



- This is where one can view details on a selected order.

Orders

Pricing

Promotion

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ORD-0000000025

Actions with order

Order

Status: Ready to ship

Creation date: 09.03.16 18:47:20

Prices of goods in order: 21.36 \$

Fold / Remaining: 27.52 \$ / 0.00 \$

Weight: 0.57 kg

Delivery cost: 6.16 \$

Operator:

Items (1)

Ready to ship

Items

Parcels

History

Awaiting payment

Ordered

Packed

Completed

Cancelled

Paid

Quality control

Ready to ship

Returned to supplier

Price confirmation

Received

Posted

Unable to deliver

Apply filter

Customer comment

No With selected

Change status

No 25 - 1 O

Ready to ship

@ parcel No 2

Original:

Seller:

Configuration:

Lizer:

Passport:

颜色分类:

5262156-000003

PL 60 100 100 100

Tenison 100mm (zipperless)

JY0000000000000000

颜色红

Weight:

Price:

Quantity:

Sum:

0.570 kg

21.36 \$

1

21.36 \$

ORD - Order number

Customer Chat

Account id: 567299

Balance: 8075353

Phone: 8-800-000-40

Email: test@test.test

Delivery address

test test

Russian Federation

12300, Moscow Poul-street

Delivery addresses by parcels

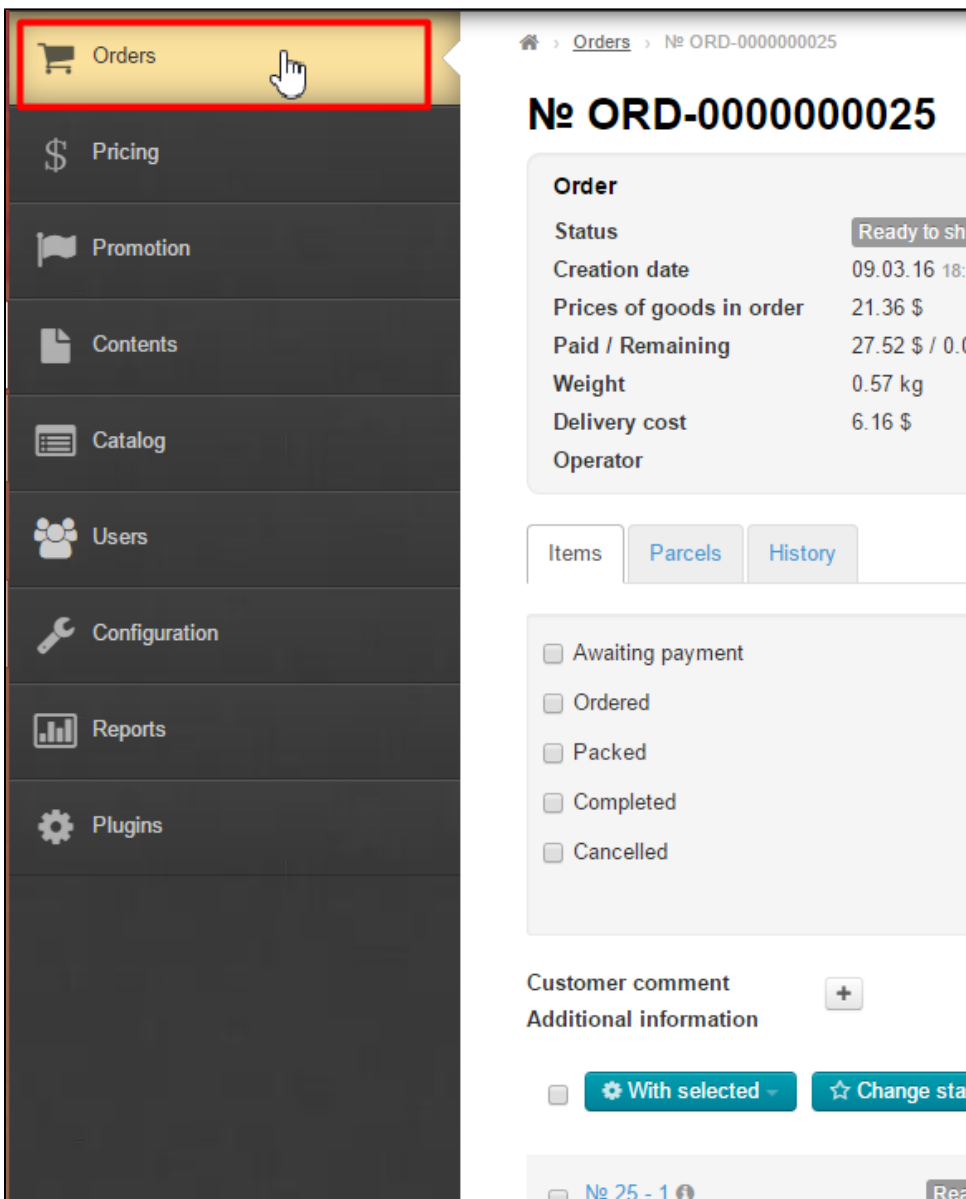
No 9

Other active orders

No other current orders for customer

To get to the order page, follow these steps:

