



## Managing Orders

Syeda Khadija Phool - 2023-11-10 - Orders

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While dropshipping products can be sometimes an exhausting exercise as it involves various steps of order processing. But, if you have built your online store on Cartzy, then you are just a few steps away from boosting your e-commerce business with ease and efficiency.

Cartzy enables you to view your orders in one place, but without causing any confusion, you can streamline your order processing by using the advanced and user-friendly features available in Cartzy.

### Path: Orders > All Orders

On the **Orders** page, you can view all the orders that are placed on your store along with the following information against each **order number**.

- **Date (time):** It displays the date and time at which the order was placed on your store.
- **Customer:** It is the name of the customer who placed the order.
- **Items:** It reflects the total number of product items that were ordered by the customer in a particular order.

- **Total:** It is the total amount charged to the customer against the order they placed.
- **Payment:** It displays the payment status. It could be Payment Paid or Payment Refunded since an order is only placed when the customer pays the payment on the checkout page.
- **Fulfillment:** It identifies the status of the order whether the order has been fulfilled or not.
- **Delivery Method:** It displays the shipping method that is selected against the order for its fulfillment.

☐ Whenever an order is placed/created on your store, an order number is generated against it. No two orders can have the same order number.

Besides, having an overview of all your orders, you can also perform some functions for order management by using the features available on this page, such as:

- Search for an order.
- Sorting the orders list.
- Export orders' details.
- Filter orders by status.
- Configure orders page view (number of orders per page)

Order No	Date	Customer	Items	Total	Payment	Fulfillment	Delivery Method	Actions
ORD-79	2017-04-02 19:41:20	Muneea Desai	1 Items	\$ 39.02	PAYMENT PAID	FULFILLED	-	-
ORD-78	2022-08-04 12:03:09	Robert Haberl	1 Items	\$ 4.78	PAYMENT PAID	FULFILLED	-	-

## Search an order

Cartyz has implemented “**search by keyword**” functionality for its search bar. You can simply type a **keyword** to search for a particular order. All the matching orders will be sorted and displayed as demonstrated with an example in the image shared below.

← **Orders** CREATE ORDER

🔍 Export

All Unfulfilled Fulfilled Refunded Cancelled Abandoned 🔍 Brian

Order No	Date	Customer	Items	Total	Payment	Fulfillment	Delivery Method	Actions
ORD-77	2022-08-30 20:27:15	Brian deen Malkin	1 Items	\$ 25.42	PAYMENT PAID	FULFILLED	-	-

## Sorting the orders

You can sort the orders chronologically and vice versa by clicking on the **column name**. For example, if you click the **Date**, the orders will be sorted and an **arrow** will appear, next to the column name, indicating the **order of the sorting**. If you click the **arrow** or the column name again, the orders will be sorted in reverse order. **For example**, if previously the orders were sorted in ascending order for the date, now the orders will be sorted in descending order of the date.

Similarly, you can sort the orders by customer names alphabetically or in reverse alphabetical order.

You can also sort the orders by items, total, and delivery method by clicking on these labels respectively.

← **Orders** CREATE ORDER

🔍 Export Sorted by date

All Unfulfilled Fulfilled Refunded Cancelled Abandoned 🔍 Filter Orders

Order No	Date ↓	Customer	Items	Total	Payment	Fulfillment	Delivery Method	Actions
ORD-79	2017-04-02 19:41:20	Muneea Desai	1 Items	\$ 39.02	PAYMENT PAID	FULFILLED	-	-
ORD-1	2022-03-31 03:31:09	Lahore Wearhouse	1 Items	\$ 66.00	PAYMENT PAID	UNFULFILLED	DHX S	⋮
ORD-2	2022-03-31 03:38:30	Ehsan Zahid Ehsan	1 Items	\$ 130.00	PAYMENT PAID	UNFULFILLED	DHX S	⋮

← **Orders** CREATE ORDER

Export Sorted by customer name

All Unfulfilled Fulfilled Refunded Cancelled Abandoned

Order No	Date	Customer	Items	Total	Payment	Fulfillment	Delivery Method	Actions
ORD-77	2022-08-30 20:27:15	Brian deen Malkin	1 Items	\$ 25.42	PAYMENT PAID	FULFILLED	-	-
ORD-2	2022-03-31 03:38:30	Ehsan Zahid Ehsan	1 Items	\$ 130.00	PAYMENT PAID	UNFULFILLED	DHX S	⋮
ORD-59	2022-09-19 21:21:39	Farhan Ali	1 Items	\$ 10.00	PAYMENT PAID	UNFULFILLED	Indo-1	⋮

## Orders statuses

An order undergoes various status changes from the point of placement to the point of fulfillment. In the Cartzy store, an order can have one of the following statuses at a time:

1. Unfulfilled
2. Fulfilled
3. Refunded
4. Cancelled
5. Abandoned

You can switch between the status tabs on the **Orders** page to view the filtered list of orders with a specific status.

