



Fulfilling an Order

Syeda Khadija Phool - 2023-11-10 - Orders

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Since Cartzy is all about the dropshipping business, you will always need to complete an order manually i.e., update the status of the order to “**Fulfilled**” when the payment is made, and the ordered products are successfully delivered to the customer who checked out for those items on your store.

There are two ways to fulfill an order.

1. Through the **Actions** menu
2. On the **Order** Details page

The first step would always be to go to the **Orders** page at the **path: All Orders > Orders**, and **search for the order** either by the customer name or by the order number. In the image below, the order is searched by the order number.

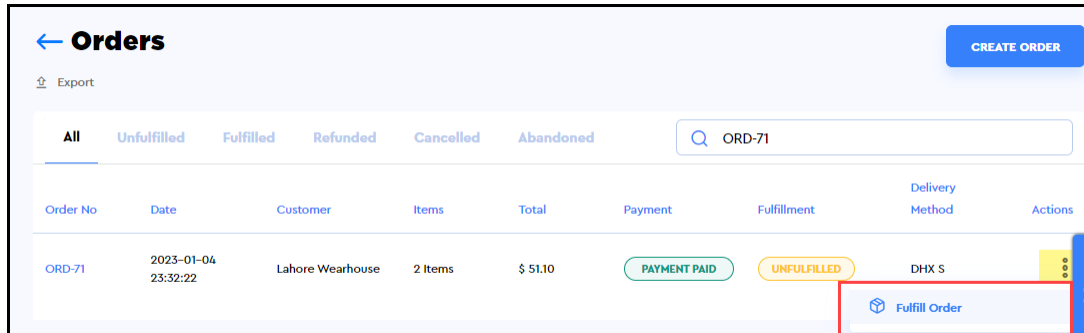
Once, the order is listed in the search results, you can use one of the above-mentioned methods to fulfill the order. Let’s explore each of these one by one

The screenshot shows the Cartzy interface for the 'Orders' page. The left sidebar contains navigation options: Dashboard, Store Management, Products, Orders (highlighted), and Customers. The 'All Orders' link in the sidebar is also highlighted. The main content area is titled 'Orders' and features a search bar with 'ORD-71' entered. Below the search bar, there are tabs for 'All', 'Unfulfilled', 'Fulfilled', 'Refunded', 'Cancelled', and 'Abandoned'. A table displays the search results for order ORD-71, with columns for Order No, Date, Customer, Items, Total, Payment, Fulfillment, Delivery Method, and Actions. The order is listed as 'ORD-71' on '2023-01-04 23:32:22' from 'Lahore Wearhouse' for '2 Items' totaling '\$ 51.10'. The payment status is 'PAYMENT PAID' and the fulfillment status is 'UNFULFILLED'. The delivery method is 'DHX S'. The bottom of the page shows a pagination control for 'Per Page 25' and a page number '1'.

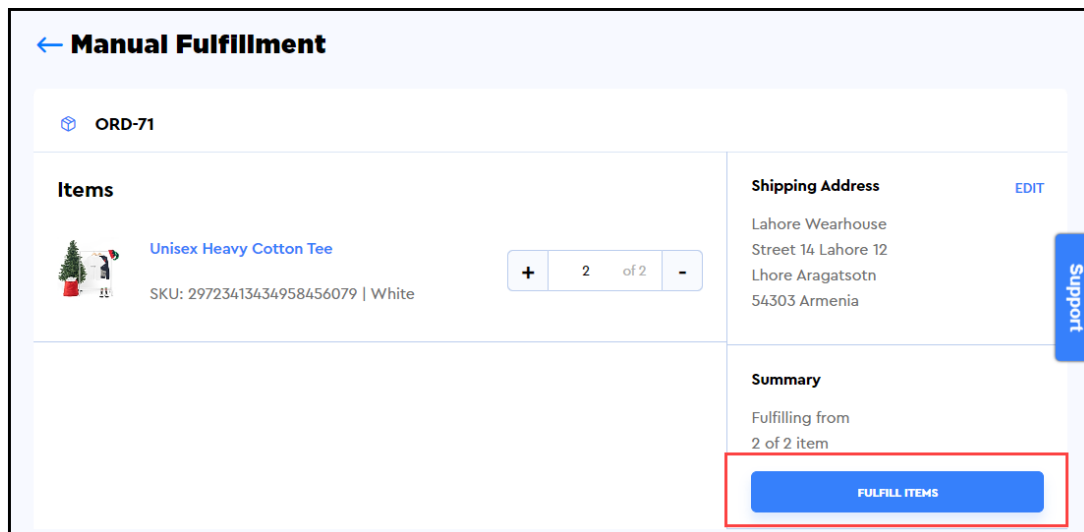
Order No	Date	Customer	Items	Total	Payment	Fulfillment	Delivery Method	Actions
ORD-71	2023-01-04 23:32:22	Lahore Wearhouse	2 Items	\$ 51.10	PAYMENT PAID	UNFULFILLED	DHX S	

