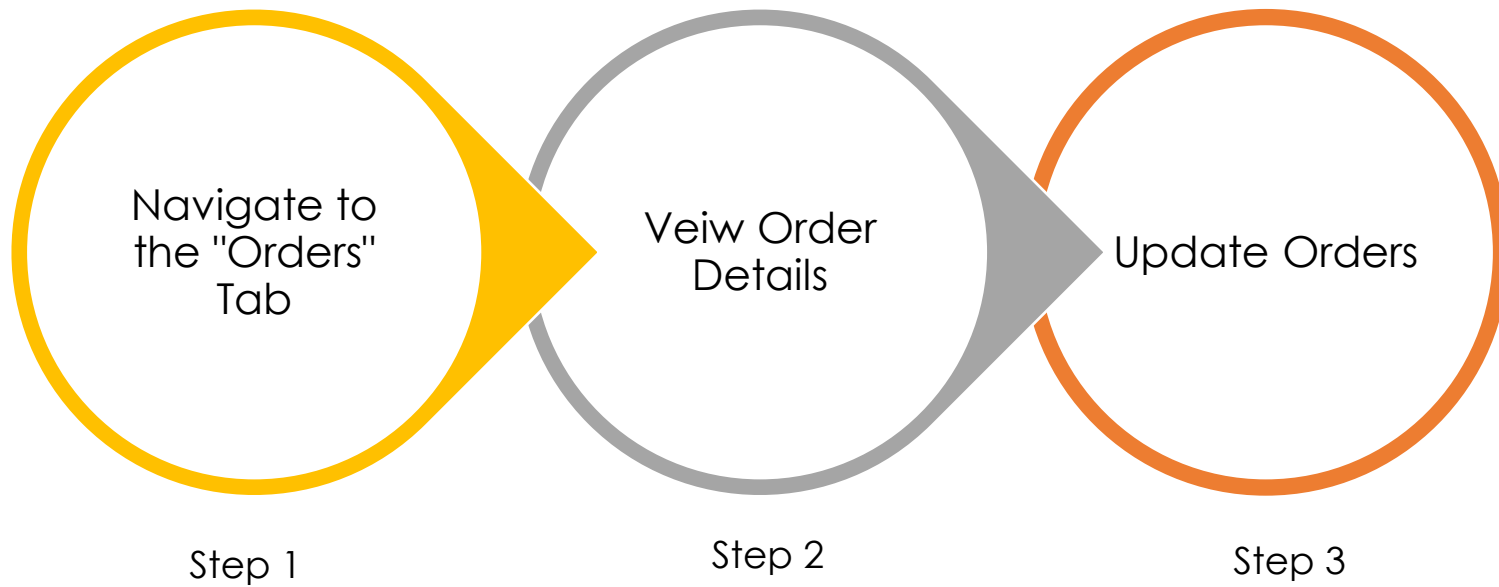
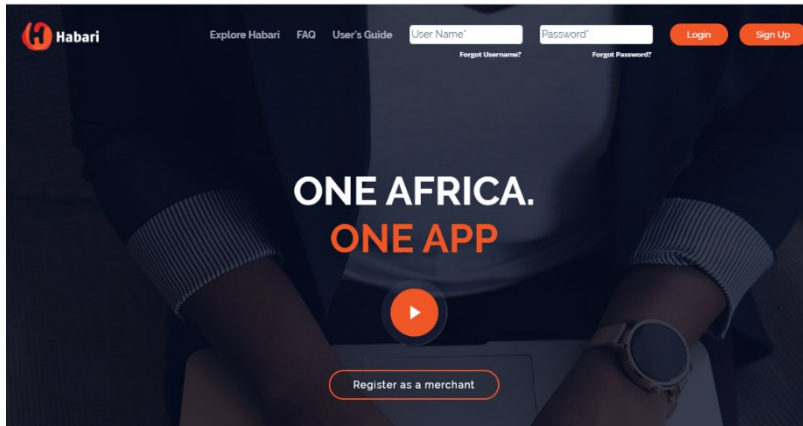




