

Order and Product Statuses



Table of Order and Product Statuses

Statuses listed below are available only if Agent enters it manually in admin area.

(Single item order is taken as an example. If an order contains multiple items and they all get various statuses, the order status is being altered as follows: order status will not take status name from the 2nd column until all products get status name from the 1st column).

Admin Area Product Status	Site and Admin Area Order Status	Action
Awaiting Payment	Awaiting Payment	<ol style="list-style-type: none"> 1. Customer puts an item into the shopping cart and goes through all order placement stages. 2. Not enough funds for order payment.
Payment required	Payment required	Not enough funds on user account for order payment. All funds were withdrawn from his /her account however they were not sufficient to cover the amount due.
Paid	Paid	<ol style="list-style-type: none"> 1. Customer paid the order. 2. Customer paid the rest of the amount due.
Price verification	Processing Price update (on the site)	Agent applies a status in admin area when gets the price update from Logistic Service.
Paid	Paid	Customer verified the product price on the site (or deletes product with unacceptable price) and if necessary, made an additional payment.
Ordered	Processing	Agent alters the status in admin area as soon as the product is ordered from Logistic Service.
Quality Check	Processing	Agent alters the status in admin area when product quality is being checked by Logistic Service.
Received at warehouse / Quality check	Processing at Warehouse	<p>Agent alters the status in admin area as soon as Logistic Service reports that the product is received at warehouse.</p> <p>If some products have "Quality Check" or "Received at Warehouse" statuses, then order status becomes "Processing at Warehouse".</p>
Received at Warehouse	Ready to Packing	<p>Agent alters the status in admin area as soon as Logistic Service informs that the product is received at warehouse.</p> <p>If all products from the order have "Received at Warehouse" status, then order status is altered to "Ready to Packing".</p>
Package	Processing at Warehouse	Agent alters the status in admin area as soon as the product is packed by Logistic Service.
Ready to Shipping	Ready to Shipping	Agent alters the status in admin area as soon as Logistic Service informs that the product is ready to shipping.
Ready to Shipping	Ready to Shipping	Agent generates the delivery on the site, prints and sends documents to Logistic Service.
Shipped	Shipped	Agent alters the status as soon as Logistic Service ships the delivery.
Received	Shipped ("Close Order")	Customer received the ordered delivery.
Returned to Seller	Cancelled	Customer sent the delivery back.
Cancelled	Cancelled	Customer or Agent cancelled the order.

Disabled Delivery	Cancelled	Products cannot be delivered.
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Order Status Operation

For some products in orders a status can be applied depending on product processing stage. To apply a status:

1. Go to "Orders" page in admin area;
2. Click the required order in the list;
3. Choose a status from the popup list of the product cell:

Nº 118 - 1



On site

[Adidas 三叶草 x-large superstar 长颈鹿花纹限量版贝壳 壳头Q21903]

Original: 18287362169

Vendor: 威尔运动专营店

Configuration:
Color classification:[麦棕/1号 黑色/石膏白]
Shoes code:44.5
颜色分类:麦棕/1号黑色/石膏白
鞋码:44.5

Weight: 1.2 kg.

Price: 7186.65py6.

Qty: 1

In total: 7186.65py6.

Current Status: Paid

Change status to:

-
- Select status
- Awaiting payment
- Paid
- Price confirmation**
- Ordered
- Quality control
- Received
- Packed
- Ready to ship
- Posted
- Completed
- Returned to supplier
- Unable to deliver
- Cancelled

Description

Description (en)

Commentary to the operator product:

Ok.

Comment buyer to the product: color red

Choose a status from the popup list, tick the right checkbox by mouse click (already ticked in the example) and press "Save" in the bottom of the overall product list. Therefore we assign the required product status (when all products have the same status, the aggregate order status is automatically altered as well).

Aggregate order status is displayed in the overall order list. Names of order statuses are changed similarly to those on the site. Aggregate order status is in bold in "Order Status" column, the statuses of separate order positions (i.e. products) are specified in the brackets.

