already correct.
- 5 Scan the article into the central scan field - EAN, SKU, ISBN or UPC. For the example, EAN 0633710381154 or SKU VB-S7. JTL-WMS matches the scan against the open purchase order in real time.
- 6 Set the **quantity (Menge)**. It defaults to 1, so this is the field most often left wrong. Count the cartons rather than trusting the paper - 6 in the example.
- 7 Enter **best-before date** and **batch** if the article is flagged for them and the module is licensed. Take both **from the carton label**. In the example the best-before date is **31.07.2027**.
- 8 Put the goods away to a storage location (*Lagerplatz*). Booked positions build up in the list at the bottom of the screen with article, quantity, location and any special attributes.
- 9 Print item labels if this article shares a GTIN with another merchant's - **Print (Drucken)** in the same dialogue.
- 10 Press **Complete (Abschließen)** to finish the receipt and clear the list.

Where the batch comes from. If the supplier delivery note shows a lot as a date - for example L : 31 . 07 . 2027 - that is the best-before date being reused as a lot reference, not a real batch code. **The carton label wins.** If the label carries a separate LOT, enter that. Getting this wrong defeats the entire purpose of batch tracking, which is a recall.

When the count does not match the announcement. **Fewer than announced:** book what actually arrived. The inbound stays partly open, which is correct - it records that the merchant still owes stock. **More than announced:** with *Mehrlieferung* set to "allow with confirmation" JTL-WMS asks before booking the surplus. Do not wave it through: stock the merchant has not announced is stock they cannot see or sell, and reconciling it later is manual work. Book the announced quantity, tell the merchant, and let them correct the announcement.

Part C - Confirm it worked

The goods receipt is not finished when the cartons are on the shelf. It is finished when the merchant can see the stock. That requires one more synchronisation.

BEFORE goods receipt		JTL-WMS	AFTER goods receipt + sync	
stockLevelAnnounced	6		stockLevelAnnounced	0
stockLevel (available)	0		stockLevel (available)	6
Shops must not sell. Outbounds fail.			Shops can ship. Outbounds fill.	

Figure 4 - What the merchant sees before and after. Numbers from the Elixia example.

- 1 Synchronise again: **Warehouses > Fulfilment Network > Log book > Start manual synchronisation**, or wait for the JTL-Worker.
- 2 The receipt is transmitted to the merchant and offsets their announcement automatically.
- 3 On the merchant side, available stock rises. Announced stock falls to zero. Outbound orders can now be filled.
- 4 Only now tell the merchant they may sell the stock.

Troubleshooting

Symptom	Most likely cause and fix
The purchase order does not appear in Wawi	FFN synchronisation has not run, or the merchant has not announced the inbound. Synchronise manually first; then check the FFN portal for the announcement.
Book in the Wawi goods receipt does nothing	You are in the wrong place. Merchant-owned goods are received in JTL-WMS. This is by design and produces no error message.
JTL-WMS will not let you put the goods away	No storage location exists, or none is valid for this article. Create a storage location in the warehouse configuration.
The goods cannot be booked because the date has passed	Do not post expired SLED is active and the best-before date is in the past. Do not work around it - clarify with the merchant.
Stock received, but the merchant still sees zero	The synchronisation after the receipt has not run yet. Run it manually and re-check.
Two merchants have the same article and GTIN	Print item labels so each article carries its own SKU and JFSKU. In JTL-WMS: Goods receipt > Purchase order overview > select the item > left arrow > Print.

Goods receipt checklist

Print one per delivery and file it with the signed delivery note.

