



Enable Order Tracking

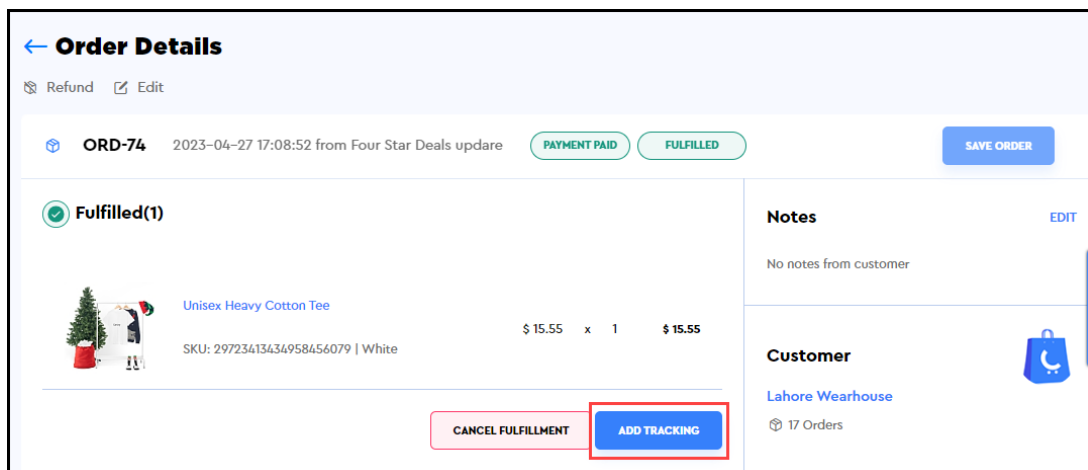
Syeda Khadija Phool - 2023-11-10 - Orders

Order tracking is handy when you want to lower the number of support queries inquiring about the order shipment/delivery status. In Cartzy, you can enable order tracking for your customers and sleep in peace without having to worry about responding to such queries. This is also a way of empowering your customers by urging them to do self-help i.e., they can track the order anytime without having to rely upon your support team.

☐ You can enable tracking only for the fulfilled orders.

To enable order tracking, follow these steps:

1. On the **Order Details** page, click the **Add Tracking** button.



2. The **Add Tracking** button will open the **Update Tracking** popup window asking for the following information:

a. Shipping Carrier: First select the shipping carrier that you are using to deliver the order to the customer.

b. Tracking Number: Add the tracking number of the parcel. A tracking number is issued when you dispatch an order for shipment.

3. After filling in the correct information, click **Save**.

Update Tracking

Tracking Number:

Shipping Carrier: Select Shipping Courier

Select Shipping Courier

- DHL
- Fedex
- UPS
- Royal Mail
- United States Postal Service
- Australia Post
- OnTrac
- Canada Post
- Purolator
- Other

Unisex Heavy Cotton Tee
SKU: 29723413434958456079 | White

Update Tracking

Tracking Number:

Shipping Carrier: UPS

4. A **notification** of success message will appear at the top right corner of the page.
5. The **Order Details** page will be refreshed to display the tracking information. You can now see the selected **courier company** along with a **hyperlinked tracking number**. This **link**, when clicked, will take the user to the **order tracking** page on the courier company's website. Therefore, please ensure that you enter the valid information in the **Update Tracking** popup window.

Order Details

Refund Edit

Order tracking has been saved successfully.

Order Details

Refund Edit

ORD-74 2023-04-27 17:08:52 from Four Star Deals update PAYMENT PAID FULFILLED

Fulfilled(1)

Courier Company: UPS Tracking Number: [1Z 999 AA1 01 9371 6784](#)

Unisex Heavy Cotton Tee
SKU: 29723413434958456079 | White
\$ 15.55 x 1 \$ 15.55

CANCEL FULFILLMENT EDIT TRACKING

6. Order history (**timeline**) is also updated to reflect the action of “**enable tracking**” on the order.

**ORD-74**

2023-04-27 17:08:52 from Four Star Deals update

PAYMENT PAID

FULFILLED

Timeline

☒ Show comments

POST

Transaction Details

STRIPE

TXN_3N1OWKIR8BNFNPGW0CALZZRU

A 82.75 USD payment was processed on Stripe Checkout. ▼

June 13, 2022, 11:38 am

A 82.75 USD payment was processed on Stripe Checkout. ▼

June 13, 2022, 11:41 am

A 82.75 USD payment was processed on Stripe Checkout. ▼

June 13, 2022, 11:48 am

A 35.75 USD payment was processed on Stripe Checkout. ▼

April 27, 2023, 7:08 am

updated order tracking of this order.

24 AUG, 2023 09:57 AM