□ When you first open the **Orders** page, it displays the list of all the orders on the **All tab** without any status filters.

← **Orders** CREATE ORDER

Export

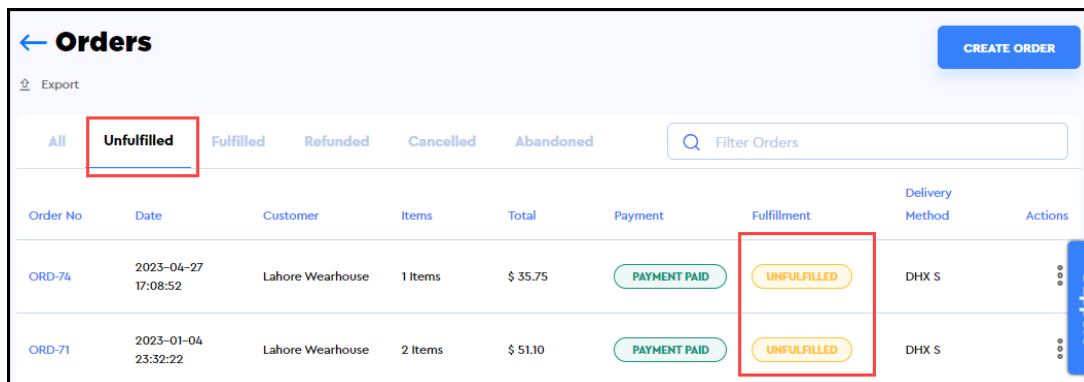
All Unfulfilled Fulfilled Refunded Cancelled Abandoned

Order No	Date	Customer	Items	Total	Payment	Fulfillment	Delivery Method	Actions
ORD-79	2017-04-02 19:41:20	Muneea Desai	1 Items	\$ 39.02	PAYMENT PAID	FULFILLED	-	-
ORD-78	2022-08-04 12:03:09	Robert Haberl	1 Items	\$ 4.78	PAYMENT PAID	FULFILLED	-	-

### Unfulfilled orders

An order, when placed by a customer, is received in your store with the status of **“unfilled.”** Such orders are pending orders as these are not yet fulfilled and need the

**admin's action** to proceed with the order fulfillment steps.



← Orders CREATE ORDER

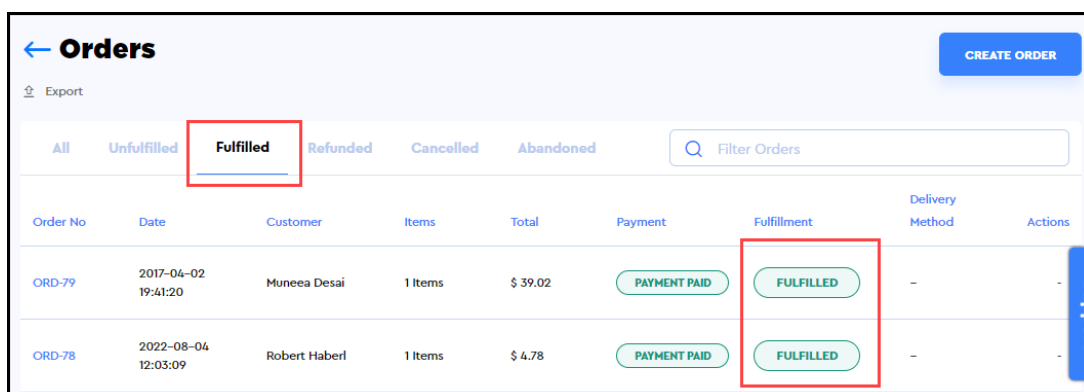
Export

All **Unfulfilled** Fulfilled Refunded Cancelled Abandoned

Order No	Date	Customer	Items	Total	Payment	Fulfillment	Delivery Method	Actions
ORD-74	2023-04-27 17:08:52	Lahore Wearhouse	1 Items	\$ 35.75	PAYMENT PAID	UNFULFILLED	DHX S	
ORD-71	2023-01-04 23:32:22	Lahore Wearhouse	2 Items	\$ 51.10	PAYMENT PAID	UNFULFILLED	DHX S	

