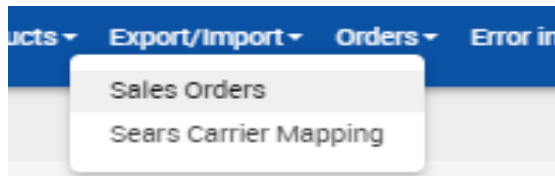




Order Management Via Sears Integration App

Any new order created on Sears.com will be automatically fetched by the Sears Integration app. The same order is created on the Shopify store so that merchants can view the details and fulfill them easily in their native order processing system.

NOTE: Only the Not Shipped Orders are imported into the Sears Marketplace Integration app.



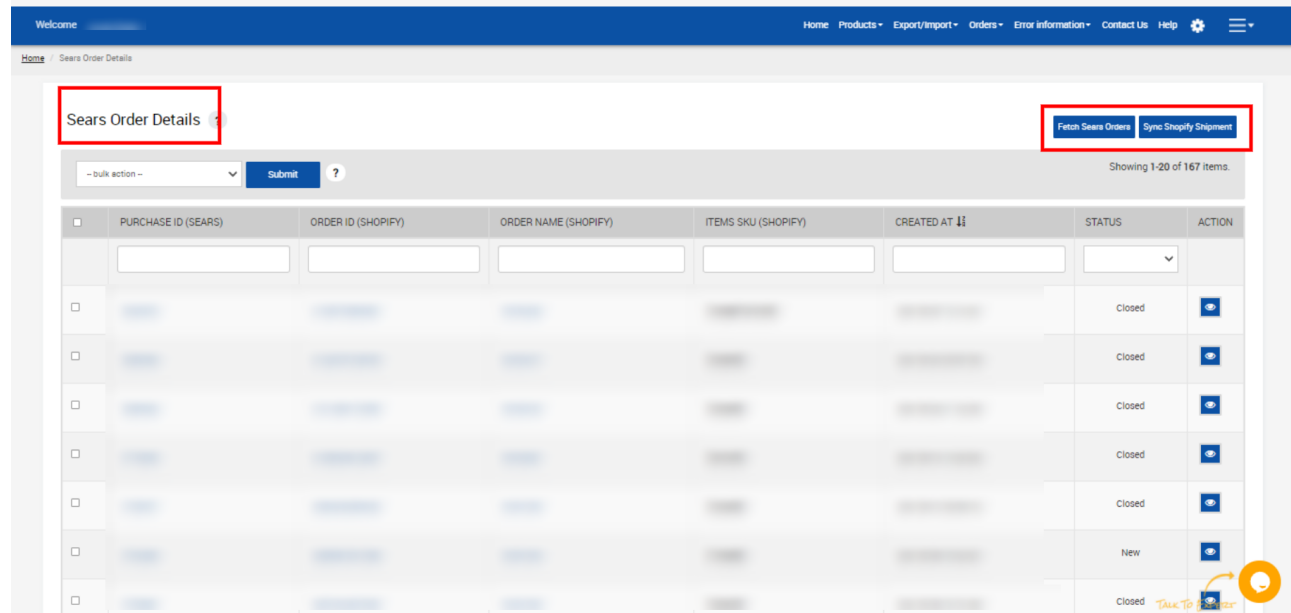
Manage Order:

Under the Order section, all the Orders will be listed and if you want to manually manage the order follow the below steps:

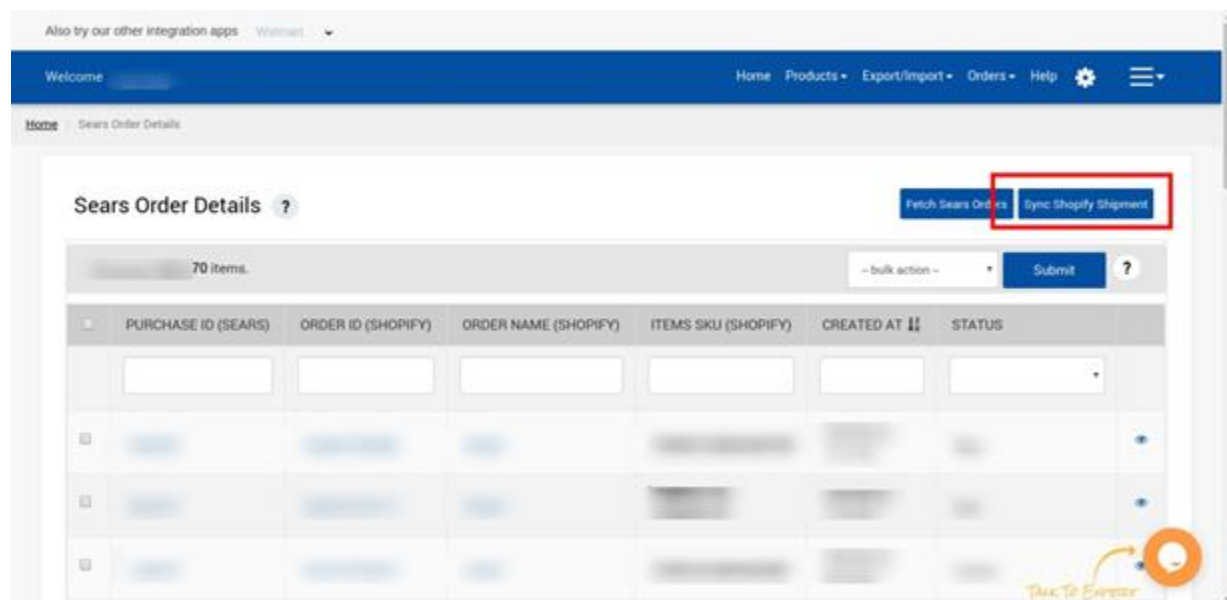
- Go to “**Orders**”.
- Then “**Sales Order**”.
- Click on the “**Fetch Order**” button to get the order from Sears to the app.
- This will fetch the order in the app, you will be able to see the **Order Number (Purchase Id as on Sears), Order Id, Order Name, the status of the Order and the created date, Item SKU (on which the order is found)**.
- Also, this will create the order in your Shopify store and the app will show you the Shopify Order ID and Order Name.