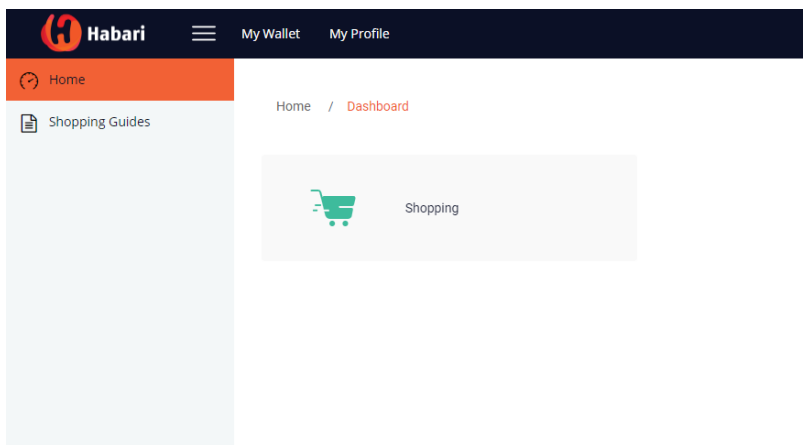
# Shop Merchant Panel 2.0

Managing your Orders





Login to your admin merchant panel



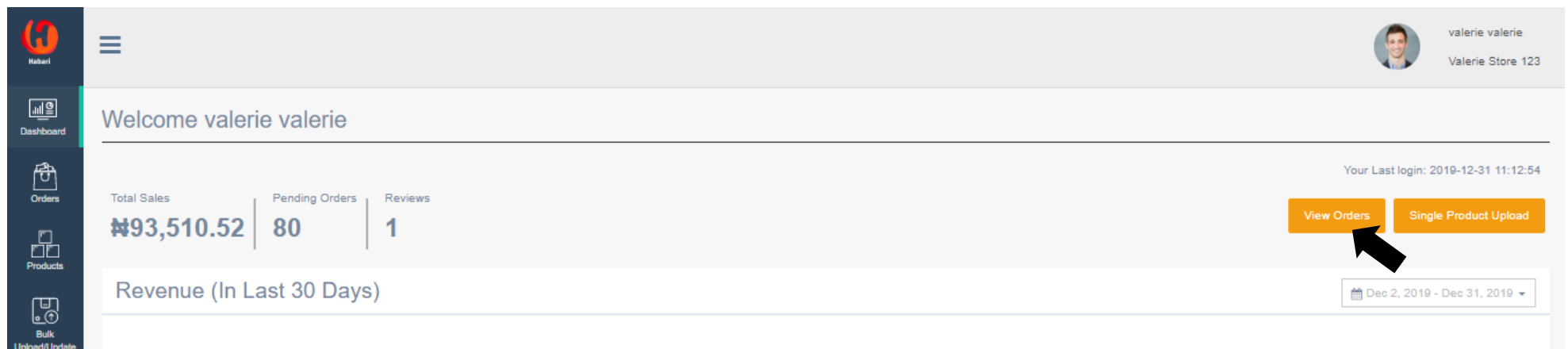
Select "Shopping" to access your shop dashboard

Managing your Orders

**Step 1:** Navigate to Orders tab from your dashboard.

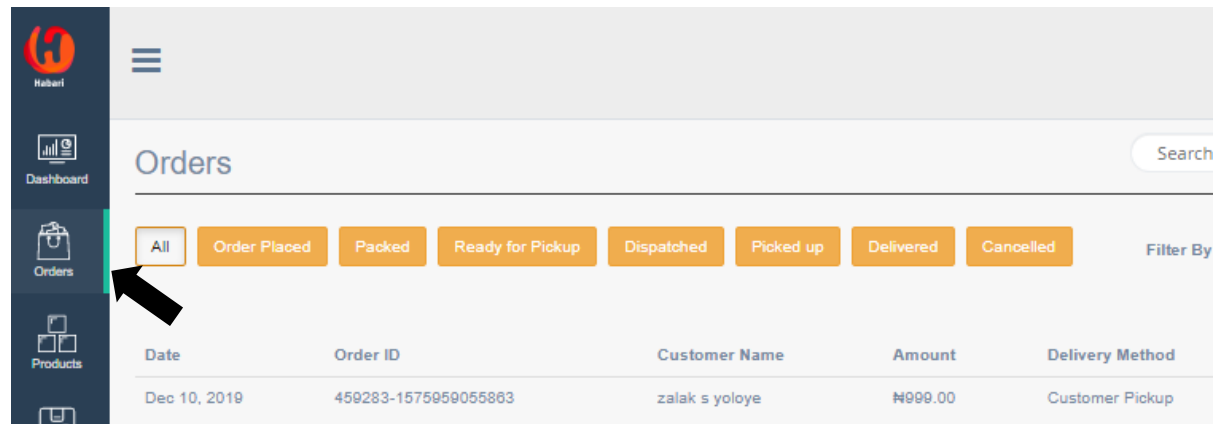
Typically, when an order is placed on your store, you will receive an Order Notification with details of the transaction. There are two basic ways to view orders on your storefront:

**Method A:** From your dashboard, click on **View Orders**



The screenshot shows a dashboard interface for a user named 'valerie valerie' (Valerie Store 123). The user's last login was on 2019-12-31 at 11:12:54. The dashboard displays a 'Welcome valerie valerie' message and a summary of key metrics: Total Sales of ₦93,510.52, 80 Pending Orders, and 1 Review. A sidebar on the left contains navigation options: Dashboard, Orders, Products, and Bulk Upload/Update. On the right side of the dashboard, there are two orange buttons: 'View Orders' and 'Single Product Upload'. A black arrow points to the 'View Orders' button. Below the buttons, there is a date range selector for 'Dec 2, 2019 - Dec 31, 2019'. The 'Orders' tab in the sidebar is highlighted with a green bar.

**Method B:** Click directly on the **Orders** tab as shown below:



## Step 2: View Order Details

To view order details, click on **View Order**. This shows the details of the order placed and customer's details such as the customer's name, address and phone number

Date	Order ID	Customer Name	Amount	Delivery Method	Destination	Order Status	
Dec 10, 2019	459283-1575959055863	zalak s yoloye	₦999.00	Customer Pickup	Bwari,Lagos	READY FOR PICK UP	<a href="#">View Order</a>
Dec 10, 2019	404507-1575959025292	tony tony	₦999.00	Customer Pickup	1004,Lagos	ORDER PLACED	<a href="#">View Order</a>

## Order Details Page

This page shows the details of an order. It gives you every information you need to know about the order that has been placed by a customer. Every necessary information needed to process an order is provided on this page.

The information provided on this page are:

- Customer Name
- Shipping Address
- Special Instruction given by the customer
- Order ID
- Reference ID
- Delivery method – Customer Pick Up or Merchant/Habari Partner Delivery
- Product(s) ordered and the quantities
- Amount paid for the item(s) and shipping fee

Useful Tip: The order ID is the numeric code automatically generated for an order placed successfully on the platform. Typically, for every order placed, an email notification with the order ID along with other details of the orders is sent to the customer and seller.

**Order Detail**

Ready to Ship - Habari Delivery Print Order Placed

CUSTOMER DETAILS	SHIPPING ADDRESS	DELIVERY METHOD	SPECIAL INSTRUCTION
tony tony	Dinesh Patel 101 kalasagar mall, satadhar cross road Ahmedabad 1004, Lagos, NA Nigeria T: +91987615541	Habari Partner Delivery	Gift Wrap: No

Order ID - 977826-1574090695722  
Reference ID - 000001319  
Nov 18, 2019, 03:24pm

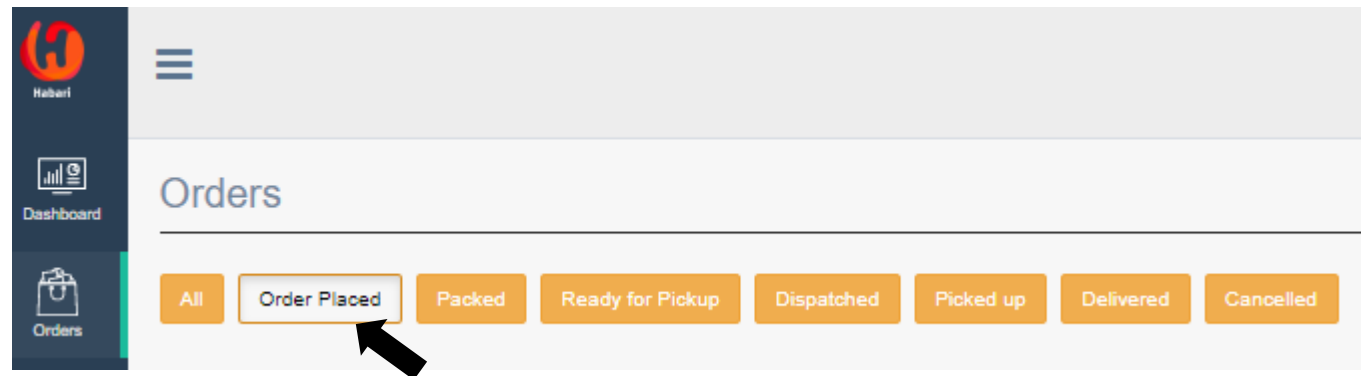
Product Name	SKU	Price	Qty	Total Price	Merchant Total	Subtotal
testingggggg	Hl7yy	₦1.00	1	₦1.00	₦0.99	₦1.00
Subtotal						₦1.00
Shipping & Handling						₦913.50
Discount						-₦0.00
Total Tax						₦0.00
Total Ordered Amount						₦914.50

The **order ID** and **reference ID** are both unique to every order. The order ID is the number generated automatically to a customer after an order is placed. This is useful in tracking orders for customers.

