

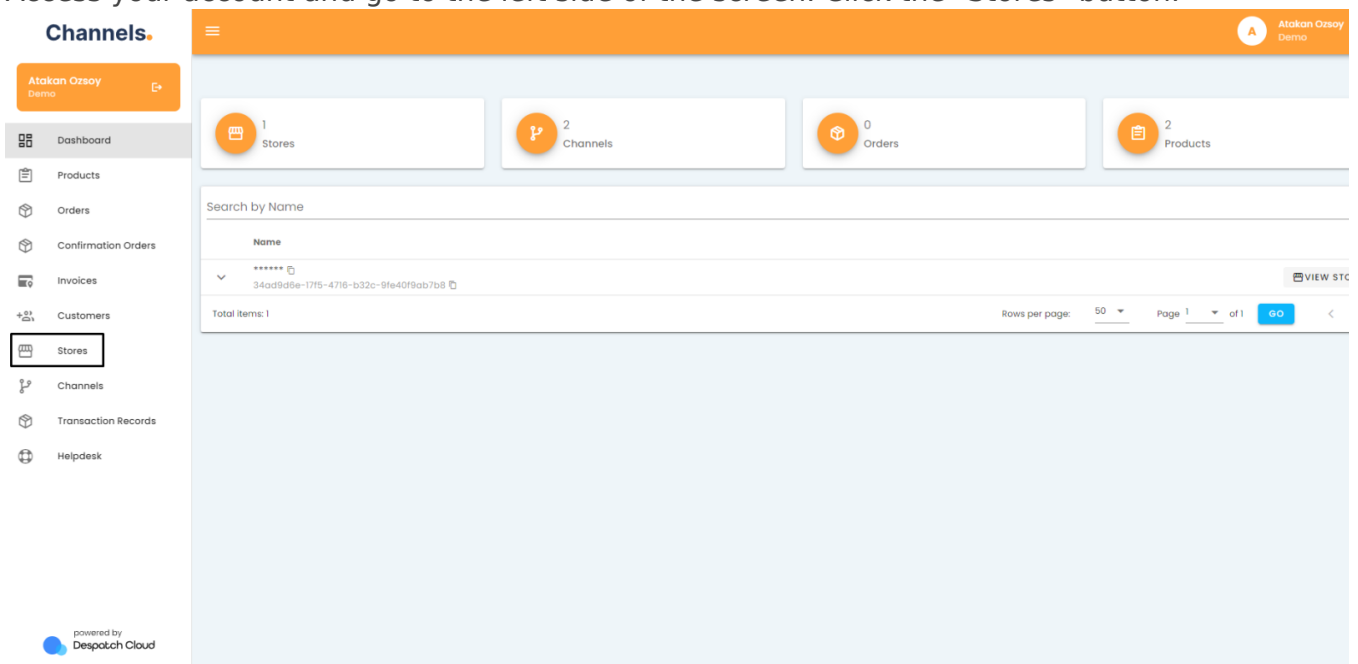
Orders on Hold After Sales Channel Setup: What Does It Mean?

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.

Atakan Ozsoy Emre

Dashboard

Products

Orders

Confirmation Orders

Invoices

Customers

Stores

Channels

Transaction Records

Helpdesk

powered by Despatch Cloud

Stores

Search by Name

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

Total items: 7
 Rows per page: 50
 Page 1 of 1
 GO

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

Channels.

