

## How to export orders for use with other systems

### Frequently Asked Questions (FAQ's)

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## Orders Advanced Search

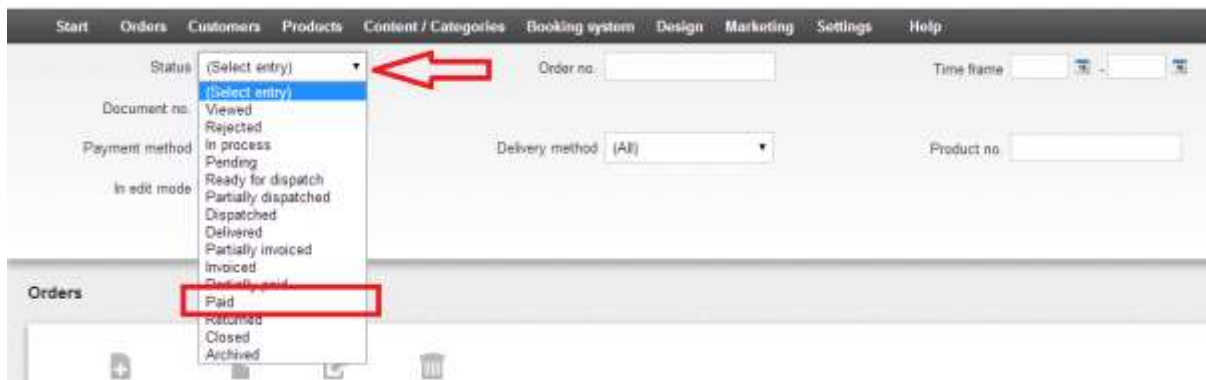
Step 1 – open the website back office and click on the orders menu >> Orders >> then open Advance Search



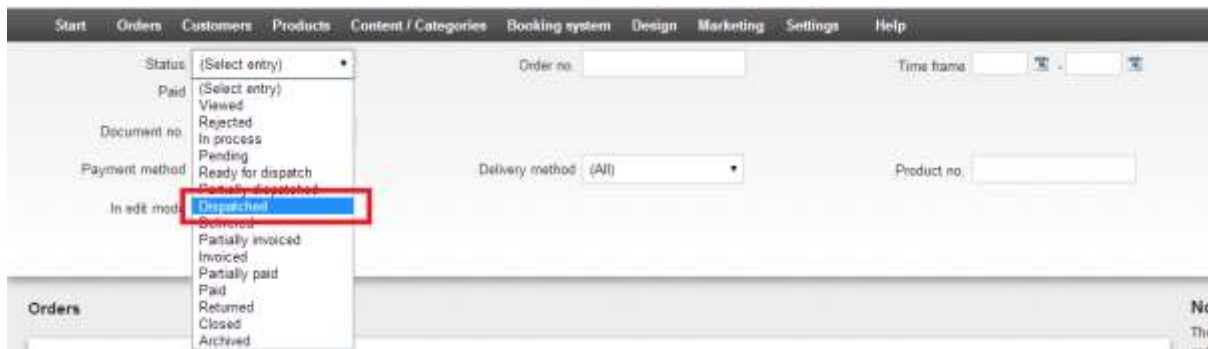
Step 2 – When Advanced Search is open you will need to select the status and dates to filter.



