



Ecommerce Order User Guide

Ecommerce Order Actions

Delete

To start this action, either select the Ecommerce Order to work on and click the  button on that row. Or CTRL+click to select multiple Ecommerce Orders and click the  button above the Ecommerce Order listing.

Deletes an existing Ecommerce Order.

When this action starts a screen is displayed to check for Confirmation before the Action continues.

On this screen a list of warnings may be provided to show the impact of deleting this Ecommerce Order.

Search



To start this action, click the  button above the Ecommerce Order listing.

Allows a Search of Ecommerce Orders.

This allows a simple text search across all Ecommerce Orders.

To search a specific field select the field from the drop down list

Adv. Search

To start this action, click the  **Adv. Search** button above the Ecommerce Order listing in the  More Menu.

Allows an Advanced Search of Ecommerce Orders.

The Advanced Search opens a new section at the bottom of the Ecommerce Orders and allows several distinct features:

- Multiple Search Lines : allows Ecommerce Order matches to be identified where more than one search criteria is required
- Nested Searches : allows a combination of AND and OR logic to find results
- Saved Filters : allows a search to be saved as a Filter
- Export : allows the results of the search to be exported and worked on separately

Refresh

To start this action, click the  **Refresh** button above the Ecommerce Order listing in the  More Menu.

Refresh the list of Ecommerce Orders.

Allows the list of records to be refreshed.

Although the records in the system will automatically update if a another Admin is using the system at the same time, the Refresh button allows the list to be manually updated.



Export All

To start this action, click the  **Export All** button above the Ecommerce Order listing in the  More Menu.

Export all the Ecommerce Orders to a List.

Exactly as for "Export to List" except rather than just Exporting the Ecommerce Order results shown, all Ecommerce Orders will be expored.

Export Item

To start this action, select the Ecommerce Order you need to work on, and click the  **Export Item** button in the  More Menu on that row.

Export only the selected Ecommerce Order to a List.

Exactly as for "Export to List" except rather than just Exporting the Ecommerce Order results shown, only the selected Ecommerce Order is exported.

Choose Columns

To start this action, click the  **Choose Columns** button above the Ecommerce Order listing in the  More Menu.

Changes the Columns shown in the Ecommerce Order Listing.



The Choose Columns screen shows the Selected Columns on the left, and the Ecommerce Order Columns available on the right.

Drag and Drop column names between the two columns.

Alternatively double click on a column name to move it from one list to the other.

On the left the Selected Columns can be dragged up and down to change the ordering in the Ecommerce Order Listing.

Manage Filters

To start this action, click the  **Manage Filters** button above the Ecommerce Order listing in the  More Menu.

Creates custom Filters for Ecommerce Orders.

A Filter is a saved Advanced Search. Multiple Filters can be created for Ecommerce Orders.

These Filters appear at the top of the Ecommerce Order listing.

When the Filter is selected the results are restricted to only include those which match the Filter.

The Manage Filters action shows a list of existing Filters for Ecommerce Orders where these can be managed.

Ecommerce Order Field Reference

Standard VAT rate

Enter the percentage rate of VAT charged on products

New delivery address

Identifies a new delivery address created during the order checkout

Item Total

This field is mandatory.

Total of individual order lines without tax

Item Total Tax

Tax applicable on order lines

Shipping cost tax

Tax applicable on shipping cost

Sub Total

This field is mandatory.

Sub total of individual order lines and shipping cost without tax

Tax Total

This field is mandatory.

Tax applied to all taxable items, including shipping cost

Total

This field is mandatory.

Total of order, when order originally placed

Price Adjustment

This field is mandatory.

A positive value is a surcharge and increases the order value. A negative value is a discount and decreases the order value

Where Heard

Information entered by the user for 'where did you hear about us' during the checkout process

User Notes

Information entered by the user for 'additional notes' during the checkout process

VAT Exclusion Mode

This field is mandatory.

The VAT exclusion mode set at the time the order was taken

EU VAT Number

The EU VAT number supplied by the customer to satisfy VAT Exemption.

Exchange rate for the currency

This field is mandatory.

The rate of exchange from your default payment currency to this currency

Discount

This field is mandatory.

Discount applied to order with tax

Tax on Discount

Tax applicable to discount

Order Placed Date

The date at which the order is considered completed by the user, which is the date a simple payment method is chosen in the checkout or a successful payment response is received from an OCC provider. (For orders prior to June 2008, this is actually the creation date when an item was first added to the user's shopping basket)

Tax fields set

Set if order updated since June 08 with correct information in new tax fields

Show in Order History

If set this order may be shown in the Order History Item

Shipping Tax Rate

The rate of tax applied to shipping.