



Changing the status of an order

Explanation

Why would you want to change the status of an order?

There are a few reasons that come in handy.

- You need to mark as shipped because it was a manual order that was created after the item was shipped.
- You want to clear old orders out of Unshipped status prior to going live.
- You are cancelling an order from your webstore and do not want it to show unshipped.



How to

- Select the order you want to change the status using the check box on the left-hand side.
- Select the Update Status button in the upper right-hand corner of the screen.
- Select the Order status drop down menu and select the order status you want change the status to.



Tips

- Do not change a status of an old unshipped order to cancelled or shipped. This could potentially update the selling channel. Instead, move the order to Unknown. This will clear the order out of unshipped with no impact on the selling channel.

