

# Mass Update of Order Status

Last Modified on 22/09/2016 3:44 pm AEST

## Quick Steps: Shop > Order Management

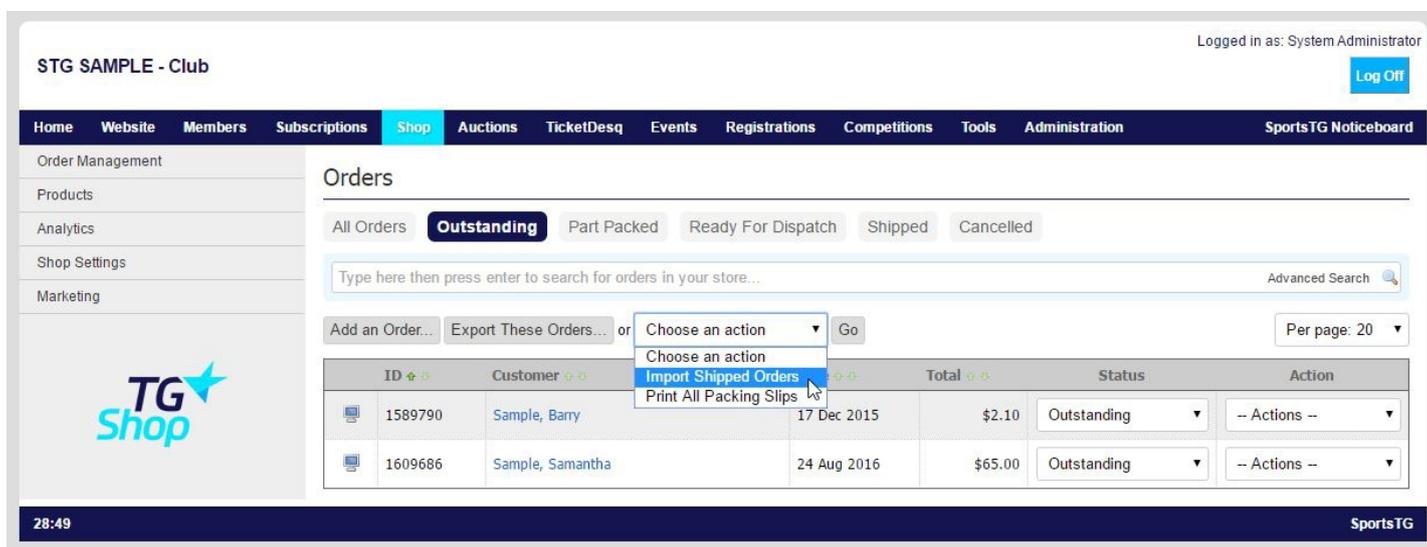
When handling a large volume of orders, it is possible to make a mass update to the status of a group of orders by uploading the new information into the Orders page.

1. Before you get started in the Management Console, you will need to have set up an Excel Spreadsheet that includes the following information:

- Column 1 - OrderID
- Column 2 - TrackingID
- Column 3 - Order Status (2 - Complete, 4 - Part Packed, 5 - Ready to Ship)
- Column 4 - Order Notes

