

How to Resend Orders via Webhook/Plugin

Try Bulk Updating Your Orders

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

The screenshot shows the Channels dashboard interface. On the left sidebar, the 'Orders' button is highlighted with a red box and an arrow. The main content area displays a summary of 7 Stores, 25 Channels, 130 Orders, and 1950 Products. Below this, there is a 'Search by Name' section with a list of test orders including 'Magento 2 test', 'Backmarket Test', 'opencart test', 'Fruugo Test', 'Shopify New Endpoints Test', 'TikTok Test', and 'DHL Plugin Test'. Each order has a 'VIEW STC' link. At the bottom, it shows 'Total items: 7' and pagination controls for 50 rows per page, page 1 of 1.

2. Pick a store and click "Actions".

The screenshot shows the 'Orders' page in the Channels dashboard. The left sidebar is the same as the previous screenshot. The main content area is titled 'Orders' and includes a search bar for 'Store' and 'Shopify New Endpoints Test'. Below the search bar, there are filters for 'Pending: 50' and 'Synced: 1'. A table lists orders with columns for ID, Sync Status, Fulfillment Status, Status, Channel, Order Date, and Action. The 'Actions' button is highlighted with a red box and an arrow. The table shows several orders with 'Pending' sync status and 'No Fulfillment' status, all from 'Shopify Test store'.

ID	Sync Status	Fulfillment Status	Status	Channel	Order Date	Action
5c5a0a76-91e3-49d3-b9a0-e4040e32bd8b	Pending	No Fulfillment	Unshipped	Shopify Test store	Mon, 11 Mar 2024 15:28:18	
125f60d3-b020-4737-ab91-1da7d8cd50b	Pending	No Fulfillment	Unshipped	Shopify Test store	Mon, 11 Mar 2024 15:25:12	
671cb19e-711b-4b9d-8b7a-4551009315ae	Pending	No Fulfillment	Unshipped	Shopify Test store	Mon, 11 Mar 2024 15:21:38	
c4fd8faf-1c5f-4124-9498-391c3ce0714b	Pending	No Fulfillment	Unshipped	Shopify Test store	Mon, 11 Mar 2024 15:20:06	
07e644af-4a48-44a9-9efb-3d57a67782c9	Pending	No Fulfillment	Unshipped	Shopify Test store	Mon, 11 Mar 2024 15:15:48	
46b8c24e-40fd-4b47-af7a-17cc4c144511	Pending	No Fulfillment	Unshipped	Shopify Test store	Mon, 11 Mar 2024 15:12:22	
086d497f-5aa4-42f5-ae18-0ff4e089cbd2	Pending	No Fulfillment	Unshipped	Shopify Test store	Mon, 11 Mar 2024 15:02:57	
619430d-0f3d-4703-a85b-59173619d133	Pending	No Fulfillment	Unshipped	Shopify Test store	Mon, 11 Mar 2024 15:01:00	
853b977b-edb7-4798-a5a9-a688ad10f8c	Pending	No Fulfillment	Unshipped	Shopify Test store	Mon, 11 Mar 2024 14:48:05	