1. Go to the administrative area of your e-store.
2. Select the "Order" item in the left-hand sidebar menu.



3. Click on the order number

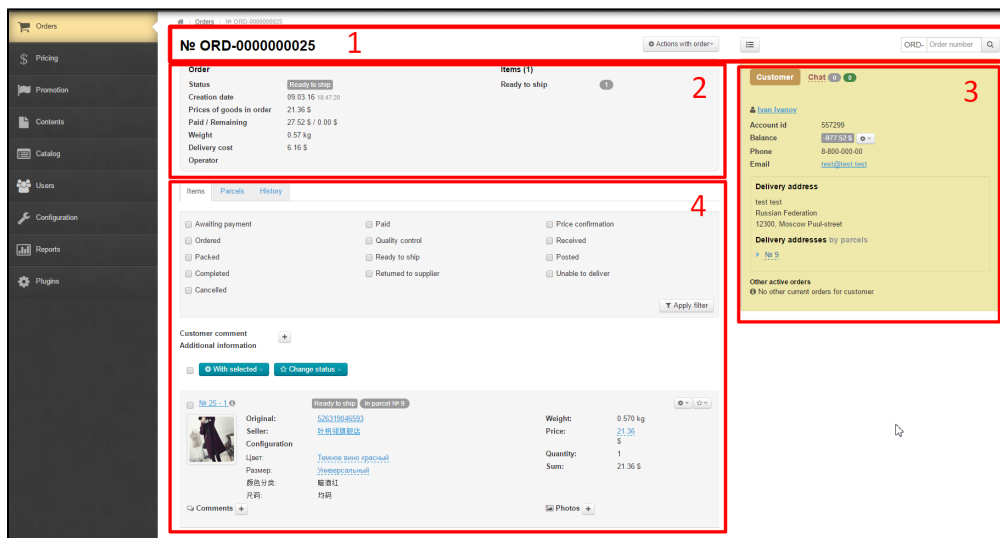
- On the "By orders" tab

- On the "By items" tab

## Description

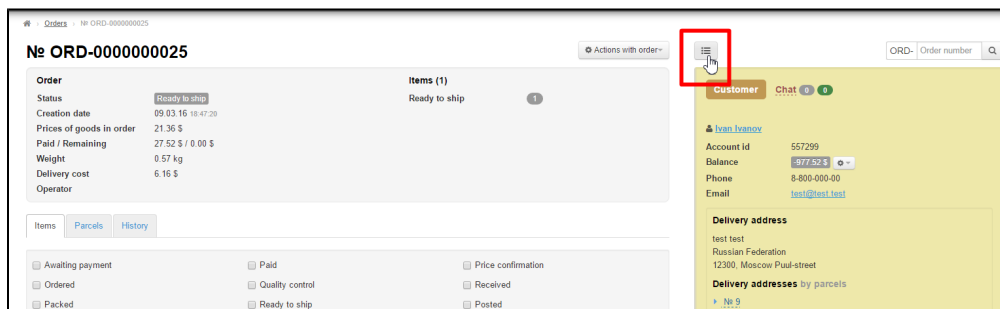
The order page consists of a number of basic blocks:

1. Order number and order actions (the first line at the top)
2. A summary of order and items information (the gray block at the top)
3. Information about buyer (the yellow block on the right)
4. Order actions (the block that contains tabs at the bottom)



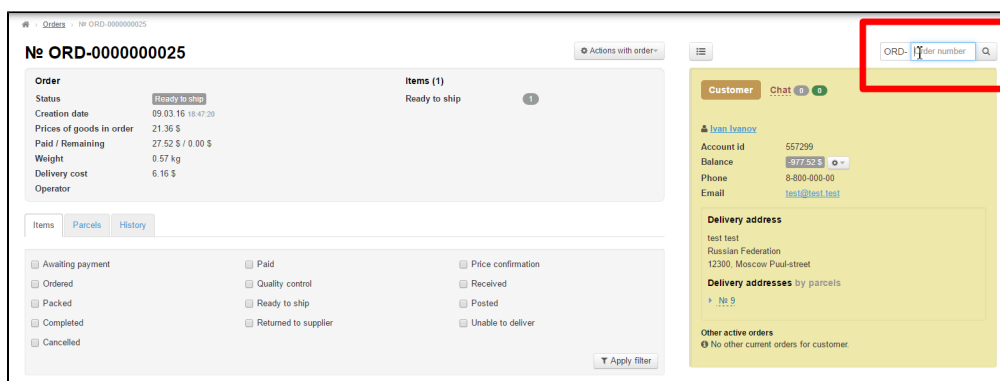
## How to return to the orders list

To return to the orders list you should click on the "Back to orders list" button.



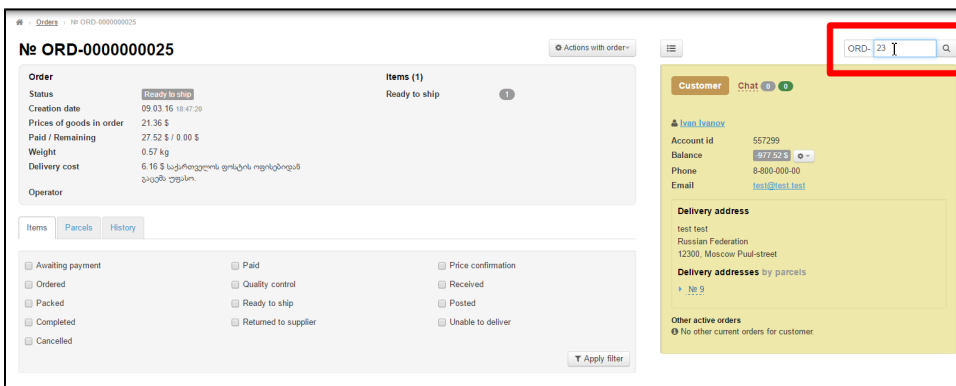
## Searching orders

To switch to another order one can use the search orders area located in the order details.