Order fulfillment through the Actions menu

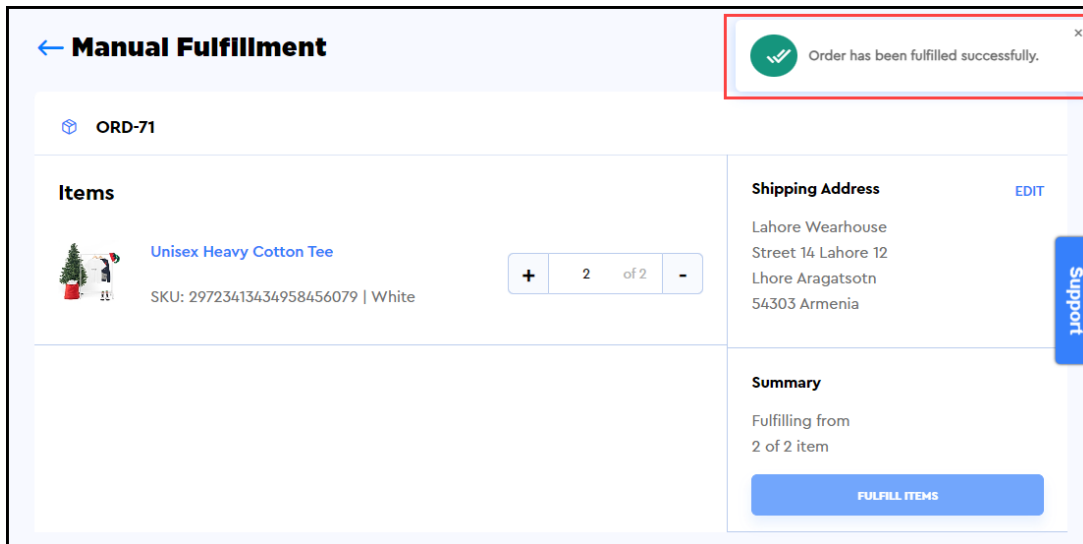
1. Against the order, click on the **kebab menu icon** under **Actions** > click **Fulfill Order**.



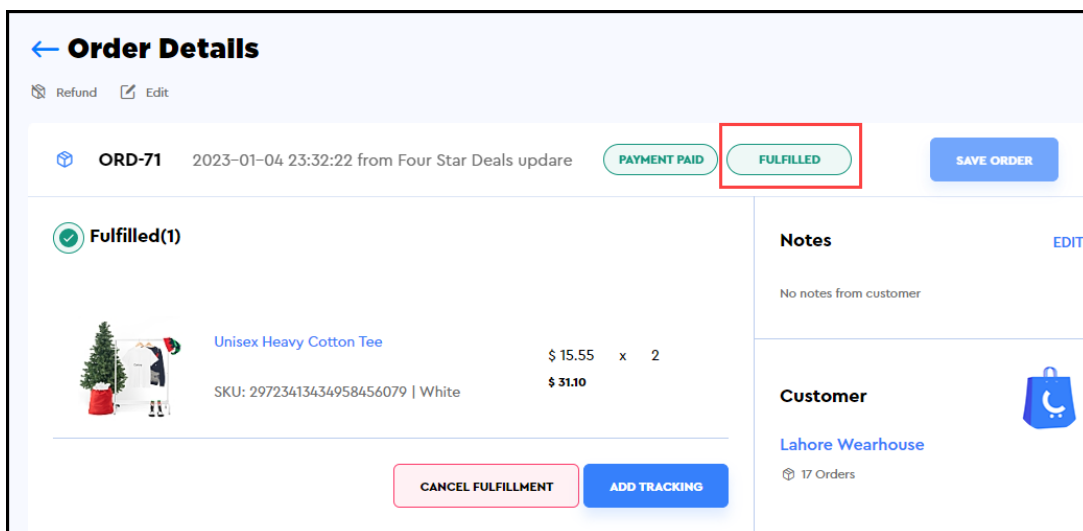
2. You will be navigated to the **Manual Fulfillment** page. Here you can verify the ordered items, as well as edit the shipping address. If everything looks correct, click the **Fulfill Items** button given at the bottom right corner of the page.



3. As soon as you click the **Fulfill Items** button, the following will occur:
 - a. The order will be fulfilled
 - b. A success message will appear in a popup **notification** on the top right corner of the page.
 - c. The page will be refreshed to load the **Order Details** page.