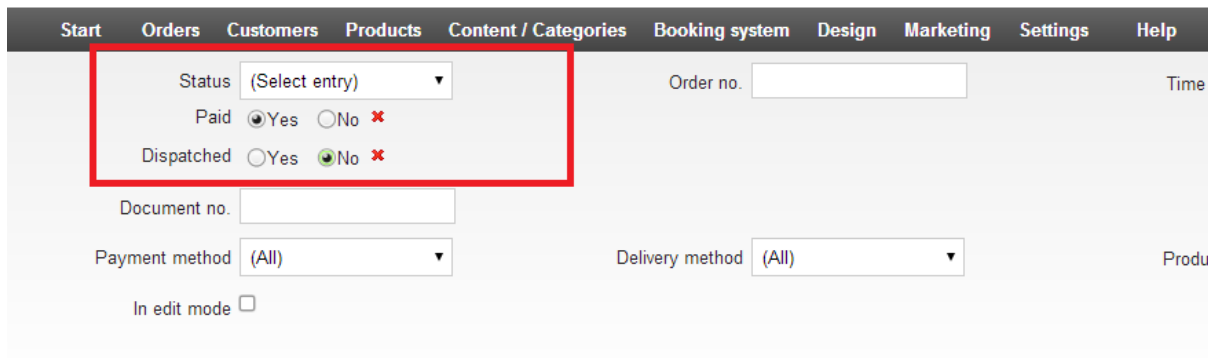
Step 3 – From the 'Status' drop down menu select the 'Paid' status.



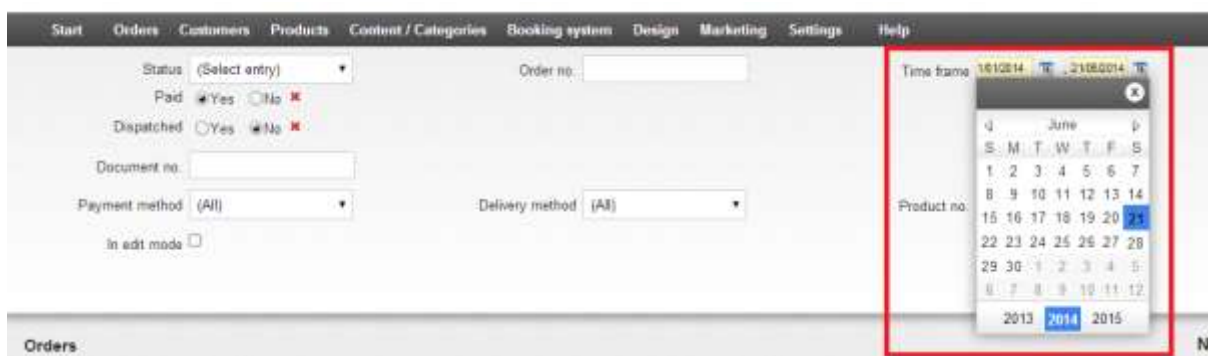
Step 4 – From the ‘Status’ drop down menu select the ‘Dispatched’ status and set it to ‘No’ using the radio button.



Note: Status of ‘Dispatched’ set to ‘No’.



Step 5 – Select the date range that you want to export from and then click on the ‘Start search’ button.
























You will now see a list of orders filtered with the status icon paid dark and dispatched grey.

