Store Order Management

Order Management · https://multivendorx.com/docs/knowledgebase/orders-management/

The **Store Order Management** system helps store owners manage customer orders, track earnings, handle shipments, and monitor sales activity from a centralized store panel.

Store owners can access order-related information from two main areas:

- **Dashboard** → For quick performance insights and recent order activity
- **Dashboard → Sales → Orders** → For complete order management and shipment handling

This workflow allows sellers to monitor business activity and efficiently process customer orders from start to finish.

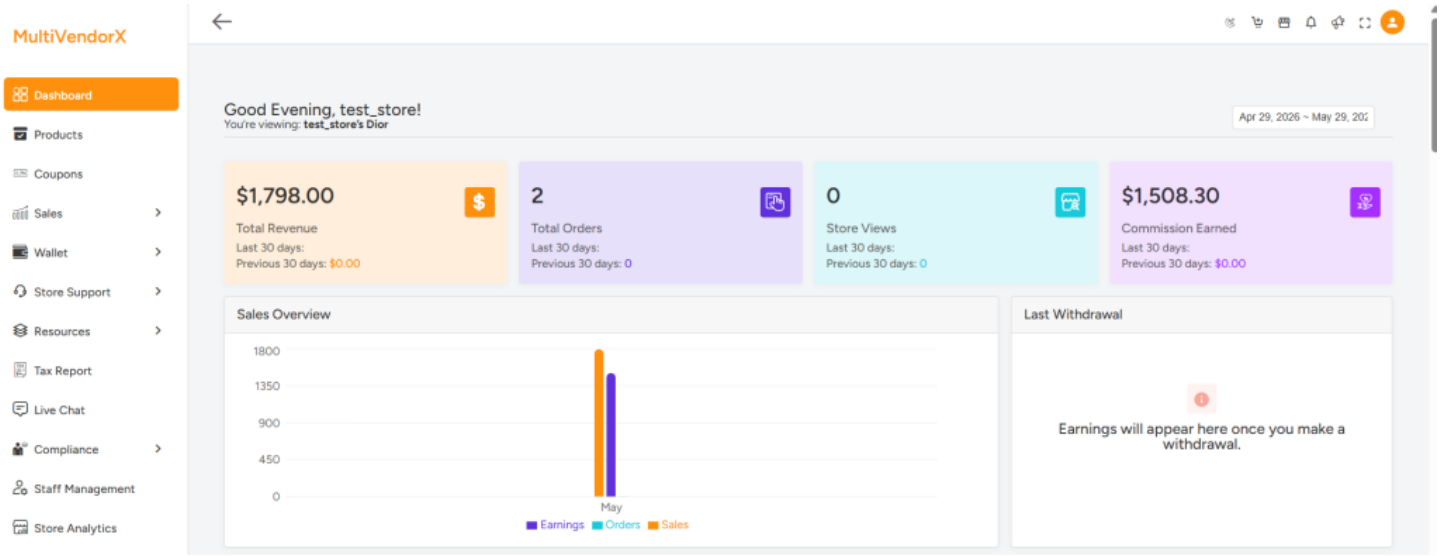
Dashboard Overview

When a store owner logs into the store panel, the dashboard displays important business and order-related insights.

The dashboard provides a quick summary of:

- Store performance
- Revenue and earnings
- Order activity
- Sales reports
- Recent customer purchases

This helps sellers understand overall business performance without opening individual order pages.



Monitoring Store Performance

The top section of the dashboard displays key performance indicators for the selected date range.

These reports help store owners monitor store growth and sales activity.

Total Revenue : The revenue section displays the total sales generated during the selected period.

Example:

Last 30 Days Revenue: `$1,798.00`

Previous 30 Days Revenue: `$0.00`

This allows sellers to compare current and previous sales performance.

Total Orders : This section shows the total number of customer orders received.

Example:

Total Orders: `2`

This helps store owners quickly track order activity.

