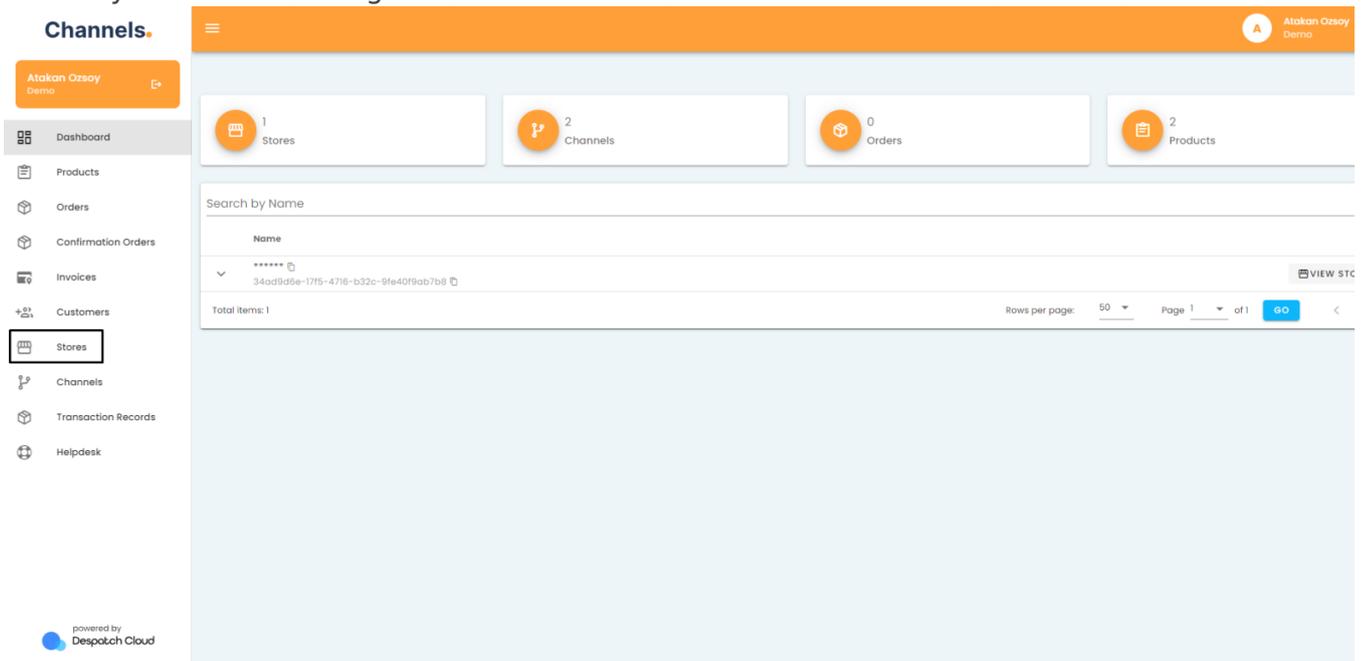


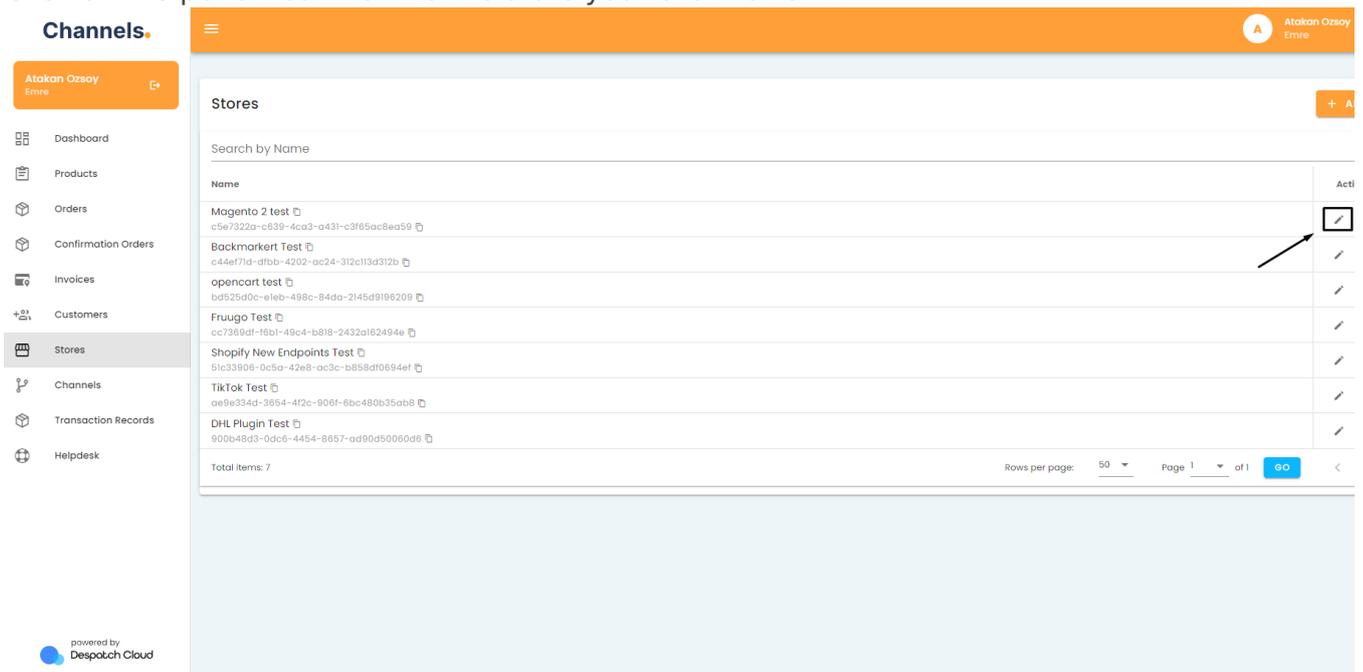
# How to Refetch Orders and Order Updates