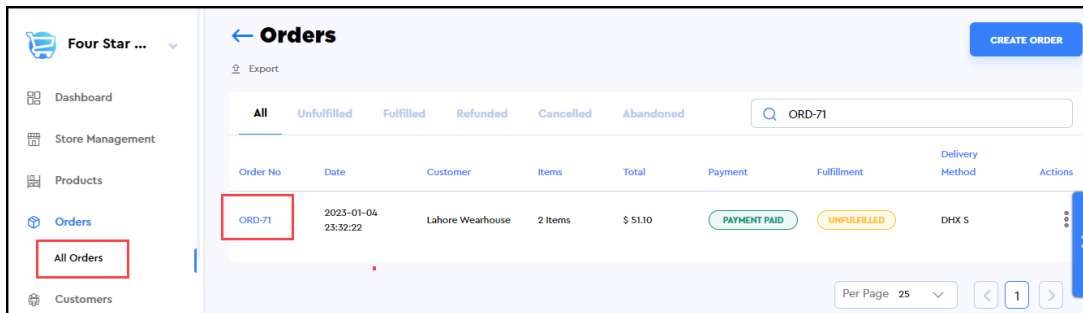
4. On the **Order Details** page, you will see that the order status has been updated to **“Fulfilled.”**



Order fulfillment through the Order Details page

Fulfilling the order through the **Actions** directly takes you to the **Manual Fulfillment** page where you cannot edit the order details or see the order history before fulfilling the order. If you want to view **order details/history/payment breakdown** or **edit** the **order** before order completion, you should fulfill the order through the **Order Details** page. To do so, follow the steps mentioned below.

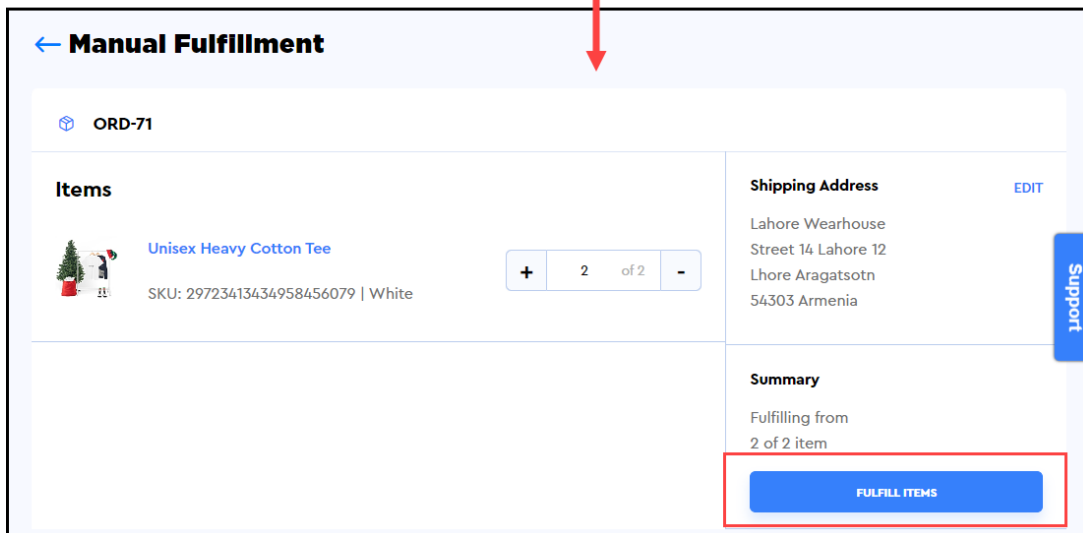
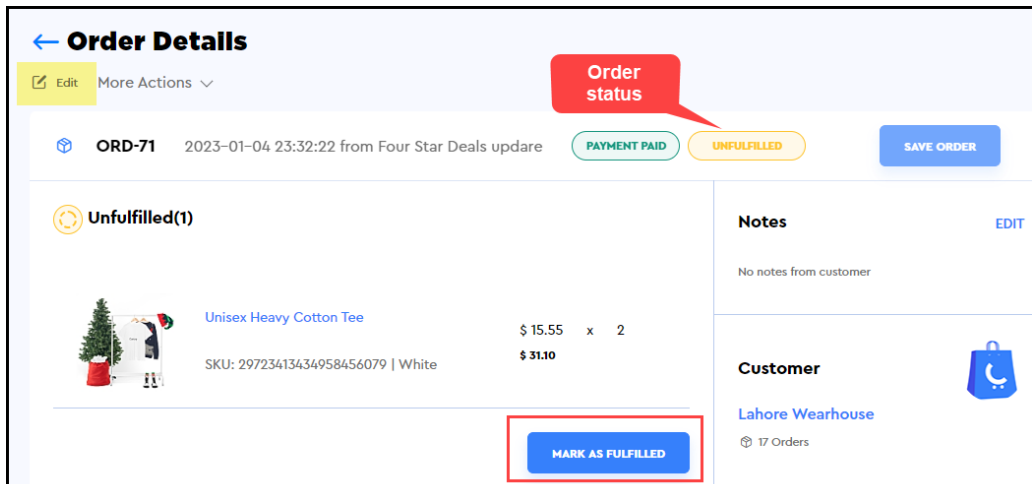
1. Click on the **hyperlinked order number** on the main **Orders** page, and you will be navigated to the **Order Details** page.