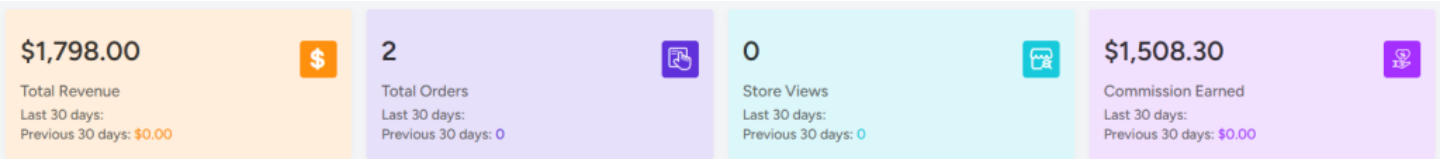
Store Views : The store views section displays how many visitors viewed the store page. This helps sellers understand customer engagement and store visibility.

Commission Earned : The commission section shows the seller's total earnings after marketplace commission deductions.

Example:

Commission Earned: `$1,508.30`

This gives sellers a clear understanding of their actual earnings.



Sales Overview

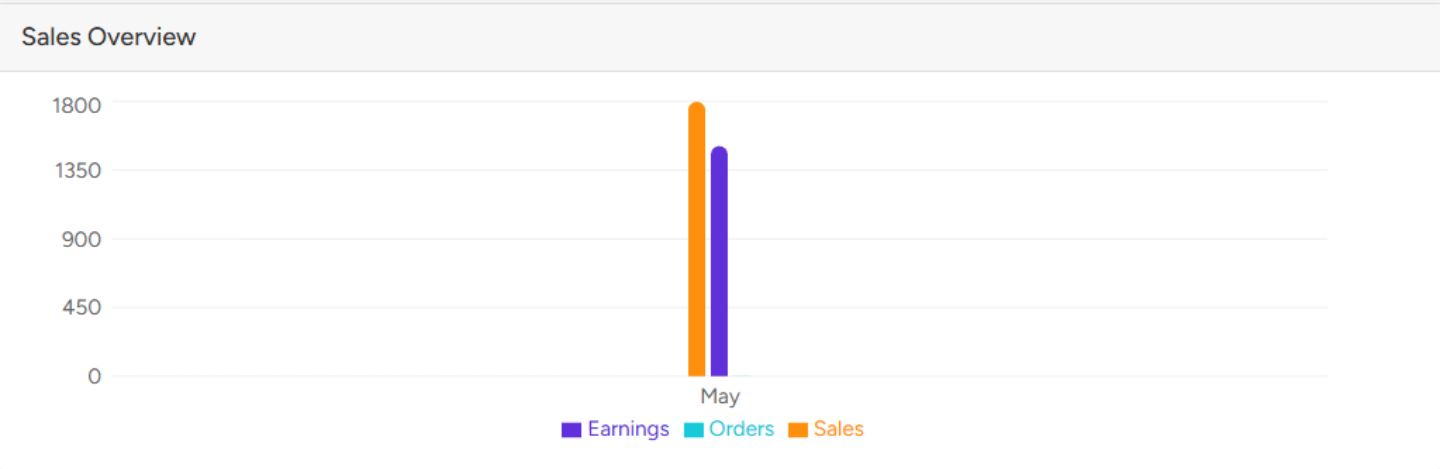
The **Sales Overview** section displays a graphical report of store activity.

The graph may include:

- Earnings
- Orders
- Sales totals

This visual report helps store owners analyze, over a selected time period :

