

Updating Order Status

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Updating Individual Order Status

Quick Steps: Shop > Order Management > Orders > Order Status

The screenshot displays the SportsTG One Sport Technology console interface. At the top, there is a navigation bar with icons for Membership, Events, Shop (1), Utilities, Administration, and Support. The user is identified as Tahnee Bungey. On the left, a navigation menu shows 'Order Management' (2) expanded to 'Orders' (3). The main content area is titled 'Order Listing' and features a table of orders. The table has columns for OrderID, Order Date, Shipped Date, First Name, Last Name, Postage/Collect Location, Total, Status, and Actions. Three orders are listed: 691694 (Barry Black, \$20.00), 691690 (Mary Jones, \$1), and 144686 (Charles Condon, \$1). The 'Status' dropdown for the first order is open (4), showing options: Order Status, Mark As Shipped, Part Packed, Ready For Dispatch, and Cancel Order.

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

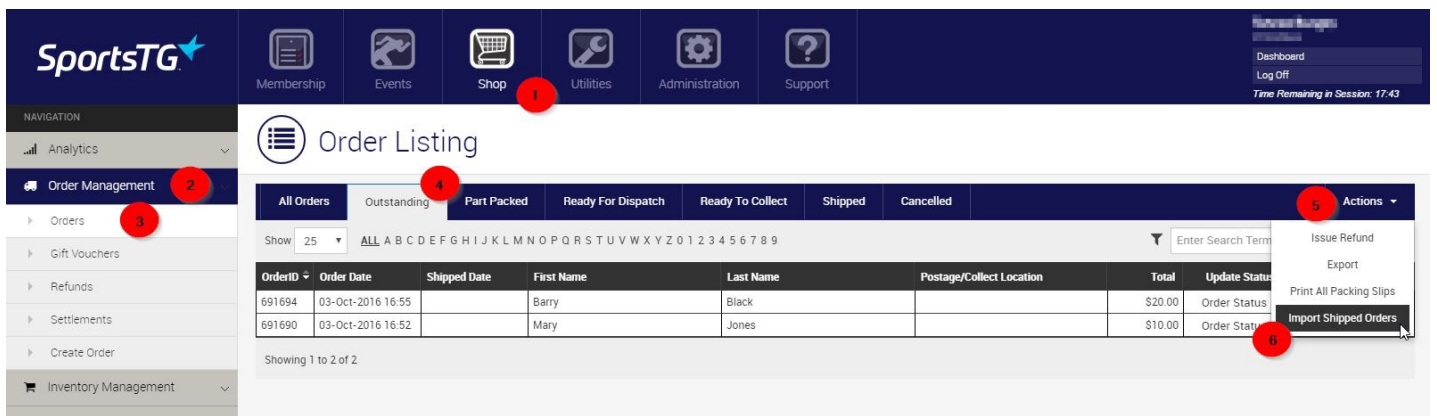
4. Select **Order Status** next to the order you wish to to change the status:

- **Marked as Shipped:** When an order is completed, enter in the tracking information to be sent to the customer
- Part Packed
- Ready for Dispatch
- **Cancel Order:** A Cancel Order box will open up. Enter in any cancellation notes as well as a check box option to return the stock back to units

Note: As the order continues to go through the fulfilment process you can keep updating the Status of the order to continue moving it into its appropriate stage through the process

Bulk Order Status Update

Quick Steps: Shop > Order Management > Select the tab to update > Actions > Import Shipped Order



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
4. From the menu bar, click on **Outstanding** to display all orders that require action
5. Select **Actions** along the menu bar
6. Click on **Import Shipped Orders**

Preparing the Import File:

Before you get started in the console, you will need to have set up an Excel Spreadsheet that includes the following information:

Must contain only five columns, but does not to include all 5.

- Column 1 - OrderID
- Column 2 - Postage Tracking Code
- Column 3 - Order Status (3 - Shipped, 1 - Part Packed, 2 - Ready for Dispatch)
- Column 4 -Order Notes
- Column 5 - Email text

***DO NOT ADD A HEADING ROW**

If you do not have a Tracking Code to provide your customer you can leave it blank.

You also do not need to include all columns. Here is an example of a spreadsheet that has successfully uploaded.

Note: There is no requirement to have a tracking number, these fields can be left blank.

Please ensure there there are no row headings in your template.

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[template("related")]