Orders Search

Generate attachments | Set status | Export | Delete

Paid status icon

Items 100

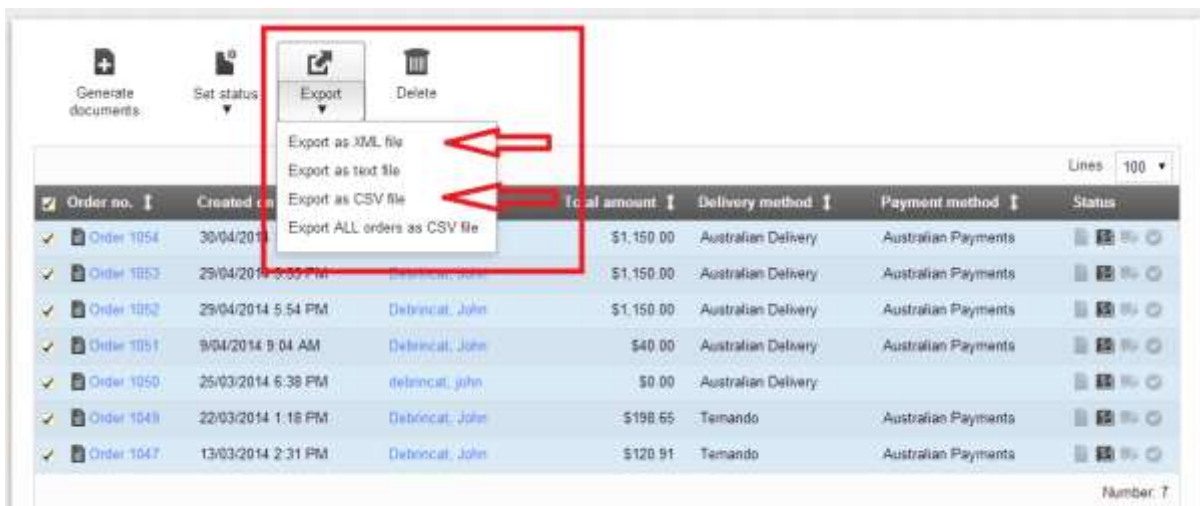
Order no.	Created on	Customer	Total amount	Delivery method	Payment method	Status
Order 1054	30/04/2014 11:19 AM	Debrincat, John	\$1,150.00	Australian Delivery	Australian Payments	  
Order 1053	29/04/2014 5:55 PM	Debrincat, John	\$1,150.00	Australian Delivery	Australian Payments	  
Order 1052	29/04/2014 5:54 PM	Debrincat, John	\$1,150.00	Australian Delivery	Australian Payments	  
Order 1051	9/04/2014 9:04 AM	Debrincat, John	\$40.00	Australian Delivery	Australian Payments	  
Order 1050	25/03/2014 6:38 PM	debrincat, john	\$0.00	Australian Delivery		  
Order 1049	22/03/2014 1:18 PM	Debrincat, John	\$198.65	Temando	Australian Payments	  
Order 1047	13/03/2014 2:31 PM	Debrincat, John	\$120.91	Temando	Australian Payments	  

## Batch export orders to CSV

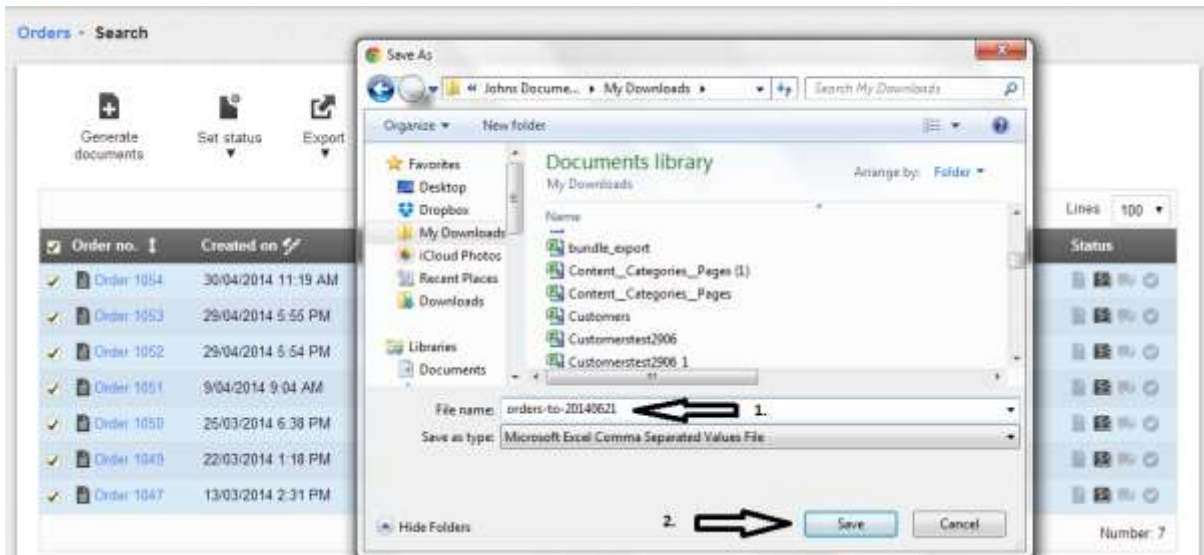
Step 6 – If there are orders to process then they will be returned in the list and you need to select all by clicking in the select all box.



