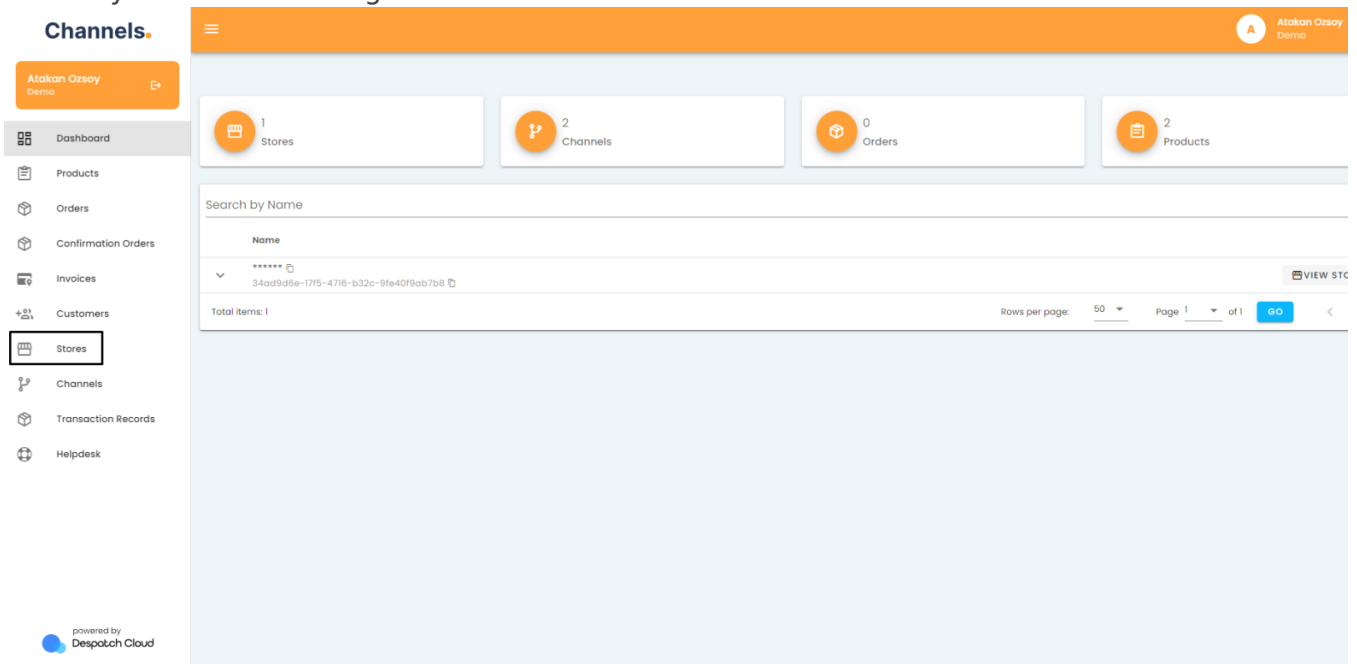


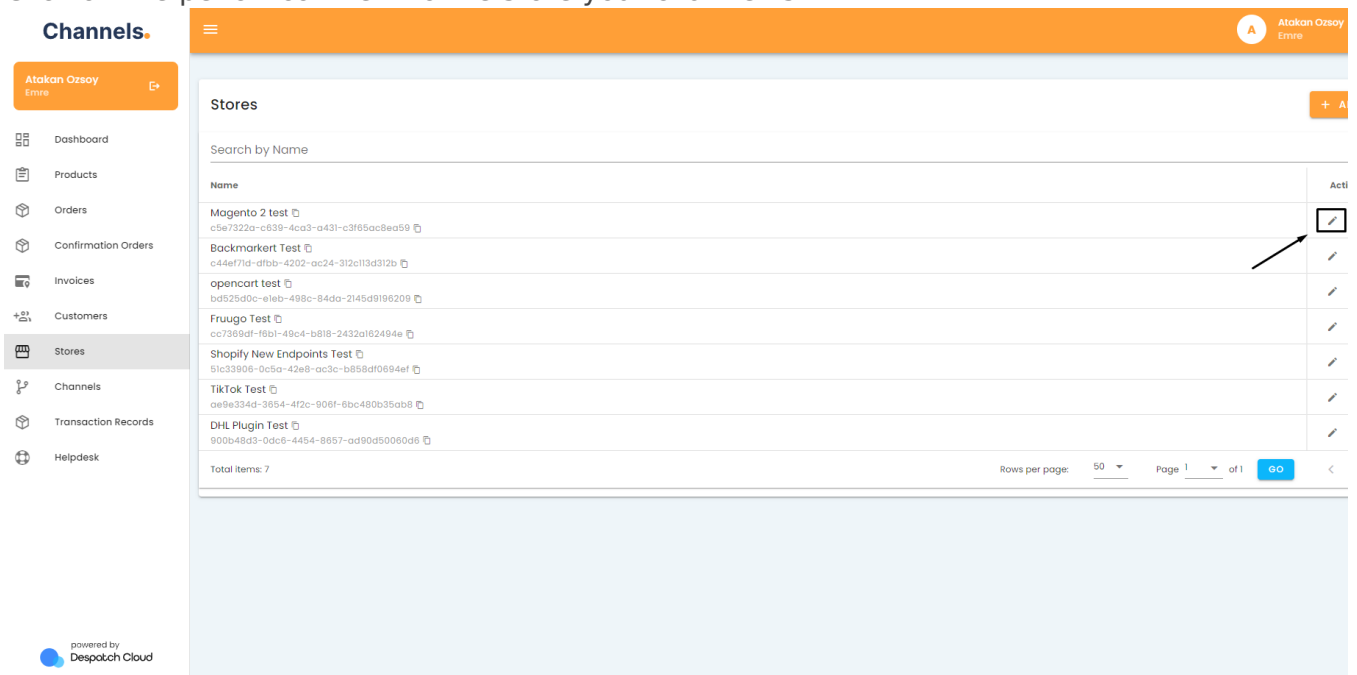
How to Refetch Orders and Order Updates

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

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Dashboard

Products

Orders

Confirmation Orders

Invoices

Customers

Stores

Channels

Transaction Records

Helpdesk

powered by Despatch Cloud

Store > Magento 2 test

CHANNELS PLUGINS ACCOUNTING CHANNEL WEBHOOKS STORE NOTIFICATIONS SHARED COMPANIES STORE SETTINGS

Channels

Search by Name

Channels ↑	Provider	Active	Acti
Back Market 81c57552-8113-4e58-be0f-2a2ad78790c5	backmarket	<input type="checkbox"/>	
CDiscount b00a3b3b-72e7-480b-a5ab-40497b29a4e2	cdiscount	<input type="checkbox"/>	
EKM b601e2d1-66ef-4661-a6a3-f9f67bd3eb8	ekm	<input type="checkbox"/>	
Etsy 4031f24-9979-49f6-b9f4-ced80257270e	etsy	<input type="checkbox"/>	
Fruugo 259e4efe-af0a-44b4-a4cf-a6b7a38f2ac3	fruugo	<input type="checkbox"/>	
Groupon 0460d20b-810e-43f3-9ff6-ce3c5501daa0	groupon	<input type="checkbox"/>	
Interspire de654c11-ce53-4700-8f01-300e98f9f224	interspire	<input type="checkbox"/>	
Linnworks 2f840be5-e6b1-4c0f-9ab2-f568569f0ca3	linnworks	<input type="checkbox"/>	
Magento 752d3d6-ela5-4922-95a7-e0dd32448ad4	magentovl	<input type="checkbox"/>	
Magento 2 7a13b4ed-08b9-43c9-a224-8f0808080ae6	magento	<input type="checkbox"/>	
ManoMano a6a0b14d-04f6-4f4d-a68e-090a7408a890	manomano	<input type="checkbox"/>	

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

Channels

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Dashboard

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Access Token
123

Country: Belgium Language: en-au

Order Management

Auto Sync Orders

Auto Hold Aged Orders

Use Default Get Orders Interval

Add Prefix to the Beginning of Order Numbers

Ignore Orders Before

Order Polling ☒

Stock Management ☐

SAVE CANCEL

Activities

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

Channels.

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Access Token123

CountryBelgiumLanguageen-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

The Current Poll Time Is:

Set Poll Time To

Stock Management

SAVE

CANCEL

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.

Channels.

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DashboardProductsOrdersConfirmation OrdersInvoicesCustomersStoresChannelsTransaction RecordsHelpdesk

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Access Token123

CountryBelgiumLanguageen-au

Order Management

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Stock Management

SAVE

CANCEL

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