- Sales trends
- Revenue growth
- Order performance



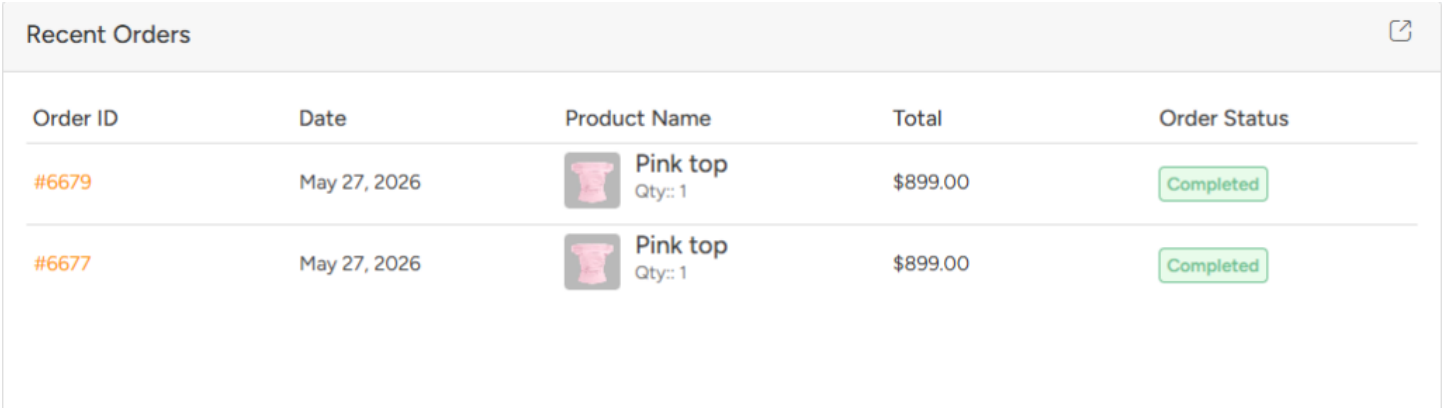
Recent Orders

The **Recent Orders** section displays the latest customer purchases directly on the dashboard.

The table include:

- Order ID

- Order Date
- Product Name
- Quantity
- Total Amount
- Order Status



Accessing the Orders Management Section

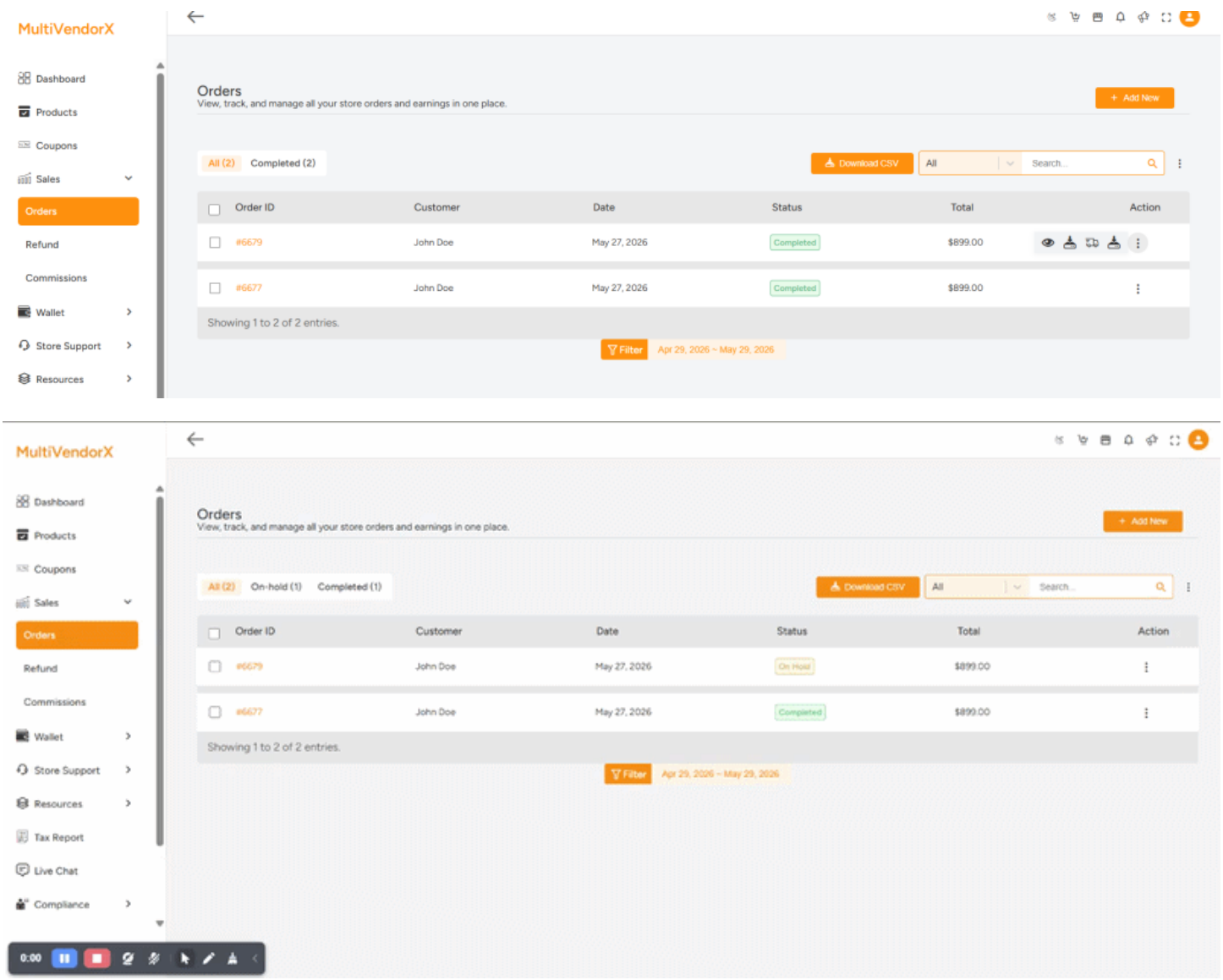
To manage all customer orders, store owners need to navigate to:

Dashboard → Sales → Orders

This section provides complete order management functionality.

Store owners can:

- View all orders
- Search specific orders
- Filter orders by status
- Download CSV reports
- Open detailed order pages
- Manage shipping and tracking information



Managing Orders

The **Orders** page displays all customer orders associated with the store. The order table may include:

- Order ID
- Customer Name
- Order Date
- Order Status
- Order Total
- Actions

Filtering and Searching Orders

The Orders page includes filtering and search tools to help sellers quickly locate orders.

Store owners can:

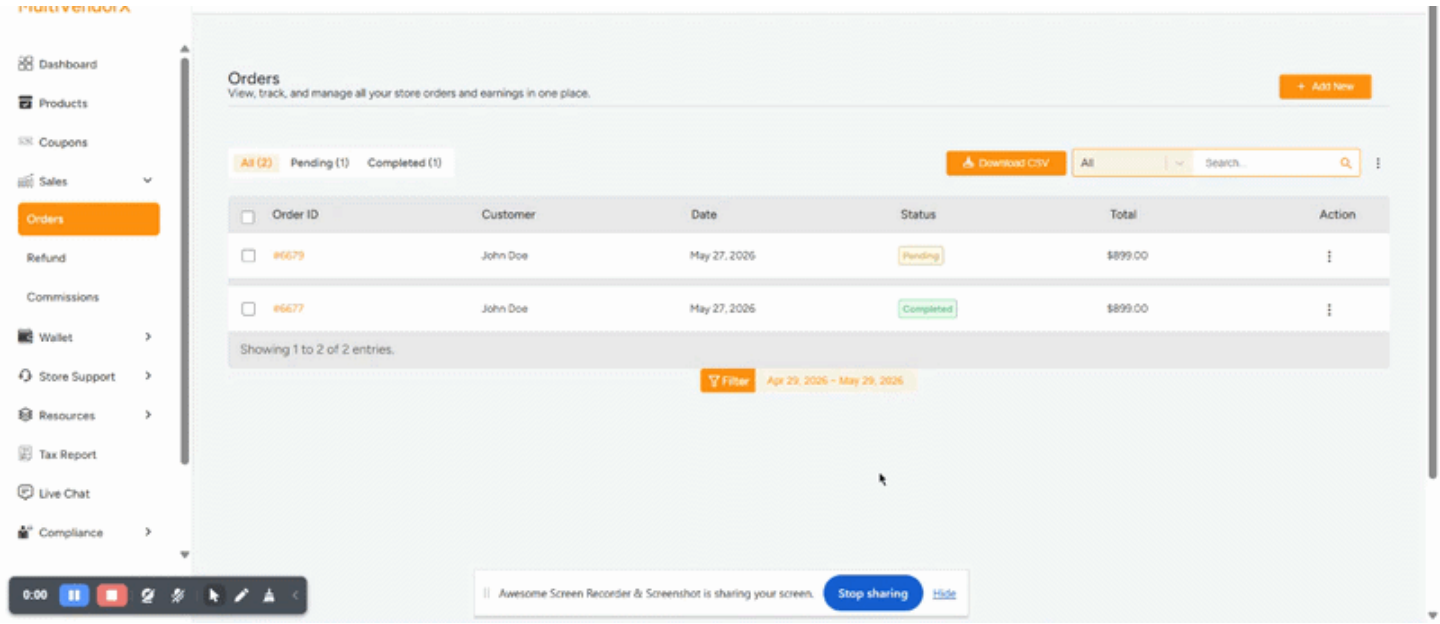
- View All Orders
- View Completed Orders
- Search using Order ID
- Search using Customer Name

Downloading Order Reports

Store owners can export order information using the **Download CSV** option.