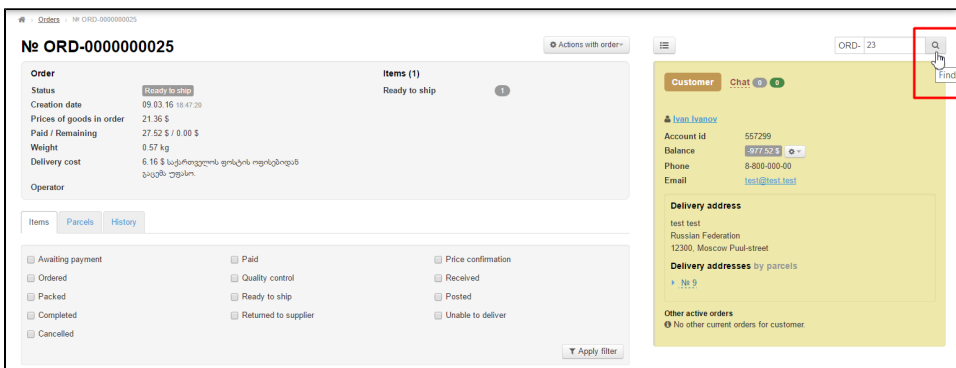


To find an order by number, follow these steps:

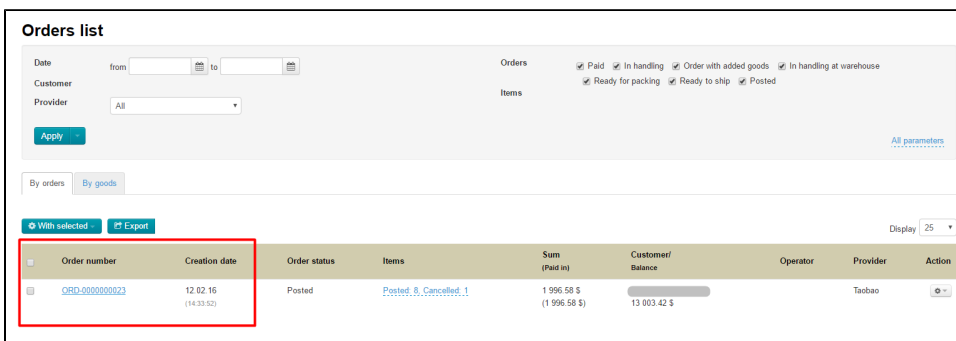
1. Enter the last digits of the order number other than zero (for example, if the order number is ORD-0000000023 you should enter value 23):



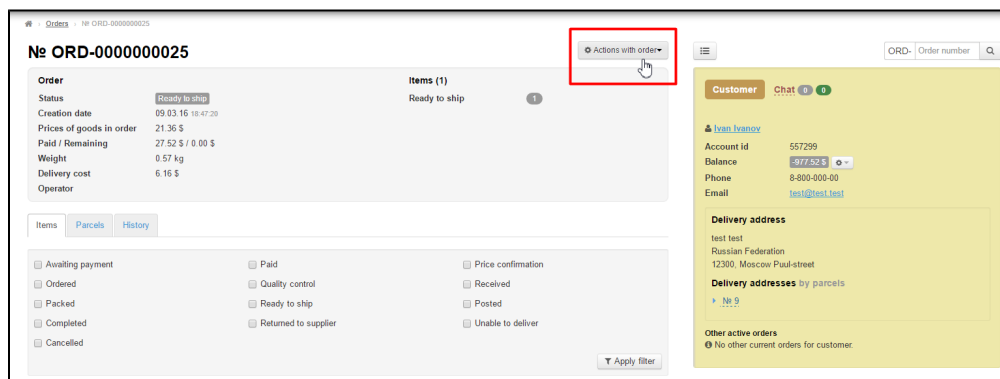
2. Click the magnifier glass icon.



3. An order you are looking for will show up in search results.



## Order number and order actions



On the order page the first line contains the number of the order you are viewing.

Next you will see the menu "Order actions".