☐	Merchant connected and warehouse assigned (Part 0 complete)
☐	MHD / batch module licensed, if the article needs it
☐	Storage location and receiving area exist in JTL-WMS
☐	Merchant delivery note received and matches the cartons
☐	Supplier delivery note number noted
☐	FFN synchronisation run in JTL-Wawi
☐	Purchase order found under Purchasing > Purchase orders > Being processed
☐	Purchase order quantity matches the delivery note
☐	Goods counted physically
☐	Received in JTL-WMS (not in the Wawi goods receipt)
☐	Best-before date entered from the carton label
☐	Batch entered from the carton label
☐	Delivery note number entered in JTL-WMS
☐	Goods put away to a storage location
☐	Second synchronisation run
☐	Merchant available stock confirmed
☐	Delivery note signed by both sides and filed

Worked example - the Elixia delivery of 04.08.2026

Merchant delivery note	ELX-INB-2026-0001 (Elixia to StartFill)
Supplier delivery note	25300980 of 07.10.2025, BIO PAK Nutraceuticals, Kranj, Slovenia, position 8
FFN inbound	S52603YU1SW9J27P, status Pending, 6 open
Article	VB-S7 - VITA ELIXIA Ashwagandha-Extract, 60 capsules
Quantity	6 units
Best-before date	31.07.2027
Batch	from the carton label (supplier note shows L:31.07.2027)
Warehouse	FFN-WH1, ZN4D04DE-90443-0001

Sources

JTL-Guide (English), consulted 04.08.2026:

- Performing goods receipts -

guide.jtl-software.com/en/jtl-fulfilment-network/fulfilment-service-providers-with-jtl-wawi/performing-the-goods-receipt/

- Viewing goods announcements & items - [.../viewing-goods-announcements-items/](https://guide.jtl-software.com/en/jtl-fulfilment-network/fulfilment-service-providers-with-jtl-wawi/viewing-goods-announcements-items/)
- Labelling goods - [.../labelling-goods/](https://guide.jtl-software.com/en/jtl-fulfilment-network/fulfilment-service-providers-with-jtl-wawi/labelling-goods/)
- Goods receipt (JTL-WMS) - guide.jtl-software.com/en/jtl-wms/jtl-wms-mobile/goods-receipt/
- Warehouse options: Goods receipt - guide.jtl-software.com/en/warehouse-options-goods-receipt/
- Viewing, negotiating and authorising requests - [.../4-viewing-negotiating-and-authorising-requests/](https://guide.jtl-software.com/en/warehouse-options-goods-receipt/4-viewing-negotiating-and-authorising-requests/)
- Assigning a warehouse to a customer - [.../6-assigning-a-warehouse-to-a-seller/](https://guide.jtl-software.com/en/warehouse-options-goods-receipt/6-assigning-a-warehouse-to-a-seller/)
- Setting up shipping methods - [.../5-setting-up-shipping-methods/](https://guide.jtl-software.com/en/warehouse-options-goods-receipt/5-setting-up-shipping-methods/)
- Wareneingang in JTL-WMS (desktop, German) - guide.jtl-software.com/jtl-wms/wareneingang/
- Lageroptionen, Registerkarte Wareneingang - guide.jtl-software.com/jtl-wms/einstellungen/detailbeschreibung-lageroptionen-registerkarte-wareneingang/
- Lizenz für MHD, Chargen und Seriennummern aktivieren - guide.jtl-software.com/jtl-wms/warenausgang/lizenz-fuer-mhd-chargen-und-seriennummern-aktivieren/
- JTL-WMS editions - jtl-software.com/de/lagerverwaltung-software

