

Introduction

Introduction

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Introduction to orders

Orders are the main focus of your Order Management and your whole store for that matter. When customers place orders through your store you can see and action them from this section of the admin. The orders section is also where you can process returns and refunds should you need to.

See “What are orders?” for more information.

A typical orders list;

Orders

[+ New Order](#)

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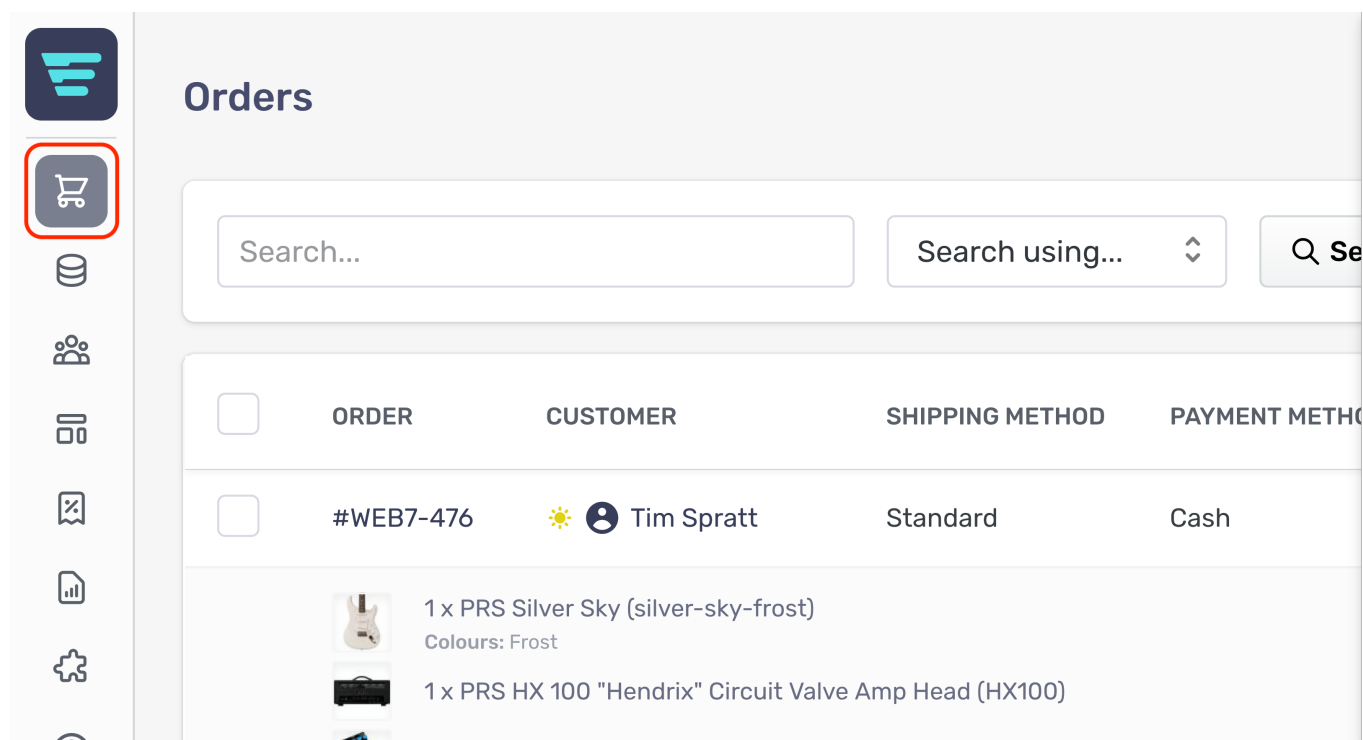
More Filters