2. Within the Management Console, select **Shop** from the top menu, then **Order Management** from the left menu.

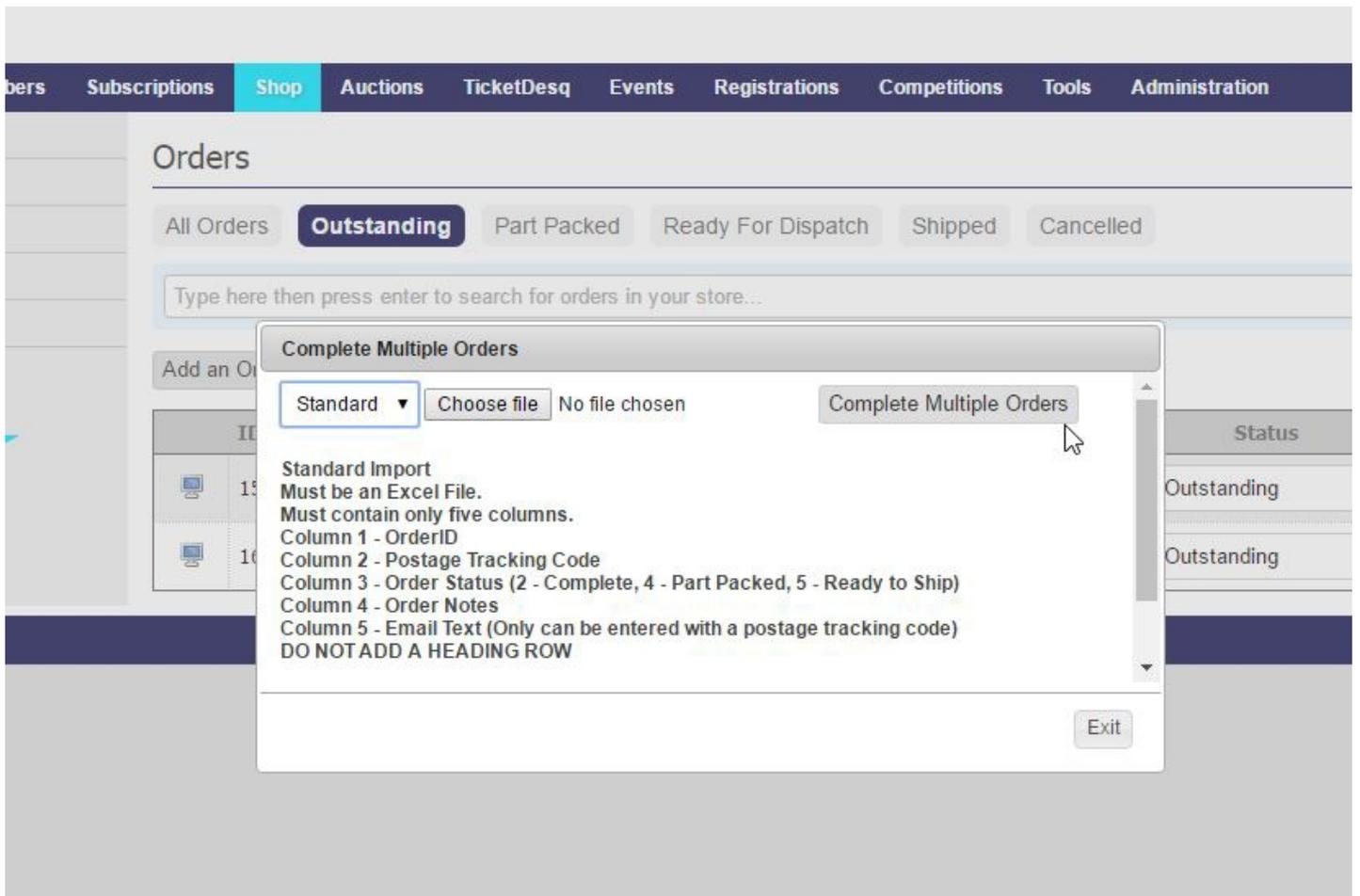
3. From the dropdown labelled Choose an Action, select **Import Shipped Orders**. This allows you to make changes to the status of a large volume of orders at once.



The screenshot shows the SportsTG management console for 'STG SAMPLE - Club'. The user is logged in as 'System Administrator'. The top navigation bar includes 'Home', 'Website', 'Members', 'Subscriptions', 'Shop', 'Auctions', 'TicketDesq', 'Events', 'Registrations', 'Competitions', 'Tools', 'Administration', and 'SportsTG Noticeboard'. The left sidebar shows 'Order Management', 'Products', 'Analytics', 'Shop Settings', and 'Marketing'. The main content area is titled 'Orders' and shows a list of orders. The 'Outstanding' filter is selected. A search bar is present with the text 'Type here then press enter to search for orders in your store...'. Below the search bar, there are buttons for 'Add an Order...', 'Export These Orders...', and a 'Choose an action' dropdown menu. The dropdown menu is open, showing options: 'Choose an action', 'Import Shipped Orders', and 'Print All Packing Slips'. The 'Import Shipped Orders' option is highlighted. Below the dropdown is a 'Go' button. To the right of the dropdown is a 'Per page: 20' dropdown. The table below has columns: ID, Customer, Total, Status, and Action. Two orders are visible: one with ID 1589790, Customer 'Sample, Barry', Total \$2.10, Status 'Outstanding', and Action '-- Actions --'; and another with ID 1609686, Customer 'Sample, Samantha', Total \$65.00, Status 'Outstanding', and Action '-- Actions --'. The bottom of the page shows a time of 28:49 and the SportsTG logo.

4. Click on Browse in the window that will open for importing orders, and find the Excel Spreadsheet that you created previously.

5. Click on **Complete Multiple Orders**. This will upload the information in the spreadsheet to each of the orders that are to be updated.



**Note:** When creating the spreadsheet, make sure that you include the Order ID in the first column and only information in the first four columns. This will ensure your orders get updated correctly with no problems.

## Related Articles

[template("related")]