

How do I fulfill an order?

Once your customers start placing orders you'll need to fulfil them, unless you want a lot of unhappy customers.

Fulfilments – with the exception of some digital products – usually require actions taken outside of the Aero platform, such as packing and posting.

When an order is received it will show on the order list page and can be fulfilled from the list page, via the bulk actions or by clicking into the order and clicking the “+ New Fulfilment” button.

The screenshot displays the Aero platform's order management interface. At the top, the order details for Order #WEB2-043 are shown, including the date and time (29th October, 2021 at 2:13 pm) and status tabs: PAID, UNALLOCATED, and UNFULFILLED. The main section is divided into three columns. The left column, titled 'Unfulfilled Items (1)', contains a table with one item: PRS S2 McCarty 594, SKU s2-mccarty-eriza-verde, quantity 1, and unit price £1,799.00. A red box highlights the '+ New Fulfilment' button in the top right corner of this section. The middle column, titled 'Payment Information', contains a table with one payment: Cash, reference 29564f50-14df-424c-b95c-6e9f6767893f, status CAPTURED, and amount £1,800.00. Below this table are sections for 'Additional Attributes' and 'Comments (0)'. The right column, titled 'Order Information', contains sections for 'Status' (SUCCESSFUL), 'Contact' (callum@aerocommerce.com), 'Other Orders' (0), 'Shipping Method' (Standard), 'Shipping Address' (Callum Payne, Commerce House 1 Exchange Square, Middlesbrough, TS11DE, GB), 'Billing Address' (Callum Payne, Commerce House 1 Exchange Square, Middlesbrough, TS11DE, GB), 'IP Address' (127.0.0.1), and 'Status History' (Fri 29th Oct at 14:13 (2 weeks ago), Created → Successful).

Order #WEB2-043
29th October, 2021 at 2:13 pm

PAID UNALLOCATED UNFULFILLED

Unfulfilled Items (1)

NAME	SKU	QUANTITY	UNIT PRICE
PRS S2 McCarty 594 Colours: Eriza Verde	s2-mccarty-eriza-verde	1	£1,799.00

+ New Fulfilment

Payment Information

METHOD	REFERENCE	STATUS	AMOUNT
Cash	29564f50-14df-424c-b95c-6e9f6767893f	CAPTURED	£1,800.00
Subtotal			£1,799.00
Shipping			£1.00
Tax (Included)			£300.00
Total			£1,800.00

+ New Return / Refund

Additional Attributes

Comments (0)

Order Information

Status
SUCCESSFUL

Contact
callum@aerocommerce.com

Other Orders
0

Shipping Method
Standard

Shipping Address
Callum Payne
Commerce House 1 Exchange Square, Middlesbrough, TS11DE, GB

Billing Address
Callum Payne
Commerce House 1 Exchange Square, Middlesbrough, TS11DE, GB

IP Address
127.0.0.1

Status History
Fri 29th Oct at 14:13 (2 weeks ago)
Created → Successful

Next you will be presented with the fulfilment screen, here you can;

- Choose the fulfillment method - Select the items from the order to add to the fulfillment - Add the weight of the fulfillment - Add tracking information to the fulfillment

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New Fulfillment

Fulfillment Method

Manual Fulfillment

Items (1)

NAME	SKU	ORDER	QUANTITY	UNIT WEIGHT
PRS S2 McCarty 594 Colours: Eriza Verde	s2-mccarty-eriza-verde	#WEB2-043	1	0.00 g

Tracking Information

Tracking Code

optional

Tracking URL

optional

Save

Shipping Information

Email

callum@aerocommerce.com

Shipping Method

Standard

Shipping Address

Callum Payne
Commerce House 1 Exchange Square, Middlesbrough, TS11DE,
GB

Total Weight

g

Delivery Note

Once we have filled in this information we click the “save” button.

Upon saving the fulfillment the order status will change from “successful” to “processing”.

Revision #2

Created 2026-09-02 13:29:50 UTC by Michael Price

Updated 2026-09-02 13:29:52 UTC by Michael Price