

Order management

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Does the system support filtering and exporting orders?



Yes, it is supported. You can go to [Management Console] - [Transactions] - [Order Management] - [All Orders], select the required conditions for filtering and querying, and then export and view the results.

image.png

How to query yesterday's order revenue?



Go to [Management Console] - [Transactions] - [Order Management] - [Order Placement Time], set the [Order Placement Time] to yesterday's date, and you can view the order information. You can also set more order query conditions (order status, channel source, order status, order type, etc.)

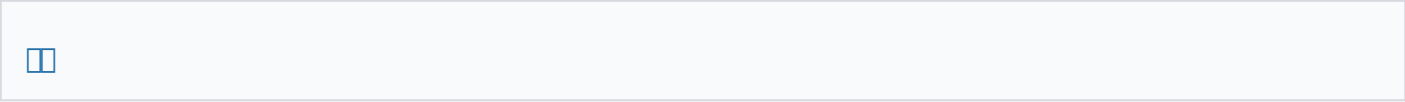
image.png

What digital payment methods [Manual adjustment required] are supported for users to purchase courses?



Currently supported:WeChat Pay [Manual adjustment required]andAlipay Pay [Manual adjustment required] Two methods

How to receive new order notifications via the APP?



1 / Scan the QR code with your mobile phone to download the APP.

 1.png

2 / Enter your Online Store and turn on the 'Order Notifications'.

After logging in, select your Online Store, go to [Me] - [Notification Settings], and turn on the 'Order Notifications'.

 2.png

 3.png

3 / Receive notifications

When there is a new order in your Online Store, you will receive an in - app notification. You can click on it to open the APP and view the details.

 4.png

Which orders are eligible for refund?



Refundable order types:

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* All physical product orders support refunds.

Will the asset management section synchronize data after an order refund?



During asset management, the refund amount will be deducted, and the WeChat payment handling fee will be refunded.

image.png

The bill summary will also be calculated accordingly:

image.png

What are the order refund statuses?



There are three statuses in total, namely: Refunding, Refund Successful, and Refund Failed.

Is there a conflict between deleting the subscription relationship and refunding?



Orders with deleted subscription relationships support refunds.

Is there a limit on the refund amount?



No restrictions.

Which parts of the data will be affected after the refund operation?



The data in the data analysis module does not include refund data; the coupon inventory and product inventory in marketing will be restored.

What is the closing time for pending payment orders?



The default closing time for orders pending payment is 120 minutes. Custom settings are supported, with a setting range of 1 - 1440 minutes (1440 minutes = 24 hours).

Note: The current closing time for orders of flash sales, courses, and limited-time discounts is 5 minutes. If the set time exceeds this, it will still be calculated as 5 minutes.

Operation path: Merchant Management Backend - Transactions - Transaction Settings - Settings for Closing Orders Pending Payment

image.png

image.png

Tutorial on Using Payment Success Message Reminders



I. Feature Introduction

After the user's payment is successful, they will receive a payment success message. By opening the template message or SMS, users can jump to the order details page via the link.

II. Purpose of Use

Users can find the corresponding order through the payment success message. For physical product orders, they can check the logistics status, and for knowledge product orders, they can quickly access the courses.

III. Operation Path

Merchant side: Merchant's PC management console → Settings → Push Settings (Message Push) → Enable Payment Success Message Reminder

Student side: WeChat template message/SMS → Order details page → Check logistics/Check courses/Check benefits

image.png

IV. Usage Tutorial

Step 1: Message Center

1. In the Message Center - Transaction and Logistics Reminders - Payment Success Reminder, you can choose two types of payment success message pushes: [Template Message] and [SMS].

image.png

(Management background)

Step 2: Template Message

1. To enable template messages, you need to authorize the service account in advance. The payment success reminder does not support the individual mode and only supports the enterprise mode. Merchants must verify their service accounts.

image.png

(Message Center)

2. The payment success template message reminder is pushed by default after payment and does not require users to enable it.

image (2).png

(Template Message)

3. Clicking on the template message can take you to the corresponding order details page, from which you can jump to the course details.

image (3).png

(Order Details)

Step 3: SMS Reminder

1. After enabling the SMS reminder, SMS will be sent to users who have bound their mobile phone numbers to the account.

image.png

2. The SMS link can be directly opened to jump to the order details page. For physical product orders, you can check the logistics status on the order details page, and for knowledge product orders, you can jump to the course details.

image_20210923221117.png

(SMS Details) (Order Details)

Why is there no union_id in the file exported from order management?



There may be the following three reasons:

1. The Official Account is not bound to the WeChat Open Platform.

The union_id is based on the WeChat Open Platform. For users to have a union_id, the prerequisite is that the Official Account authorized by the merchant to elink is bound to a WeChat Open Platform account.

2. The Official Account is already bound to the WeChat Open Platform, but the user registered before the Official Account was authorized to elink.

This is the case for old users. Users' union_id can only be obtained through WeChat login. In this case, users only need to log in to the store again. After going through the authorization login process once, the union_id will be supplemented.

3. The Official Account was first authorized to elink and then bound to the WeChat Open Platform after some time. The user registered during this time window.

Restricted by WeChat's login rules and considering the user experience, the union_ids of these users will not be automatically supplemented.

If it is confirmed that this is the case, merchants can unbind the Service Account and Mini Program on the elink Management Console. After re - authorizing the Service Account/Mini Program, users can automatically supplement their union_id by accessing the H5/Mini Program in WeChat again.

Which logistics companies' tracking numbers can be uploaded on elink?