1. Export

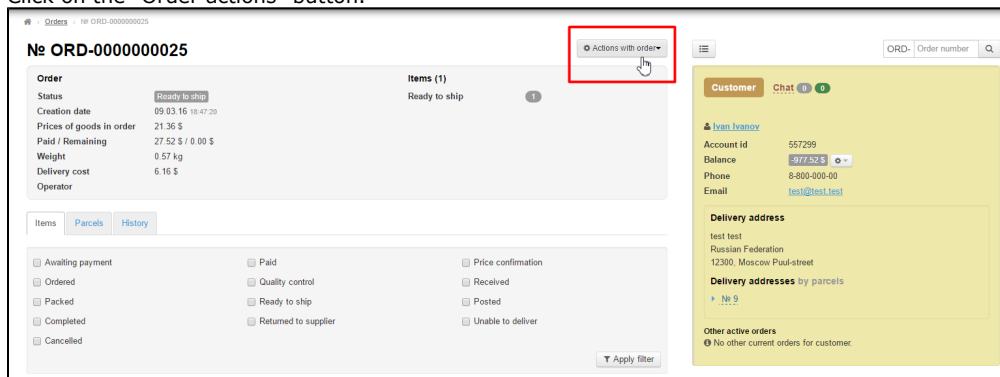
2. Cancel
3. Recover
4. Close
5. Combine

## Export

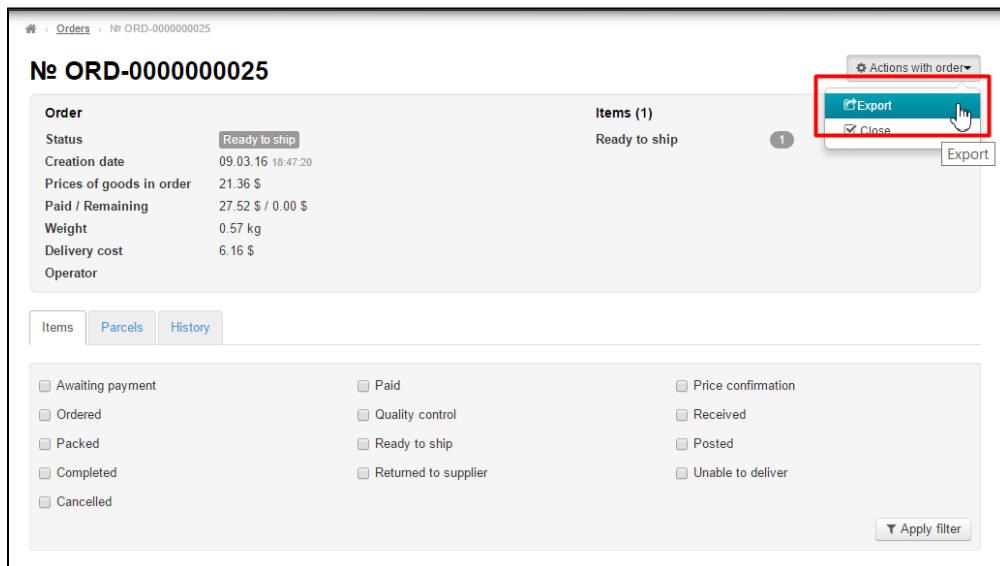
Export is a feature that makes it possible to download an order you are viewing to an Excel \*.xls file to your PC.

To export an order you are viewing, follow these steps:

Click on the "Order actions" button.



Select "Export" in the dropdown menu that appears. You will be prompted to save the file. Please save it. After the file has been saved, it is available on you PC.



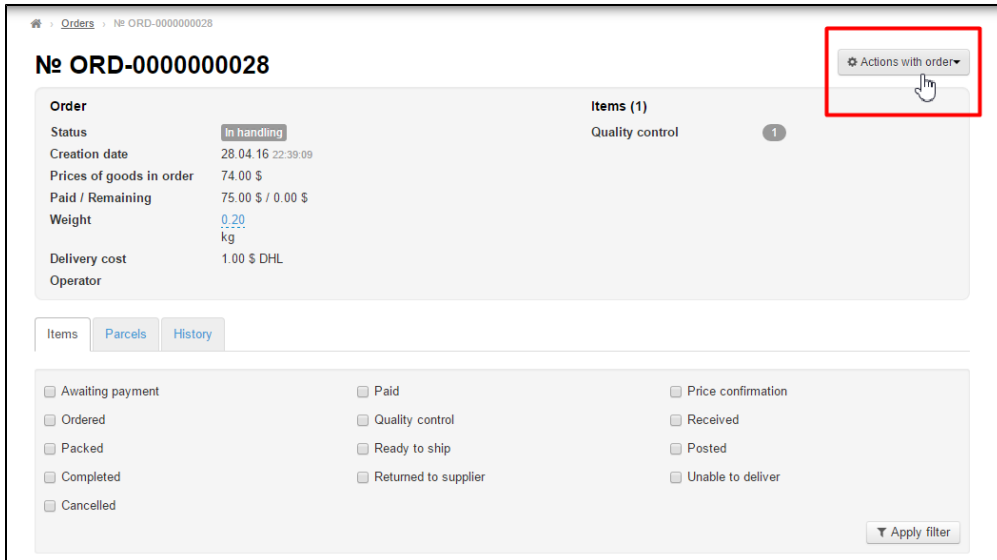
This file will contain the following information:

1. Customer full name
2. Customer address
3. Order number
4. Item (link to Taobao)
5. Color
6. Size
7. (color in Chinese)
8. (size in Chinese)
9. Item photo
10. Quantity
11. Item price (the original price in yuans)
12. Discount price (the discount price in yuans)
13. China delivery(the original price per unit in yuans)
14. Total China delivery cost for all items
15. Total price (the original price in yuans)