Orders								20
Order number ▲	Creation time ▲	Amount ▲▼	Paid	Name of purchaser (User balance) ▲	Name of Operator	Order Status / Order lines statuses	Steps to order	
release1-0000000111	2014-03-07 12:56:05	2978 py6.	2978 py6.	Helen Green Helen and Helen Green (117.90py6.)		Ready to ship (Price confirmation: 1)	<input type="button" value="Close"/> <input type="button" value="Export"/>	
release1-0000000107	2014-03-06 12:51:30	1096.6 py6.	1096.6 py6.	Jocelyn and John Green (106.45py6.)		Posted (Ordered: 2)	<input type="button" value="Close"/> <input type="button" value="Export"/>	
release1-0000000106	2014-03-05 20:45:12	246229.41 py6.	246229.41 py6.	Helen Green Helen and Helen Green (117.90py6.)		Posted (Paid: 5)	<input type="button" value="Close"/> <input type="button" value="Export"/>	
release1-0000000102	2014-03-04 14:12:45	165.64 py6.	165.64 py6.	Helen Green Helen and Helen Green (117.90py6.)		In handling (Price confirmation: 1, Unable to deliver: 2, Cancelled: 1)	<input type="button" value="Cancel"/> <input type="button" value="Close"/> <input type="button" value="Export"/>	
release1-0000000100	2014-03-03 16:57:38	15218.46 py6.	15218.46 py6.	Christina Green Christina (184781.55py6.)		In handling at warehouse (Packed: 1)	<input type="button" value="Close"/> <input type="button" value="Export"/>	

Status Change

Let's review status change from the moment of order payment by the customer to paid order receipt.

Customer adds a product to the shopping cart and goes through all the stages of order placement. Order acquires "Awaiting Payment" status. Unpaid order is shown in user account in "Active Orders" tab at the bottom of the page.

Active orders		Canceled orders	Closed orders	Items for sale			
Number/Date	Quan.	Price	Total amount	Paid	Balance	Status	
release1-0000000118 ⓘ 2014-03-24 22:03:47 States of goods	1	7 186.65 pyб. / 1 845.59 pyб.	9 032.24 pyб.	0.00 pyб.	9 032.24 pyб.	Awaiting payment	

It is necessary to have full order amount available on user account for order payment. If the amount is not available on user account and he/she presses "Pay" button, the sum is withdrawn from his/her account and order acquires warning status "Additional Payment Needed". Order status in admin area remains "Awaiting Payment".

Orders awaiting action						
Active orders		Canceled orders	Closed orders	Items for sale		
Number/Date	Quan.	Price	Total amount	Paid	Balance	Status
release1-0000000118 ⓘ 2014-03-24 22:03:47 States of goods	1	206.65 pyб. / 1 845.59 pyб.	2 052.24 pyб.	2 032.24 pyб.	20.00 pyб.	Awaiting additional payment

To pay the rest of the amount due:

1. Add money to the account.
2. Click the order number (the 1st column).
3. Pay for the order.

Information and management		Goods list	Payment for the order	Parcels		
Date/time of creation: 3/24/2014 10:03:47 PM	Total cost: 2 052.24 pyб.	Paid: 2 032.24 pyб.	Awaiting payment: 20.00 pyб.	On your account: 2 967.76 RUB		Refer to the technical support
Recipient data						

As soon as the customer pays the deficient amount, order status changes to "Paid".

Orders awaiting action

Active orders	Canceled orders	Closed orders	Items for sale			
Number/Date	Quan.	Price	Total amount	Paid	Balance	Status
release1-0000000118 ⓘ 2014-03-24 22:03:47 Statuses of goods	1	206.65 pyб. / 1 845.59 pyб.	2 052.24 pyб.	2 052.24 pyб.	0.00 pyб.	Paid

"Awaiting Payment" status is inapplicable when order payment is done. To review order statuses in admin area ("Orders" tab) click required order number and go to order specification page.

The number of tabs under order details supports order processing:

List of products	Procurement of goods	Parcels	History of changes	Correspondence with the user	
Photo	Product information	Qty, Amount	Status of goods	Get in work	■

On "Product List" tab we can see products available in the selected order. As soon as the customer pays for his/her order, the products in this tab acquire "Paid" status.

"Price Verification". This status is applied while Agent verifies the exact product price with Logistic Service or in case the price has changed after verification. If you alter product status to "Price Verification" in admin area, then the customer will see "Processing" status and warning message "Price Verification" in his/her user account.

