

Orly 1.0: everything after the order, in one place

The first full release of Orly. Your shop and marketplaces take the orders; Orly runs everything that happens next, from buying in and packing to the courier, the customer and the figures. From now on each release has its own notes like these, under My account and at orly.team/releases.

Orders

- Shopify and eBay orders arrive in Orly on their own, with their items, customer and delivery address.
- One board shows every order by stage, one card per order per stage, so a split order shows each part where it is.
- Each item has a fulfilment type (in house, manual, pre-order or sourced), and a parcel follows its items.
- Signals on each card: the same customer's other orders, other orders wanting the same item, and anything that needs a look.
- Select cards to print shipping labels or email customers in bulk, from the Bulk action box at the top of the board.

Buying in and suppliers

- The Sourcing board shows every order with an item to buy in, by stage, with an Item view.
- Purchase emails are matched to the order lines they pay for, and update Inventory.
- The Purchase portal (Pro) finds listings for an item across eBay and your saved suppliers' shops.
- Suppliers keep their contacts, shops and what you have bought from them.

Inventory

- Stock by item and warehouse, including pre-orders and items without a code.
- Stock levels follow what you sell, buy and receive.

Couriers and tracking

- Book labels with Evri and Royal Mail from the order page, one parcel or many at once.
- Tracking comes from the courier's own updates and emails, and moves each parcel on through its stages.
- Delivery estimates count working days, with your own calendars for each warehouse.
- Courier claims for lost or damaged parcels, with the evidence in one place.
- Returns recorded against the order and its items.

Customer service

- Customer emails arrive in Orly and are matched to the customer and the order; anyone can unlink a wrong match.
- Reply from Orly with your own templates, and email one customer or a whole segment.
- Customer segments from Orly and from Shopify, side by side.

Working together

- Notes on orders with @tags, and a bell that shows who tagged you and where.
- Messages between your team (Pro).
- Approvals for refunds and spending above a person's limit.
- Roles for owners, admins, managers, operators and read-only users.

Reports and dashboard

- A dashboard of what is outstanding, late, waiting on stock or needs attention.
- Reports on orders, fulfilment, couriers and customer service; sales, costs and margin for those allowed to see figures.

Settings, training and your account

- Every automatic rule can be changed in Settings, in plain words with an example.
- Training guides, and a training mode that walks new staff through an order.
- My account → Subscription: your plan, this month's orders, prices, and these release notes.