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## Enable Order Tracking

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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.

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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**.

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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.

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

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