Northwind Commerce Manual

Everything an operator needs to run a Northwind Commerce store, from the first install to the monthly close.

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Getting started

Install Northwind Commerce and get your first store online.

Getting started

Install Northwind Commerce

Before you begin

You need a server with 4 GB of memory, PHP 8.2 or newer and a MySQL 8 database.

Install

1. Download the release archive and unpack it into your web root.
2. Point your web server at the `public/` directory.
3. Run `bin/northwind install` and answer the database prompts.
4. Open the address you configured; the setup wizard takes over from there.

After the install

Set a cron entry for `bin/northwind schedule:run` every minute — order mail, stock sync and the nightly report all depend on it.

Getting started

Connect your first store

A store is the pairing of a domain, a currency and a tax profile.

1. Open **Settings → Stores** and choose *Add store*.
2. Enter the public domain, for example `shop.example.com`.
3. Pick the base currency. It cannot be changed once an order exists.
4. Choose a tax profile, or start from *EU standard rate* and edit it later.
5. Save, then use *Send test order* to confirm mail leaves the server.

A store stays hidden from visitors until you switch it to **Published**.

Getting started

Import your catalogue

Northwind reads a CSV with one row per variant.

Column	Required	Notes
sku	yes	Unique across the whole catalogue
title	yes	Shown on the product page
price	yes	In the store's base currency, no symbol
stock	no	Defaults to 0, which hides the variant
image_url	no	Fetched once at import time

Upload it under **Catalogue → Import**. The importer runs in the background and writes a report you can download when it finishes; rows that fail are listed with their line number, and nothing is written until the whole file parses.

Daily operations

The work that happens once orders start arriving.

Daily operations

Processing an order

Every order moves through *Placed → Paid → Packed → Shipped → Complete*.

- **Placed** — the customer finished checkout. Stock is reserved for 30 minutes.
- **Paid** — the payment provider confirmed. This is the first state the warehouse sees.
- **Packed** — someone printed the pick list and scanned the parcel.
- **Shipped** — a tracking code was attached; the customer gets the shipping mail.
- **Complete** — the return window closed.

You can move an order back one step; moving it back two or more requires the *Order supervisor* permission.

Daily operations

Refunds and returns

A full refund

Open the order, choose **Refund**, leave the amount as it is and confirm. The money goes back through the original payment method, and the stock returns to the warehouse it left.

A partial refund

Set the amount by hand or tick individual lines. Partial refunds never restock automatically — use **Restock lines** if the goods came back.

A return without a refund

Use **Return to stock** on the order lines. Nothing is sent to the payment provider, and the customer keeps their credit note.

Monthly reporting

The monthly close produces three reports under **Reports → Month end**:

1. **Revenue by store** — net of refunds, in the store currency and in your reporting currency.
2. **Tax summary** — one line per rate, ready to hand to your accountant.
3. **Stock movement** — opening stock, received, sold, written off, closing stock.

Generate them after the last order of the month has settled; a report is a snapshot and is not recalculated later. Each one downloads as CSV and as PDF.