The reference ID is a serially generated number which is unique to every order placed on Habari. Only the merchant and Habari Admin receive the Reference ID after each order is placed, customers do not get Reference ID.

Useful Tip: Here's another way to find new orders on your storefront!

Click on **Order Placed** as shown below. This helps you to view all orders awaiting your attention that have been placed on your store i.e. incoming orders that are yet to be treated or updated.



You can also view the statuses of orders in groups. This means, if you want to see all the orders on your storefront with a certain status, simply click on the status filter tabs in orange such as **Packed, Ready for Pick Up, Dispatched, Picked Up, Delivered** and **Cancelled**.

Specific orders can be searched for using any of the parameters listed: customer name, email address, order ID or destination. See sample of a search using email address below:



Orders

oyinadewuyi@gmail.com

Filter By Date: From  To   Sort By: Newest to Oldest

Date	Order ID	Customer Name	Amount	Delivery Method	Destination	Order Status	
Jan 20, 2020	507557-1579540860358	Toyin Adewuyi	₦11.60	Merchant Delivery	Saki,Oyo	ORDER PLACED	<input type="button" value="View Order"/>
Jan 02, 2020	593106-1577975398097	Toyin Adewuyi	₦1,700.00	Merchant Delivery	1004,Lagos	DELIVERED	<input type="button" value="View Order"/>
Jan 02, 2020	905877-1577975183588	Toyin Adewuyi	₦1,613.50	Habari Partner Delivery	1004,Lagos	CANCELED	<input type="button" value="View Order"/>

Orders can also be filtered by date. This can be done by specifying the period which you will like to filter. After inserting the relevant dates in the format DD-MM-YY, click on **Filter** as shown below:

Habari

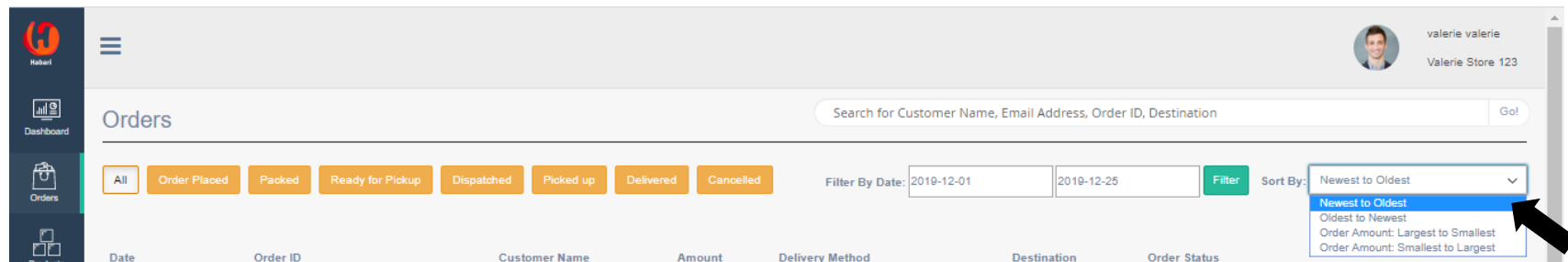
valerie valerie  
Valerie Store 123

Orders

Search for Customer Name, Email Address, Order ID, Destination

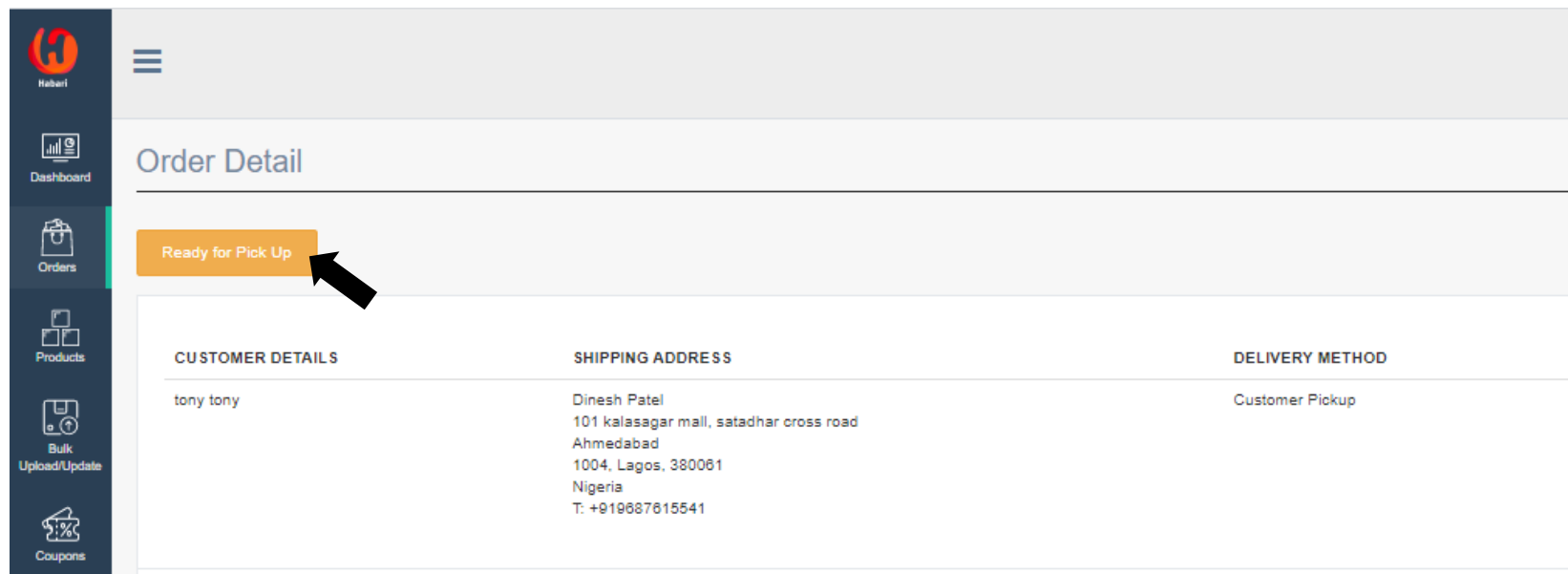
Filter By Date: 2019-12-01  2019-12-25   Sort By: Newest to Oldest

Orders can also be sorted by the order date or amount. You can do this by clicking on the “Sort By” tab and choosing the criteria for the sort you want.