### Fulfilled orders

These orders are the ones that are completed i.e., shipped and delivered to the customers. Whenever an order is completed, you always have to manually update the status of the order from **Unfulfilled** to **Fulfilled**. [Learn how to fulfill an order.](#)



← Orders CREATE ORDER

Export

All Unfulfilled **Fulfilled** Refunded Cancelled Abandoned

Order No	Date	Customer	Items	Total	Payment	Fulfillment	Delivery Method	Actions
ORD-79	2017-04-02 19:41:20	Muneeva Desai	1 Items	\$ 39.02	PAYMENT PAID	FULFILLED	-	-
ORD-78	2022-08-04 12:03:09	Robert Haberl	1 Items	\$ 4.78	PAYMENT PAID	FULFILLED	-	-

### Refunded orders

All the orders that have been refunded to the customers will be filtered on this tab. An order has the status of “**Refunded**” when the store owner initiates the refund process against the order to return the payment to the customer in compliance with the refund policy of the store. [Learn how to refund an order.](#)

← Orders CREATE ORDER

Export

All Unfulfilled Fulfilled **Refunded** Cancelled Abandoned

Order No	Date	Customer	Items	Total	Payment	Fulfillment	Delivery Method	Actions
ORD-76	2023-04-27 17:50:36	Jimmy Corner	2 Items	\$ 16.20	PAYMENT REFUNDED	FULFILLED	DHX-S	
ORD-63	2022-09-23 16:36:42	Lahore-Wearhouse	1 Items	\$ 15.00	PAYMENT REFUNDED	FULFILLED	Indo-1	

Support

### Cancelled orders

The cancelled orders will be displayed as striked-through as shown in the image below. For a canceled order, the payment should always be refunded. [Learn more about order cancellation.](#)

← Orders CREATE ORDER

Export

All Unfulfilled Fulfilled Refunded **Cancelled** Abandoned

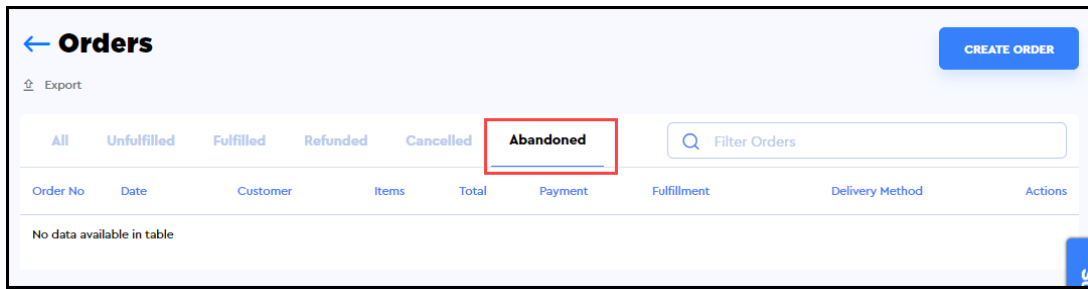
Order No	Date	Customer	Items	Total	Payment	Fulfillment	Delivery Method	Actions
ORD-56	2022-06-20 01:55:54	Lahore-Wearhouse	1 Items	\$ 49.75	PAYMENT REFUNDED	UNFULFILLED	Flat Shipping Rate	
ORD-50	2022-06-14 12:26:56	Lahore-Wearhouse	1 Items	\$ 31.00	PAYMENT REFUNDED	UNFULFILLED	DHX-S	

Support

### Abandoned orders

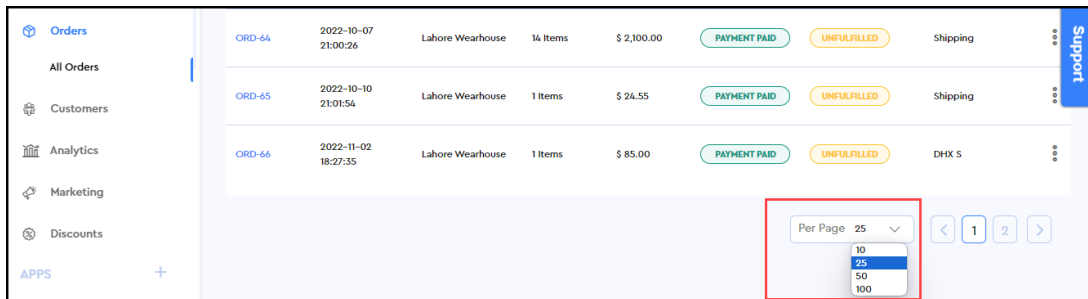
If a customer starts the order placement on your store but leaves the items in the cart, and does not checkout, then the order is considered as abandoned.

