

Order Management

Steps:

1. Access Orders:

- Log in to Shopify.
- Click *Orders* on the left-hand menu.

2. Review an Order:

- Click on the order you want to manage.
- Review customer details, items, shipping, and payment status.
- Add internal notes or tags if needed.

3. Fulfil an Order:

- Click *Fulfil Items*.
- Enter the tracking number (if applicable) and select the carrier.
- Click *Fulfil Items* to complete and notify the customer.

4. Partially Fulfil an Order:

- Select only the items you wish to fulfil.
- Leave the remaining items unfulfilled for later shipment.

5. Issue a Refund:

- Click *Refund* at the top of the order page.
- Select items and/or shipping to refund.
- Choose whether to restock returned items.
- Click *Refund* to process.

6. Create a Draft Order:

- Click *Drafts* in the Orders section.
 - Click *Create Order*.
 - Add products, apply discounts (if applicable).
 - Send an invoice to the customer or mark as paid.
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Best Practices:

- Always add tracking information to keep customers informed.
 - Use order tags to segment or prioritise orders (e.g., VIP, wholesale).
 - Review the *Abandoned Checkouts* section periodically to follow up on lost sales.
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