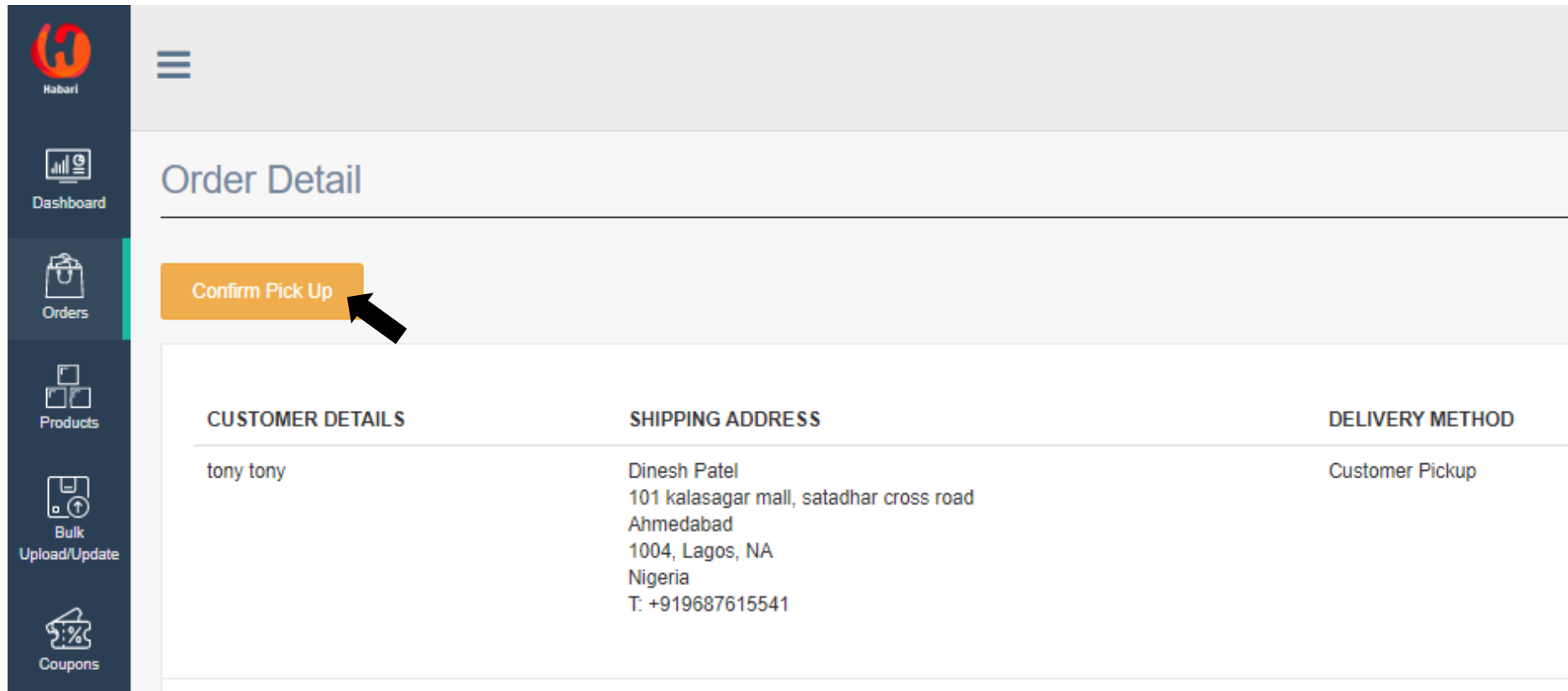


## Step 2: Edit Order Status (Customer Pickup)

If the mode of delivery selected by the customer is "Customer Pickup", ensure the order is packed properly and securely, then click **Ready for Pickup** as shown below:



Once the order has been picked up by the customer, change the order status by clicking **“Confirm Pick Up”**.



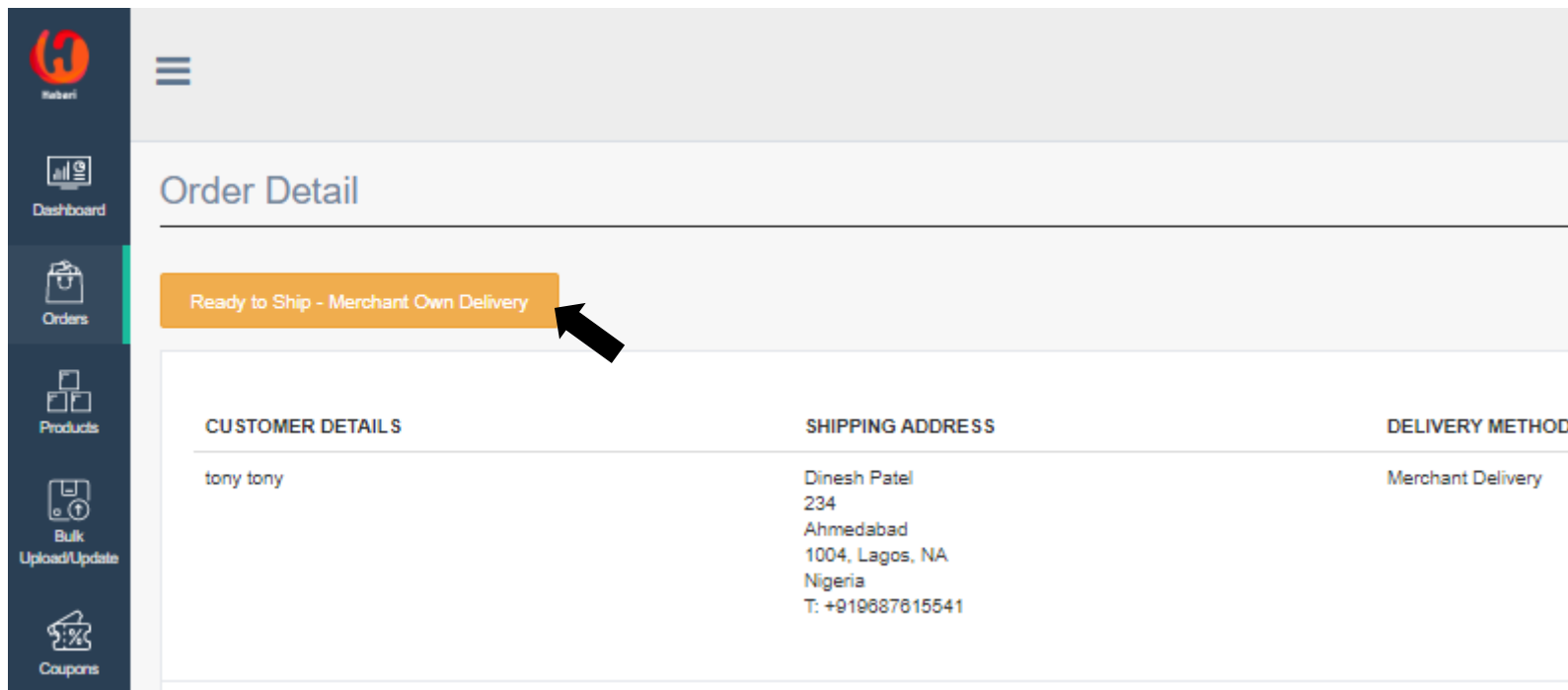
The screenshot shows the Habari dashboard with a sidebar on the left containing navigation icons for Dashboard, Orders, Products, Bulk Upload/Update, and Coupons. The main content area is titled 'Order Detail' and features a prominent orange 'Confirm Pick Up' button with a black arrow pointing to it. Below the button, the order details are presented in a table format.