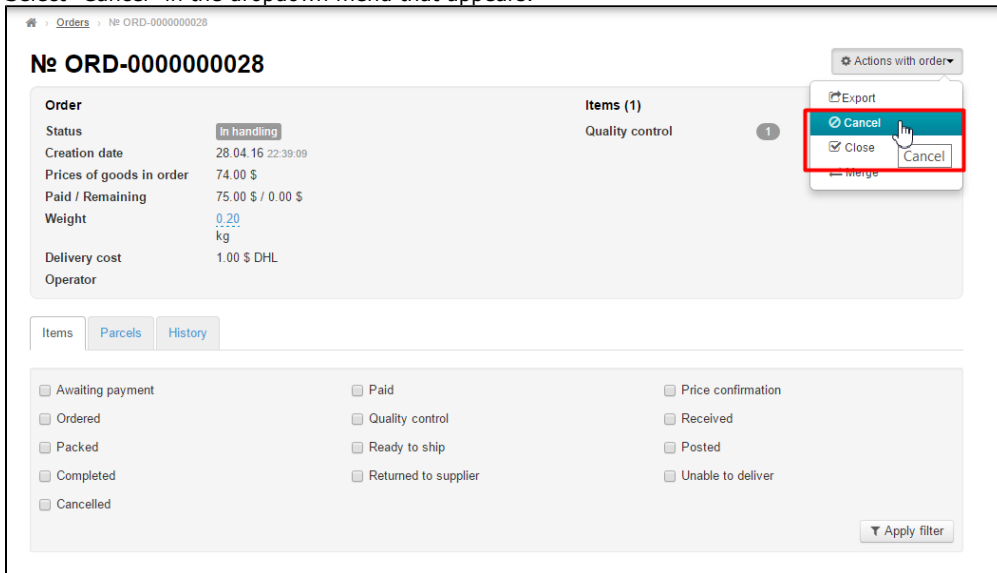
## Cancel and recover an order

Once the order has been paid (has been purchased but not been received at the warehouse), it can be cancelled:

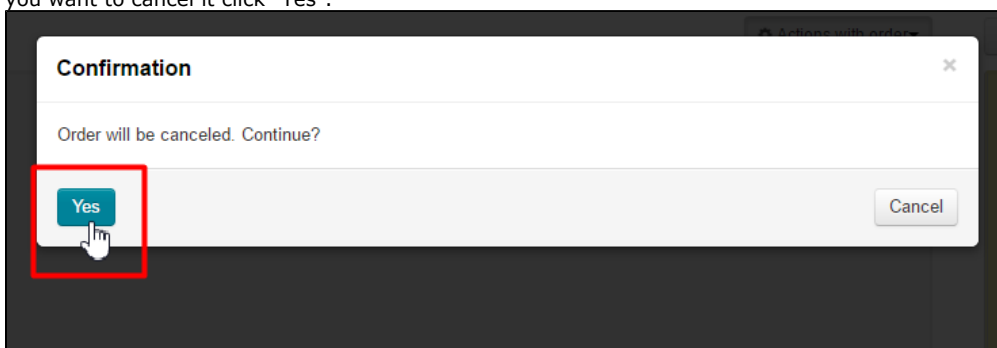
Click on the “Order actions” button.



Select “Cancel” in the dropdown menu that appears.



Once you have clicked on “Cancel”, a confirm screen will appear asking if you are sure you want to cancel the order. If you are sure you want to cancel it click “Yes”.



Once you’ve clicked “Yes” the order status changes to “Canceled”.

Orders

№ ORD-0000000028

№ ORD-0000000028

Actions with order

Order

Status

Cancelled

Creation date

28.04.16 22:39:09

Prices of goods in order

0.00 \$

Paid / Remaining

0.00 \$ / 0.00 \$

Weight

0.00 kg

Delivery cost

0.00 \$ DHL

Operator

Items (1)

Cancelled

1

Items

Parcels

History

☐ Awaiting payment

☐ Ordered

☐ Packed

☐ Completed

☐ Cancelled

☐ Paid

☐ Quality control

☐ Ready to ship

☐ Returned to supplier

☐ Price confirmation

☐ Received

☐ Posted

☐ Unable to deliver

Apply filter

If you need to recover an order, follow these steps:

Click on the "Order actions" button.

Orders

№ ORD-0000000028

№ ORD-0000000028

Actions with order

Order

Status

In handling

Creation date

28.04.16 22:39:09

Prices of goods in order

74.00 \$

Paid / Remaining

75.00 \$ / 0.00 \$

Weight

0.20 kg

Delivery cost

1.00 \$ DHL

Operator

Items (1)

Quality control

1

Items

Parcels

History

☐ Awaiting payment

☐ Ordered

☐ Packed

☐ Completed

☐ Cancelled

☐ Paid

☐ Quality control

☐ Ready to ship

☐ Returned to supplier

☐ Price confirmation

☐ Received

☐ Posted

☐ Unable to deliver

Apply filter

Select "Restore" in the dropdown menu that appears.