3. Click "Bulk Update Sync Status".

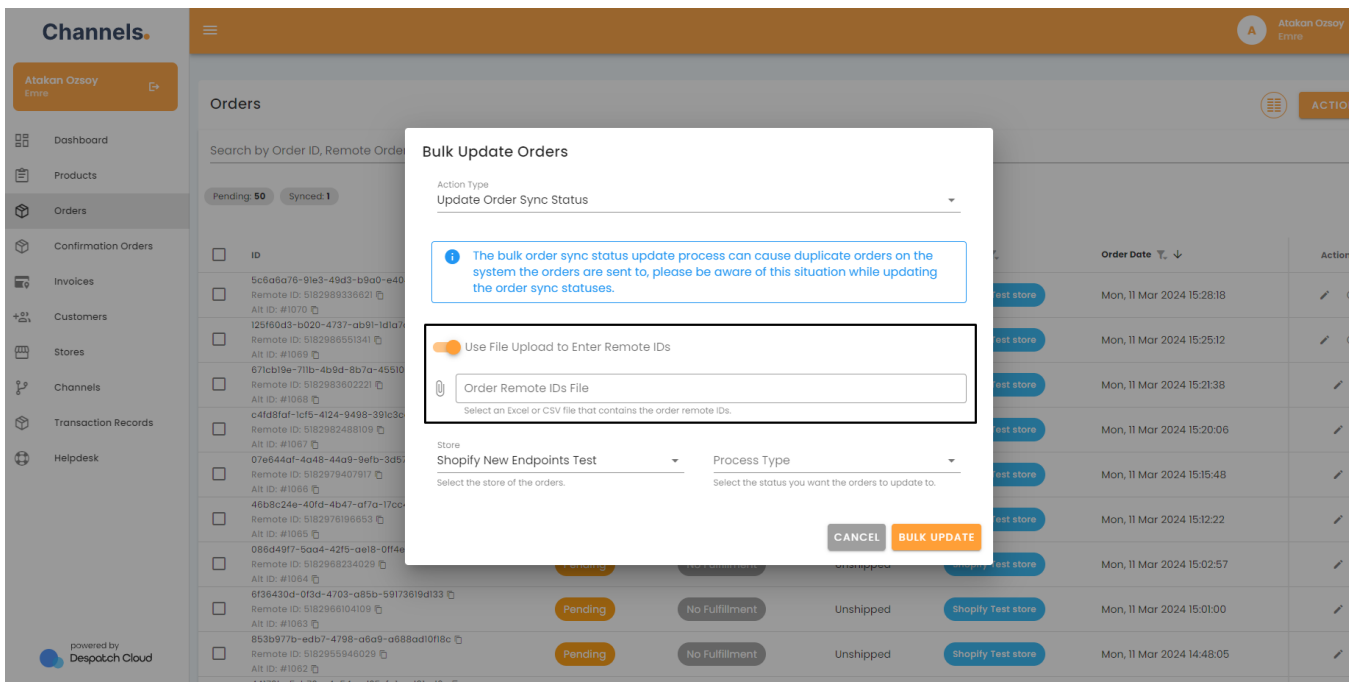
The screenshot shows the 'Channels. Orders' page. The left sidebar contains navigation links: Dashboard, Products, Orders (selected), Confirmation Orders, Invoices, Customers, Stores, Channels, Transaction Records, and Helpdesk. The main content area displays a table of orders. The table has columns: ID, Sync Status, Fulfilment Status, Status, Channel, and Order Date. The 'Sync Status' column shows 'Pending' for all orders. The 'Fulfilment Status' column shows 'No Fulfilment' for all orders. The 'Status' column shows 'Unshipped' for all orders. The 'Channel' column shows 'Shopify Test store' for all orders. The 'Order Date' column shows various dates from March 2024. A dropdown menu is open for the 'Bulk Update Sync' action, showing options: 'Export Selected to CSV', 'Export Selected to Excel', 'Export All to Excel', and 'Export All to CSV'.

4. Select the action type you want to proceed with:

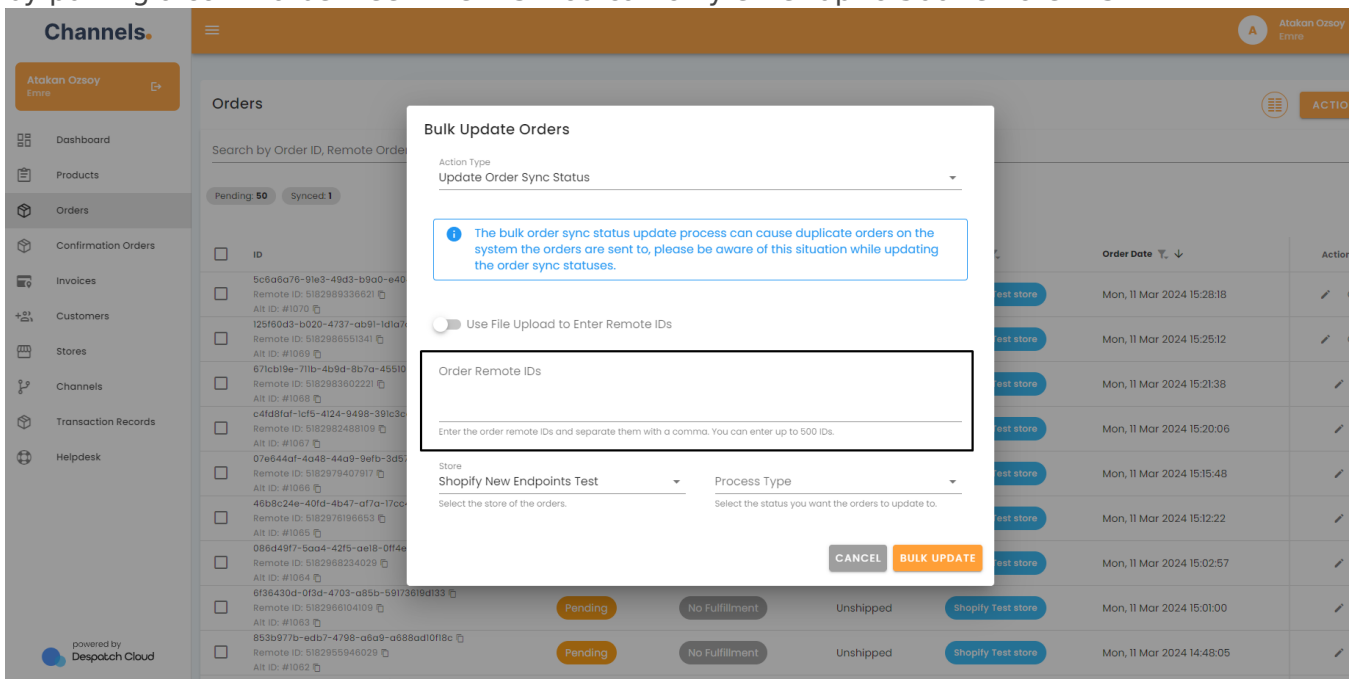
1. Update Order Sync Status: select this option if you want to take action regarding the order sync status. For example, to resend orders via webhook
2. Update Fulfilment Sync Status: Select this option to take action on the order fulfilment sync status. For example, resending the failed fulfilment to the sales channel
3. Update Plugin Sync Status: Select this option if you want to take action on order sync status, such as resending already synced or failed orders to the plugin.

