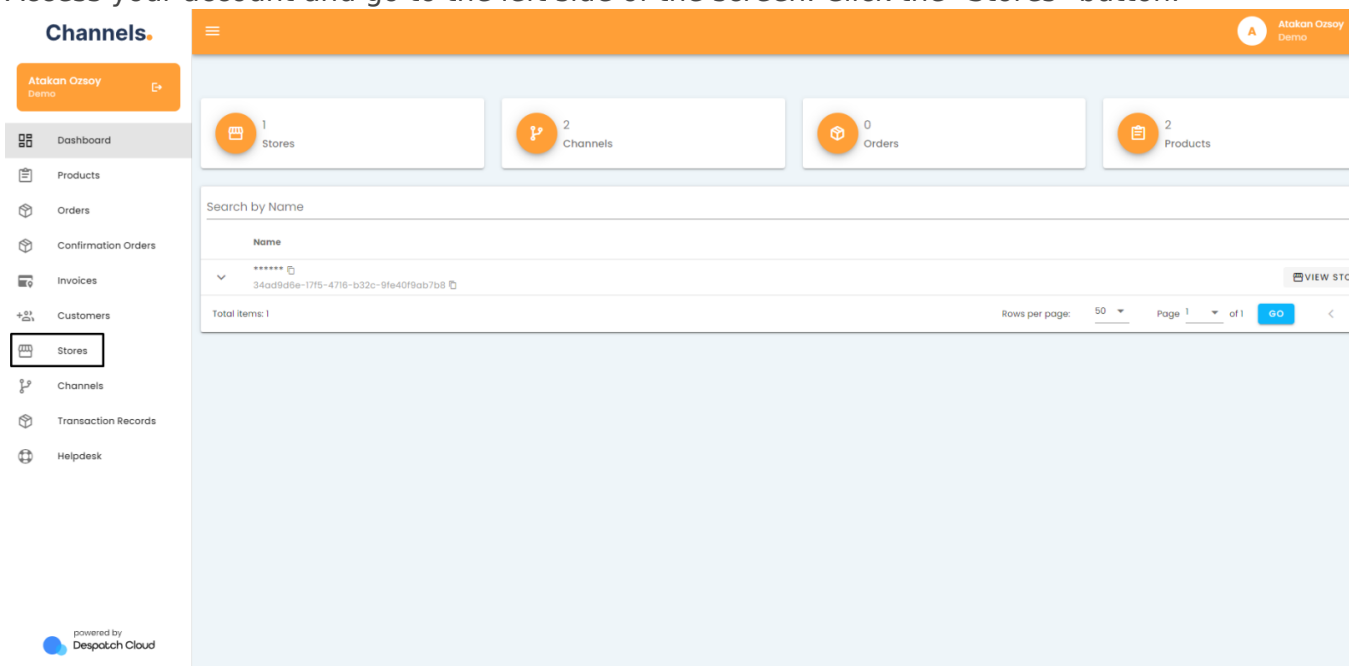


Webhooks Set Up, But Not Working

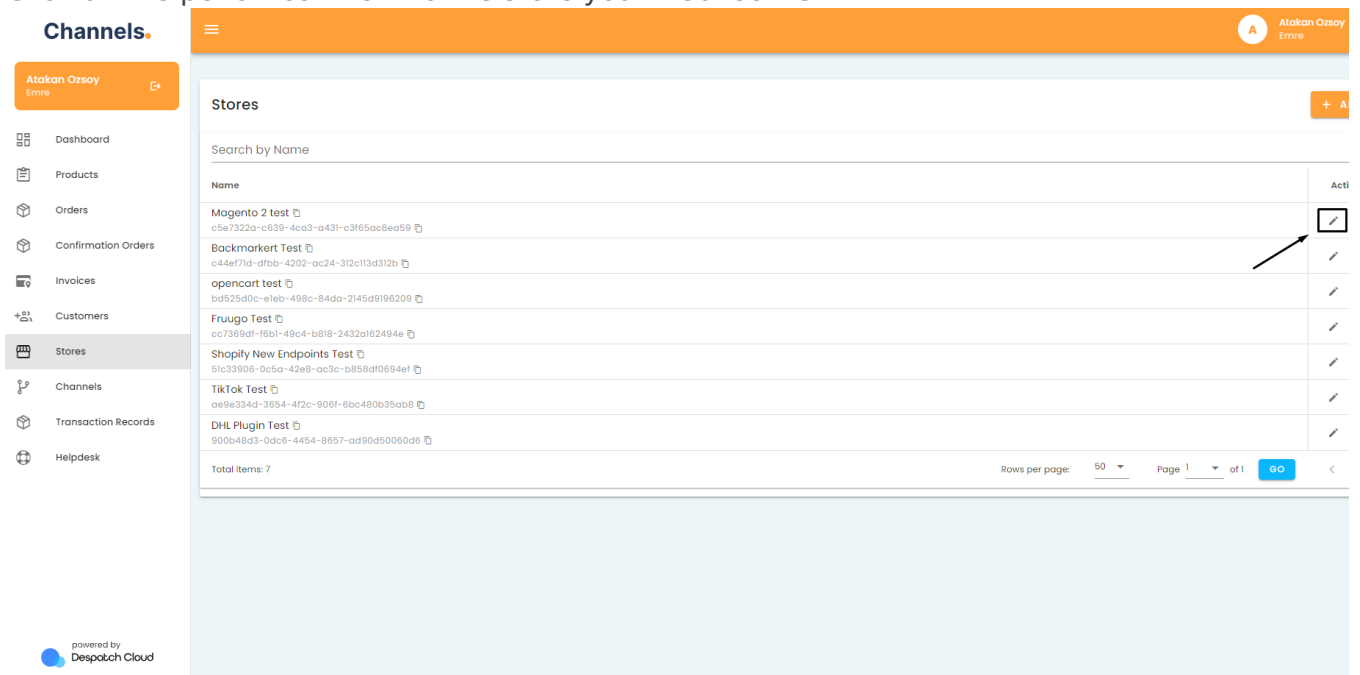
Check If the Webhook Is Activated

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



The screenshot shows the Channels dashboard interface. On the left sidebar, the "Stores" button is highlighted with a red box. The main content area displays a summary