

Instructions for Order Fulfillment and Shipping



I. Project Background

The system does not support combined order shipping and split order shipping, forcing merchants to handle these tasks manually offline, which incurs high costs.

II. Project Value

1. Combined order shipping: When a single user places multiple orders, these orders can be packed into one parcel for shipping, saving the merchant's logistics costs.
2. Split order shipping: When an order includes multiple items, it supports split shipping to flexibly meet the user's needs.

III. Operation Path

New Management Console 2.0: Transactions - Order Management - Print and Ship

Current Management Console: Transactions - Logistics Management - Print and Ship

Old Management Console: Transaction Capabilities - Print and Ship

IV. Usage Instructions

1. Print and Ship List

All [Ship] operations are centralized in the newly added [Print and Ship] list, which only displays physical products. It supports filtering by order number, order placement time, product name, recipient region, and recipient name.

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2. Combined Order Shipping

1) Merge Orders

a. If **the recipient's name/phone number/address** is exactly the same, you can manually select and directly merge the orders. Note that you need to select at least two orders to merge. The merged orders will be labeled with 'Combined'.

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b. **The merged order takes the earliest order placement time** (The Print and Ship list is sorted in descending order by order placement time).

c. Orders can only be merged once. **Merged orders cannot be merged again.**

2) Cancel Merge

a. Merged orders support cancellation of the merge (a confirmation pop - up window will appear). You can select multiple merged orders to cancel the merge at the same time.

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3) One - Click Merge

a. **One - Click Merge** groups the orders that can be merged in the Print and Ship list by recipient. Each group corresponds to the same recipient.

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b. For the same recipient, you can freely choose to merge the recipient's orders into one or multiple parcels. Select the orders to be merged and click [Merge Selected Orders] to complete the merge successfully.

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c. If all orders of the same recipient are merged, it will automatically jump to the next group of recipients.

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d. Note **One - Click Merge excludes merged orders** (Because orders can only be merged once).

3. Split Order Shipping

1) Split Parcels

a. **When an order contains multiple different products or multiple quantities of the same product, it supports splitting.** You need to select at least one order to open the [Split Parcels] pop - up window. Note that if an order contains only one product, splitting is not supported.

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b. Group and split according to the selected parcels.

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c. Select the products to be split out and click [Split Selected Products for Separate Shipping]. The selected products will be split into a separate parcel for shipping. After successful splitting, the products will disappear from the pop - up window, and you can continue to split. Note **Split parcels cannot be merged again.**

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d. If an order is fully split, it will automatically jump to the next group.

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e. For products with a purchase quantity greater than 1, they can be further split into single - item parcels after being split out. For example, if you split out 3 durians, they can be further split into 3 separate parcels.

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