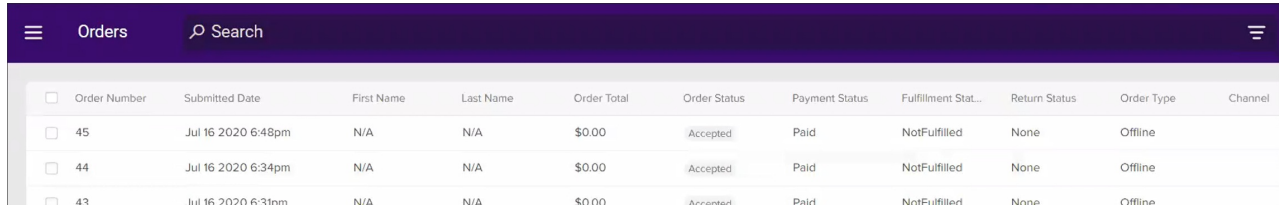


View Orders and Shipments

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.



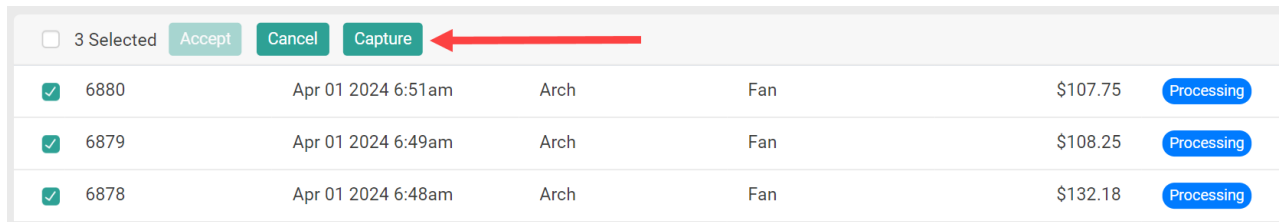
The screenshot shows a dashboard with a purple header containing a menu icon, the text 'Orders', a search icon, and the text 'Search'. Below the header is a table with the following columns: Order Number, Submitted Date, First Name, Last Name, Order Total, Order Status, Payment Status, Fulfillment Stat..., Return Status, Order Type, and Channel. The table contains three rows of data, all with 'Accepted' status and 'Paid' payment status.

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	

Dashboard Actions

You can perform three types of bulk actions while viewing orders on this dashboard: Accept, Cancel, and Capture. To do so, check the boxes of all orders you want to update and the action buttons will appear at the top of the list. After clicking a button, you will be prompted to confirm the action.

If any of the checked orders are in a status that doesn't allow an action (such as if the orders have already been accepted), then that button will not be selectable. In the example below, only Cancel and Capture are available.



The screenshot shows a table with three rows of orders, all of which are checked. Above the table, there are three buttons: 'Accept', 'Cancel', and 'Capture'. A red arrow points to the 'Capture' button, indicating it is the focus of the example. The 'Accept' button is disabled (greyed out), while 'Cancel' and 'Capture' are active (green).

Order Number	Submitted Date	Order Total	Order Status	Payment Status	Fulfillment Stat...	Return Status	Order Type	Channel
<input checked="" type="checkbox"/> 3 Selected								
<input checked="" type="checkbox"/> 6880	Apr 01 2024 6:51am	Arch	Fan	\$107.75	Processing			
<input checked="" type="checkbox"/> 6879	Apr 01 2024 6:49am	Arch	Fan	\$108.25	Processing			
<input checked="" type="checkbox"/> 6878	Apr 01 2024 6:48am	Arch	Fan	\$132.18	Processing			

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
 Addresses: Change Address

Payment: Order Total: \$14.50
 Collected: \$14.50
 Refunded: \$12.50
 Balance: \$0.00

Fulfillment: Items: 1
 Fulfilled: 1
 Remaining: 0

Order Date: 12/12/2019 02:05 pm
 Last Updated: 12/12/2019 02:32 pm

Channel: Online01
 Offline Order

Billing Address: Wade Wilson
 wwilson@oacpool.net
 123 ABC
 Austin, TX 78758 US
 512 555 5555

Shipping Address: Ernest Pruitt
 epratt@legend.net
 1900 W Grand Ave
 Sherman, TX 78782 US
 303 303 3003

External Order #: 11822019_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 (E29) 100 : 31 (E3) 110 : E31 (E39) Handling Fee - \$6.00	Ship_W1	\$10.00	2	\$20.00
2	cp_011	Configurable Product - 1 090 : E21 (E29) 100 : 31 (E3) 110 : E31 (E39) Handling Fee - \$3.00	Ship_W3	\$10.00	1	\$10.00

Order Adjustments	\$0.00
Order Subtotal	\$30.00
Shipping	\$3.00
Handling	\$9.00
Tax & Duty	\$17.00
Order Total	\$43.70

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.

Order Details | Shipments | Payments | Returns | Audit Log

Order Details

*Order Details capture snapshot of order during order submit. Refer to Shipments for post order submit updates.

This order is an imported historical order and cannot be edited.

Items Ordered

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

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 tooltip on the line item's name. These identifiers are defined in the `fulfillmentFields` object of the [Create Order API](#) and can be set by fulfillers during the fulfillment process, where they're displayed as input fields during the [Validate Stock](#) step. 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.

Order Details | **Shipments** | Payments | Returns | Audit Log

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



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.