2. On the **Order Details** page, you can see that the current order status is **“Unfulfilled”** which means that it’s a pending order and awaiting fulfillment. Also, on the top left corner of the page, you can find the option to **edit the order**. After verifying the order details, or editing the order, click the **Mark As Fulfilled** button to complete the order.

3. Upon clicking the **Mark As Fulfilled** button, you will be navigated to the same **Manual Fulfillment** page as demonstrated above. From here, you can follow the same steps as explained in the first method.

□ The only difference here is that fulfilling the order through the **Order Details** page allows you to verify and edit the order details. Whereas, fulfilling the order through the **Actions** menu directly takes you to the order fulfillment step. So, when you don’t need to change anything in the order details, you can fulfill the order through the **Actions** menu.



Cancel order fulfillment

If by any chance you have fulfilled an order mistakenly, or if you want to undo the order fulfillment action, you can always cancel the order fulfillment.

1. Go to the **Order Details** page, and click on the **Cancel Fulfillment** button.

□ The **Cancel Fulfillment** button will be enabled only for the orders that are completed and have the order status "**Fulfilled.**" An unfulfilled order cannot be canceled by this method. [Learn more about canceling an unfulfilled order.](#)

2. Upon clicking the **Cancel Fulfillment** button, the following will occur:
 - a. A success message will appear in a **notification** popup indicating that the order status has been changed successfully.
 - b. The **Order Details** page will be refreshed.
 - c. The order status will be updated to "**Unfulfilled.**"
 - d. The **Cancel Fulfillment** button will disappear.
 - e. The order history will also be updated to reflect the latest activity. Under

the **Timeline section**, you can see the latest actions that took place on the order.

Order status before cancellation and order cancellation success notification.

The screenshot shows the 'Order Details' page for order ORD-71. The status is 'FULFILLED'. A red callout box points to the 'FULFILLED' status with the text 'Order status before cancelling'. Below the product details, there is a 'CANCEL FULFILLMENT' button highlighted with a red box. A red arrow points from this button to a notification box in the second screenshot.

Order Details
Refund Edit

ORD-71 2023-01-04 23:32:22 from Four Star Deals update **PAYMENT PAID** **FULFILLED** SAVE ORDER

Fulfilled(1)

Unisex Heavy Cotton Tee \$ 15.55 x 2
SKU: 29723413434958456079 | White \$ 31.10

Notes EDIT
No notes from customer

Customer
Lahore Wearhouse 17 Orders

CANCEL FULFILLMENT ADD TRACKING

Order Details
Refund Edit

Order has been marked as Unfulfilled.

Order status after cancellation.

The screenshot shows the 'Order Details' page for order ORD-71. The status is 'UNFULFILLED'. A red callout box points to the 'UNFULFILLED' status with the text 'Order status after cancelling the fulfillment'. Below the product details, there is a 'MARK AS FULFILLED' button. A vertical 'Support' button is visible on the right side of the page.

Order Details
Edit More Actions

ORD-71 2023-01-04 23:32:22 from Four Star Deals update **PAYMENT PAID** **UNFULFILLED** SAVE ORDER

Unfulfilled(1)

Unisex Heavy Cotton Tee \$ 15.55 x 2
SKU: 29723413434958456079 | White \$ 31.10

Notes EDIT
No notes from customer

Customer
Lahore Wearhouse 17 Orders

MARK AS FULFILLED

Support

Order status changes as reflected in the timeline.

ORD-71

2023-01-04 23:32:22 from Four Star Deals update

PAYMENT PAID

UNFULFILLED

SAVE ORDER

Timeline

Show comments

😊 @ # 📎

POST

Transaction Details

STRIPE
TXN_3MMW8QR8BNFNPW0C0SD0S9

A 82.75 USD payment was processed on Stripe Checkout. ▼ June 13, 2022, 8:05 am

A 51.10 USD payment was processed on Stripe Checkout. ▼ January 4, 2023, 12:32 pm

Order fulfillment status changed to **Unfulfilled** 24 AUG, 2023 08:21 AM

Order fulfillment status changed to **Fulfilled** 24 AUG, 2023 08:21 AM

Billing Address

Same as shipping address

Tags

Type and create tags