of 1 Store, 2 Channels, 0 Orders, and 2 Products. Below this is a search bar and a table with one item. The table has a "Name" column and a "Total Items: 1" row. The table also includes pagination controls: "Rows per page: 50", "Page 1 of 1", and a "GO" button.

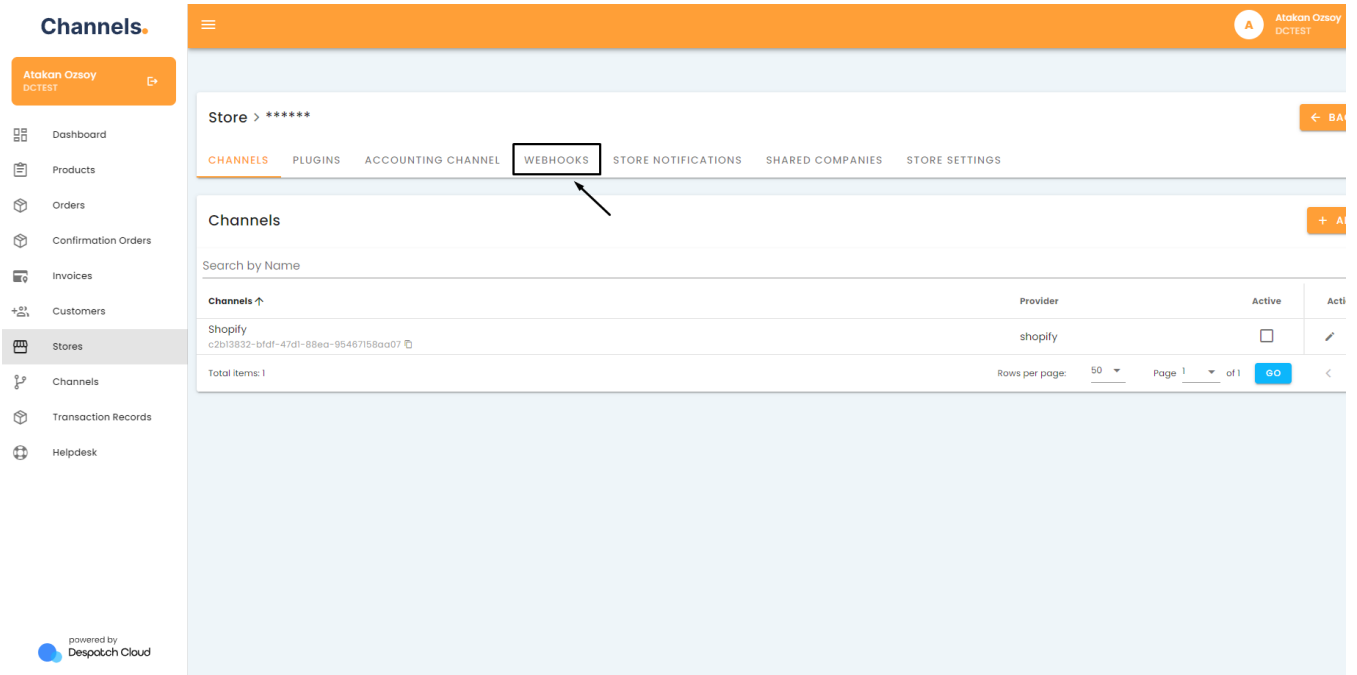
2. Click on the pencil icon next to the store your webhook is in.



