Marking an order as confirmed

RETAILER



	Q, Quiddy lookup an order number	Documentation	Ð
Orders All orders	Search Orders Pitter orders	Â	
Awaiting confirmation Awaiting shipment Shipped Cancellations Returns	Order ID Order Status Date / Time (any) • Start • End		
Enquiries All enquiries	Add a filter to start finding orders.		
Reports Orders			
Settings Commission Settings			
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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.



	Q Quickly lookup an	n order nu	imber										Help	Documentatio	on
Orders All orders Awaiting confirmation	(Ordei	15521872	2					NEW SEARCH	BACK T	D RESULTS	CONTACT CUSTOMER			
Awailing shipment Shipped Cancellations Returns		Shij Nam Addr		ation								Order placed 2020-08-20 13:30 Summary			
Enquiries All enquiries Reports		City Regio Post Cour Phor	al Code ntry									Totals			
Orders			omer Email												
Settings Commission Settings			pments r contains no ship	ments.											
		PEN	DING												
			1	SKU	Product Name	Unit Price (excl. tax)		Qty	Subtotal (excl. tax)	Tax	Total				
			frgepstick	frg_lipstick_blush	Fruugo Lipstick Colour: Blush	£1.49	1		£1.49	£0.30	£1.79				
			load packing I	ist and return form				Group total	£1.49	£0.30	£1.79			J	

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**.



TTUTTO RETAILER	Q. Quickly lookup an order n	number									Help	Documentation	
Orders All orders										CONTACT CUSTOMER		~	
Awaiting confirmation Awaiting shipment	PEN	IDING								Order placed 2020-08-20 13:30			
Shipped Cancellations Returns		ID	sku	Product Name	Unit Price (excl. tax)	Qty	Subtotal (excl. tax)	Tax	Total	Summary			
inquiries		frg_lipstick	frg_lipstick_blush	Fruugo Lipstick Colour: Blush	£1.49 1		£1.49	£0.30	£1.79	Totals			
Il enquiries	A D	ownload packing	g list and return form			Group total	£1.49	£0.30	£1.79			1	
Reports					Upd	ate selected products	CANCELLED	CONF	RMED				
settings													
ommission	Totals	3											
	Reta	ailer Order ID				Subtotal	Тах		Total				
	1552	21872001000444	1		Products Standard Shipping	£1.49 £1.63	£0.30 £0.33		£1.79 £1.96				
							Order subtotal Order tax		£3.12 £0.63				
							Order tota		£3.75				
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		estamp	Event		Responsible				Action				

Once you click the boxes, the option to cancel or confirm the order will appear.

Once you select 'Confirmed' further options will appear





	Q. Quickly lookup a	n order number								Help Documentation
Orders All orders Awaiting confirmation Awaiting shipment		PENDING							CONTACT CUSTOMER Order placed 2020-08-20 13:30	
Shipped Cancellations Returns		D ✓ frg_lips	SKU	Product Name Fruugo Lipstick	Unit Price (excl. tax) £1.49 1	Qty	Subtotal (excl. tax) £1.49	Tax Total	Summary Totals	
Enquiries All enquiries			cking list and return form	Colour: Blush	2019 I	Group total	£1.49	£0.30 £1.79	i Utalis	
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Settings Commission Settings		Standard Est. delivery dal 2020-11-25	e	•						
						CONF	FIRM SELECTE	DPRODUCTS		
		Totals								
		Retailer Order			Products Standard Shipping	£1.49 £1.63	Tax £0.30 £0.33			
							Order subtotal Order tax Order total	£3.12 £0.63 £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.





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nquiries		ID	SKU	Product Name	Unit Price		Qty	Subtotal	Тах	Total			
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orts		frg_lipstick	frg_lipstick_blush	Fruugo Lipstick	£1.49 1			£1.49	£0.30	£1.79			
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	10	ownload packing	list and return form				Group total	£1.49	£0.30	£1.79			
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	1552	21872001000444			Prod	ucts	£1.49	£0.30		£1.79			
					Standard Ship	ping	£1.63	£0.33	1	£1.96			
								Order subtota	i i	£3.12			
								Order tax		£0.63			1
								Order tota	Ĕ.	£3.75			

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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.