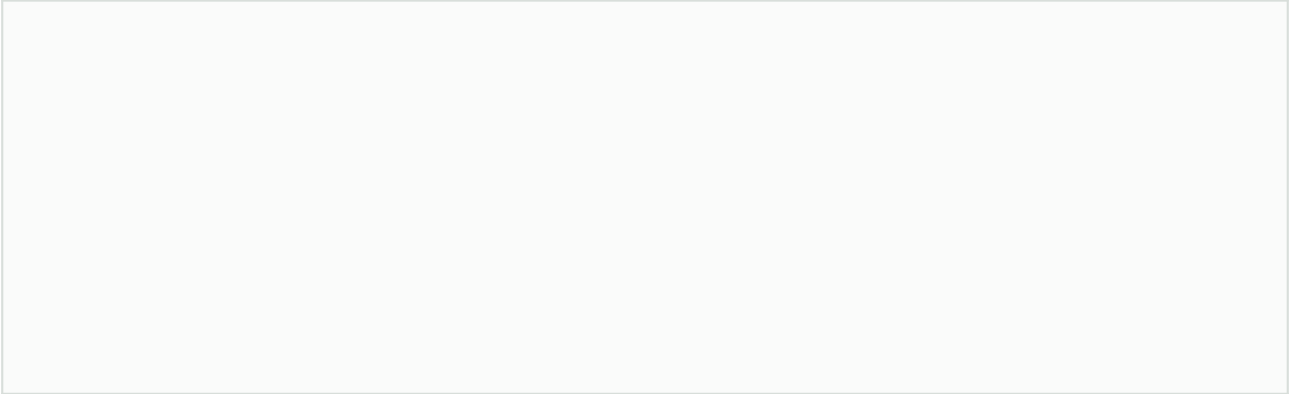
Parts of the English JTL-Guide are still untranslated; where a page exists only in German the procedure above was taken from the German original. Screenshots are deliberately not reproduced from the JTL-Guide - they are JTL's material. Paste screenshots of **our own** JTL-Wawi and JTL-WMS into the spaces below as the first receipts are performed; they will be more useful anyway, because they show our client, our warehouse and our data.

Screenshots - to be filled from our own system

The FFN portal screens are already in Part 0. These five are the JTL-Wawi and JTL-WMS screens, which can only be captured while an actual goods receipt is being performed. Take them during the first receipt and paste them in - at that point Parts 1 to 3 stop being a plan and become a record.

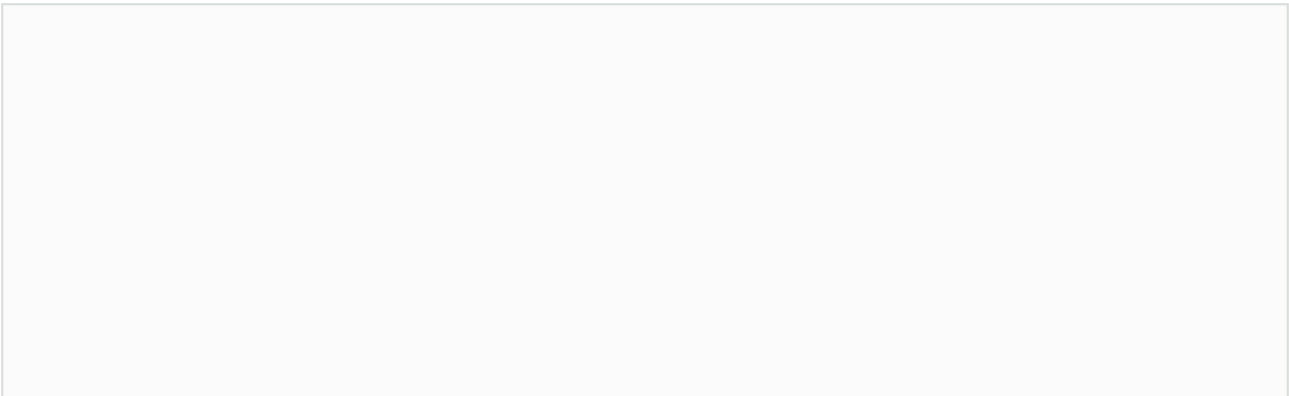
1 - JTL-Wawi: the FFN purchase order

Purchasing > Purchase orders > Being processed, with the merchant as supplier.

A large, empty rectangular box with a light gray background, intended for a screenshot of the JTL-Wawi purchase order screen.