Orders > № ORD-0000000028

## № ORD-0000000028

**Order**  
Status: **Cancelled**  
Creation date: 28.04.16 22:39:09  
Prices of goods in order: 0.00 \$  
Paid / Remaining: 0.00 \$ / 0.00 \$  
Weight: 0.00 kg  
Delivery cost: 0.00 \$ DHL  
Operator:

**Items (1)**  
Cancelled

1

Actions with order  
Export  
**Restore**  
Restore order

Items | **Parcels** | History

☐ Awaiting payment  
☐ Ordered  
☐ Packed  
☐ Completed  
☐ Cancelled

☐ Paid  
☐ Quality control  
☐ Ready to ship  
☐ Returned to supplier

☐ Price confirmation  
☐ Received  
☐ Posted  
☐ Unable to deliver

Apply filter

Once you have clicked on "Restore", a confirm screen will appear asking if you are sure you want to recover the order. If you are sure you want to recover it click "Yes".

## Restore order

Do you really want to restore this order?

**Yes**
Cancel

Once you've clicked "Yes" the items price will be recalculated and be relevant to the date of recovery.

The order status changes to "Awaiting payment".

Orders > № ORD-0000000028

## № ORD-0000000028

**Order**  
Status: **Awaiting payment**  
Creation date: 28.04.16 22:55:19  
Prices of goods in order: 74.00 \$  
Paid / Remaining: 0.00 \$ / 75.00 \$  
Weight: 0.20 kg  
Delivery cost: 1.00 \$ DHL  
Operator:

**Items (1)**  
Awaiting payment

1

Actions with order

Items | **Parcels** | History

☐ Awaiting payment  
☐ Ordered  
☐ Packed  
☐ Completed  
☐ Cancelled

☐ Paid  
☐ Quality control  
☐ Ready to ship  
☐ Returned to supplier

☐ Price confirmation  
☐ Received  
☐ Posted  
☐ Unable to deliver

Apply filter

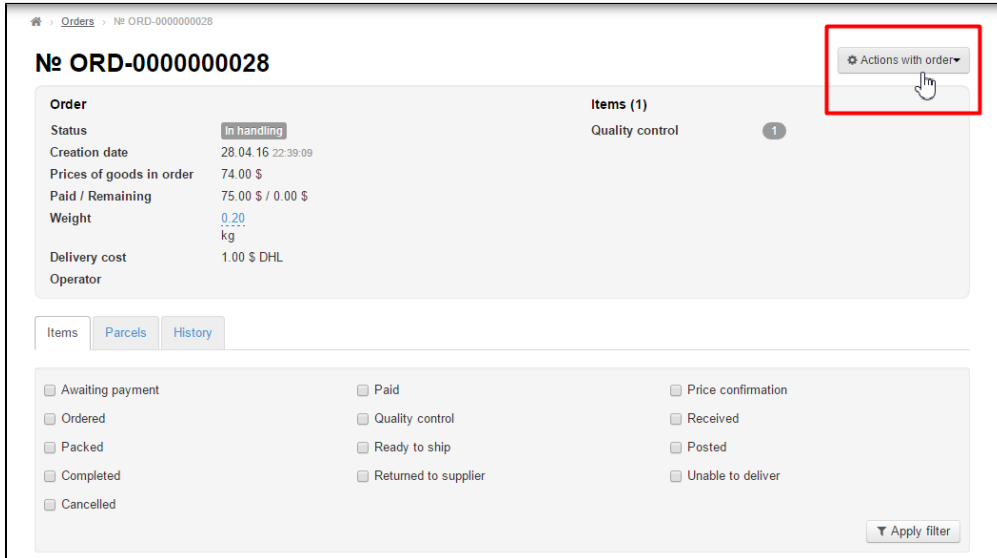
Customer comment  
Additional information

 The order recovery feature is applicable only for orders in "Canceled" status.

## Close

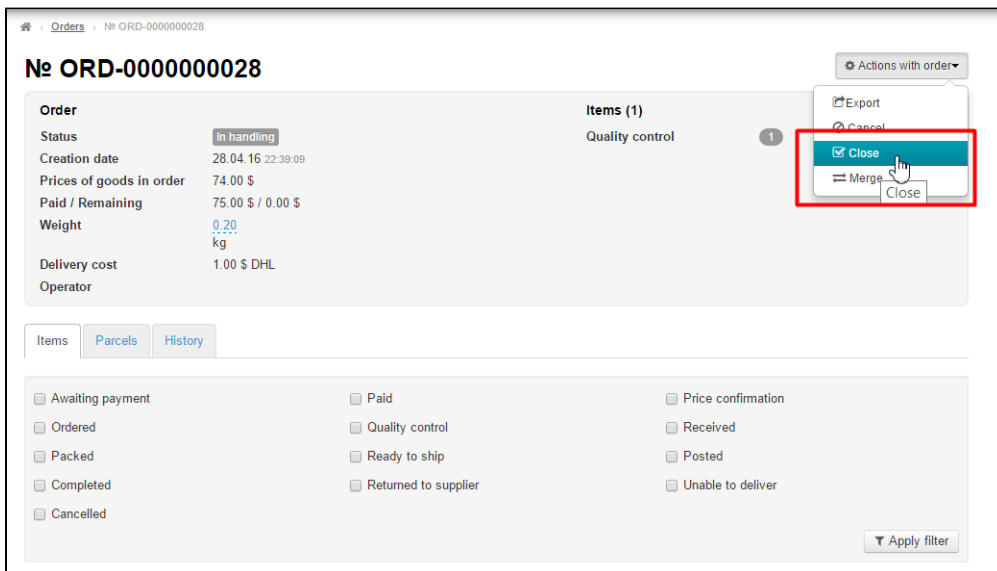
If you need to close an order, follow these steps:

Click on the "Order actions" button.



