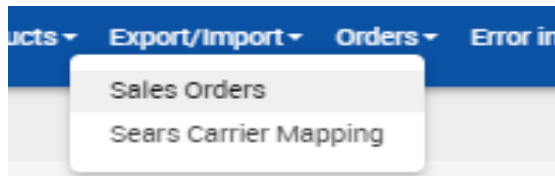# Order Management Via Sears Integration App

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.

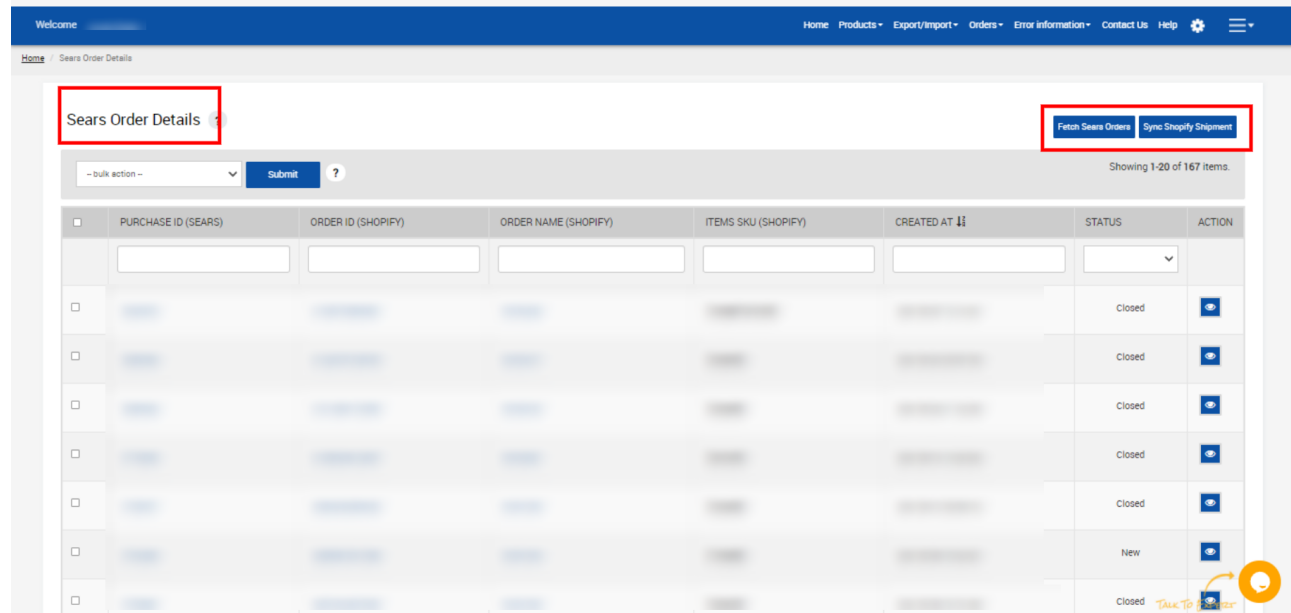**NOTE: Only the Not Shipped Orders are imported into the Sears Marketplace Integration app.**

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:
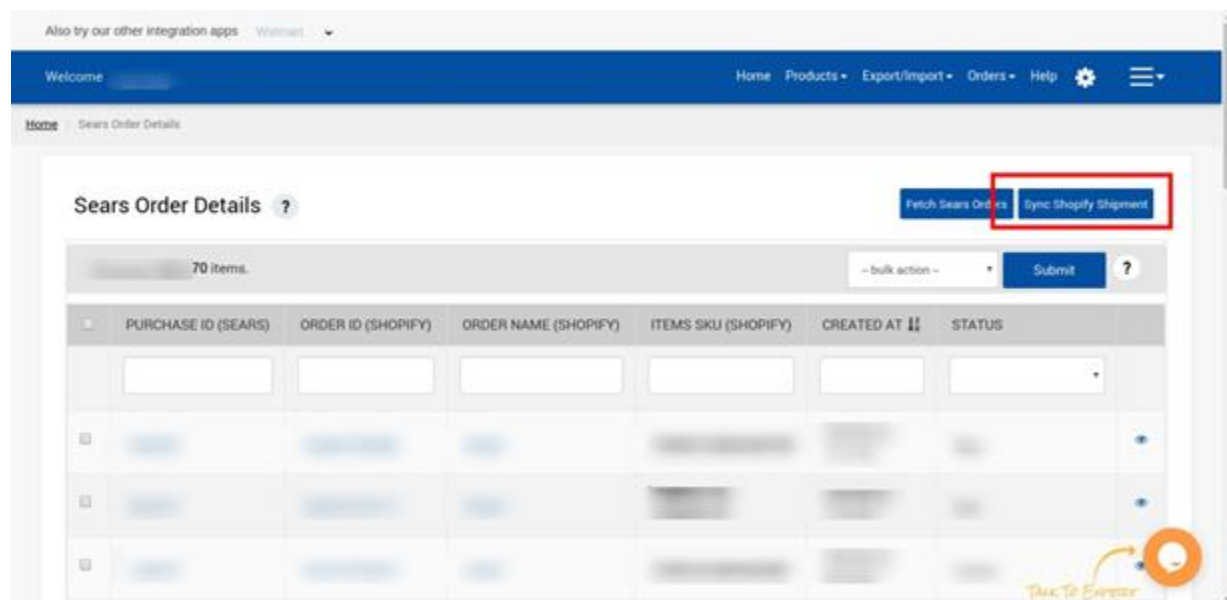- Go to "**Orders**".
- Then "**Sales Order**".
- Click on the "**Fetch Order**" button to get the order from Sears to the app.
- This will fetch the order in the app, you will be able to see the **Order Number (Purchase Id as on Sears), Order Id, Order Name, the status of the Order and the created date, 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:

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

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

o **View:** You can view the current order status on **Sears** by clicking on this icon .

o **Map Order Manually:** You get to create the failed orders manually on Shopify by clicking

on the icon.

o **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] icon.

- 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 SKUand after sometimes the Order will be synced to the Shopify store

automatically. Also, you can manually sync the orders received by clickingon the "**Fetch Order**" button.

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

● <u>**Order Rejected-Product sku: xyz not available in shopify :**</u>

- ○ 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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