

Shipping and Fulfilling Orders

After a customer places an order, your next step is to ship the products to the customer.

The Order detail screen shows you the shipping status of an order, including which items still need to be shipped.

Once you've shipped an order, you need to mark it as "**Fulfilled**" in the Orders section of your Workspace. This will update the Order Status for this order to **Shipped**.

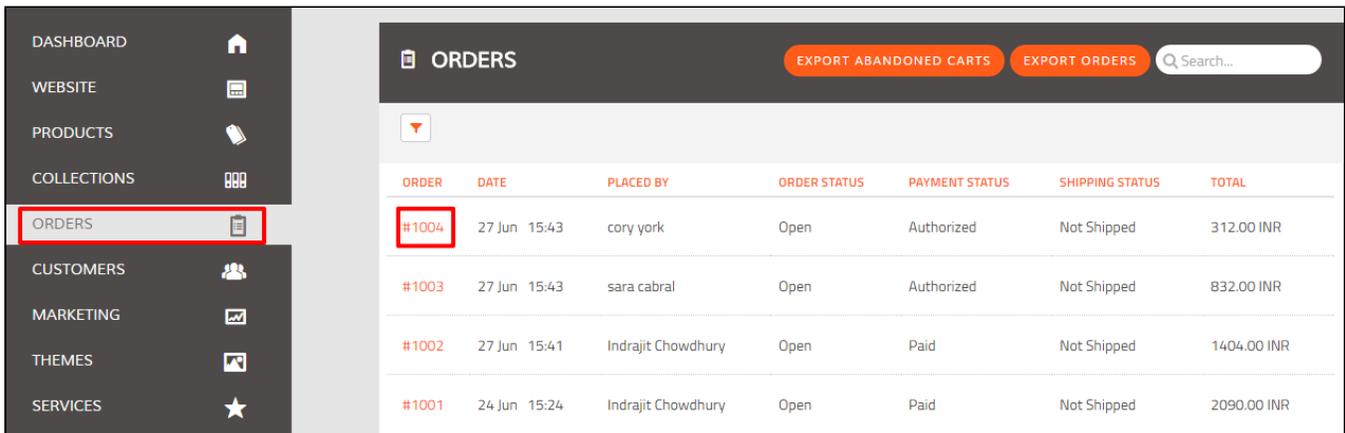
Then you can immediately:

- **Accept payment**, as in the case of received checks or money orders
- **Wait for payment**, as in the case of cash on delivery orders
- **Leave it open** until all items are paid and fulfilled, or
- **Close** the order.

 The Orders screen shows a list of all orders, and their payment status and shipping status.

To Mark and Fulfill an Order:

1. Login to your Workspace
2. Click on **Orders** from the left menu.
3. Click the **Order ID** of the order you need to fulfil.



ORDER	DATE	PLACED BY	ORDER STATUS	PAYMENT STATUS	SHIPPING STATUS	TOTAL
#1004	27 Jun 15:43	cory york	Open	Authorized	Not Shipped	312.00 INR
#1003	27 Jun 15:43	sara cabral	Open	Authorized	Not Shipped	832.00 INR
#1002	27 Jun 15:41	Indrajit Chowdhury	Open	Paid	Not Shipped	1404.00 INR
#1001	24 Jun 15:24	Indrajit Chowdhury	Open	Paid	Not Shipped	2090.00 INR

4. The order details now appear on the Order ID screen. Once you have shipped the item(s), click **Fulfill Order**.

ORDER #1001

ATTACH A NOTE EMAIL BUYER PRINT Open ▾

INDRAJIT CHOWDHURY

support@powerstores.com
099219 45488

SHIPPING ADDRESS

Indrajit Chowdhury,
123 Main Street
Panaji,
Goa, 403001
India
Phone: 099219 45488

SPECIAL INSTRUCTIONS

test

BILLING ADDRESS

123 Main Street
Panaji,
Goa, 403001
India
Phone: 099219 45488

PAYMENT METHOD

CASH ON DELIVERY

PAYMENT RECEIVED

YOU HAVE BEEN PAID FOR THIS ORDER.

SHIPPING METHOD

FREE

FULFILL ORDER

YOU NEED TO SHIP 2 ITEMS.

RESEND ORDER CONFIRMATION EMAIL

PRODUCT	PRICE	QUANTITY	TOTAL
Almond Rocker (Almond Rocker) Brand: Brand Name Status: Pending	Rs.300.00	4	Rs.1,200.00
Orange Roobios Cinnamon (Orange Roobios Cinnamon) Brand: Brand Name Status: Pending	Rs.400.00	2	Rs.800.00

Subtotal: Rs.2,000.00

Shipping (Free): Rs.10.00

Taxes: Rs.80.00

Total: Rs.2,090.00

5. Check the items you've shipped (this is to allow for partial order fulfilment, if there are multiple items in the order).
6. Enter a **Tracking Number**, if available. This is a unique number assigned to the shipment by the shipping company you've used to ship the products. For example, if you ship via UPS, a tracking number will be assigned by UPS. The Tracking Number allows the customer follow the progress of the package to its destination.
7. Enter the **Tracking URL**, if available. This URL should take the customer to the website of the shipping company you have used and allow the customer to enter the Tracking Number to follow the progress of the package to its destination.
8. Check **Notify customer of shipment** to send a notification email to the customer that the order has shipped, and with the tracking details.

ORDER #1001
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PAYMENT METHOD
CASH ON DELIVERY

PAYMENT RECEIVED
YOU HAVE BEEN PAID FOR THIS ORDER.

SHIPPING METHOD
FREE

SELECT THE ITEMS YOU'VE SHIPPED

4 x almond rocker (almond rocker)

2 x orange roobios cinnamon (orange roobios cinnamon)

tracking number

tracking url

NOTIFY CUSTOMER OF SHIPMENT

SAVE
OR CANCEL

RESEND ORDER CONFIRMATION EMAIL

9. Click **Save**.

10. The **Orders** screen will now show that the order has been shipped, and your customer will receive a confirmation email.

ORDERS
EXPORT ABANDONED CARTS EXPORT ORDERS

ORDER	DATE	PLACED BY	ORDER STATUS	PAYMENT STATUS	SHIPPING STATUS	TOTAL
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#1003	27 Jun 15:43	sara cabral	Open	Authorized	Not Shipped	832.00 INR
#1002	27 Jun 15:41	Indrajit Chowdhury	Open	Paid	Not Shipped	1404.00 INR
#1001	24 Jun 15:24	Indrajit Chowdhury	Open	Paid	Not Shipped	2090.00 INR

Related articles

- [Placing a Test Order](#)

- [Viewing and Processing Orders](#)
- [Sending an Email regarding an Order](#)
- [Attaching a Note to an Order](#)
- [Printing an Order](#)