Orders awaiting action

Active orders	Canceled orders	Closed orders	Items for sale			
Number/Date	Quan.	Price	Total amount	Paid	Balance	Status
release1-0000000118 ⓘ 2014-03-24 22:03:47 Statuses of goods	1	206.65 pyб. / 1 845.59 pyб.	2 052.24 pyб.	2 052.24 pyб.	0.00 pyб.	In handling Price adjustment

If the price is higher, it should be changed and then saved. If product price is altered manually, product status is changed automatically to "Price Verification". Warning message "New Price" appears in admin area:

Photo	Product information	Qty, Amount	Status of goods
 <p>№ 118 - 1</p> <p>On site</p>	<p>[Adidas 三叶草 x-large superstar 长颈鹿花纹限量款贝壳头Q21903]</p> <p>Original: 18287362169</p> <p>Vendor: 威乐运动专营店</p> <p>Configuration: Color classification: [麦棕/1号黑色/石膏白]</p> <p>Shoes code:44.5 颜色分类:麦棕/1号黑色/石膏白 鞋码:44.5</p>	<p>Weight: 1.2 kg.</p> <p>Price: 106.65py6.</p> <p>New price: 206.65 py6.</p> <p><input type="button" value="Change price"/></p> <p>Qty: 1</p> <p>In total: 106.65py6.</p>	<p>Current Status: Price confirmation</p> <p>Change status to:</p> <p>Price confirmation <input type="button" value="v"/></p>

User can see altered product price in his/her account:

1. Warning message "Additional Payment Needed" appears in order line (where we altered the product price) on "General Information" page;
2. When clicking order number, deficient amount to be paid and additional payment functional appear on the page;
3. In "Product list" tab you can see the product which price is altered (the new price will be red highlighted, old one will be crossed out);
4. If product price is acceptable, user presses "Confirm Price" button, otherwise he/she deletes the product.

Information and management		Goods list	Parcels			
Goods	Original	Configuration	Price	Quan.	Sum	Goods status
<p>№ 118 - 1</p> 	<p>[Adidas 三叶草 x-large superstar 长颈鹿花纹限量款贝壳头Q21903]</p> <p>Original 18287362169</p> <p>Vendor 威乐运动专营店</p> <p>Comment color red</p>	<p>Color classification: [麦棕/1号黑色/石膏白]</p> <p>Shoes code: 44.5</p>	<p>106.65 py6.</p> <p>206.65 py6.</p>	1	<p>106.65 py6.</p> <p>206.65 py6.</p>	<p>Price confirmation</p> <p>Operator's comment: OK.</p> <p><input type="button" value="Confirm new price"/></p> <p><input type="button" value="Delete item"/></p>

When all products are paid and have "Paid" status in admin area, the list of paid products ready to be purchased is displayed in the 2nd tab "Product Purchase" in order specification:

List of products Procurement of goods Parcels History of changes Correspondence with the user

Ready to purchase goods

Photo	Marking the store, Part TaoBao, vendor on TaoBao, product name, конфигурация	Standard values for	Status of goods	Actions
	[Adidas 三叶草 x-large superstar 长颈鹿花纹限量款贝壳头Q21903] Original: 18287362169 Vendor: 威乐运动专营店 Configuration: Color classification: [麦棕/1号黑色/石膏白]; Shoes code: 44.5;	Price: 206.65 pyб. Number of in: 1 In total: 206.65 pyб.	Current Status: Payed	
Comment buyer to the product: color red				
To order products from the supplier				

Purchased goods

Purchased from the supplier broths to this order is not found !

Upon order price verification or product cancelling (other products remain in the order), the order status is changed to "Processing at Warehouse" in user account on the site.

E.g.: Let's order a product and change products status to "Ordered". Warning message "Price Verification" is removed from the site, and "Processing" status left unchanged.

Orders awaiting action

Active orders		Canceled orders	Closed orders	Items for sale			
Number/Date	Quan.	Price	Total amount	Paid	Balance	Status	
release1-0000000118 ? 2014-03-24 22:03:47 Statuses of goods	1	206.65 pyб. / 1 845.59 pyб.	2 052.24 pyб.	2 052.24 pyб.	0.00 pyб.	In handling	

"Quality check" status is applied when Logistic Service reports that the product is received; its completeness and compliance with ordered product are checked. This status is for informational purposes only to allow Agent to arrange its operation appropriately. Status is displayed in admin area as follows:

Photo	Product information	Qty, Amount	Status of goods
<p>№ 118 - 1</p>  <p>On site</p>	<p>[Adidas 三叶草 x-large superstar 长颈鹿花纹限量款贝壳头Q21903] Original: 18287362169 Vendor: 威乐运动专营店 Configuration: Color classification: [麦棕/1号黑色/石膏白] Shoes code: 44.5 颜色分类: 麦棕/1号黑色/石膏白 鞋码: 44.5</p>	<p>Weight: 1.2 kg.</p> <p>Price: 206.65py6.</p> <p><input type="button" value="Change price"/></p> <p>Qty: 1</p> <p>In total: 206.65py6.</p>	<p>Current Status: Quality control</p> <p>Change status to: Quality control <input type="button" value="v"/></p>

Order acquires "Processing" status on the site.