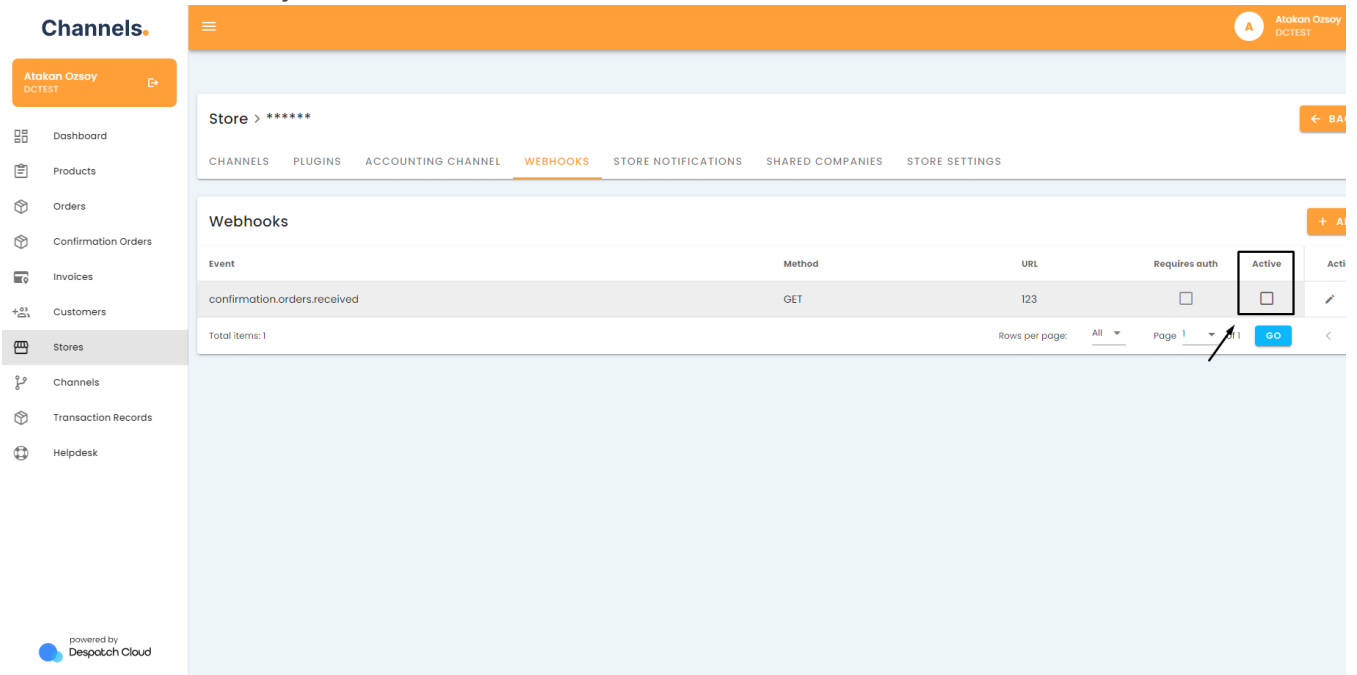
The screenshot shows the Channels dashboard interface with the "Stores" section selected in the sidebar. The main content area displays a list of stores. The first store, "Magento 2 test", has a pencil icon next to it, which is highlighted with a red box and an arrow. The table has a "Name" column and an "Acti" column. The table also includes pagination controls: "Rows per page: 50", "Page 1 of 1", and a "GO" button.