CUSTOMER DETAILS	SHIPPING ADDRESS	DELIVERY METHOD
tony tony	Dinesh Patel 101 kalasagar mall, satadhar cross road Ahmedabad 1004, Lagos, NA Nigeria T: +919687615541	Customer Pickup

**Important Note:** The customer receives an email update on the new status of their order when you update. It is very important merchants update the status of orders at each stage of the fulfillment process.

## Step 2: Edit Order Status (Merchant Delivery)

If the mode of delivery selected by the customer is “Merchant Delivery”, ensure the order is packed neatly and afterwards, click **Ready to Ship**.



CUSTOMER DETAILS	SHIPPING ADDRESS	DELIVERY METHOD
tony tony	Dinesh Patel 234 Ahmedabad 1004, Lagos, NA Nigeria T: +919887615541	Merchant Delivery

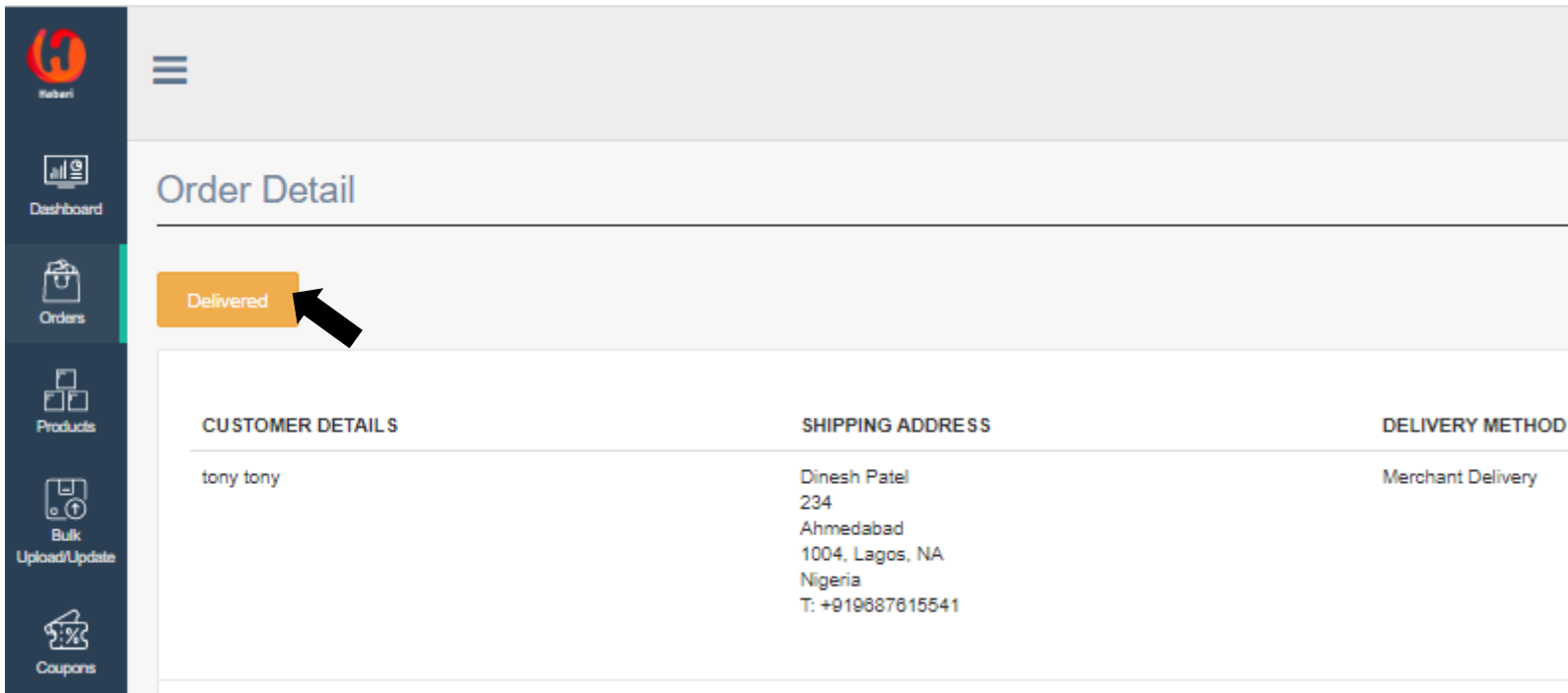
Click on **“Ship”** and proceed to dispatch the order to the customer. The order status then changes to **Dispatched**.