The exported file may include:

- Order IDs
- Customer details
- Product information
- Order totals
- Order statuses
- Order dates



Viewing Order Details

Clicking on an order opens the detailed order management page.

The order details section displays:

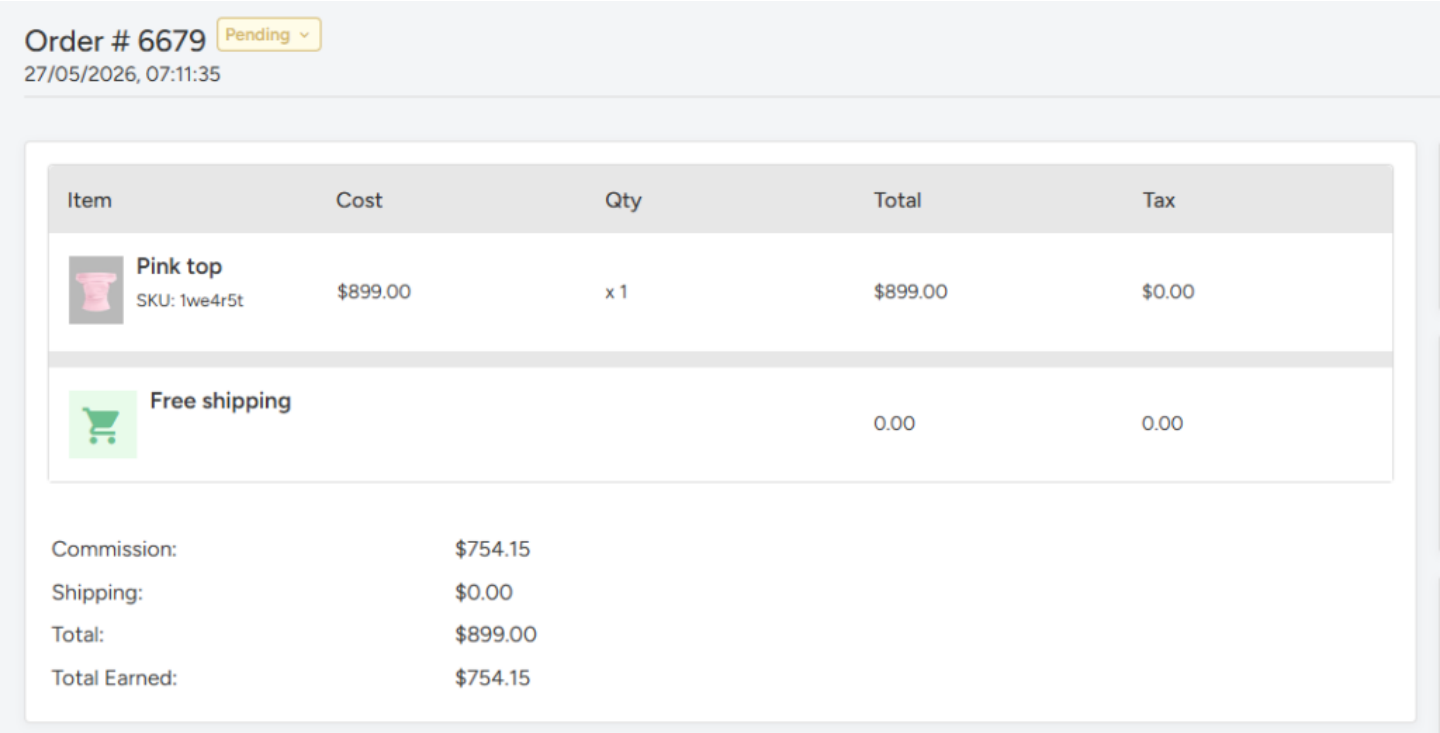
- Order Number
- Order Status
- Order Date and Time
- Product Details
- Customer Information
- Earnings Breakdown
- Shipping Information
- Order Notes

Understanding Product Information

The order item section includes:

- Product Name
- SKU
- Product Price

- Quantity
- Tax
- Shipping Cost
- Total Amount



Commission and Earnings Breakdown

The order page also displays seller earnings.

