



DATASHEET · CAPTURE · JTL-WAWI

The same “where is my parcel?” every day?

Now your agent answers with the order status.

The connection reads orders, delivery notes and packages from JTL-Wawi. After a proof, the website chat and the conversation agent tell your customers the shipping and payment status. For online retailers on JTL Cloud or JTL-Wawi on premises.

AT A GLANCE

Order number plus postal code, an SMS code or the caller number as proof. Then the agent states shipping status, shipping method, payment status and expected delivery date. Nothing changes in JTL.

01 · WHAT IT IS ABOUT

Customers ask about parcels. The agent checks in JTL.

In online retail, a large share of inquiries is about where an order stands. Today someone on the team looks up the order in JTL-Wawi and answers by hand. With the connection, PaperOffice mirrors the orders, and your agent answers on its own as soon as the customer has verified who they are.

SOURCE

JTL Cloud with a tenant ID, or JTL-Wawi on premises with an HTTPS address and API key

WHAT IS READ

Orders, delivery notes with packages, and items via the JTL ERP API

ANSWERS

In the website chat and on the phone, after the customer provides proof

ACCESS

Read-only: PaperOffice changes no status in JTL and creates nothing there


JTL Cloud or on premises

For JTL Cloud you enter the tenant ID; the client secret stays with PaperOffice. On premises: the public HTTPS address of the Wawi API and an API key.

Status per order

Whether the order is waiting for shipment or has shipped, plus shipping method, payment status paid or unpaid, and the expected delivery date.

Shipments from delivery notes

Packages from the delivery notes become shipments with a tracking number in the mirror.

Proof before answers

Order number plus postal code, an SMS code to the number on the order, or the caller number on the phone. A proof is valid for 15 minutes.

Fresh at proof time

If an order is missing from the mirror or its data is older than 15 minutes, PaperOffice fetches it straight from JTL during the proof.

Read-only and protected

Every query is read-only. PaperOffice stores the API key encrypted; internal addresses and plain HTTP are blocked.

02 · HOW IT WORKS

Connect, test, let the agent answer.

You set up the source yourself in the web app. After the preview, the sync runs on its interval, and your conversation agents answer questions about orders.

1

Add the source

Under **Knowledge Base AI > Operational sources**, click **Add source** and choose JTL-Wawi as the connection. In the **JTL connection** field, pick JTL Cloud or on premises.

2

Test the connection

Enter an order number as reference and test the connection on the **Preview** tab. Then save and choose **Sync now**.

3

Set the proof

On the **Proof** tab, choose order number and postal code, SMS code, caller number, or several of them.

4

Let the agent answer

Your agent under **Conversation AI > Conversation Agents** answers questions like "Where is my order?" in the **Website chat** and on the phone.

TECHNICAL DATA

FEATURE	DETAILS
Connection	JTL Cloud (tenant ID) or JTL-Wawi on premises (public HTTPS address, port 443, API key)
Interface	JTL ERP API 2.0: orders via query, delivery notes and items via GET
Sync	Every 180 minutes by default, adjustable from 15 minutes to 7 days, plus Sync now
Proof	Order number + postal code, SMS one-time code, or caller number, valid for 15 minutes
Answers	Website chat and phone through conversation agents
Security	Keys encrypted, internal hosts and HTTP blocked, redirects disabled
Plan	Operational sources from the Plus plan, answers in chat and on the phone from the Professional plan

03 · IN PRACTICE

Where the connection helps every day.

Parcel question in the chat

A customer enters her order number and postal code in the chat. The agent confirms the proof and tells her that the order has shipped and when it is expected to arrive.

Call about a payment

A customer calls to ask whether his payment has arrived. After the SMS code, the agent states the payment status from JTL. Your team stays free for other requests.

An order from just now

An order came in only ten minutes ago. During the proof, PaperOffice fetches it straight from JTL, and the agent gives the current status.

FREQUENTLY ASKED QUESTIONS

Which data does PaperOffice read from JTL-Wawi?

Orders with order number, external number, name or company, postal code, city, email and phone, plus shipping method, shipping status, payment status and expected delivery date. Also delivery notes with packages, and items.

How current is the status?

The sync runs on the interval you set, every 180 minutes by default. During a proof, PaperOffice also checks: if the order is missing from the mirror or older than 15 minutes, it comes straight from JTL.

Does PaperOffice write anything back to JTL?

No. The connection runs read-only queries exclusively. No status changes in JTL, and no orders or customers are created there.

What does the agent need before it answers?

A proof that you allow on the **Proof** tab: order number plus postal code, an SMS code to the phone number on the order, or the caller number on the phone. After that, it sees exactly the records of that proof.

GET STARTED

Connect JTL-Wawi and hand off status questions

Sign in to the web app and, under **Knowledge Base AI > Operational sources**, add a source with the JTL-Wawi connection. The preview shows right away whether the connection works.

paperoffice.ai/en/ai-jtl-wawi-integration-order-status



MORE ABOUT THE MODULE

paperoffice.ai/en/ai-jtl-wawi-integration-order-status

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