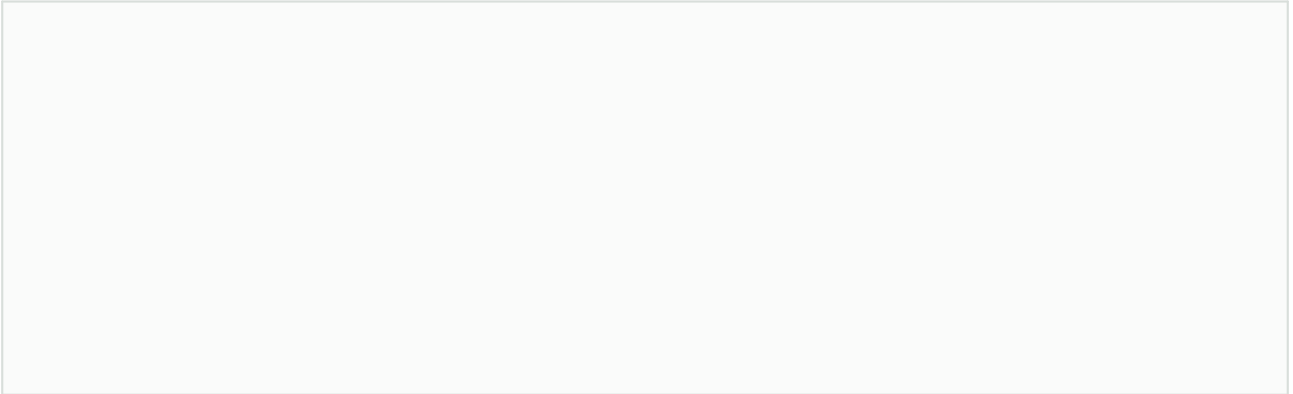
2 - JTL-WMS: selecting the purchase order

Goods receipt area, Purchase order tab, before pressing Next.

A large, empty rectangular box with a light gray background, intended for a screenshot of the JTL-WMS goods receipt area.

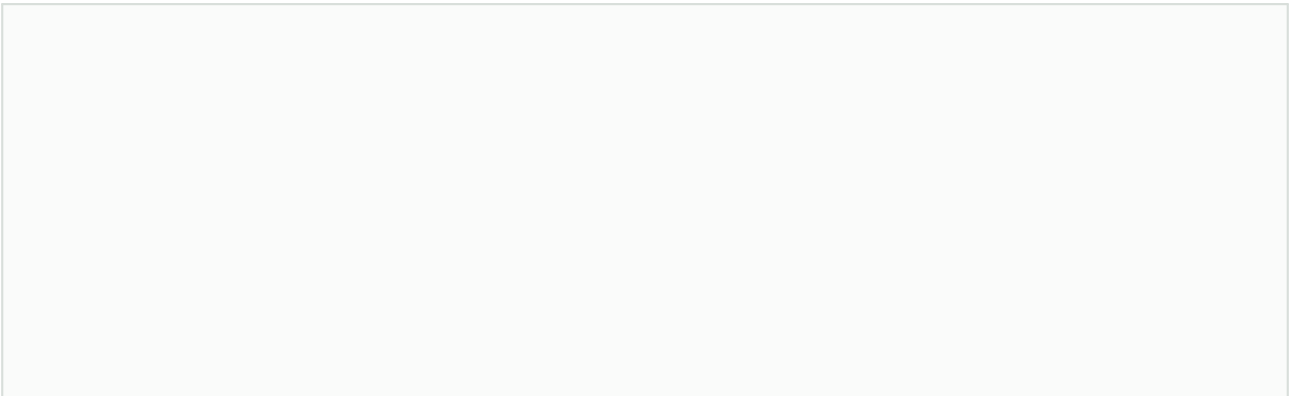
3 - JTL-WMS: best-before date and batch prompt

The SLED / batch dialogue, showing the values taken from the carton label.



4 - JTL-WMS: put-away to storage location

Storage location scan, and the Stored items tab after completion.



5 - Merchant stock after synchronisation

FFN portal or API: available stock 6, announced 0.