Name	Acti
Magento 2 test cbe7322a-c639-4ca3-a431-c9f55ac8ea59	<input type="checkbox"/>
Backmarket Test c44ef71d-dfbb-4202-ac24-312c113d312b	<input type="checkbox"/>
opencart test bd525d0c-e1eb-498c-84da-2145d9196209	<input type="checkbox"/>
Fruugo Test cc7399df-fb1f-49c4-b818-2432a162494e	<input type="checkbox"/>
Shopify New Endpoints Test 51c30908-0c5a-42e8-ac3c-b958df0694ef	<input type="checkbox"/>
TikTok Test ae9e334d-3654-4f2c-906f-6bc480b35ab8	<input type="checkbox"/>
DHL Plugin Test 900b48d3-0dc6-4454-8657-ad90d50060d6	<input type="checkbox"/>

3. Go to the Webhooks tab.



4. See if the webhook you created has a checkmark under the “Is Active” column.



5. If it doesn't have a checkmark, it means the webhook is not active. Please click on the checkbox to activate the webhook.

The screenshot shows the 'Channels' dashboard for a user named 'Atakan Ozsoy'. The left sidebar contains navigation options: Dashboard, Products, Orders, Confirmation Orders, Invoices, Customers, Stores (highlighted), Channels, Transaction Records, and Helpdesk. The main content area is titled 'Store > *****' and shows a 'Webhooks' table. The table has columns for Event, Method, URL, Requires auth, and Active. One row is visible with Event 'confirmation.orders.received', Method 'GET', URL '123', and the 'Active' checkbox is checked. Below the table, it says 'Total items: 1' and 'Rows per page: All Page 1 of 1'. The bottom left corner has a 'powered by Despatch Cloud' logo.

Verify if the Webhook URL Is Entered Correctly

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

The screenshot shows the 'Channels' dashboard for a user named 'Atakan Ozsoy Demo'. The left sidebar contains navigation options: Dashboard, Products, Orders, Confirmation Orders, Invoices, Customers, Stores (highlighted with a red box), Channels, Transaction Records, and Helpdesk. The main content area shows a summary of metrics: 1 Stores, 2 Channels, 0 Orders, and 2 Products. Below this is a 'Search by Name' section with a search bar and a dropdown menu showing a store ID '34ad9d9e-17f5-4716-b32c-9fe40f9ab7b8'. Below the search bar, it says 'Total items: 1' and 'Rows per page: 50 Page 1 of 1'. The bottom left corner has a 'powered by Despatch Cloud' logo.

2. Click on the pencil icon next to the store your webhook 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 c5e7322a-c839-4ca3-a431-c3f65ac8ea59	<input checked="" type="checkbox"/>
Bookmark Test c44ef7fd-dfbb-4202-ac24-312e113d312b	<input type="checkbox"/>
opencart test bd525d0c-e1eb-498c-84da-2145d9f96209	<input type="checkbox"/>
Fruugo Test ca7399df-fb11-49c4-b818-2432a162494e	<input type="checkbox"/>
Shopify New Endpoints Test 51c3390b-0c5a-42e8-ac3c-b858df0694ef	<input type="checkbox"/>
TikTok Test ae9e334d-3654-472c-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. Go to the Webhooks tab.

Channels

Atakan Ozsoy
DC TEST

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

powered by
Despatch Cloud

Store > *****

CHANNELS PLUGINS ACCOUNTING CHANNEL **WEBHOOKS** STORE NOTIFICATIONS SHARED COMPANIES STORE SETTINGS

Channels

Search by Name

channels ↑	Provider	Active	Acti
Shopify c2b13832-bfdf-47d1-88ea-95467158aa07	shopify	<input type="checkbox"/>	<input type="checkbox"/>

