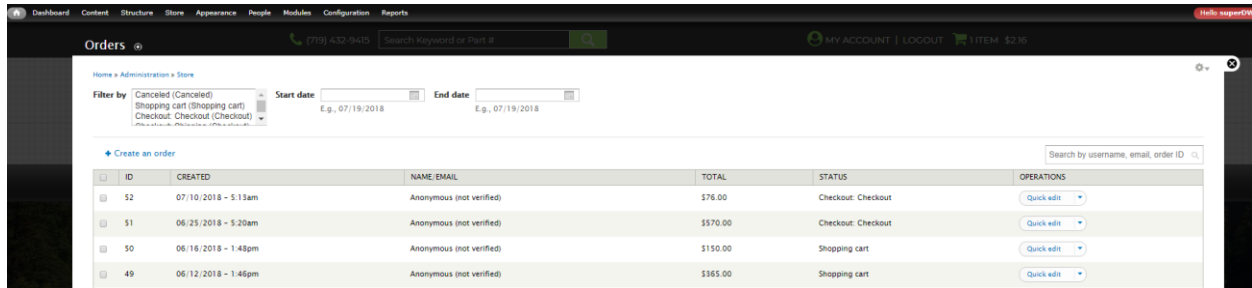


Processing Orders

Here we go over how to view your pending orders and process them officially. This is also where you can add tracking numbers, and this tutorial also covers how to add new carriers if they aren't already listed for you.

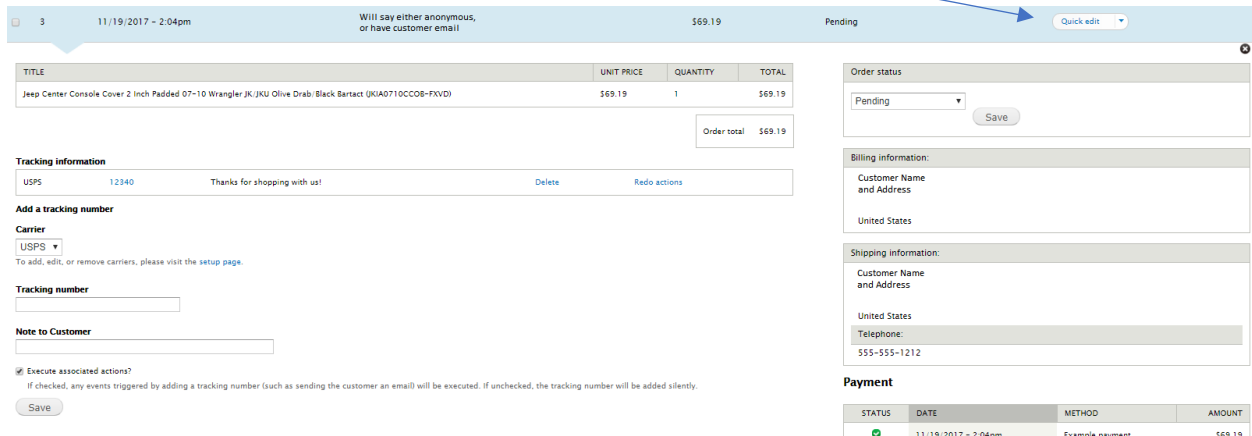
1. When an order is made on your site, you will get an e-mail notification. That order is pending until you process it.
2. To view your orders, log in to your site and in your admin menu at the top of the page go to "Store" -> "Orders". This will bring you to a page that looks like this:



The screenshot shows the 'Orders' page in an admin interface. At the top, there are navigation tabs like 'Dashboard', 'Content', 'Structure', 'Store', 'Appearance', 'People', 'Modules', 'Configuration', and 'Reports'. Below the navigation, there's a search bar and a 'Filter by' dropdown menu with options: 'Canceled (Canceled)', 'Shopping cart (Shopping cart)', and 'Checkout (Checkout)'. There are also 'Start date' and 'End date' input fields. A table of orders is displayed with the following data:

ID	CREATED	NAME-EMAIL	TOTAL	STATUS	OPERATIONS
52	07/10/2018 - 5:13am	Anonymous (not verified)	\$76.00	Checkout: Checkout	Quick edit
51	06/25/2018 - 5:20am	Anonymous (not verified)	\$570.00	Checkout: Checkout	Quick edit
50	06/16/2018 - 1:48pm	Anonymous (not verified)	\$150.00	Shopping cart	Quick edit
49	06/12/2018 - 1:46pm	Anonymous (not verified)	\$365.00	Shopping cart	Quick edit