If there are no abandoned carts/orders in your store, then no records will be displayed on this tab.



## Orders per page

If you scroll to the bottom of the **Orders** page, you can control how many records you want to view on one page when managing orders through the **admin panel**. You can use the **dropdown** selection list to configure the number of orders you want to view at a time. By default, this value is set to 25.



## Export orders' details

You can also export your orders in a **CSV** file. To do so:

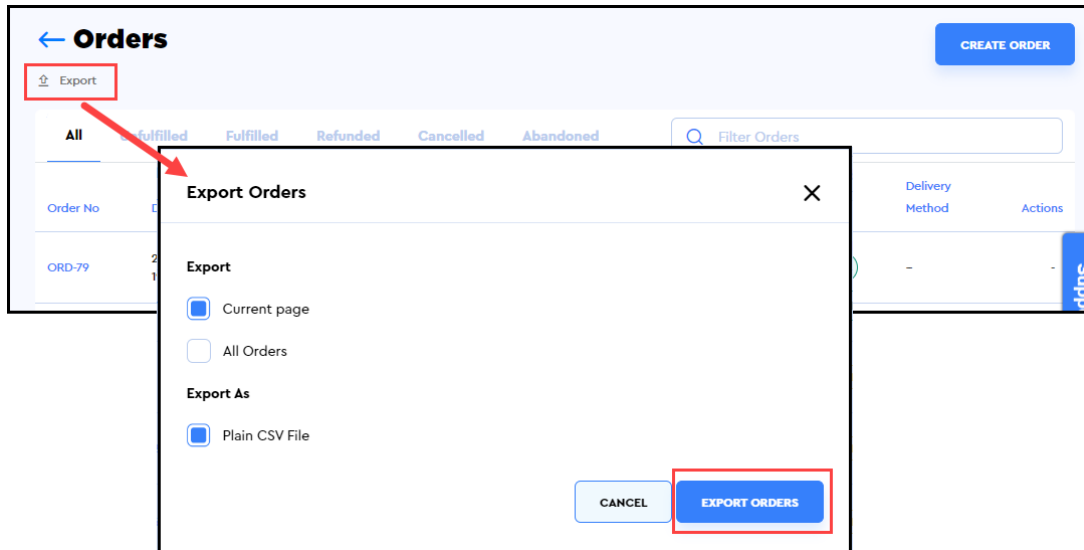
1. You need to click on the **Export** option given at the top left corner of the page. You will be prompted to select the orders that you want to export.
2. On the **Export Orders** popup window, you can select between the following two options:

- a. **Current page:** It will export the orders that are displayed on the current view/page. For example, if the page currently displays only 10 orders, then only those orders' details will be exported to the downloaded **CSV** file.

Also, if you search for a particular order by a keyword, and the page displays only two records in the result, then the exported **CSV** file will contain the details of only those two orders that appeared in response to your search.

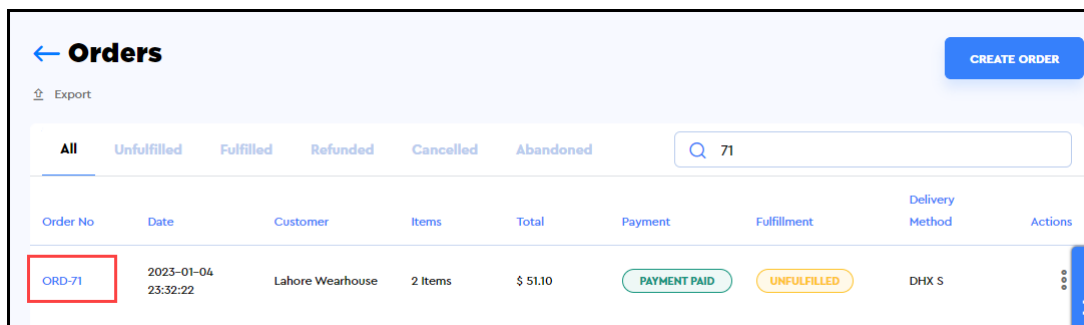
- b. **All orders:** Selecting this option will export the details of all the orders that are placed on your store irrespective of the current page view.

3. Click the **Export Orders** button. A **CSV** file, containing order details, will be downloaded on your computer.



### View order details

To view the details of an order, you need to click on its **order number**.



On the **Order Details** page, the complete information about the order is displayed.

- At the top of the page, you can see the **order number** along with the **date** and **time** on which the order was placed on your store.
- The **payment status** and **order completion** status are also displayed at the top of the page.
- The list of items ordered is also displayed along with their **price** and **quantity**.
- Under the **Notes** section, you can see if any additional instructions are added to the order.