Total items: 1

Rows per page: 50 Page 1 of 1 GO

4. Go to the webhook's settings by clicking on the edit button.

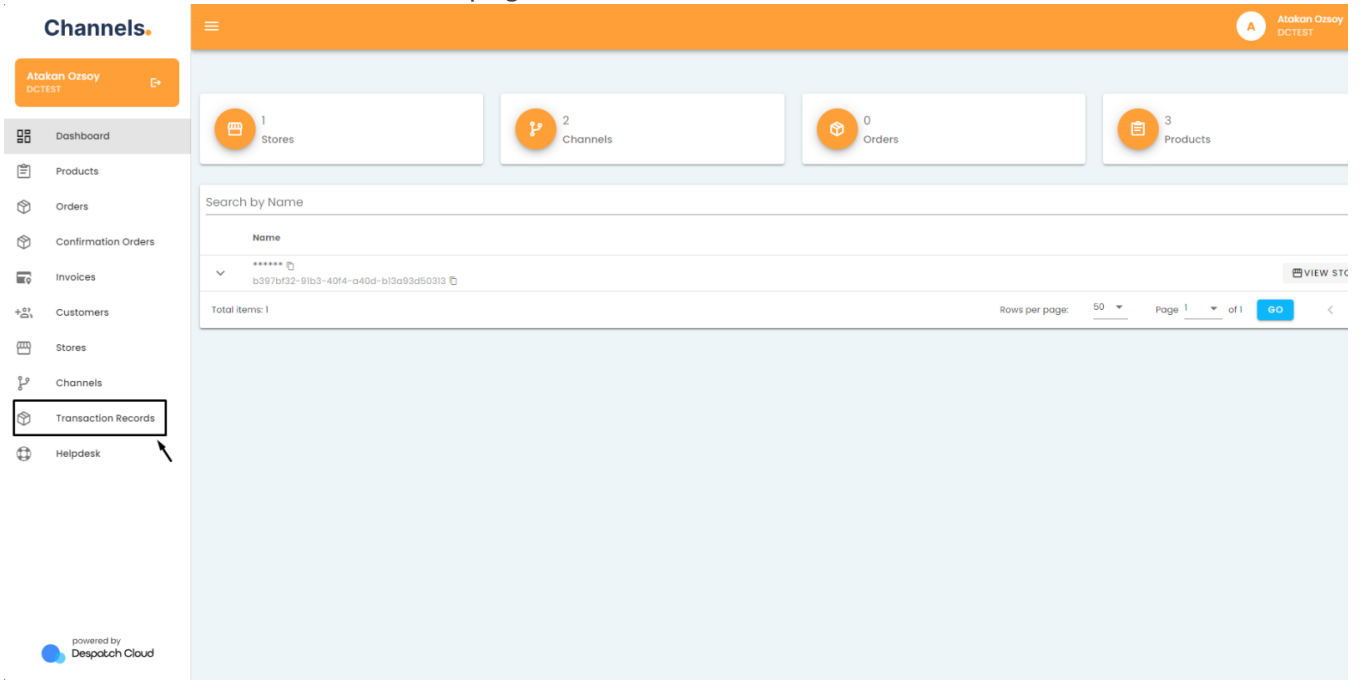
The screenshot shows the 'Channels' application interface. On the left is a navigation sidebar with options like Dashboard, Products, Orders, Confirmation Orders, Invoices, Customers, Stores, Channels, Transaction Records, and Helpdesk. The main area is titled 'Store > *****' and contains a 'Webhooks' section. A table lists webhooks with columns for Event, Method, URL, Requires auth, Active, and Actions. One webhook is listed with Event 'confirmation.orders.received', Method 'GET', and URL '123'. An arrow points to the 'Actions' column for this entry. Below the table, there are pagination controls: 'Total Items: 1', 'Rows per page: All', 'Page 1 of 1', and a 'GO' button.

