



Fulfilling an Order

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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

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.

Order status after cancellation.

Order status changes as reflected in the timeline.

