

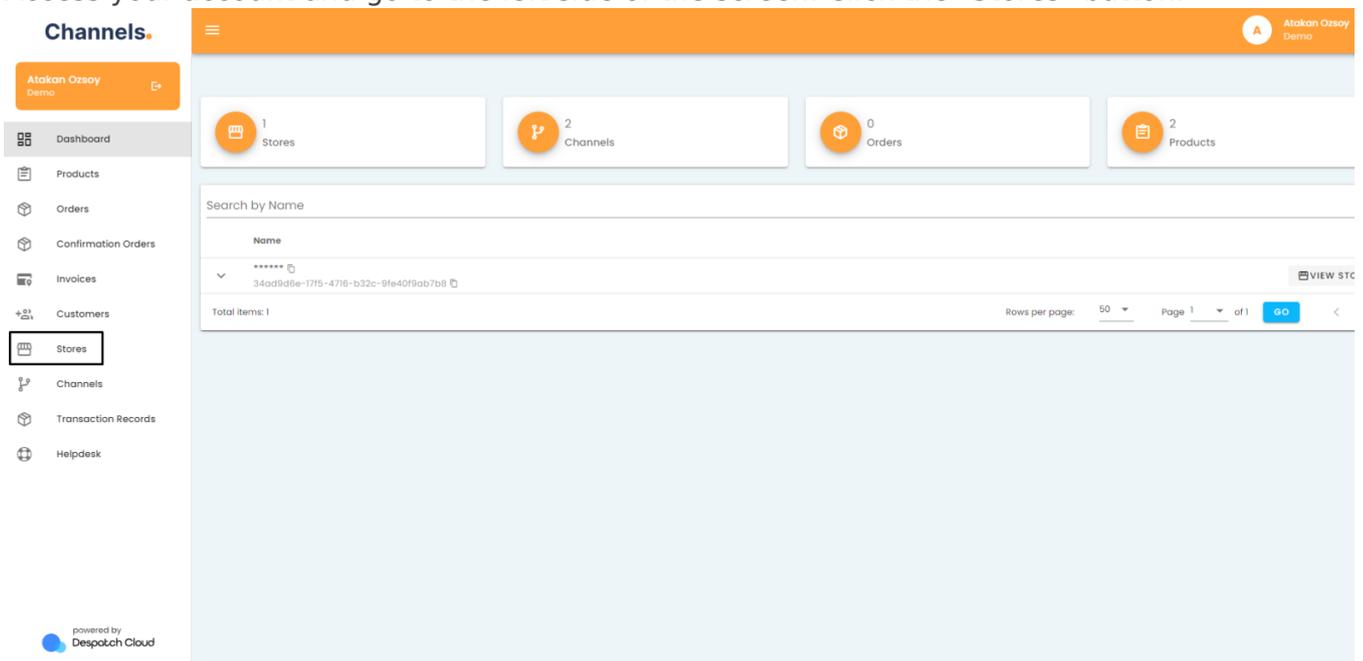
Orders on Hold After Sales Channel Setup: What Does It Mean?

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.

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 c5e7322a-c839-4ca3-a431-c3f65acc8ea59 | <input checked="" type="checkbox"/> |
| Bookmark Test c44ef7fd-dfbb-4202-ac24-312e113d312b | <input type="checkbox"/> |
| opencart test bd525d0c-e1eb-498c-84da-2145d9196200 | <input type="checkbox"/> |
| Fruugo Test cc7369df-fb01-49c4-b818-2432a162494e | <input type="checkbox"/> |
| Shopify New Endpoints Test 51c3390b-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: 50 Page 1 of 1 GO

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

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 81c57552-8113-4e58-be0f-2a2ad76790c5 | backmarket | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| CDiscount b00a3b3b-72e7-480b-a5ab-40497b29a4e2 | cdiscount | <input type="checkbox"/> | <input type="checkbox"/> |
| EKM b501e2d1-65ef-4661-a6a3-19f671bd3eb8 | ekm | <input type="checkbox"/> | <input type="checkbox"/> |
| Etsy 40311f24-9979-4916-b9f4-ced90257270e | 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 de634c11-ce53-4700-8f01-300e9819f224 | interspire | <input type="checkbox"/> | <input type="checkbox"/> |
| Linnworks 2f840be5-e8b1-4c0f-9ab2-f556599f0ca3 | linnworks | <input type="checkbox"/> | <input type="checkbox"/> |
| Magento 752053d6-e1a5-4922-95a7-e0dd32448ad4 | magentov1 | <input type="checkbox"/> | <input type="checkbox"/> |
| Magento 2 7a13b4ed-08b6-43c9-a224-8f0608080ae6 | magento | <input type="checkbox"/> | <input type="checkbox"/> |
| ManoMano c82b14-2476-41d1-885e-0907408a899 | manomano | <input type="checkbox"/> | <input type="checkbox"/> |

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

Atakan Ozsoy
DCTEST

- Dashboard
- Products
- Orders
- Confirmation Orders
- Invoices
- Customers
- Stores**
- Channels
- Transaction Records
- Helpdesk

powered by
Despatch Cloud

Use Multiple Fulfillment Tracking

Order Management

Fetch Shipped Orders

Fetch POS (Point of Sale) Orders

Get Pending Orders

Fetch Cancelled Orders

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

Use Default Order Import Delay

Ignore Orders Before

Notify Customer

* Notify customer when fulfillment info updated

Use Default Shipping Method

* Sets the default value if shipping method is empty on an order.

Use What3Words

* Use What3Words to get the exact location of the customer.

Order Billing

Revision #1

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

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