Example:

- Commission Earned: `$754.15`
- Shipping: `$0.00`
- Total Order Value: `$899.00`
- Total Earned: `$754.15`

This provides transparency regarding seller payouts and marketplace commissions.

Customer Information

Store owners can access complete customer details directly from the order page.

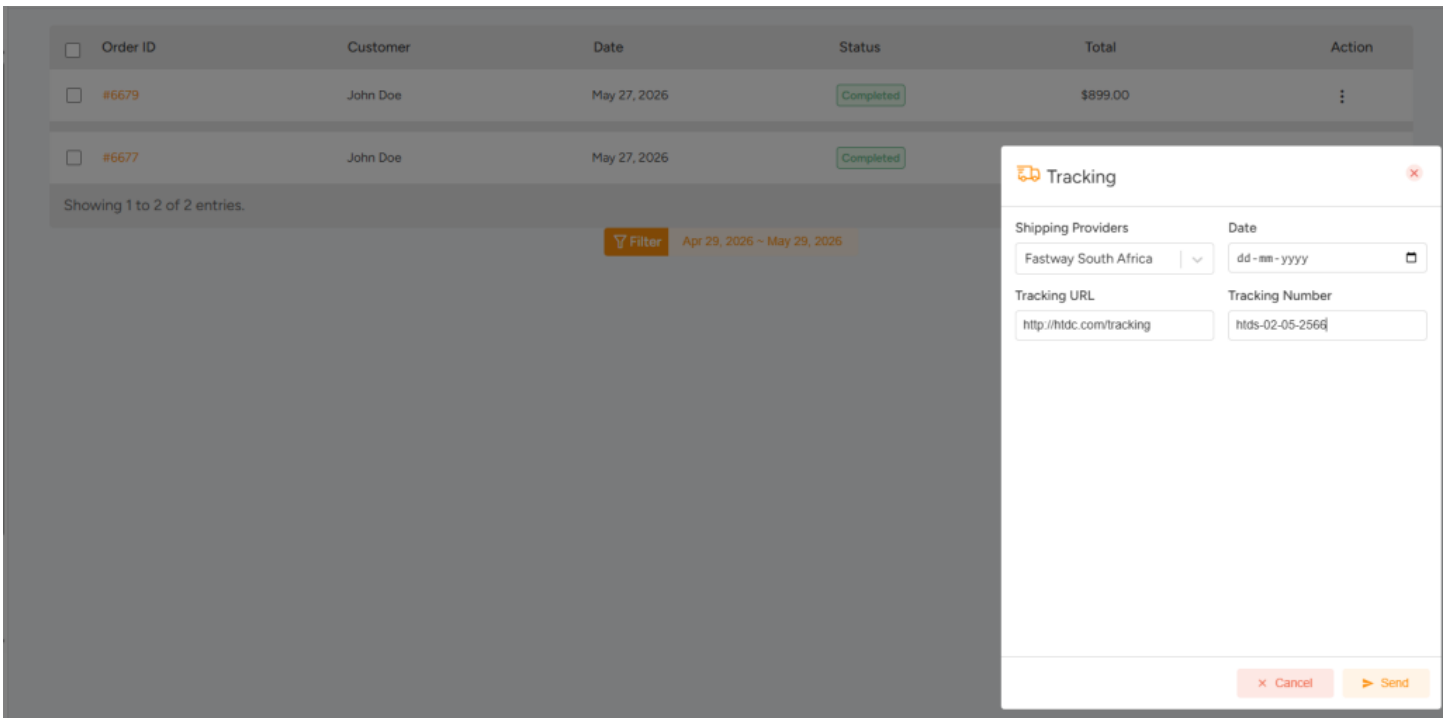
The system displays:

- Customer Name
- Customer ID
- Billing Address
- Shipping Address
- Payment Method

Example payment method:

- Direct Bank Transfer

This information helps sellers process orders correctly.