The screenshot displays a dashboard interface for managing orders. On the left, a dark sidebar contains navigation icons: a logo, a dashboard icon, an orders icon (highlighted), a products icon, a bulk upload/update icon, and a coupons icon. The main content area is titled 'Order Detail' and features a table with the following data:

CUSTOMER DETAILS	SHIPPING ADDRESS	DELIVERY METHOD
tony tony	Dinesh Patel 234 Ahmedabad 1004, Lagos, NA Nigeria T: +919687615541	Merchant Delivery

An orange 'Ship' button is located above the table, with a black arrow pointing to it.

Once you have confirmed delivery of the order by the customer, proceed to click on **Delivered**. This is the final stage of the order cycle. This is the final stage of the order cycle.



The screenshot shows the Habari merchant dashboard. On the left is a dark blue sidebar with icons for Dashboard, Orders, Products, Bulk Upload/Update, and Coupons. The main content area is titled 'Order Detail' and features a prominent orange 'Delivered' button with a black arrow pointing to it. Below the button is a table with three columns: CUSTOMER DETAILS, SHIPPING ADDRESS, and DELIVERY METHOD.

CUSTOMER DETAILS	SHIPPING ADDRESS	DELIVERY METHOD
tony tony	Dinesh Patel 234 Ahmedabad 1004, Lagos, NA Nigeria T: +919887615541	Merchant Delivery

Tip: Updating the status of your orders promptly and correctly, is the easiest way to tell how proactive a merchant is. Habari supports proactive merchants with integrity by reviewing how long their funds are kept in escrow to as low as **5 days!**

## Step 2: Edit Order Status (Habari Partner Delivery)

If the delivery option selected by the customer is “Habari Partner Delivery”, ensure the order is packaged properly and securely and click on **“Ready to Ship”**. The order status then changes to **packed/dispatched**.

CUSTOMER DETAILS	SHIPPING ADDRESS	DELIVERY METHOD
tony tony	Dinesh Patel 101 kalasagar mall, satadhar cross road Ahmedabad 1004, Lagos, NA Nigeria T: +919887615541	Habari Partner Delivery

Habari Partner Delivery (**Sendbox**) will receive a notification on the order to be picked up and will contact you within 48 hours to arrange pickup. Once the order has been fulfilled successfully, the status of the order is updated to **“Delivered”** by Habari Partner Delivery. Please refer to the **Habari partner delivery guide** for more information on how this delivery option works.

**IMPORTANT NOTE:** The standard delivery timeline for all orders placed on Habari are as follows:

<b>Seller Categories</b>	<b>Location</b>	<b>Standard Delivery Time</b>
Groceries	Intrastate Orders Merchant + Customer within the same state	1- 2 business days
Ready to Eat/Meals	Intrastate Orders Merchant + Customer within the same state	1- 3 business <u>hours</u>
Others	Intrastate Orders Merchant + Customer within the same state	2 - 4 working days
Others	Interstate Orders Merchant + Customer NOT within the same state	5 -7 working days

All Merchants are advised to abide by this delivery timeline as stiff sanctions will apply for merchants who repeatedly default.

Escrow period for orders placed on Habari is 14 days, however this can be reviewed based on the responsiveness of the merchant and a high order fulfilment rate.

\*Note that funds in your wallet only become available after a standard **14 days** when orders have been fulfilled.



Having difficulties? Send us a mail, we would love to help!

[support@habarigt.com](mailto:support@habarigt.com)