❏	ORDER	CUSTOMER	SHIPPING METHOD	PAYMENT METHOD	DATE	STATUS	TOTAL	
❏	#WEB7-476	Tim Spratt	Standard	Cash	Wed 17th Nov, 11:44	● SUCCESSFUL	£5,137.19	+ 🔗
	1 x PRS Silver Sky (silver-sky-frost) Colours: Frost 1 x PRS HX 100 "Hendrix" Circuit Valve Amp Head (HX100) 1 x BOSS DD-3T Digital Delay Pedal (dd3) 1 x Fender Custom Shop Instrument Cable (CSSJIC-3-FT / 1 M-ANGLED-BLACK-TWEED) Cable Length: 3 ft / 1 m Jacks: Angled Colours: Black Tweed 2 x Fender Custom Shop Instrument Cable (CSSJIC-10-FT / 3 M-STRAIGHT-BLACK-TWEED) Cable Length: 10 ft / 3 m Jacks: Straight Colours: Black Tweed 1 x Ibanez TS808 Reissue Tube Screamer Overdrive Pedal (TS808)							
❏	#WEB5-806	Richard Bendelow	Standard	Cash	Fri 29th Oct, 14:18	● COMPLETE	£160.00	+ 🔗
	1 x Ibanez TS808 Reissue Tube Screamer Overdrive Pedal (TS808)							
❏	#WEB4-437	Tim Spratt	Standard	Cash	Fri 29th Oct, 14:17	● COMPLETE	£2,689.00	+ 🔗
	1 x Fender Johnny Marr Signature Jaguar (johnny-marr-signature-jag-metallic-ko) Colours: Metallic KO 1 x Vox AC10 C1 Combo Guitar Amp (ac10-c1) 1 x Orange Super Crush 100 Solid-State Amp Head (super-crush-100-orange-tolex)							

Where do I find order management?

Order Management is located in your Aero admin console.

- Step 1: Hover over the Order Management button in the left hand menu



- Step 2 - Select the information you want to view from the Order Management menu



Orders



Order Management



Orders

Manage your orders

Fulfillments

Manage your fulfillments

ing...

Search

Sort by...



	ORDER	CUSTOMER	SHIPPING METHOD	PAYMENT METHOD	DATE	STATUS
☐	#WEB7-476	Tim Spratt	Standard	Cash	Wed 17th Nov, 11:44	SUCCESSFUL
	1 x PRS Silver Sky (silver-sky-frost) Colours: Frost 1 x PRS HX 100 "Hendrix" Circuit Valve Amp Head (HX100) 1 x BOSS DD-3T Digital Delay Pedal (dd3) 1 x Fender Custom Shop Instrument Cable (CSSJIC-3-FT / 1 M-ANGLED-BLACK-TWEED) Cable Length: 3 ft / 1 m Jacks: Angled Colours: Black Tweed 2 x Fender Custom Shop Instrument Cable (CSSJIC-10-FT / 3 M-STRAIGHT-BLACK-TWEED) Cable Length: 10 ft / 3 m Jacks: Straight Colours: Black Tweed 1 x Ibanez TS808 Reissue Tube Screamer Overdrive Pedal (TS808)					
☐	#WEB5-806	Richard Bendelow	Standard	Cash	Fri 29th Oct, 14:18	COMPLETE

What is order management?

Order Management is where your orders and fulfillments are stored in the system.

The Order Management section is broken down into two sections;

- Orders - Fulfillments

Aero Order Management makes administration as easy as possible. With features including:

