Introduction to iiNet

shoppingcart

7/7 Processing of Orders
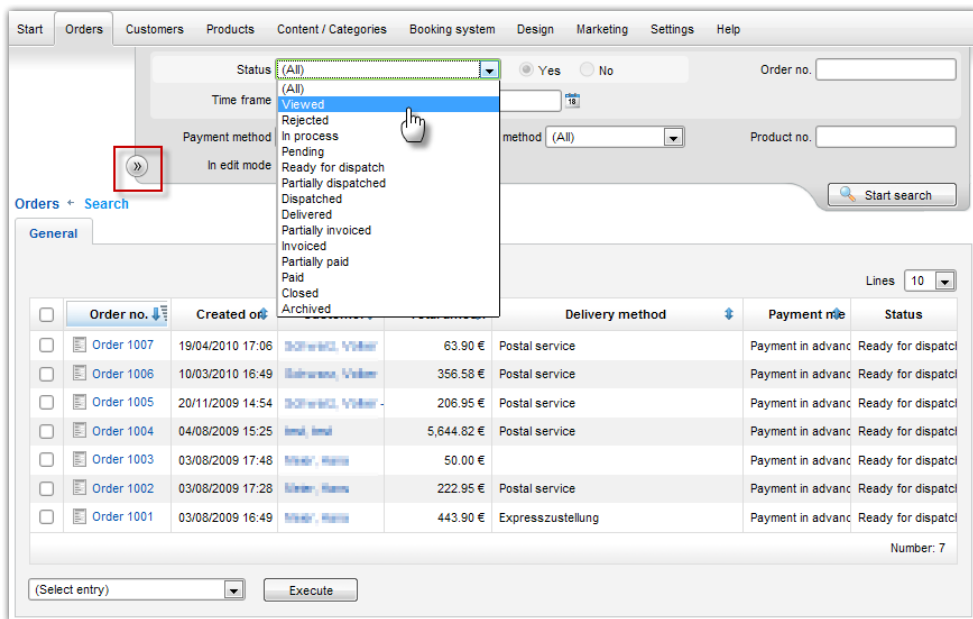
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Introduction to Shopping Cart 7/7 – Processing of Orders

You have set up your shop, taken it live, and created marketing measures. It will not be long until the first orders arrive for you to process. Your shop system will help you with processing, payments, and shipping.

Processing of orders

The "Orders" menu is pivotal. Under "Incoming", you will find all recently placed orders which you have not yet processed. In the "Orders/Orders" menu, you will find an archive of all orders. Use the search function to locate orders which you have processed or completed. Click on an order for a closer look.

Order status

You can specify an order status for every order. This allows you to recognise at a glance whether, for example, you are still waiting to receive payment or if goods can be processed. An order's status code also serves as the basis for automated

notifications e-mailed to customers, which allows you to continuously update your customers on the status of their orders. For more information on e-mail events, please see the fifth article ("Opening Your Shop") in this series.

Depending on which payment provider you choose, the status of an order can automatically change to "Paid" as soon as payment is deposited into your account with the provider. If you prefer to manually monitor payments, you will find an overview of transactions in the "Orders/Transactions" menu.

Batch processing

Would you like to reduce the time it takes to create invoices and bills of sale? Simply use your shop's batch-processing function! Just mark all the invoices you want to process and then access the drop-down menu to choose "Create documents" in order to generate all necessary papers in one go. Links to logistics companies such as UPS and DHL allow you to quickly create corresponding shipping labels

and to request with just a few mouse clicks that goods be picked up.