5. Check if the URL is entered correctly.

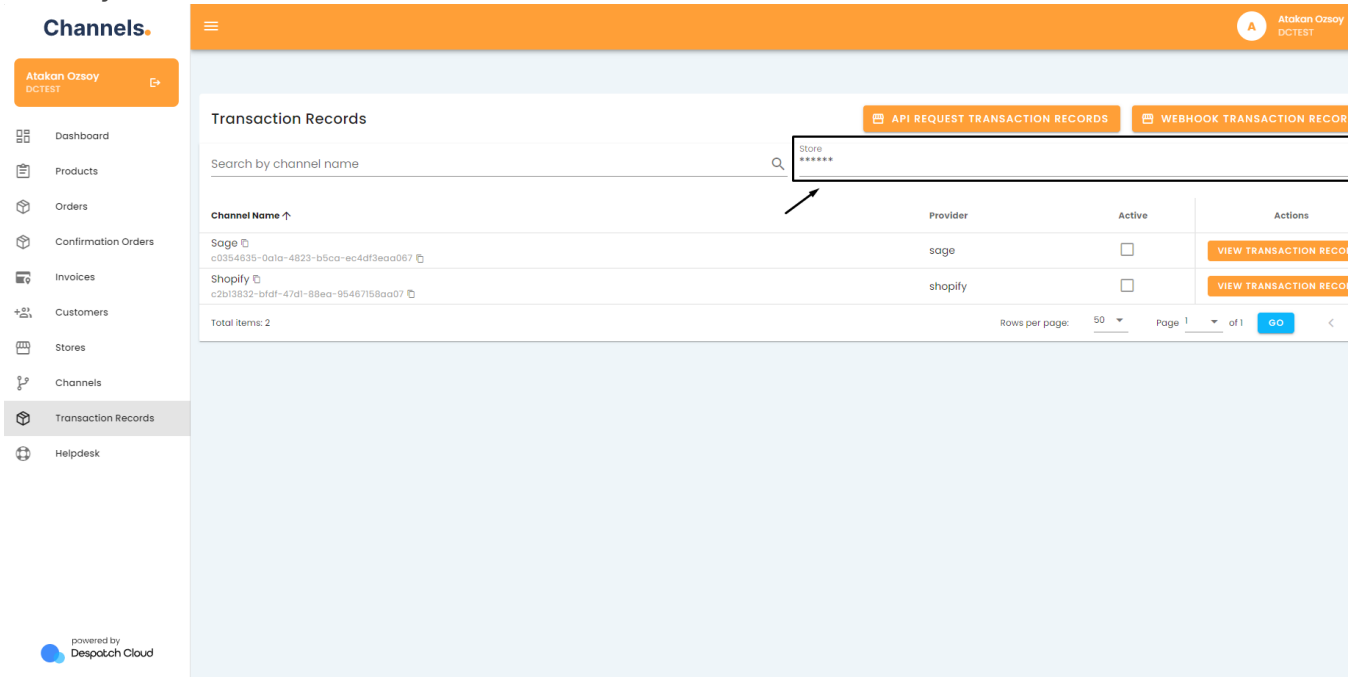
The screenshot shows the 'Edit Webhook' form in the Channels application. The form fields are: Event (confirmation.orders.received), Method (GET), Interval (minutes) (5), and Number of Items To Be Sent (100). Below these is a large 'URL' input field, which is highlighted with a red border and an arrow. Underneath the URL field are 'Order Statuses' (Accepted, Rejected), a 'Requires Authorization' toggle, and an 'Enable Webhook' toggle. At the bottom of the form is a '+ ADD NEW HEADER' button and 'SAVE' and 'CANCEL' buttons.

Check Whether the Receiver URL Is Working Properly

1. Go to the "Transaction Records" page.



2. Select your store.



3. Click on the "Webhook Transaction Records".

Channels. Atakan Ozsoy DCTEST

Transaction Records

API REQUEST TRANSACTION RECORDS WEBHOOK TRANSACTION RECORDS

Search by channel name Store *****

Channel Name ↑	Provider	Active	Actions
Sage c0354635-0a1a-4823-b5ca-ec4d3eaa067	sage	<input type="checkbox"/>	VIEW TRANSACTION RECORDS
Shopify c2b13832-bfdf-47d1-88ea-95467158aa07	shopify	<input type="checkbox"/>	VIEW TRANSACTION RECORDS

Total Items: 2 Rows per page: 50 Page 1 of 1 GO

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4. Check if there have been failed transactions recently.

Channels. Atakan Ozsoy DCTEST

Webhook Transaction Records Show All

Date	Attempts	Status	Log Type	Message
No results were found.				

Rows per page: 50 Page 1 of 1 GO

powered by Despatch Cloud

5. If there are failed transactions, click the edit button for the most recent failed one.
6. Check the error message in the response part of the transaction.
7. Try to take action based on the error message in the response or contact customer support directly.