Atakan Ozsoy Emre

Dashboard

Products

Orders

Confirmation Orders

Invoices

Customers

Stores

Channels

Transaction Records

Helpdesk

powered by Despatch Cloud

Store > Magento 2 test

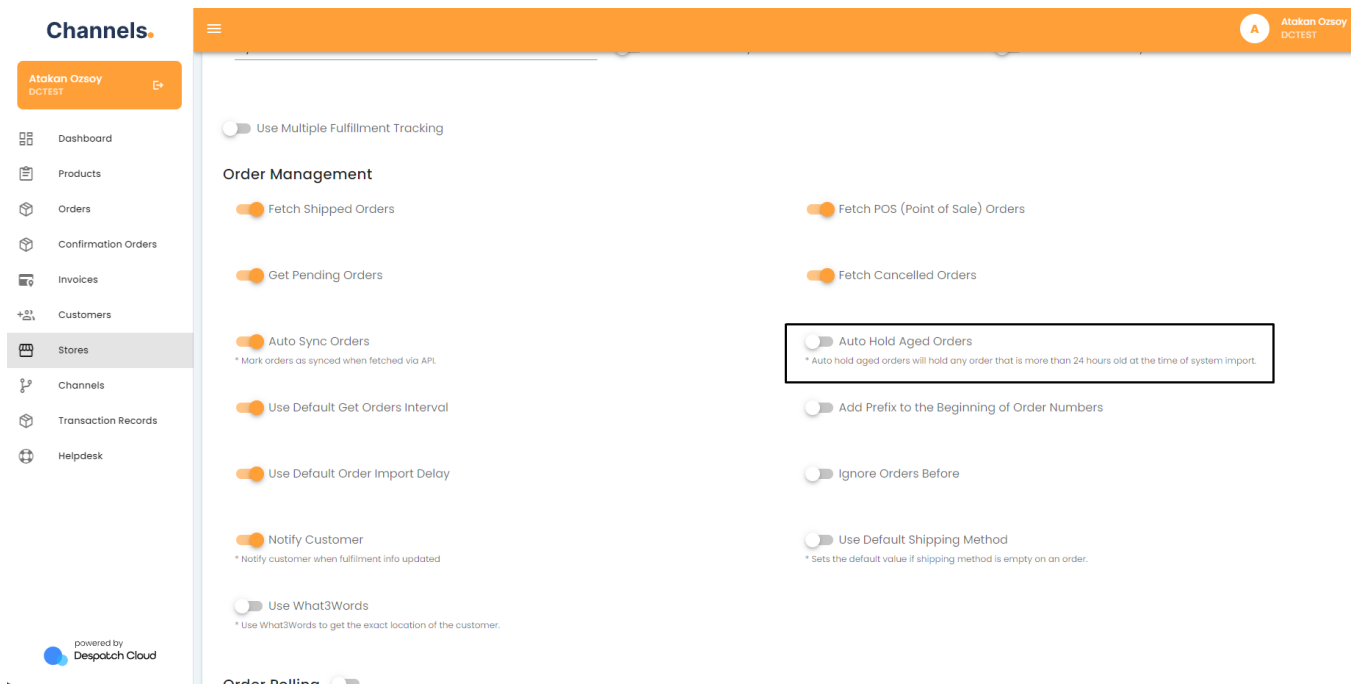
CHANNELS PLUGINS ACCOUNTING CHANNEL WEBHOOKS STORE NOTIFICATIONS SHARED COMPANIES STORE SETTINGS

Channels

Search by Name

Channels ↑	Provider	Active	Acti
Back Market <small>81c57552-8113-4e58-be0f-2a2ad76790c5</small>	backmarket	<input type="checkbox"/>	
CDiscount <small>b00a3b3b-72e7-480b-a5ab-40497b29a4e2</small>	cdiscoun	<input type="checkbox"/>	
EKM <small>b501e2d1-66ef-4661-a8a3-f9f671bd3eb8</small>	ekm	<input type="checkbox"/>	
Etsy <small>40311f24-9979-49f6-b9f4-ccd80257270e</small>	etsy	<input type="checkbox"/>	
Fruugo <small>259e4efe-af0a-44b4-a4cf-a6b7a38f2ac3</small>	fruugo	<input type="checkbox"/>	
Groupon <small>0460d20b-810e-43f3-9f1b-ce3c5501daa0</small>	groupon	<input type="checkbox"/>	
Interspire <small>de534c11-ce53-4700-8f01-300e9819f224</small>	interspire	<input type="checkbox"/>	
Linnworks <small>2f840be5-e8b1-4c0f-9ab2-f558599f0ca3</small>	linnworks	<input type="checkbox"/>	
Magento <small>752053d6-e1a5-4922-95a7-e0dd32448ad4</small>	magentovl	<input type="checkbox"/>	
Magento 2 <small>7a13b4ed-08b9-43c9-a224-8f0608089ae6</small>	magento	<input type="checkbox"/>	
ManoMano <small>a8a9b1d4-0476-4f0a-a8e5-090a7408a810</small>	manomano	<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