The screenshot shows the order management interface for order № ORD-0000000028. The order status is "In handling". The "Items (1)" section shows "Quality control" with a count of 1. A red box highlights the "Actions with order" dropdown menu, which is currently open, showing options like "Export", "Cancel", "Close", "Merge", and "Close". Below the order details, there are tabs for "Items", "Parcels", and "History". A filter section is visible with various checkboxes for order status (Awaiting payment, Ordered, Packed, Completed, Cancelled, Paid, Quality control, Ready to ship, Returned to supplier, Price confirmation, Received, Posted, Unable to deliver) and an "Apply filter" button.

Select "Close" in the dropdown menu that appears.

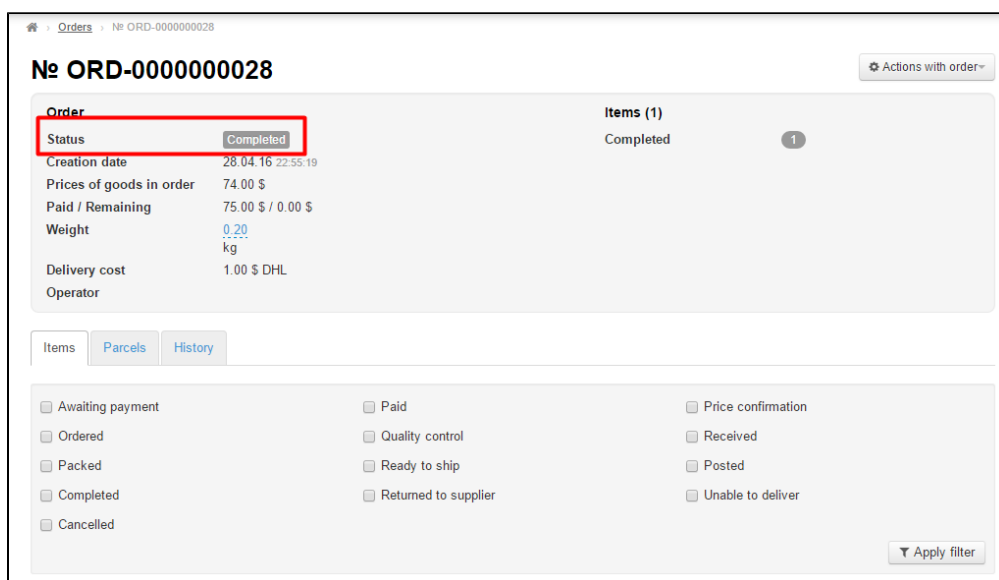


The screenshot shows the same order management interface as the previous one, but with the "Close" option selected in the "Actions with order" dropdown menu. The "Close" option is highlighted with a red box. The rest of the interface, including the order details, tabs, and filter section, remains the same.

Once you have clicked on "Close", a confirm screen will appear asking if you are sure you want to close the order. If you are sure you want to close it click "Yes".



Once you've clicked "Yes" the order status changes to "Completed".



After the order has been closed it can only be exported (see the "Export" section above).

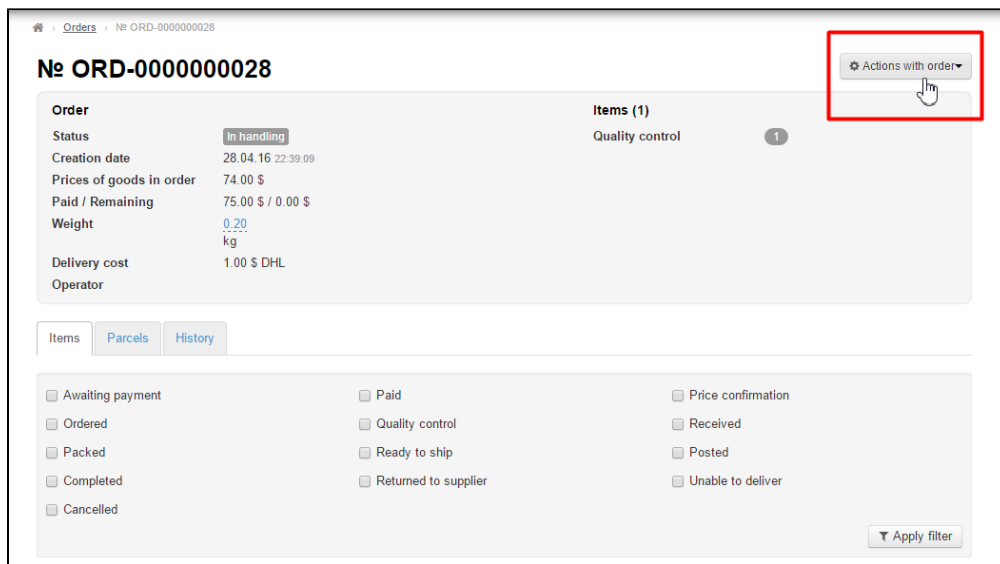
**i** You can close only orders that are in one of the following statuses:

1. Processing
2. Additional order
3. Processing at Warehouse
4. Awaiting confirmation of packing
5. Ready for packing
6. Ready to ship
7. Shipped