The screenshot shows the 'Channels. Orders' page with a 'Bulk Update Orders' modal open. The modal has a title 'Bulk Update Orders'. Under 'Action Type', there are three options: 'Update Order Sync Status' (selected), 'Update Fulfilment Sync Status', and 'Update Plugin Sync Status'. Below this is a toggle switch for 'Use File Upload to Enter Remote IDs'. Under this toggle is a text input field for 'Order Remote IDs' with a placeholder 'Enter the order remote IDs and separate them with a comma. You can enter up to 500 IDs.' Below this is a dropdown menu for 'Store' with the selected value 'Shopify New Endpoints Test'. To the right of the 'Store' dropdown is another dropdown menu for 'Process Type' with the placeholder 'Select the status you want the orders to update to.' At the bottom of the modal are two buttons: 'CANCEL' and 'BULK UPDATE'.

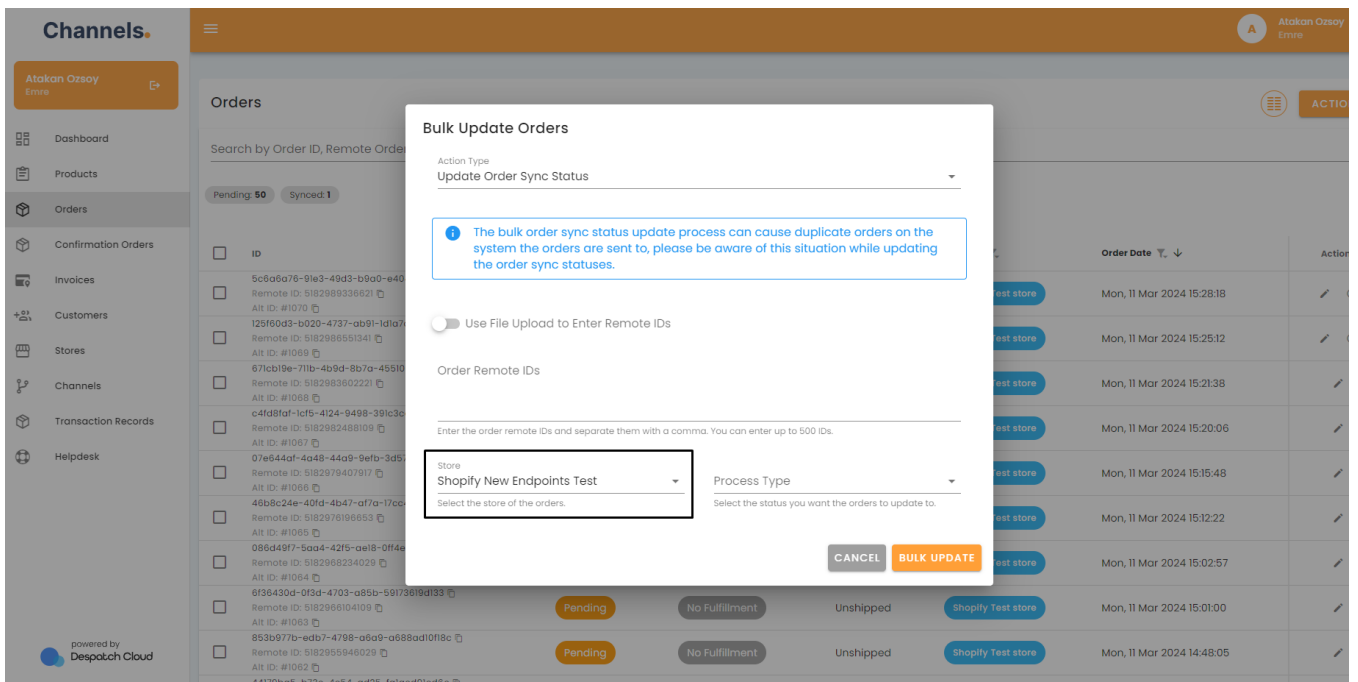
5. If you have the remote IDs of your orders in an Excel or a CSV file, switch on the “Use File Upload to Enter Remote IDs” option and upload your file by clicking the “Order Remote IDs File” button.



