

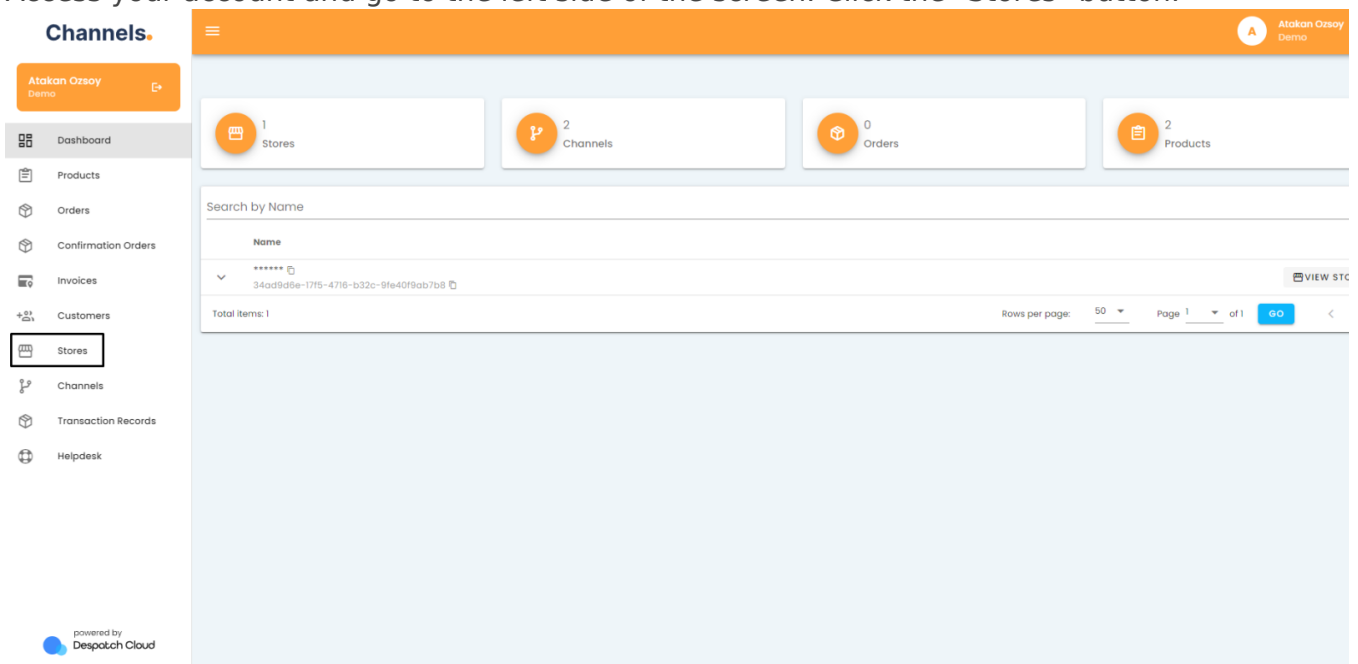
Orders on Hold After Sales Channel Setup: What Does It Mean?

About the "On Hold" Status

On-hold status means these orders will not be processed. By default, we switch on the setting "Auto Hold Aged Orders" when a sales channel is created on our system. You can switch that setting off by going into the channel settings.

When this setting is on, it marks the sync status of orders that have been in existence for 24 hours or more from the order creation date.

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.

Channels.

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DashboardProductsOrdersConfirmation OrdersInvoicesCustomersStoresChannelsTransaction RecordsHelpdesk

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Stores

Search by Name

Name	Acti
Magento 2 test c5e7322a-c839-4ca3-a431-c3f65ac8ea59	<input checked="" type="checkbox"/>
Backmarket Test c44ef7fd-dfbb-4202-ac24-3f2c113d312b	<input type="checkbox"/>
opencart test bd525d0c-e1eb-498c-84da-2145d9f96209	<input type="checkbox"/>
Fruugo Test cc7369df-f6b1-49c4-b818-2432a162494e	<input type="checkbox"/>
Shopify New Endpoints Test 51c33906-0c5a-42e8-ac3c-b858df0694ef	<input type="checkbox"/>
TikTok Test ae9e334d-3654-4f2c-906f-6bc480b35ab8	<input type="checkbox"/>
DHL Plugin Test 900b48d3-0dc6-4454-8657-ad90d50060d6	<input type="checkbox"/>

Total items: 7

Rows per page: 50Page 1 of 1GO

3. Click on the pencil icon next to the channel you'd like to check.

Channels.