Click on the “**EYE**” symbol and it will show you the whole detail of the Order in Detail.


The new orders if available are fetched from Sears.com and are listed on the page and a success message appears. If the new order is not created on Sears, then the relevant message appears on the page.



To update the shipment information of the order on Sears.com, click the **Sync Shopify Shipment** button.



The shipment information is updated successfully and a success message appears on the page. If there is no order ready to ship, then the relevant message appears on the page.

- To view the current order details, do the following steps:
 - Scroll down to the required sales order.
 - In the respective row of the sales order, click the **View**  icon. The page appears as shown in the following figure:

Order Current Status on Sears



Purchase Order ID	2020519					
customer order confirmation number	865379875					
Order Created Date	2018-01-23 18:34:17					
Order expected ship Date	2018-01-26					
Customer Email Id	eb83dv_16q8yecn_67@seller.sears.com					
Customer detail						
Customer Name	Address	City	State	zipcode	phone	shipping method
SAKYLAH BROWN	17146 PIERSON	DETROIT	MI	48219	3132838041	Ground
Order Item Details						
Item ID	Item Name	selling price each	Ordered QTY	commission	shipping-and-handling	po line Status
57010	Shiny Star Girls Knee High Socks, White	4.95	1	0.75	4.95	NEW
Order Status	New					

Close

All the details of the current order appear on this page.

- You can view the **failed orders** by setting the order status to failed in the filter option as shown below,

The screenshot shows the 'Sears Order Details' page. At the top, there's a navigation bar with links like Home, Products, Export/Import, Orders, Error Information, Contact Us, and Help. Below the navigation bar, there's a section titled 'Sears Order Details' with a 'Fetch Sears Orders' button and a 'Showing 1-2 of 2 items' indicator. A table lists the orders with columns: PURCHASE ID (SEARS), ORDER ID (SHOPIFY), ORDER NAME (SHOPIFY), ITEMS SKU (SHOPIFY), CREATED AT, STATUS, and ACTION. Two orders are listed, both with a status of 'Failed'. The ACTION column for each order contains three icons: a magnifying glass (view), a map (manual map), and a link (view details). The 'Failed' status in the STATUS column is highlighted with a red box, and the icons in the ACTION column are also highlighted with a red box.

- View:** You can view the current order status on **Sears** by clicking on this icon .
- Map Order Manually:** You get to create the failed orders manually on Shopify by clicking on the  icon.

Manual Order Create On Shopify

ORDERED ITEMS

SKU:2


SHOPIFY PRODUCTS

Search SKU

Search

☐ Want to save this mapping for future

Close Create on Shopify

- **Failed order details:** You get to view the errors due to which the order could not be created on your Shopify store by clicking on the  icon.



Welcome [User Name]

Home Products Export/Import Orders Error Information Contact Us Help

Sears Order Details

Fetch Sears Orders Sync Shopify Shipment

Showing 1-2 of 2 items.

PURCHASE ID (SEARS)	ORDER ID (SHOPIFY)	ORDER NAME (SHOPIFY)	ITEMS SKU (SHOPIFY)	CREATED AT	STATUS	ACTION
				2021-08-28 03:42:19	Failed	
				2021-08-23 18:03:37	Failed	

Failed Order Error

Product Item sku_not_available Solution link

Close

- Click the **Close** button to close the current page.

How to sync the Orders from Failed Order to the Shopify Store?

Follow the below suggestions to get the Orders to the Sales Order section:

- **Order Rejected-Requested Order quantity is not available for product sku:xyz**
 - Go to your Shopify store and update the quantity for the Ordered SKU and after sometimes the Order will be synced to the Shopify store

automatically. Also, you can manually sync the orders received by clicking on the “**Fetch Order**” button.

- OR you can simply cancel the Order from the Sears Seller Panel.

- **Order Rejected-Product sku: xyz not available in shopify :**

- You need to create the Ordered SKU at your Shopify store and put the inventory, sync the SKU with the app and after that, the Order will be synced to your Shopify store
- OR you can simply cancel the Order from the sears Seller Panel.

Hope you find the content helpful.!

Thanks

contact us at apps@cedcommerce.com

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