**← 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

- Below the **Notes**, the following details of the customer are mentioned.
  - Customer name.
  - Number of orders the customer has placed so far.
  - Contact information (editable).
  - Shipping address (editable).
  - Billing address.

**Customer** 

**Lahore Wearhouse**  
17 Orders

**Contact Information** EDIT  
viroy64394@veb34.com  
7729189828

**Shipping Address** EDIT  
Lahore Wearhouse  
Street 14 Lahore T2  
Lhore Aragatsotn  
54303 Armenia

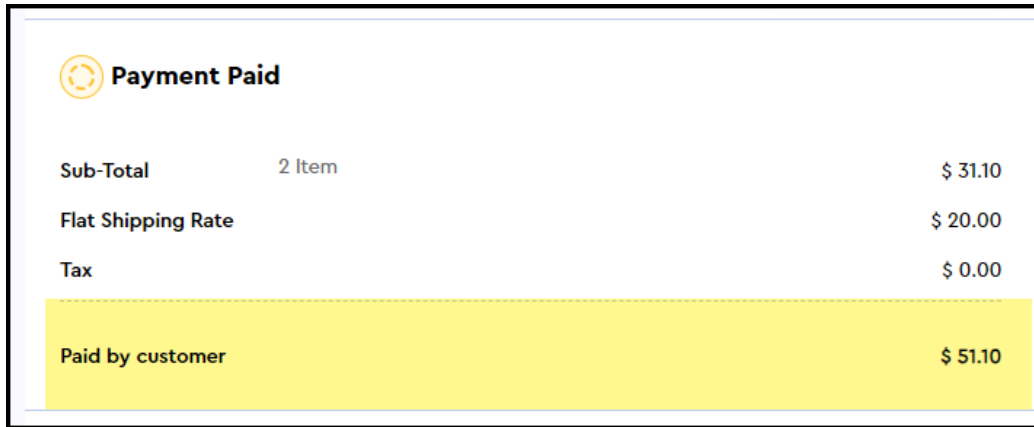
**Billing Address**  
Same as shipping address

**Support**

- Under the **Payment Paid** section, you can see the **payment breakdown** for the following:

- The total price of the ordered items
- Shipping cost applied
- Tax applied to the order

At the bottom, you can see the **total amount paid** by the customer to place the order.



The screenshot shows a summary table titled "Payment Paid" with a yellow background for the total amount. The table lists the following items and amounts:

Payment Paid		
Sub-Total	2 Item	\$ 31.10
Flat Shipping Rate		\$ 20.00
Tax		\$ 0.00
<b>Paid by customer</b>		<b>\$ 51.10</b>

- Under the **Timeline** section, you can see the **complete order history** as it lists the activities that took place against the order along with the date and time. **For example**, in the image below you can see the date and time when:
  - The payment was processed through **Stripe**.
  - The payment status was updated to **Payment Paid**.
- To see any comments added against the order, check the **Show comments checkbox**.

The screenshot shows a 'Timeline' interface. At the top left is the title 'Timeline'. At the top right is a checkbox labeled 'Show comments' which is checked. Below the title is a text input field, followed by icons for emojis, mentions (@), hashtags (#), and attachments. To the right of the input field is a blue 'POST' button. The timeline itself is a vertical line with four circular markers. The first marker is at the top and is labeled 'Transaction Details' on the left and 'STRIPE TXN\_3MMW8QJR8BNFNPGWOC0SD0S9' on the right. The second marker is labeled 'A 82.75 USD payment was processed on Stripe Checkout.' on the left and 'June 13, 2022, 8:05 am' on the right. The third marker is labeled 'A 51.10 USD payment was processed on Stripe Checkout.' on the left and 'January 4, 2023, 12:32 pm' on the right. The fourth marker is labeled 'Order payment status changed to Payment Paid' on the left and '04 JAN, 2023 11:32 PM' on the right.

- You can view the **tags** associated with the order. You can also add new tags and save the changes.

The screenshot shows a 'Tags' section. At the top left is the title 'Tags'. Below the title is a text input field containing two tags: 'men shirt' and 'cotton shirt', each with a blue 'X' icon to its right. Below the input field is a light blue placeholder text that says 'Type and create tags'.

## Actions on order records

Cartzy enables you to perform the following actions on the orders that are placed in your store. Click on the hyperlinks for details.

Edit an order

[Fulfilling an Order](#)

[Refunding an Order](#)

[Cancelling an Order](#)

[Enable Order Tracking](#)

Manually Create a new order