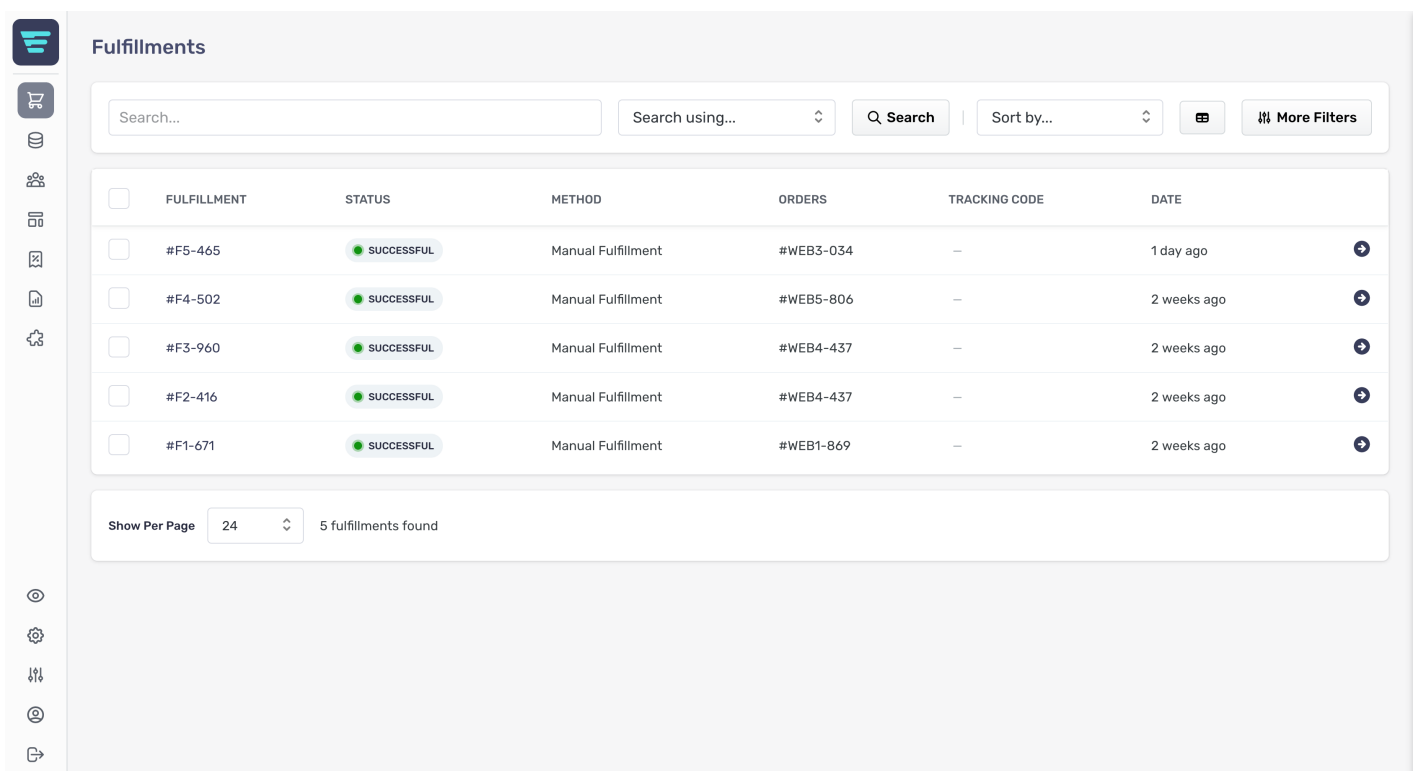
- Bulk Actions - Rapid searches and results filtering - Easy access to key information - Additional attributes - user defined fields that allow you to include any additional information you need.

Introduction to fulfillments

Fulfillments in the admin are where you take steps to deliver items to your customer. It is easiest to imagine fulfillments as each parcel you will be sending to your customer. An order can have multiple fulfillments for a number of different reasons (e.g. items are too large to fit into a single package). Fulfilling an item allows you to pick the item ready to be shipped and the relevant information (such as weight, address and tracking information) provided.

See “what are fulfillments?” for more information.

A typical fulfillments list;



The screenshot displays the 'Fulfillments' section of an admin interface. It features a sidebar with navigation icons, a search bar, and a table of fulfillment records. The table has columns for Fulfillment ID, Status, Method, Orders, Tracking Code, and Date. All listed fulfillments are 'SUCCESSFUL' and 'Manual Fulfillment'. The interface also includes a 'Show Per Page' dropdown set to 24 and a message indicating '5 fulfillments found'.

☐	FULLFILLMENT	STATUS	METHOD	ORDERS	TRACKING CODE	DATE	
☐	#F5-465	● SUCCESSFUL	Manual Fulfillment	#WEB3-034	—	1 day ago	➔
☐	#F4-502	● SUCCESSFUL	Manual Fulfillment	#WEB5-806	—	2 weeks ago	➔
☐	#F3-960	● SUCCESSFUL	Manual Fulfillment	#WEB4-437	—	2 weeks ago	➔
☐	#F2-416	● SUCCESSFUL	Manual Fulfillment	#WEB4-437	—	2 weeks ago	➔
☐	#F1-671	● SUCCESSFUL	Manual Fulfillment	#WEB1-869	—	2 weeks ago	➔

Show Per Page 24 5 fulfillments found