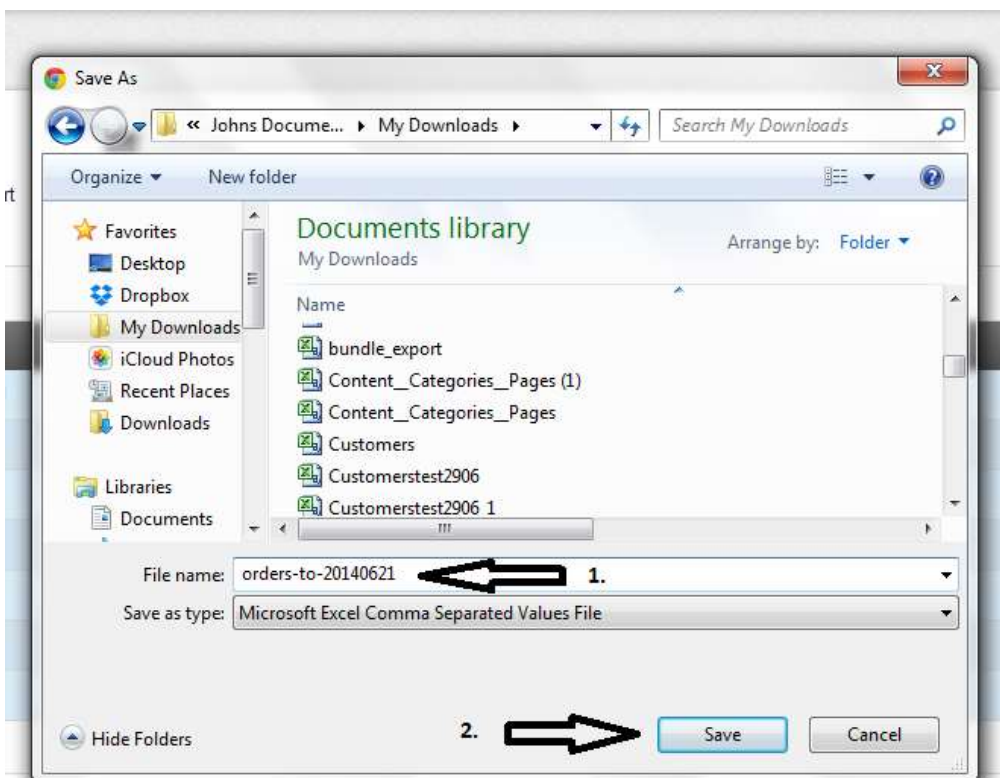
Step 7 – Using the batch processing drop down list at the bottom select the option for ‘Export as CSV File’ and then click on ‘Execute’. You can also export to an XML file if that is preferable.



Step 8 – a pop up box will appear prompting you to save the file – select ‘Save’ and click ‘OK’  
NOTE: Be sure that you have pop-ups enabled in your browser.

