Confirmation Orders

Handle confirmation orders for your account.

- About Confirmation Orders

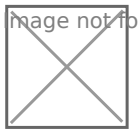
About Confirmation Orders

Overview

In Channels, the confirmation order function is integral to a smooth order fulfilment process. When orders originate from specific sales channel integrations, they first appear on the "Confirmation Orders" page, requiring manual confirmation before progressing to the main workflow. This page serves as a control centre, allowing users to carefully review and confirm transaction details like the order IDs and acknowledgement status. With a deliberate confirmation process, users can enhance transparency, synchronise internal workflows, and maintain precise inventory management. The confirmation order mechanism acts as a strategic checkpoint, ensuring a well-coordinated and reliable e-commerce experience.

Accessing the Confirmation Orders Page

To access the orders page, click the "Confirmation Orders" button located in the left-hand menu.



Confirmations Orders Explained

At the top section of the page, you'll find the search bar, a gateway to efficiently locate and filter orders based on their "Remote Order ID". Adjacent to it is the store selection feature, which is crucial for tailoring your view to a specific store. When you first land on this page, you must select a store you wish to display. For a comprehensive understanding of stores and their setup, refer to our dedicated documentation page, accessible **here**.

Post-store selection, the page dynamically populates with confirmation orders pertinent to the chosen store. The header structure unfolds as follows:

- **ID:** An exclusive identifier for the invoice.
- **Channel:** The sales channel of origin, equipped with diverse filter options.
- **Status:** The current invoice status offers nuanced choices:
  - **Unpaid:** Awaiting settlement.
  - **Unshipped:** The order is confirmed but not dispatched.
  - **Partially Shipped:** Partial fulfilment in progress.
  - **Shipped:** Successfully dispatched.
  - **Cancelled:** Order annulled.
  - **Refunded:** Payment returned.
  - **Unfulfillable:** Unable to fulfill the order.

- **Order Date:** Timestamp of order creation, with filters for date and hour.
- **Acknowledge Sync Status:** Reflects the current status within the sales channel. Detailed options include:
  - **Pending:** Awaiting your approval to initiate processing (accessible through the details via the actions button).
  - **Processing:** Order processing is underway.
  - **Success:** Acknowledgment completed.
  - **Failed:** The acknowledgement process encountered a setback.
- **Actions:** Click this button to unveil intricate details about the order.

Above this section, an array of filtering options empowers you to fine-tune your order display. After making your selections, cement your choices by clicking the "Apply Filters" button. To reset filters and reveal all orders without constraints, opt for "Clear All."

Upon delving into detailed order information via the actions button, the initial section unfolds a wealth of particulars about the order, including order and invoice IDs, dates, statuses, pricing details, payment specifics, and invoice lines. On the right flank, customer information and the invoice address are thoughtfully presented. Scrolling to the bottom, you'll encounter a log capturing changes made to the invoice, denoting the responsible user or channel along with the timestamp.

Within the "Acknowledgement" segment of order details, a click on "Confirm and Submit Acknowledgements" for "Pending" orders triggers a status shift to "Processing."

Returning to the order confirmation page, the conspicuous "Export Orders" button at the top-right beckons your attention. A click prompts you to specify a date range for export and choose between Excel or CSV formats. Following your preferences, the export commences, and an email containing the download link arrives at your registered address.