## Try Using Order Polling

1. Access your account and go to the left side of the screen. Click the "Stores" button.



2. Click on the pencil icon next to the store your channel is in.



3. Click on the pencil icon next to the channel you want to check.

**Channels**

Store > Magento 2 test

CHANNELS PLUGINS ACCOUNTING CHANNEL WEBHOOKS STORE NOTIFICATIONS SHARED COMPANIES STORE SETTINGS

Search by Name

Channels ↑	Provider	Active	Acti
Back Market 81c57552-8113-4e58-be0f-2a2ad78790c5	backmarket	<input type="checkbox"/>	
CDiscout b90a3b3b-72e7-480b-a5ab-40497b29a4e2	cdiscout	<input type="checkbox"/>	
EKM b601e2d1-86ef-4661-a6a3-f9f67bd3eb8	ekm	<input type="checkbox"/>	
Etsy 4031ff24-9979-4916-b9f4-ccd80257270e	etsy	<input type="checkbox"/>	
Fruugo 259e4efe-af0a-44b4-a4cf-a6b7a38f2ac3	fruugo	<input type="checkbox"/>	
Groupon 0460d20b-810e-43f3-9ff1b-ce3c9501daa0	groupon	<input type="checkbox"/>	
Interspire da654c11-ce53-4700-8f01-300e9819f224	interspire	<input type="checkbox"/>	
Linnworks 2f840be5-e8b1-4c0f-9ab2-f568599f0ca3	linnworks	<input type="checkbox"/>	
Magento 752d93d6-e1a5-4922-95a7-e0dd32448ad4	magentov1	<input type="checkbox"/>	
Magento 2 7a13b4ed-08b9-43c9-a224-8f0808088ae6	magento	<input type="checkbox"/>	
ManoMano a6b9a14-24f6-41d4-a86e-09a2c408a819	manomano	<input type="checkbox"/>	

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4. Scroll down to the “Order Polling” section and switch it on.

**Channels**

Access Token  
123

Country: Belgium Language: en-au

**Order Management**

Auto Sync Orders  
\* Mark orders as synced when fetched via API

Auto Hold Aged Orders  
\* Auto hold aged orders will hold any order that is more than 24 hours old at the time of system import.

Use Default Get Orders Interval

Add Prefix to the Beginning of Order Numbers

Ignore Orders Before

**Order Polling**

Stock Management

SAVE X CA

**Activities**

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5. Select the date from which point the orders will start being polled.

The screenshot shows the 'Channels' management interface. On the left is a navigation sidebar with options: Dashboard, Products, Orders, Confirmation Orders, Invoices, Customers, Stores (highlighted), Channels, Transaction Records, and Helpdesk. The main content area is titled 'Channels' and includes an 'Access Token' field with the value '123'. Below this are 'Country' (set to 'Belgium') and 'Language' (set to 'en-au') dropdowns. The 'Order Management' section contains several toggle switches: 'Auto Sync Orders' (off), 'Auto Hold Aged Orders' (on), 'Use Default Get Orders Interval' (on), and 'Ignore Orders Before' (off). The 'Order Polling' section has a toggle switch (on) and a text input field labeled 'Set Poll Time To'. The 'Stock Management' section has a toggle switch (off). At the bottom right, there are 'SAVE' and 'CANCEL' buttons. A red box highlights the 'Order Polling' section in the first screenshot.

6. Click the Save button and wait around 3 to 10 minutes for orders to be imported into the system. If the orders you wanted are still not imported, move on to the next recommendation.

This screenshot is identical to the one above, showing the 'Channels' management interface. The 'Order Polling' section is no longer highlighted with a red box. A black arrow points to the 'SAVE' button at the bottom right of the interface.

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