Next stage: the product is received at Logistic Service warehouse. When Logistic Service reports that the product is received at warehouse, we alter status of every received product to "Received at Warehouse".

Photo	Product information	Qty, Amount	Status of goods
<p>№ 118 - 1</p>  <p>On site</p>	<p>[Adidas 三叶草 x-large superstar 长颈鹿花纹限量款贝壳头Q21903] Original: 18287362169 Vendor: 威乐运动专营店 Configuration: Color classification: [麦棕/1号黑色/石膏白] Shoes code: 44.5 颜色分类: 麦棕/1号黑色/石膏白 鞋码: 44.5</p>	<p>Weight: 1.2 kg.</p> <p>Price: 206.65py6.</p> <p><input type="button" value="Change price"/></p> <p>Qty: 1</p> <p>In total: 206.65py6.</p>	<p>Current Status: Received</p> <p>Change status to: Received <input type="button" value="v"/></p>

Products that acquire this status are displayed in "Purchased Products" item in the 2nd tab "Purchased Products":

List of products | Procurement of goods | Parcels | History of changes | Correspondence with the user

Ready to purchase goods

There are no products available for purchase! Products fall into this category if, if their status "In processing"

Purchased goods

Photo	Marking the store, Part TaoBao, vendor on TaoBao, product name, конфигурация	Standard values for	Status of goods	Actions
	[Adidas 三叶草 x-large superstar 长颈鹿花纹限量款贝壳头Q21903] Original: 18287362169 Vendor: 威乐运动专营店 Configuration: Color classification:[麦棕/1号黑色/石膏白];Shoes code:44.5;	Price: 206.65 pyб. Number of in: 1 In total: 206.65 pyб.	Current Status: Received	
Comment buyer to the product: color red		The actual data	Commentary to the operator product: Ok.	

Similarly the product status is changed to "Processing at Warehouse" on the site:

Orders awaiting action

Active orders | Canceled orders | Closed orders | Items for sale

Number/Date	Quan.	Price	Total amount	Paid	Balance	Status
release1-0000000118 ? 2014-03-24 22:03:47 Statures of goods	1	206.65 pyб. / 1 845.59 pyб.	2 052.24 pyб.	2 052.24 pyб.	0.00 pyб.	Ready for packing

As soon as Logistic Service reports that the product is purchased and available on its site, the product packing starts. Apply "Package" status. The on-site status remains unchanged.

Photo	Product information	Qty, Amount	Status of goods
 № 118 - 1 On site	[Adidas 三叶草 x-large superstar 长颈鹿花纹限量款贝壳头Q21903] Original: 18287362169 Vendor: 威乐运动专营店 Configuration: Color classification:[麦棕/1号黑色/石膏白] Shoes code:44.5 颜色分类:麦棕/1号黑色/石膏白 鞋码:44.5	Weight: 1.2 kg. Price: 206.65pyб. <input type="button" value="Change price"/> Qty: 1 In total: 206.65pyб.	Current Status: Packed Change status to: Packed <input type="button" value="v"/>

As soon as the product is packed, it is ready to shipping as reports Logistic Service. We change status to "Ready to Shipping".

Photo	Product information	Qty, Amount	Status of goods
<p>№ 118 - 1</p>  <p>On site</p>	<p>[Adidas 三叶草 x-large superstar 长颈鹿花纹限量款贝壳头Q21903] Original: 18287362169 Vendor: 威乐运动专营店 Configuration: Color classification: [麦棕/1号黑色/石膏白] Shoes code: 44.5 颜色分类: 麦棕/1号黑色/石膏白 鞋码: 44.5</p>	<p>Weight: 1.2 kg.</p> <p>Price: 206.65pyб.</p> <p><input type="button" value="Change price"/></p> <p>Qty: 1</p> <p>In total: 206.65pyб.</p>	<p>Current Status: Ready to ship</p> <p>Change status to: Ready to ship <input type="button" value="v"/></p>

"Ready to Shipping" status is applied on the site.

Orders awaiting action						
Active orders	Canceled orders	Closed orders	Items for sale			
Number/Date	Quan.	Price	Total amount	Paid	Balance	Status
release1-0000000118 ⓘ 2014-03-24 22:03:47 Statuses of goods	1	206.65 pyб. / 1 845.59 pyб.	2 052.24 pyб.	2 052.24 pyб.	0.00 pyб.	Ready for packing

Delivery is generated on this stage in admin area (the 3rd tab "Delivery") as well. Then document is printed out and sent to Logistic Service to finish delivery generating and get it ready for shipping (delivery operation guide is given below).