Managing Shipping and Tracking

After reviewing the order, the seller can create shipment information directly from the order details page.

The shipping section allows sellers to enter:

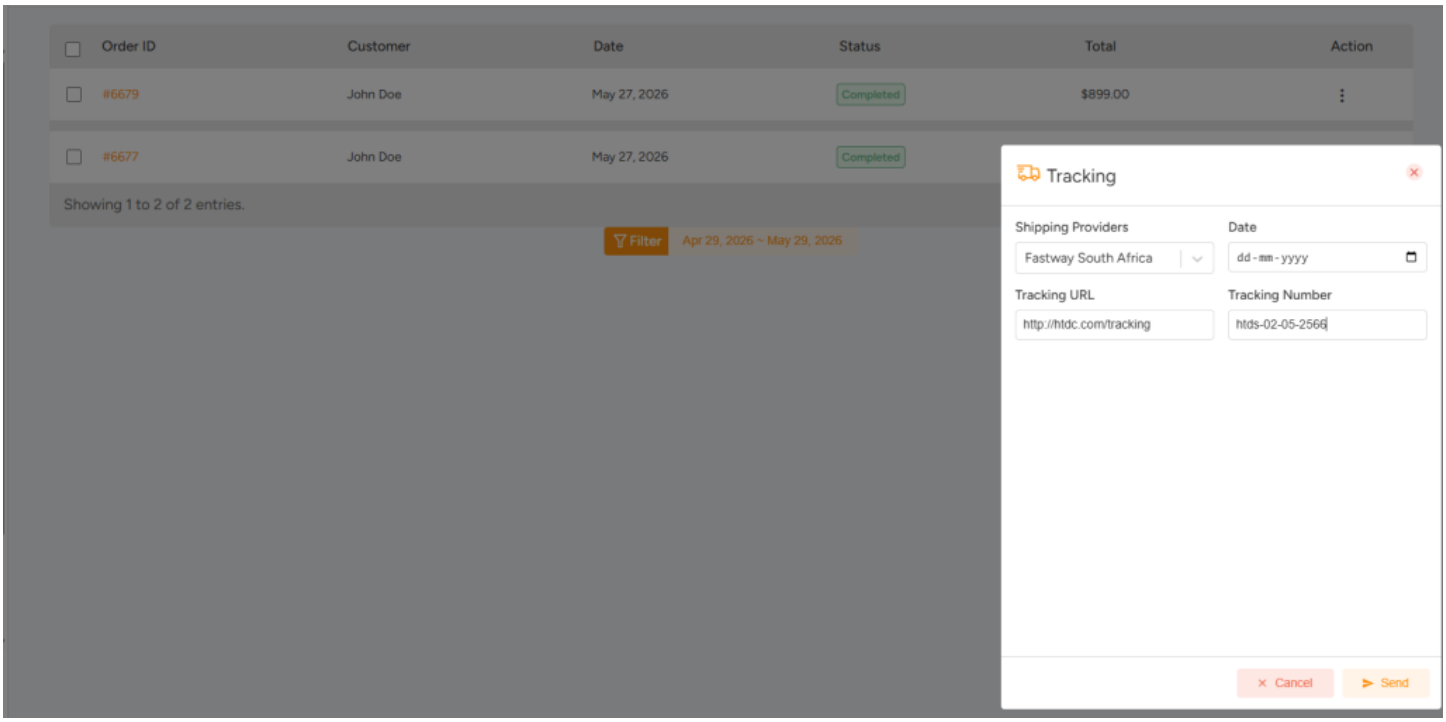
- Shipping Provider

- Shipment Date
- Tracking URL
- Tracking Number

After entering the required information, click:

- Create Shipment

Customers can then use the tracking information to monitor shipment progress.



Order Notes and Activity Logs

The order notes section automatically records important order activities.

The system tracks:

- Order status updates
- Payment changes
- Stock reductions
- Shipment creation

Order notes

System Note 29 May 2026
Order is now being shipped. Order status changed from Completed to Pending payment.

System Note 29 May 2026
Stock levels increased: Pink top (36→37)

System Note 29 May 2026
Order status changed from On hold to Completed.

System Note 29 May 2026
Order status changed from Completed to On hold.

System Note 27 May 2026
Order status changed from On hold to Completed.