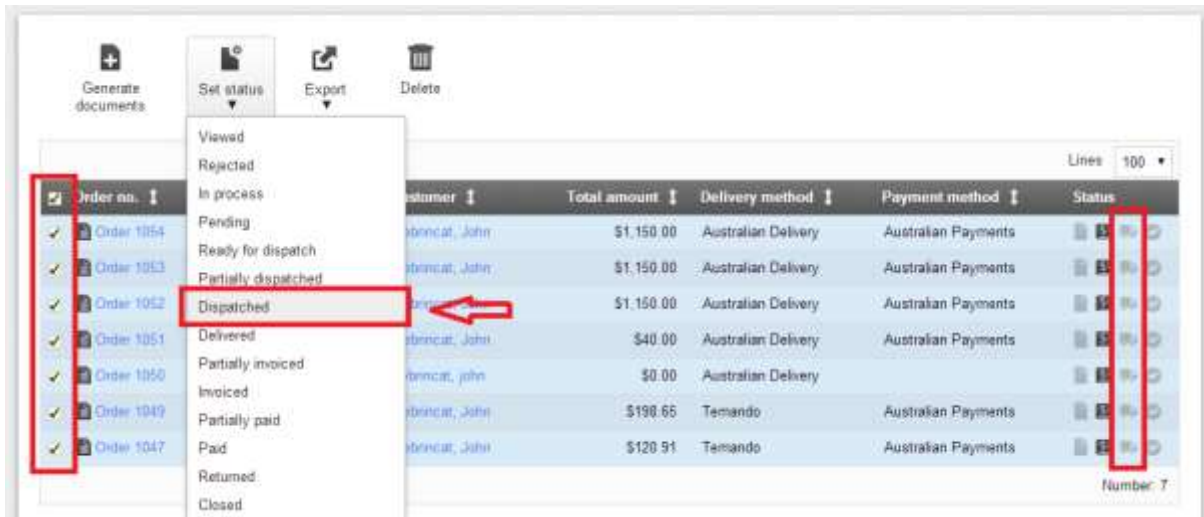


Step 9 – select a folder location to save the file where you can find it later and change the file name by adding the date and time of export.



## Batch set order status for Dispatched

Step 10 – after you have finished the export go back to the list and select all the entries as you did in Step 6 and then select ‘Set status to dispatched’ from the batch processing drop down and click on ‘Execute’. This will change the status to ‘Dispatched’ so that you cannot select them again.



The status icon will now be changed to dark indicating that the dispatched status is changed.

The screenshot shows the order list with the following data:

Order no.	Created on	Customer	Total amount	Delivery method	Payment method	Status
Order 1054	30/04/2014 11:19 AM	Debrincat, John	\$1,150.00	Australian Delivery	Australian Payments	[Dark Status Icon]
Order 1053	29/04/2014 5:55 PM	Debrincat, John	\$1,150.00	Australian Delivery	Australian Payments	[Dark Status Icon]
Order 1052	29/04/2014 5:54 PM	Debrincat, John	\$1,150.00	Australian Delivery	Australian Payments	[Dark Status Icon]
Order 1051	9/04/2014 9:04 AM	Debrincat, John	\$40.00	Australian Delivery	Australian Payments	[Dark Status Icon]
Order 1050	25/03/2014 6:38 PM	Debrincat, John	\$0.00	Australian Delivery	Australian Payments	[Dark Status Icon]
Order 1049	22/03/2014 1:18 PM	Debrincat, John	\$198.65	Temando	Australian Payments	[Dark Status Icon]
Order 1048	14/03/2014 4:36 PM	Debrincat, John	\$49.78	Australian Delivery	Australian Payments	[Dark Status Icon]
Order 1047	13/03/2014 2:31 PM	Debrincat, John	\$120.91	Temando	Australian Payments	[Dark Status Icon]



## CSV Order File Format

CSV files can be opened in Microsoft Excel or Open Office.

The first row of the CSV file contains the column heading names.

Once you have opened the CSV file there will be one row for each line of the order including delivery costs, discounts, coupons or any value that affects the total order value.