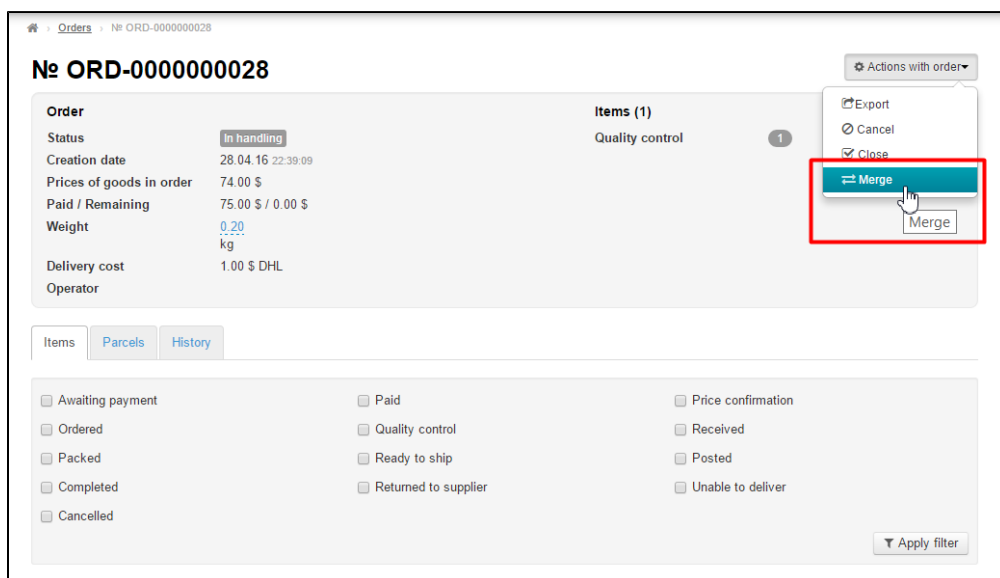
## Combine

First, open an order to be added to another one (to be combined):

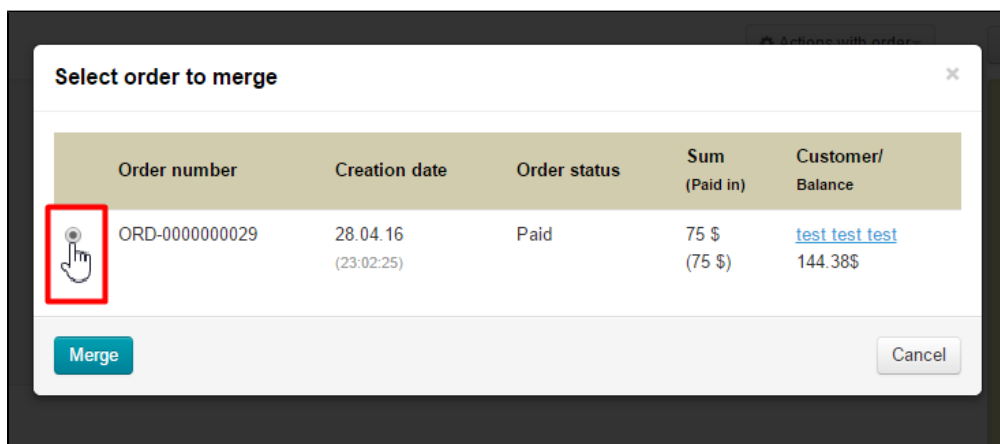
Click on the "Order actions" button.



Select "Merge" in the dropdown menu that appears.



This will bring up the list of orders that can be combined. Select the order to be combined as shown on the screenshot.



After you have selected the desired order click on "Merge".

Select order to merge

Order number	Creation date	Order status	Sum (Paid in)	Customer/ Balance
ORD-0000000029	28.04.16 (23:02:25)	Paid	75 \$ (75 \$)	<a href="#">test test test</a> 144.38\$

Merge

Cancel

The order you have been selected from the list will be marked as the basic one and changes its status to "Awaiting payment". The basic order will contain all items from the order which it was combined with.

## What orders can be combined?

It will depend on the following:

- Goods provider** (for example, Taobao and "Goods in stock"). One can combine orders of the same goods provider, not different ones. For example, if an order contains Taobao items and another one contains items from "Goods in stock" module, they can not be combined.
- Status** Whether or not orders can be combined depends on the order status.

For illustrative purposes let us consider the order statuses in the following table.

The first line contains statuses of the basic order (to which you may add another order).

The first column contains statuses of an order which you may add to the basic order.

Symbol	Can or cannot be combined
+	allowed
---	prohibited

	Awaiting Payment	Awaiting Additional Payment	Paid	Processing	Additional Order	Processing at warehouse	Ready for Packing	Ready to Ship	Shipped	Completed	Canceled
Awaiting Payment	+	+	+	+	+	+	+	+	---	---	---
Awaiting Additional Payment	+	---	+	+	+	+	+	+	---	---	---
Paid	---	+	---	+	+	+	+	+	---	---	---
Processing	+	+	+	+	+	+	+	+	---	---	---
Additional Order	+	+	+	+	+	+	+	+	---	---	---
Processing at Warehouse	+	+	+	+	+	+	+	+	---	---	---
Ready for Packing	+	+	+	+	+	+	---	+	---	---	---

[illegible]