



Managing 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)



Search an order

Cartzy 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.



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 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.



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.



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.](#)



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.](#)



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.](#)



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.



- 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.



- 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.



- 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**.



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



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