

Find and manage your orders

See every order in one list, open the details, and use the buttons for packing slips, bulk updates, exports and resent download links.

Add-on [Online store](#)

Online stores are an add-on. If your site doesn't have one yet, ask us about adding it; we quote it in writing first.

Every sale lands on one list. Here is how to find an order, read its status and do the common jobs from it.

Open your orders

1. Log in to your site editor.
2. In the side panel, click **Store**, then **Sales**.
3. Click **Orders**. The newest order is at the top.
4. Click an order to open it. You'll see the items, taxes, shipping and billing details, and a timeline of what has happened to the order, with times.

To see only one-time purchases or only repeat ones, click **Filters**, choose **Purchase Type**, then tick **One-Time**, **Subscriptions** or both.

What the list shows

Each row shows the invoice number, the date, who placed the order, the shipping method and the total with shipping and tax. It also shows three kinds of status:

Kind	What you may see
Order	Open (there is still work to do) or Canceled
Payment	Paid , Deferred , Charged back (the customer disputed the payment), Refunded or Authorized
Fulfillment	Unfulfilled , Partially fulfilled or Fulfilled

An **Authorized** payment has not been collected yet and needs a step from you. If you see one and aren't sure what to do, email us.

Do more from an order

Open the order, then use the three-dot menu at the top right.

- **Print packing slip** gives you a sheet for the box: the customer's name, shipping address and phone number, plus each item and its quantity.
- **Print Order** puts the whole order on paper: each item with its price, then tax, shipping and the final total. Handy for your books.
- **Resend Download Links**, then **Resend Links**, sends a digital product's download link again. A link lasts 30 days, so use this if a customer waited too long.

To ship, refund or cancel, see Fulfill an order and add tracking and Refund or cancel an order.

Work on several orders at once

1. On the **Orders** page, tick the boxes next to the orders you want.
2. Use the toolbar that appears. It lets you export, print packing slips, print order summaries, or mark the orders **Processing**, **Fulfilled**, **Ready for Pickup** or **Picked Up**.

To hand your bookkeeper a spreadsheet, click **Export** on the **Orders** page. The file lists each order's customer, items, payment, shipping and totals. It holds customer details, so keep it somewhere private.

Good to know

- Customers get an order confirmation email automatically. Its wording can't be edited.
- To get a copy of customer emails yourself, see Choose who gets store emails.

Need a hand?

If your site doesn't have this yet, ask us about adding it. We quote it in writing first, and nothing is billed unless you approve. Email hello@zossoz.com.

Already have a store and can't find an order or a button? Email hello@zossoz.com with your business name and what you see, and we'll point you to it. We reply within one business day. See [Request a change](#).

Related guides: [Fulfill an order and add tracking](#) · [Refund or cancel an order](#) · [Print or download an invoice](#) · [See carts people left behind](#) · [Check your store sales numbers](#)

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