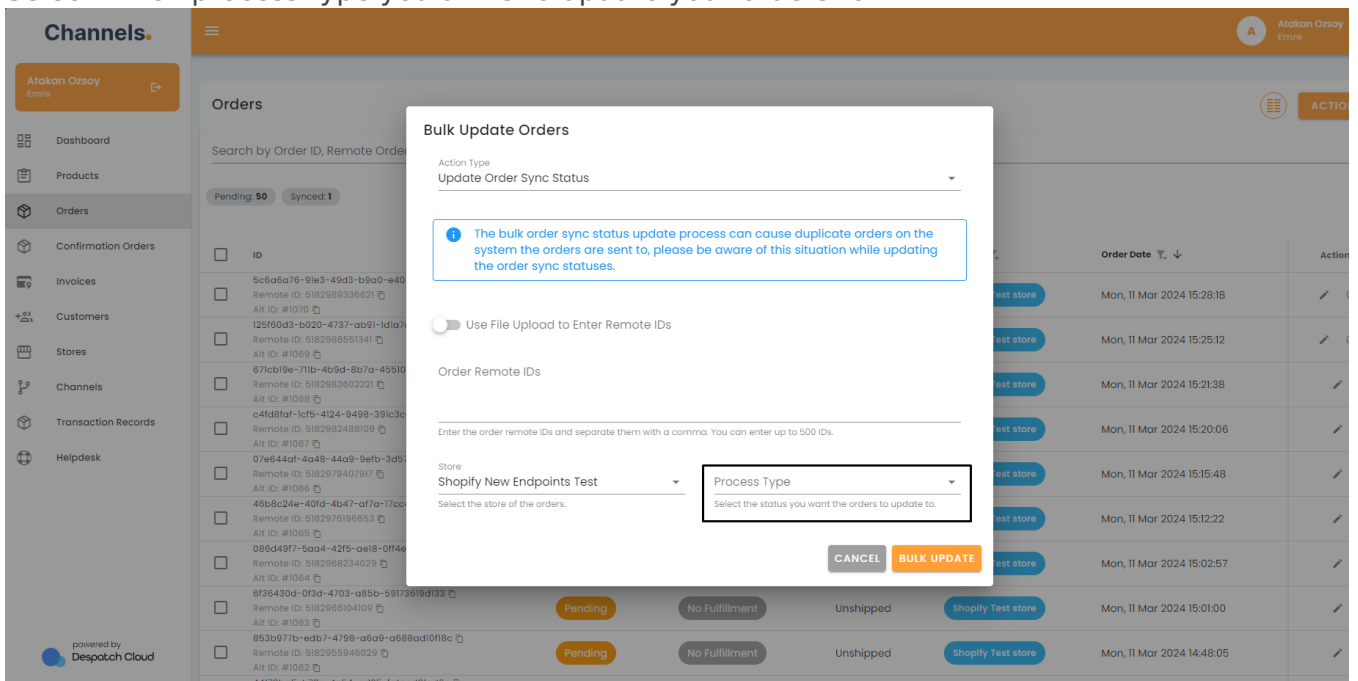
- If you don't have a file, you can copy and paste the remote IDs to the "Remote IDs" field by putting a comma between the IDs. You can only enter up to 500 remote IDs.