Currently, it has been connected to 250 courier companies such as ZTO Express, BEST Express, and SF Express. The list is as follows:

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You can view or search for courier companies and select the courier name corresponding to the logistics company you use through Order - Order Query. Click on Order Shipment and choose to contact the courier by yourself.

image.png

****Note:**When using [Batch Manual Shipment], the courier company names in the downloaded template need to correspond to the names of the above - connected courier companies. Otherwise, a prompt indicating an incorrect courier company name will appear.

Tutorial on Using Batch Shipment



I. Feature Introduction

The batch order fulfillment feature for stores supports viewing the progress and results of batch processing, as well as the reasons for failed shipments. It allows merchants to process a larger number of orders for shipment at once and at a faster speed, helping them improve the efficiency of order fulfillment operations.

II. Purpose of Use

To optimize the operation experience and improve the operational efficiency of merchants. Merchants can use batch order fulfillment to handle course promotion and physical product shipments.

III. Use Cases

Xiaomao's store receives a large number of orders every day and needs to process multiple shipments. To improve the fulfillment efficiency, Xiaomao uploads a shipping template with tracking numbers for batch order fulfillment. In just one minute, hundreds to five thousand orders can be fulfilled at once. After uploading, merchants can view the progress and results of batch processing, modify failed orders, and resubmit them for shipment.

IV. Operation Path

Merchant side: Order Management → Batch Order Fulfillment → Upload Shipping Form → Complete Shipment and View Details;

image.png

V. Usage Tutorial

1. Click on Order Management → Batch Order Fulfillment;

image.png

2. Enter the Batch Order Fulfillment List → Click on Batch Order Fulfillment → Download the Template

image.png

****Note:**

* A maximum of 5,000 records are supported (csv and xlsx formats are supported, and the file size should be controlled within 5MB).

* Please carefully fill in the logistics company and tracking number;

3. You can download the template and fill it out according to the format and requirements. Fill in the logistics company name as listed in the table. Currently, batch order fulfillment supports course promotion and physical product shipments:

image (3).png

image (4).png

****Note:** Please fill in the full name of the corresponding logistics company. Incomplete information will result in shipment failure.

For example, filling in 'Zhongtong' as 'Zhong', 'zt', 'Zhongtong Package', etc. does not meet the requirements.

4. After uploading the file, you can view the shipment records: the total number of orders shipped, the number of successful shipments, and you can also download the records to view specific failures;

image.png

5. If all or some of the shipments fail, you can click the [Modify] button to update the logistics information for this batch;

****Note:** Modifying and submitting the updated form information will overwrite the previously uploaded form.

Operation Guide for Self-pickup Delivery



I.Function Introduction

The headquarters can use this function to ship orders, record the express tracking numbers of the goods sent to the stores, and the logistics tracking of the orders. Merchants can view the logistics status on the B - end, and users can view the transportation status of the goods on the C - end. Note: Merchants need to contact the express company to place an order and collect information such as express tracking numbers on their own.

II.Purpose of Use

To show users the arrival status of goods at the store. When an order is in the 'Pending Pick - up' status, users can go to pick up the goods.

III.Use Scenarios

Xiaomin's store has many offline stores. The headquarters will send goods to different stores, but the transportation of goods takes a certain amount of time. Users don't know if the goods have arrived at the store. And if the goods have been sent to the store and the user applies for a refund, Xiaomin doesn't know if the order is in transit at this time. Therefore, for orders with self - pick - up stock preparation, users can view the logistics status. Merchants can handle refund requests for orders in transit on the B - end, and users can decide when to pick up the goods on the C - end based on the transportation status of the goods.

IV.Operation Path

Download the template and fill in the information - Ship on the B - end - Click Ship or Import in Bulkimage/png

V.Usage Tutorial

1.Single Order Shipping

1.1

Transactions - Self - pick - up Shipping - Ship
image/png

1.2

Fill in the logistics information - Confirm
image/png

1.3

The orders after shipping are displayed under [Shipped]

image/png

2.Bulk Shipping

2.1 Download the shipping template

Transactions - Self - pick - up Shipping - Bulk Shipping - Bulk Import - Download Template

image/png

image/png

image/png

2.2 Export the list of self - pick - up orders pending shipping

Transactions - All Orders - Filter [Pending Shipping] [Self - pick - up at Store] - Export - Export

image/png

image/png

2.3 Fill in the information according to the template

Copy the internal order number from the order export form - Paste it into the order number field of the shipping template - Fill in the express company and tracking number - Save

image/png

2.4 Submit the form on the B - end

Bulk Shipping - Bulk Import - Upload File - Confirm

2.5 View the operation record

Transactions - Self - pick - up Shipping - Bulk Shipping (You can view the operation results)

image/png

Click Details (View the specific reason description)

image/png

Click Download Shipping Record (View the specific operation results of the orders)

image/png

3.Handle Refunds

3.1 Transactions - After - sales Rights Protection - Filter the after - sales status - You can handle refunds according to the shipping status

VI. Precautions

1. Please upload the correct express company and tracking number, and do not ship the same order repeatedly;
2. You can modify the logistics information before order verification;
3. If there is an after-sales situation for an order, you cannot operate the shipping. Orders in the process of shipping will also fail to be shipped;
4. The self-pick-up shipping function supports sending SMS to users. Please recharge the SMS push account in time. If the account balance is insufficient, the order can still be shipped, but SMS will not be sent. The shipping function supports sending SMS to users. Please top up your SMS push account in a timely manner. If the account balance is insufficient, the order can still be shipped, but SMS will not be pushed.