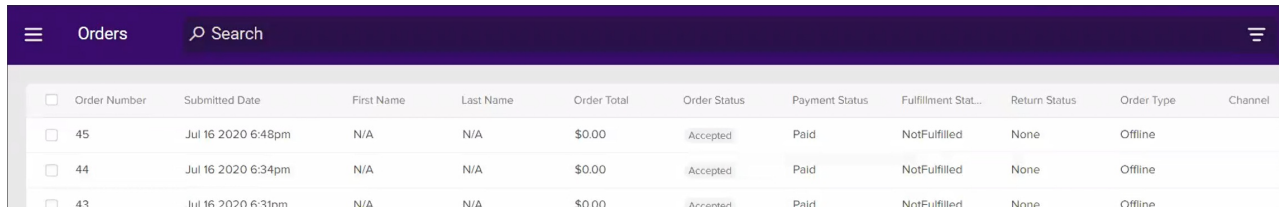


# View Orders and Shipments

The Order Admin at **Main > Orders > Orders** displays every offline and online order your sites have received across all available channels, allowing you to manage orders and their shipments in both eCommerce and Order Management implementations.



<input type="checkbox"/>	Order Number	Submitted Date	First Name	Last Name	Order Total	Order Status	Payment Status	Fulfillment Stat...	Return Status	Order Type	Channel
<input type="checkbox"/>	45	Jul 16 2020 6:48pm	N/A	N/A	\$0.00	Accepted	Paid	NotFulfilled	None	Offline	
<input type="checkbox"/>	44	Jul 16 2020 6:34pm	N/A	N/A	\$0.00	Accepted	Paid	NotFulfilled	None	Offline	
<input type="checkbox"/>	43	Jul 16 2020 6:31pm	N/A	N/A	\$0.00	Accepted	Paid	NotFulfilled	None	Offline	

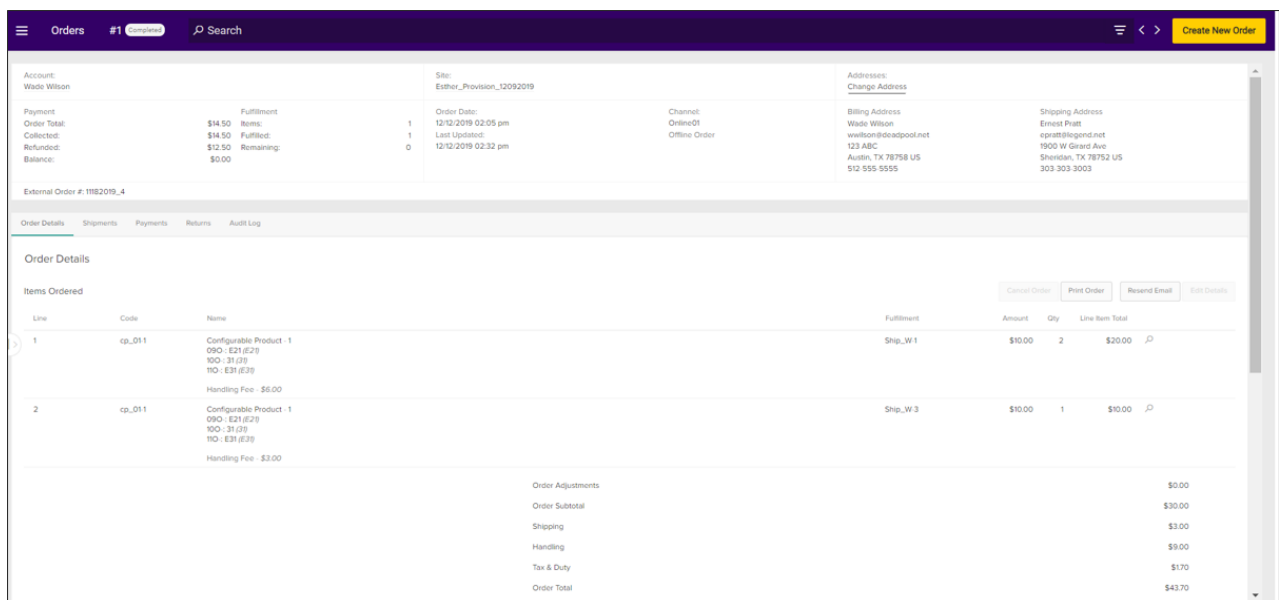
## View Order Details

Click an order from the dashboard to display its details page with general order and customer information and an overview of all order items. Tabs for Shipments, Payments, and Returns offer additional details as well as editing capabilities at each level. Any attributes, customer notes, gift messages, and internal notes are displayed further down this page.

On the Order Details tab, you can:

- **Print Order:** Print the order details.
- **Resend Email:** Resend the order confirmation email to the customer. Currently, any other emails (such as order cancellation) cannot be resent through the Admin UI.

However, the **Edit Details** button next to those options will be greyed out. Any changes to an existing order must be made at the shipment or item level (including editing the shipping, tax, or price reduction amounts).



