

Fulfill an order and add tracking

Mark an order as shipped so the customer gets an email, and add a tracking number so they can follow the package.

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.

Your store doesn't ship anything for you. You pack and send each order yourself, then record it here. Marking it fulfilled tells the customer it's on its way.

Mark items as fulfilled

1. Log in to your site editor.
2. In the side panel, click **Store**, then **Sales**.
3. Click **Orders**, then click the order.
4. Click **Fulfill Items**.
5. Tick the items you're sending and enter the quantity of each.
6. Click **Fulfill Items**.

If you want a printed sheet for the box, click **Print packing slip** before step 6.

The customer gets an email saying their items have shipped. If you send only some of the items, the order shows **Partially fulfilled**, and the sent and unsent items are listed separately on the order page.

Add a tracking number

You can add tracking while you fulfill, or later.

1. Open the order.
2. Click **Fulfill Items**, then **Add Tracking**. If the order is already fulfilled, click **Add Tracking Info** instead.
3. Type the **Tracking number**.
4. Choose the **Carrier**: FedEx, UPS, USPS, DHL or Other.
5. Check the **Tracking URL**. It fills in by itself, except for **Other**, where you type the tracking address yourself.
6. Click **Add Tracking Info**.

The customer gets an email with their tracking details.

Update many orders at once

On the **Orders** page, tick the boxes next to the orders, then use the toolbar to set their fulfillment status, for example to **Processing** or **Fulfilled**.

Tips

- Pickup orders use their own buttons. See Offer in-store or curbside pickup.
- For a digital product paid for by a manual method, click the three horizontal dots on the order and choose **Mark as Fulfilled**. That sends the download link.
- Buying your label through the store? See Buy and print shipping labels.

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 your orders or tracking emails aren't working as described? Email hello@zossoz.com with your business name and an order number, and we'll look into it. We reply within one business day. See Request a change.

Related guides: Find and manage your orders · Offer in-store or curbside pickup · Set up shipping rates · Buy and print shipping labels · Refund or cancel an order

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