

Adding Notes to an Order

Last Modified on 05/10/2016 12:34 pm AEDT

Quick Steps: Shop > Order Management > Orders > Actions > Order Notes

The screenshot displays the SportsTG One Sport Technology console. The top navigation bar includes 'Shop' (1), 'Utilities', 'Administration', and 'Support'. The left sidebar shows 'Order Management' (2) expanded to 'Orders' (3). The main content area shows the 'Order Listing' page with a table of orders. The table has columns: OrderID, Order Date, Shipped Date, First Name, Last Name, Postage/Collect Location, Total, and Status. The table contains three rows of data. A dropdown menu is open for the 'Actions' column (4), with 'Order Notes' selected (5).

OrderID	Order Date	Shipped Date	First Name	Last Name	Postage/Collect Location	Total	Status	Actions
691694	03-Oct-2016 16:55		Barry	Black		\$20.00	Order Status	View Order
691690	03-Oct-2016 16:52		Mary	Jones		\$10.00	Order Status	Print Packing Slip
144686	05-Dec-2014 08:27		Charles	Condon		\$10.00	Cancelled	Order Notes

1. Login to the One Sport Technology console, and select **Shop** from the top menu
2. From left menu, click on **Order Management**
3. Select **Orders** from the expanded left hand menu. You will automatically be placed within the **All Orders** tab, filter across to the Status you wish to view orders within, or remain within All Orders
4. Once you have located the relevant order, select **Actions**
5. Click on **Order Notes** from the drop down menu. As you add notes to the order, they will be stored as individual messages and each message will appear as a log with the date and time and the user who is logging the note.

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