Account: Wade Wilson      Site: Esther\_Provision\_12092019      Address: Change Address

Payment: Order Total: \$14.50      Collected: \$14.50      Refunded: \$12.50      Balance: \$0.00      Fulfillment: Items: 1      Last Updated: 12/10/2019 02:32 pm      Channel: Online01      Order Date: 12/10/2019 02:05 pm      Billing Address: Wade Wilson, ewilson@deadpool.net, 123 ABC, Austin, TX 78758 US, 512-555-5555      Shipping Address: Ernest Pruitt, oprant@legend.net, 1900 W Girard Ave, Sheridan, TX 78752 US, 303-303-3003

External Order #: 1182019\_4

Order Details    Shipments    Payments    Returns    Audit Log

### Order Details

Items Ordered

Line	Code	Name	Fulfillment	Amount	Qty	Line Item Total	
1	cp_011	Configurable Product - 1 090 - E21 (E2) 100 - 31 (J) 110 - E31 (E3) Handling Fee - \$5.00	Ship_W1	\$10.00	2	\$20.00	⌵
2	cp_011	Configurable Product - 1 090 - E21 (E2) 100 - 31 (J) 110 - E31 (E3) Handling Fee - \$3.00	Ship_W3	\$10.00	1	\$10.00	⌵

Order Adjustments

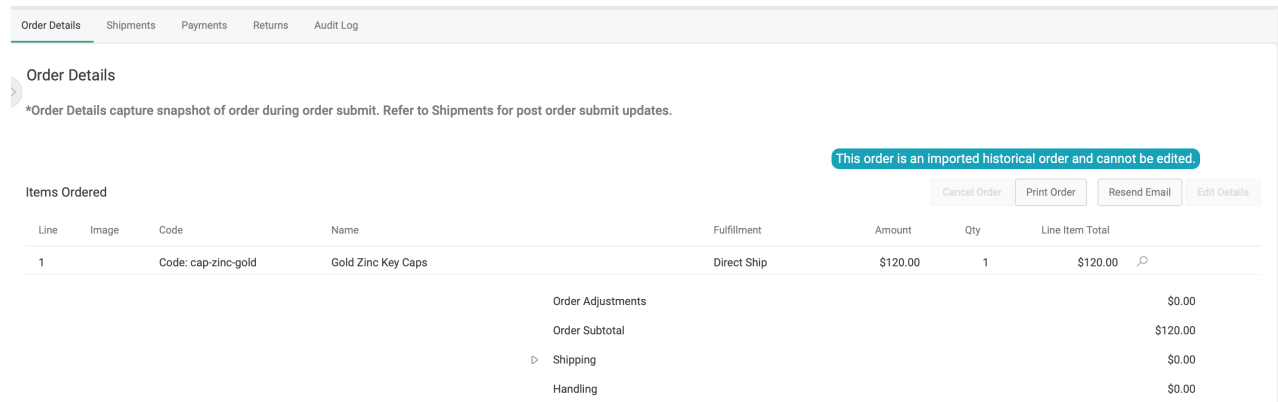
Order Subtotal	\$30.00
Shipping	\$3.00
Handling	\$9.00
Tax & Duty	\$13.70
Order Total	\$43.70

Buttons: Cancel Order, Print Order, Resend Email, Edit Details

## Historical Orders

If an order record was imported in a Completed or Canceled state, a message will be displayed to indicate that this is a historical order and cannot be edited (shown below). A similar message will be displayed in the shipment details tab.

You are only able to create returns, refunds, and credits for the order and its shipments if the ability to do so was enabled in site settings prior to the import. See the [Import Orders via API](#) documentation for more information on how to do this.



The screenshot shows the 'Order Details' page with a navigation bar at the top containing 'Order Details', 'Shipments', 'Payments', 'Returns', and 'Audit Log'. Below the navigation bar, there is a section titled 'Order Details' with a note: '\*Order Details capture snapshot of order during order submit. Refer to Shipments for post order submit updates.' A blue banner message states: 'This order is an imported historical order and cannot be edited.' Below this, there are buttons for 'Cancel Order', 'Print Order', 'Resend Email', and 'Edit Details'. The main content area is titled 'Items Ordered' and contains a table with the following data:

Line	Image	Code	Name	Fulfillment	Amount	Qty	Line Item Total
1		Code: cap-zinc-gold	Gold Zinc Key Caps	Direct Ship	\$120.00	1	\$120.00

Below the table, there is a summary section with the following items:

- Order Adjustments: \$0.00
- Order Subtotal: \$120.00
- Shipping: \$0.00
- Handling: \$0.00

## View Shipment Details

Switching to the Shipments tab will display the shipments that belong to the order, where you can both manage the shipment as well as make item-level edits such as pricing adjustments and cancellations. See the [Edit Order Shipments](#) or [Edit Order Items](#) guides for more details about these actions.

If item-level identifiers are set for any item in the shipment, they will be viewable as a tool-tip on the line item's name. Identifiers are Order Management fields that are created from the [Create Order API](#) and can be set by fulfillers during the fulfillment process, and are displayed as a tooltip on the item name. The item identifier can be a serial number, manufacturer number, number for a gift card item to load a value to, or other identifying data point.

A record of all events and changes made to each shipment are displayed in the Shipment History tab. This matches the shipment log from the Fulfiller UI that tracks a shipment's progress through fulfillment, edits to shipping or item details, and other updates.



Note that the current shipment step is only updated when the shipment is pushed through each fulfillment step in the Fulfiller UI. This means that the Step and Status values displayed on this tab may not always match.

Shipment Status  
Not Fulfilled

New Shipment

Cancel Order

Type Shipment Last Updated Status Shipment Step Id Fulfillment Step Total  
Delivery 3017 09/28/22 05:14:20 READY 273941 Accept Shipment \$10.83

Reassign Shipment

Update Shipment

▼ Items (1) NewLoc - 10 Custom Data Shipment Notes Shipment History

Line	Image	Code	Name	Unit Price	Qty	Tax	Discount	Subtotal	
1		Code: SOAT	Subscribe and One time Pur...	\$10.00	1	\$0.83	\$0.00	\$10.00	⋮

Edit

▷ Item Total	\$10.83
▷ Shipping	\$0.00
▷ Handling	\$0.00
Duty Total	\$0.00
Shipment Total	\$10.83