OrderNo	CustomerNo	OrderDate	GrandTotal	Order Comment	Billing Co/Billing Fir/Billing Last/Billing Ad/Billing St/Billing St2/Billing City/Billing Zip/Billing Sta/Billing Co/Phone	Email
1054	1053	Apr 30, 2014 11:19:41 AM	1150		John Debrincat PO Box 938 Gladesville 1675 NSW Australia	6.14E+10 john.debr
1054	1053	Apr 30, 2014 11:19:41 AM	1150		John Debrincat PO Box 938 Gladesville 1675 NSW Australia	6.14E+10 john.debr
1054	1053	Apr 30, 2014 11:19:41 AM	1150		John Debrincat PO Box 938 Gladesville 1675 NSW Australia	6.14E+10 john.debr
1054	1052	Apr 29, 2014 5:55:16 PM	1150		John Debrincat PO Box 938 Gladesville 1675 NSW Australia	6.14E+10 john.debr
1053	1052	Apr 29, 2014 5:55:16 PM	1150		John Debrincat PO Box 938 Gladesville 1675 NSW Australia	6.14E+10 john.debr
1053	1052	Apr 29, 2014 5:55:16 PM	1150		John Debrincat PO Box 938 Gladesville 1675 NSW Australia	6.14E+10 john.debr
1052	1053	Apr 29, 2014 5:54:03 PM	1150		John Debrincat PO Box 938 Gladesville 1675 NSW Australia	6.14E+10 john.debr
1052	1051	Apr 29, 2014 5:54:03 PM	1150		John Debrincat PO Box 938 Gladesville 1675 NSW Australia	6.14E+10 john.debr

Depending on the fields that are enabled in the customer information (registration) then additional fields may appear in the order export.

### Order CSV Column Headings

Following are the common fields:

OrderNo – unique internal number of the order (this number can be customised)

CustomerNo – unique internal number for the customer (this can be customised)

OrderDate – Order date and time (e.g. Apr 30, 2014 11:19:41 AM)

GrandTotal – Total value of the order after all discounts etc.

Order Comment – Comments that were submitted by the customer with the order

**The following fields are the main customer details and will be the same for shipping if a different delivery address is not used.**

Billing Company  
Billing First Name  
Billing Last Name  
Billing Address Ext  
Billing Street  
Billing Street2  
Billing City  
Billing Zipcode  
Billing State  
Billing Country  
Phone  
Email

The following fields will be used if there is a separate delivery address.

Shipping Company  
Shipping First Name  
Shipping Last Name  
Shipping Address Ext  
Shipping Street  
Shipping Street2  
Shipping City  
Shipping Zipcode  
Shipping State  
Shipping Country

Payment Method – this indicated how the order was paid

LineItemNo – this is the product number or SKU

LineItemName - this is the product name, discount name, coupon name, delivery method etc

LineItemQuantity – number of items in the line for this order

LineItemPrice – cost for this line item in this order.

## Editing Import / Export CSV

### (Microsoft Excel or Open Office Calc)

If you do not have a program for editing the export spread sheet then download the free Open Office at <http://download.openoffice.org/>.

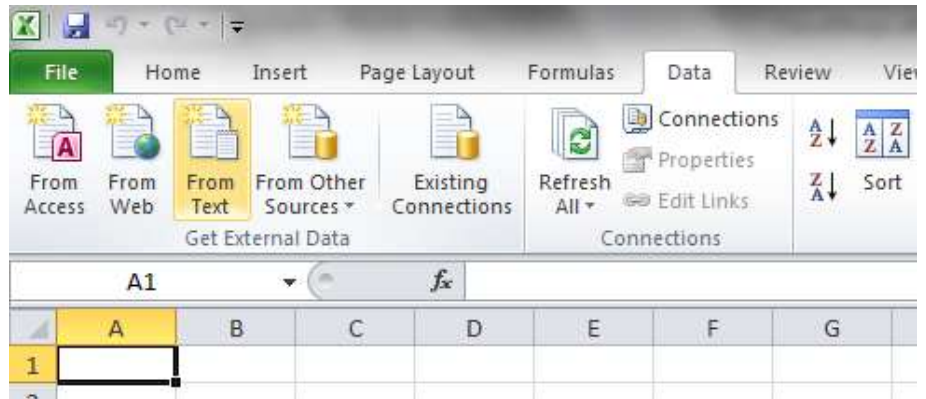
Save the generated CSV file on your computer. Create a backup copy and then import this to your table program like Microsoft Excel or Open Office Calc.