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Store > Magento 2 test

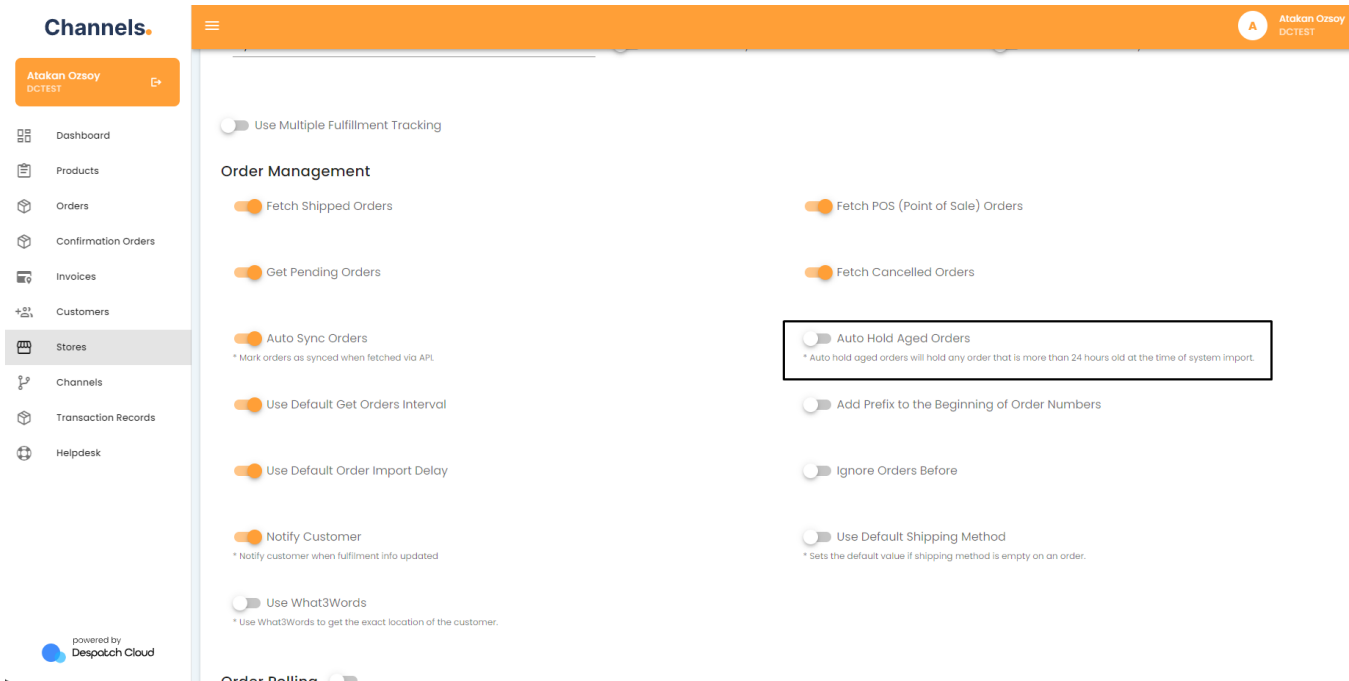
CHANNELSPLUGINSACCOUNTING CHANNELWEBHOOKSSTORE NOTIFICATIONS
SHARED COMPANIESSTORE SETTINGS

Channels

Search by Name

Channels ↑	Provider	Active	Acti
Back Market 81c57552-8113-4e58-be0f-2a2ad76790c5	backmarket	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CDiscount b00a3b3b-72e7-480b-a5ab-40497b29a4e2	cdiscoun	<input type="checkbox"/>	<input type="checkbox"/>
EKM b501e2d1-66ef-4661-a8a3-f9f671bd3eb8	ekm	<input type="checkbox"/>	<input type="checkbox"/>
Etsy 40311f24-9979-49f6-b9f4-ccd80257270e	etsy	<input type="checkbox"/>	<input type="checkbox"/>
Fruugo 259e4efe-af0a-44b4-a4cf-a6b7a38f2ac3	fruugo	<input type="checkbox"/>	<input type="checkbox"/>
Groupon 0460d20b-810e-43f3-9f1b-ce3c5501daa0	groupon	<input type="checkbox"/>	<input type="checkbox"/>
Interspire de534c11-ce53-4700-8f01-300e9819f224	interspire	<input type="checkbox"/>	<input type="checkbox"/>
Linnworks 2f840be5-e8b1-4c0f-9ab2-f558599f0ca3	linnworks	<input type="checkbox"/>	<input type="checkbox"/>
Magento 752053d6-e1a5-4922-95a7-e0dd32448ad4	magentovl	<input type="checkbox"/>	<input type="checkbox"/>
Magento 2 7a13b4ed-08b9-43c9-a224-8f0608089ae6	magento	<input type="checkbox"/>	<input type="checkbox"/>
ManoMano a8a9b114-0476-4f4a-a85e-090a7468a810	manomano	<input type="checkbox"/>	<input type="checkbox"/>

4. Switch off the “Auto Hold Aged Orders” setting under Order Management.



Revision #1

Created 30 May 2024 07:53:50 by Despatch Cloud

Updated 30 May 2024 07:57:12 by Despatch Cloud