Code parcels	Method of delivery	Delivery Address, Name of recipient	Weight of parcel	Tracking-number	Creation date / Shipment date	The status of a parcel
34	Tect	[Redacted]	1.2 kg.		2014-03-24 /	Created

When the delivery is generated, the status is altered to "Ready to Shipping" on the site.

Orders awaiting action

Orders awaiting action						
Active orders	Canceled orders	Closed orders	Items for sale			
Number/Date	Quan.	Price	Total amount	Paid	Balance	Status
release1-0000000118 ? 2014-03-24 22:03:47 Statuses of goods	1	206.65 pyб. / 1 845.59 pyб.	2 052.24 pyб.	2 052.24 pyб.	0.00 pyб.	Ready to ship

Then the delivery is sent to the addressee, its status in admin area should be altered to "Shipped".

Photo	Product information	Qty, Amount	Status of goods
№ 118 - 1  On site	[Adidas 三叶草 x-large superstar 长颈鹿花纹限量款贝 壳头Q21903] Original: 18287362169 Vendor: 威乐运动专营店 Configuration: Color classification: [麦棕/1号 黑色/石膏白] Shoes code:44.5 颜色分类:麦棕/1号黑色/石膏白 鞋码:44.5	Weight: 1.2 kg. Price: 206.65pyб. <input type="button" value="Change price"/> Qty: 1 In total: 206.65pyб.	Current Status: Posted Change status to: <input type="text" value="Posted"/>

Status on the site is altered to "Shipped" as well. "Close Order" button appears; by pressing it the order is transferred to "Closed Orders" tab and no longer displayed in "Active Orders" tab.

Orders awaiting action

Orders awaiting action						
Active orders	Canceled orders	Closed orders	Items for sale			
Number/Date	Quan.	Price	Total amount	Paid	Balance	Status
release1-0000000118 ? 2014-03-24 22:03:47 Statuses of goods	1	206.65 pyб. / 1 845.59 pyб.	2 052.24 pyб.	2 052.24 pyб.	0.00 pyб.	Posted <input type="button" value="close order"/>

When it is reported that the customer received the delivery, we alter product status to "Received". The same occurs if the customer closes order (by pressing "Close Order" button in order list).

Photo	Product information	Qty, Amount	Status of goods
<p>№ 118 - 1</p>  <p>On site</p>	<p>[Adidas 三叶草 x-large superstar 长颈鹿花纹限量款贝壳头Q21903] Original: 18287362169 Vendor: 威乐运动专营店 Configuration: Color classification: [麦棕/1号黑色/石膏白] Shoes code:44.5 颜色分类:麦棕/1号黑色/石膏白 鞋码:44.5</p>	<p>Weight: 1.2 kg.</p> <p>Price: 206.65py6.</p> <p><input type="button" value="Change price"/></p> <p>Qty: 1</p> <p>In total: 206.65py6.</p>	<p>Current Status: Completed</p> <p>Change status to: Completed <input type="button" value="v"/></p>

If the customer rejects the product and sends it back, status "Returned to Seller" is applied.

Photo	Product information	Qty, Amount	Status of goods
<p>№ 118 - 1</p>  <p>On site</p>	<p>[Adidas 三叶草 x-large superstar 长颈鹿花纹限量款贝壳头Q21903] Original: 18287362169 Vendor: 威乐运动专营店 Configuration: Color classification: [麦棕/1号黑色/石膏白] Shoes code:44.5 颜色分类:麦棕/1号黑色/石膏白 鞋码:44.5</p>	<p>Weight: 1.2 kg.</p> <p>Price: 206.65py6.</p> <p><input type="button" value="Change price"/></p> <p>Qty: 1</p> <p>In total: 206.65py6.</p>	<p>Current Status: Returned to supplier</p> <p>Change status to: Returned to supplier <input type="button" value="v"/></p>

Customer's order is transferred from "Active Orders" to "Cancelled Orders" tab and acquires "Cancelled" status on the site.

Orders awaiting action						
Active orders	Canceled orders		Closed orders	Items for sale		
Number/Date	Quan.	Price	Total amount	Paid	Balance	Status
release1-000000118  2014-03-24 22:03:47 Statuses of goods	1	0 py6. / 1845.59 py6.	0 py6.	0 py6.	0 py6.	Cancelled

The same occurs if the product status is altered to "Cancelled" or "Disabled Delivery" in admin area.