### Leading zeros dropped

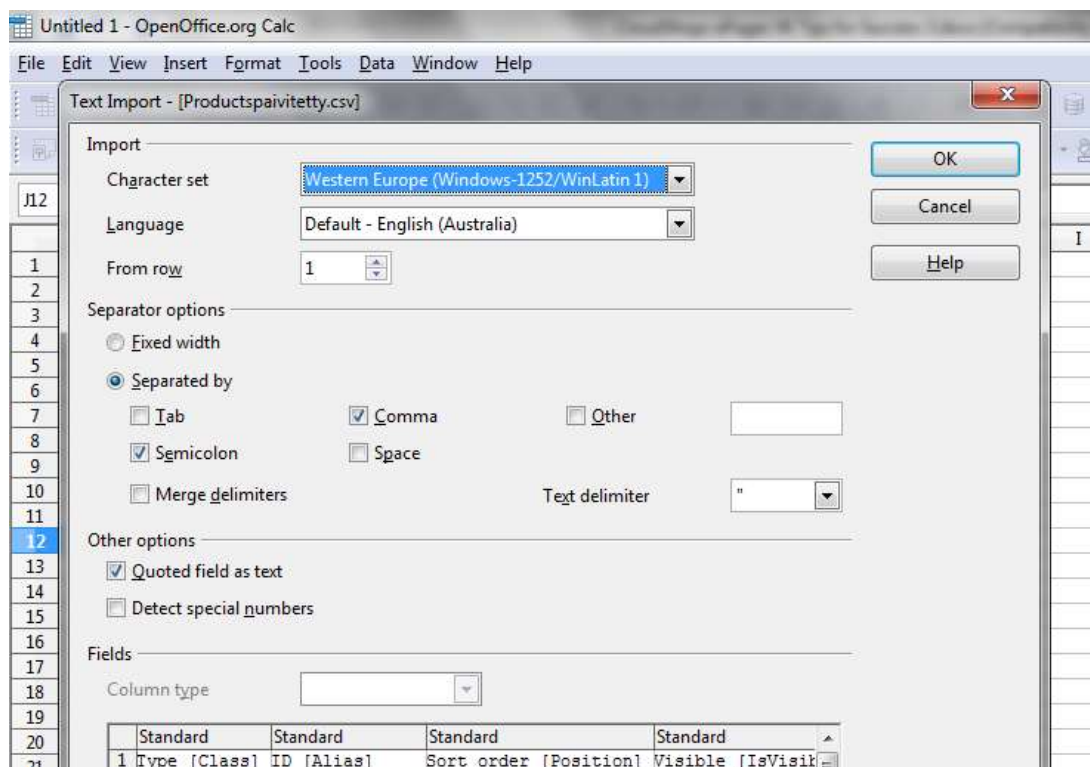
Some editing programs like Microsoft Excel will attempt to format certain information in cells when the CSV file is opened. Product numbers that are all integers e.g. 000001111111 will be treated as integers and the leading zeros may be dropped resulting on an incorrect product number or if the number is very long it may be converted to a scientific number representation again with the leading zeros dropped. This will also happen with phone number that start with a zero ('0') such as area codes or Australian mobile phone numbers.

**NOTE: You should avoid using a double-click to open the file. Instead use the import function of your table program to prevent errors. When importing, observe that the data is formatted correctly (separators, coding, etc.).**

For **Microsoft Excel** –  
Open Excel >> Select the 'Data Tab' >> Select 'From text' browse and find the file to import. Follow the steps in the wizard. More information can be found in the Microsoft help system.



For **Open Office Calc** – >> Select File >> Open (browse and find the file) >> Follow the steps in the Text Import wizard.



The CSV files are always structured the same, independently from the selected object type. You'll find the headings for the individual elements in the first row. The actual content follows starting with the second row.