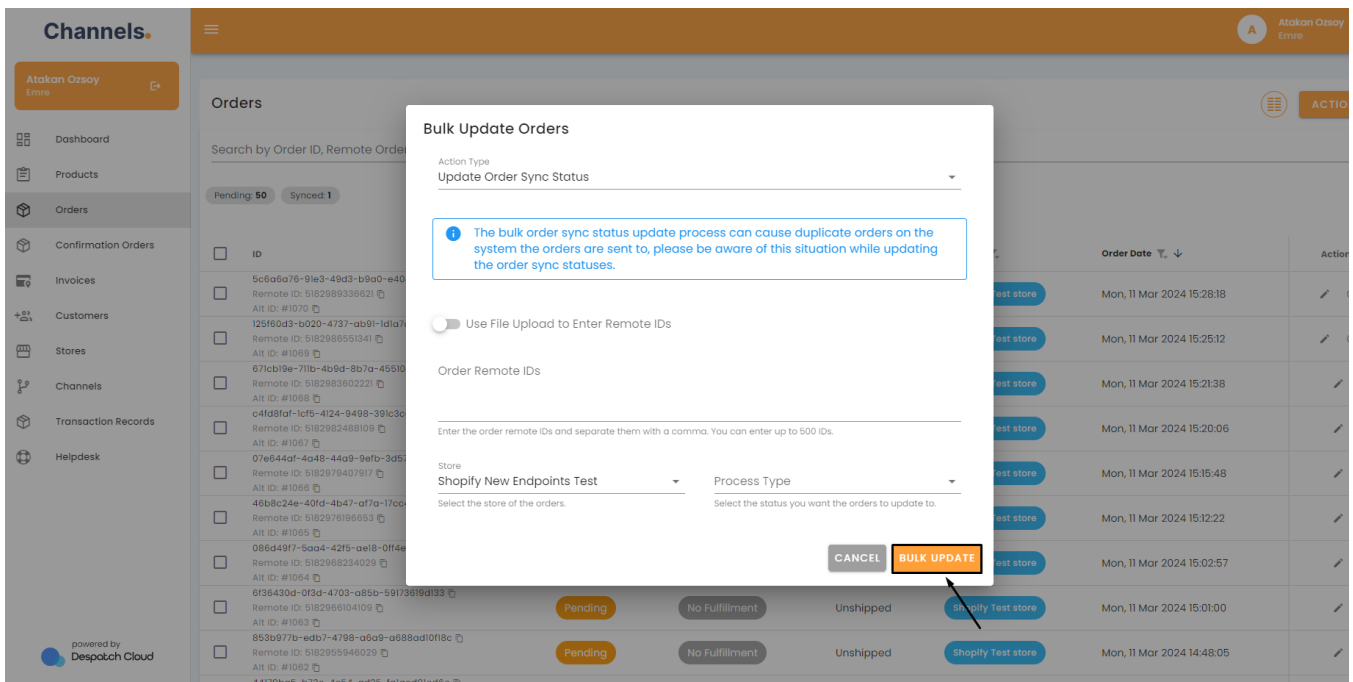
- Make sure that the correct store is selected in the "Store" field.



8. Select which process type you'd like to update your orders to.



9. Next, click on Bulk Update to save your changes.



10. You will receive an email confirming the actions when the process is complete.
11. Action configurations should be as follows:
 1. To mark the sync status of the orders as “Excluded”, select the action type as “Update order sync status” and select the process type “Mark as Excluded”.
 2. To mark plugins' sync status as "Excluded," select the action type “Update Plugin Sync Status” and the process type “Mark as Excluded.”
12. If you want to resend orders via webhook, select the Action Type as “Update Order Sync Status” and select the Process Type as “Mark as Pending.” If you have a plugin set up in your store and don’t want your orders sent to it, you need to do another bulk action for the same orders and update their plugin sync status to “Excluded “ to prevent them from being fulfilled more than once.
 1. If you want to resend a fulfilment to the sales channel, select the action type “Update Plugin Sync Status” and select the process type “Mark As Awaiting Send”.
 2. If you want to resend an order to the plugin, you must do two bulk actions. First, you need to mark the order sync status as "Excluded". Then, you need to mark the plugin sync status as excluded for the orders you want to resend to the plugin.

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