Map and Validate an E-Commerce Order

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Overview

This guide will help you resolve an external order to the correct Muhasib customer, items, quantities, tax, shipping, payment, and totals.

The order is validated for conversion; no sale should be assumed until the POS action succeeds.

Who can do this

You need access to E-Commerce Orders plus customer/item lookup and any authorized master-maintenance rights.

Before you start

Have the external order, approved mapping rules, item variants/SKUs, customer policy, tax/shipping treatment, payment method, and stock/location rules.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

E-Commerce Orders → open the external order.

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Step 1: Confirm provider and external order ID

Step 2: Match or create the customer only under approved rules

Step 3: Match each SKU/variant to the exact Muhasib item and unit

Step 4: Confirm quantities, prices, discounts, tax, shipping, and payment

Step 5: Resolve missing or ambiguous mappings instead of substituting items

Step 6: Compare external and Muhasib-calculated totals

Step 7: Mark the order ready for conversion where supported

Check your work

Every external line maps once and recalculated subtotal, discounts, tax, shipping, and grand total compare and confirm.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- Review `shpy_tx_cal`/tax policy when totals differ.
- Never map an unknown SKU to a merely similar item.

Related guides

- Convert an E-Commerce Order into a POS Sale
- Create a Customer
- Update an Item Safely

What to do next

> **Convert an E-Commerce Order into a POS Sale**.

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