3. This page will show you all orders that are in every stage. You can see the stage the order is in via the fourth "STATUS" column. To just see orders that need to be processed, you can narrow it down with the "Filter by" box in the upper left area of the page. Scroll through the filters and select "Pending (Pending)". This will narrow down all your orders to just show the ones that need to be processed.
4. From here, you can click on the "Quick edit" option in the last column for that pending order, and the screen will look like this:



The screenshot shows the 'Quick edit' form for a pending order. The order details are as follows:

TITLE	UNIT PRICE	QUANTITY	TOTAL
Jeep Center Console Cover 2 Inch Padded 07-10 Wrangler JK/JKU Olive Drab/Black Barkstax (UKJAD710CCOB-FXVD)	\$69.19	1	\$69.19

Order total: \$69.19

Order status: Pending

Tracking information: USPS 12340. Thanks for shopping with us! Delete Redo actions

Add a tracking number: Carrier: USPS. To add, edit, or remove carriers, please visit the setup page.

Tracking number: [input field]

Note to Customer: [input field]

Execute associated actions? [checked] If checked, any events triggered by adding a tracking number (such as sending the customer an email) will be executed. If unchecked, the tracking number will be added silently.

Payment information:

STATUS	DATE	METHOD	AMOUNT
✓	11/19/2017 - 2:04pm	Example payment	\$69.19

5. From here you can see the items ordered, the customer information, payment information, and even add a tracking number for the order. To the right under "Order status" is where you can change the order status. If you notice the order has an item you need to double check the stock of, need to contact the manufacturer, are interrupted by a phone call, or any other reason you are not yet ready to process the order fully, you can change this status to "Processing" and save it.

- a. If you don't see the carrier you are using for the order, you will need to add the carrier. It's a quick process, just go through your admin menu through "Store" -> "Configuration" -> "Simple package tracking". This will bring you to a screen that looks like this:

Simple package tracking

Home » Administration » Store » Configuration

Existing Carriers:

ID	NAME	TRACKING URL	OPERATIONS
1	FedEx	http://www.fedex.com/Tracking?action=track&tracknumbers=@tracking_number	Edit Delete
2	UPS	http://wwwapps.ups.com/WebTracking/processRequest?tracknum=@tracking_number	Edit Delete
3	USPS	http://trkcnfrm1.smi.usps.com/PT3InternetWeb/InterLabelInquiry.do?origTrackNum=@tracking_number	Edit Delete

Add a New Carrier:

New carrier name:

The carrier name should be a human-readable name for your postal service (carrier) - it will be seen by your customers.

In the two fields below, you can do either of these two things to set up your new carrier:

- Enter an example tracking number, and the exact URL that will show tracking for that number; or
- Leave the example tracking number field blank, and in the Carrier URL field, use the special marker "@tracking_number" in the URL to show where tracking numbers should be inserted to get a valid tracking URL.

To fetch suitable URL patterns for world postal services, please [click here](#).

Example tracking number:

To add a new carrier, simply type the new carrier name in the designated area, then after the bullet list where it says, "To fetch suitable URL patterns for world postal services, please click here.", follow that link, find your carrier, and click select to the far right of that carrier, then save! 😊

This is also where you can setup default text for your tracking notes to the customers. This can only be a sentence long, a quick note. This area is not meant for long text, mostly a simple thank you message for your users.

6. When you're ready to process the order, select "Completed" and save in that order status section. When the order is completed, the customer will receive a notification e-mail. Therefore, it's imperative not to mark the order as complete during an interruption to the order processing, as mentioned in the previous step.
7. Once an order is marked as completed, it will then show up on your sales report. The report can be viewed through "Store" in the admin menu, "Reports" -> "Sales". There is another instruction set for the sales reports as well.
8. The customer can then view their invoice when they're logged in on the site by going to "My Account" usually at the top right corner of the page while logged in, then they will see a tab titled "Order history". From there they can click "View order" for the order they want to see, and it will give them the option to simply view it or view a "Printable Invoice".