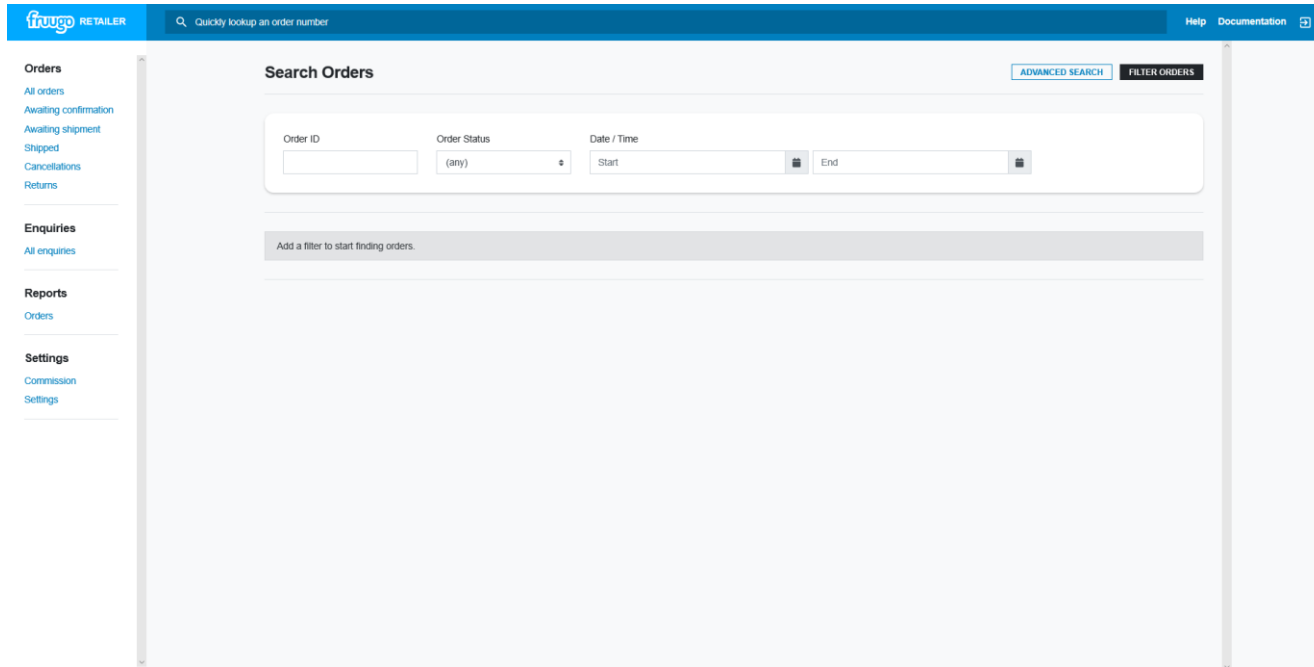


Marking an order as confirmed



Sign into the retailer portal, by going to:

Retailer.fruugo.com

You can sign in using your Fruugo credentials. If you are unsure of these, please let us know.

Once in your account you can navigate the portal using the bar on the left hand side of the page.

You can click the 'Awaiting Confirmation' tab or search for the order by entering the short order number, or the first 8 digits of the long order number.



Order 15521872

Shipping information

Name
Address
City
Region
Postal Code
Country
Phone
Customer Email

Shipments

Order contains no shipments.

PENDING

<input type="checkbox"/>	SKU	Product Name	Unit Price (excl. tax)	Qty	Subtotal (excl. tax)	Tax	Total	
<input type="checkbox"/>	frg_lipstick	Fruugo Lipstick Colour: Blush	£1.49	1	£1.49	£0.30	£1.79	
					Group total	£1.49	£0.30	£1.79

Once you have opened the order, you should see a screen which looks like the image opposite.

Here you will see the customers shipping details and the order details.

To confirm or cancel the order, you should select the boxes next to the item.

We have highlighted these boxes in **Green**.



fruugo RETAILER [Help](#) [Documentation](#)

CONTACT CUSTOMER

Order placed
2020-08-20 13:30

Summary
Totals

PENDING

<input type="checkbox"/>	ID	SKU	Product Name	Unit Price <small>(excl. tax)</small>	Qty	Subtotal <small>(excl. tax)</small>	Tax	Total
<input checked="" type="checkbox"/>	fig_lipstick	fig_lipstick_blush	Fruugo Lipstick Colour: Blush	£1.49	<input type="text" value="1"/>	£1.49	£0.30	£1.79
Group total						£1.49	£0.30	£1.79

Update selected products **CANCELLED** **CONFIRMED**

Totals

Retailer Order ID	Subtotal	Tax	Total
15521872001000444	Products £1.49	£0.30	£1.79
	Standard Shipping £1.63	£0.33	£1.96
	Order subtotal		£3.12
	Order tax		£0.63
	Order total		£3.75

Order event history

Timestamp	Event	Responsible	Action
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Once you click the boxes, the option to cancel or confirm the order will appear.

Once you select 'Confirmed' further options will appear



fruugo RETAILER

Quickly lookup an order number

Help Documentation

CONTACT CUSTOMER

Order placed
2020-08-20 13:30

Summary
Totals

PENDING

ID	SKU	Product Name	Unit Price (excl. tax)	Qty	Subtotal (excl. tax)	Tax	Total
<input checked="" type="checkbox"/>	ftg_lipstick	ftg_lipstick_blush	Fruugo Lipstick Colour: Blush	1	£1.49	£0.30	£1.79
Group total					£1.49	£0.30	£1.79

[Download packing list and return form](#)

Update selected products: **CANCELLED** **CONFIRMED**

Delivery method: Standard Add a message to customer

Est. delivery date: 2020-11-25

CONFIRM SELECTED PRODUCTS

Totals

Retailer Order ID	Subtotal	Tax	Total
15521872001000444	£1.49	£0.30	£1.79
Products	£1.49	£0.30	£1.79
Standard Shipping	£1.63	£0.33	£1.96
Order subtotal			£3.12
Order tax			£0.63
Order total			£3.75

Here you can add a confirmation message to the customer (optional) and advise on an estimated delivery date.

You will also see the shipping method that the customer has opted for.

To confirm, you should click the 'Confirm Selected Products' button to continue.



fruugo RETAILER Help Documentation

Orders
All orders
Awaiting confirmation
Awaiting shipment
Shipped
Cancellations
Returns

Enquiries
All enquiries

Reports
Orders

Settings
Commission
Settings

Shipments
Order contains no shipments.

CONTACT CUSTOMER
Order placed
2020-08-20 13:30

CONFIRMED

ID	SKU	Product Name	Unit Price (excl. tax)	Qty	Subtotal (excl. tax)	Tax	Total
<input type="checkbox"/>	fig_lipstick	fig_lipstick_blush Fruugo Lipstick Colour: Blush	£1.49	1	£1.49	£0.30	£1.79
Group total					£1.49	£0.30	£1.79

[Download packing list and return form](#)

Totals

Retailer Order ID	Subtotal	Tax	Total
15521872001000444	Products £1.49	£0.30	£1.79
	Standard Shipping £1.63	£0.33	£1.96
		Order subtotal	£3.12
		Order tax	£0.63
		Order total	£3.75

The order status will then change to confirmed and the customer will be notified via email that their order has been confirmed by the retailer.