

HOW DO I KNOW WHEN I'VE RECEIVED AN ORDER?

When you receive an order, you will be alerted in a few areas, ensuring you won't miss the order. The below information, highlights when and how you will receive an order notification.

1. **Email Alerts:**

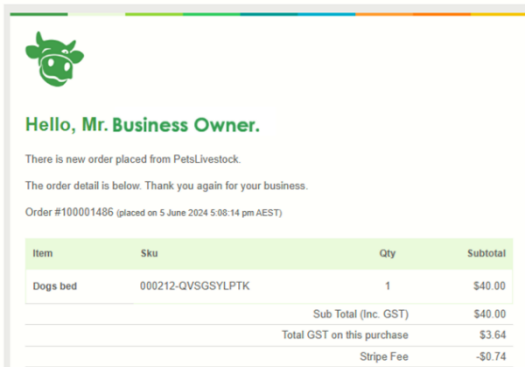
You will receive an email to your nominated email account, every time an order is placed.

- New Order email notification (Customer Support)

Customer Support New Order # 100001553 - Hello, Business Owner There is new order placed from PetsLivestock. The order detail is below. Thank you again for your business. Order #100001553 (placed on 5 Jun 2024 5:08:14 pm AEST)

New Order # 100001486 Inbox x

Customer Support
to me



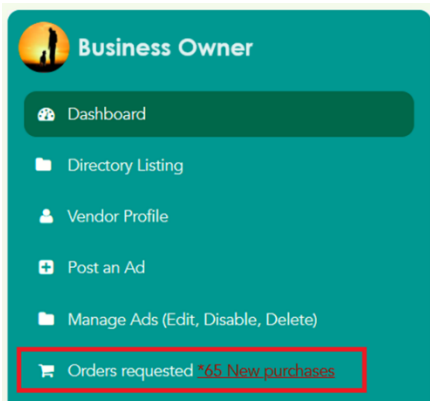
The screenshot shows an email notification from Customer Support. It includes a green pet logo, a greeting 'Hello, Mr. Business Owner.', and a message about a new order. Below the text is a table with order details.

Item	Sku	Qty	Subtotal
Dogs bed	000212-QVSGSYLPTK	1	\$40.00
Sub Total (Inc. GST)			\$40.00
Total GST on this purchase			\$3.64
Stripe Fee			-\$0.74

2. **Dashboard Notifications:**

Under Seller Dashboard you will see three areas where you will be alerted that you've received an order:

- Orders requested tab (Left hand navigation panel)
- Latest Orders (Third section down on your main dashboard page)



The screenshot shows the Business Owner dashboard with a teal sidebar. The sidebar contains several menu items, with 'Orders requested' highlighted in a red box and followed by a badge indicating 65 new purchases.

Business Owner

- Dashboard
- Directory Listing
- Vendor Profile
- Post an Ad
- Manage Ads (Edit, Disable, Delete)
- Orders requested 65 New purchases**

Latest Orders

Order ID#	Purchased On	Billing Name	Net Earned	Order Status
100001486	5 Jun 2024 5:08:14 pm	Vishal test	\$40.00	Processing
100001458	3 May 2024 8:24:08 pm	Steven Spell	\$100.00	Processing
100001455	24 Apr 2024 6:42:32 pm	Vishal J Panchal	\$100.00	Closed
100001453	12 Oct 2023 9:36:13 pm	leena Carlos	\$310.91	Processing
100001439	11 Oct 2023 1:59:15 am	leena Carlos	\$90.91	Processing

How do I process the order?

- Click on the '**Orders requested**' link, on your left hand navigation panel and find the order that you wish to process.
 - Order Payment Status: This means that the buyer of your product, has successfully transferred funds to the PetsLivetsock Stripe account
 - Vendor Payment Status: This means that the funds have now been transferred to your Stripe account

Business Owner

- Dashboard
- Directory Listing
- Vendor Profile
- Post an Ad
- Manage Ads (Edit, Disable, Delete)
- Orders requested**

ORDERS LIST

Export Apply Filter Reset Filter

Items 1 to 10 of 73

Order Id #	Purchased On	Bill To Name	G.T.	Commission Fee	Net Earned	Order Payment Status	Shipped	Vendor Payment Status
100001486	5 Jun 2024 5:08:14 pm	Joe Bloggs	\$40.00	\$0.00	\$39.26	Paid	N	Pending

- Click on the '**Order Id**' and this will bring up the order details.

Order Id #	Purchased On	Bill To Name	G.T.	Commission Fee	Net Earned	Order Payment Status	Shipped	Vendor Payment Status
100001486	5 Jun 2024 5:08:14 pm	Vishal test	\$40.00	\$0.00	\$39.26	Paid	N	Pending

- Click the '**Ship and/or Complete Order**' button. This will pull up the shipping panel, for you to complete the relevant details.

ORDER #100001502 - PROCESSING

Credit Memo **Ship and/or Complete Order** Print Order

Order Information	
Order Date	28 June 2024
Order Status	Processing
Customer Name	Mr. MARTY TAYLOR
Order Email	marty.s.taylor@gmail.com

- Items to Ship: If applicable, please enter;
 - The '**Tracking label**' or '**Picked Up**' details
 - The '**Tracking number**' or '**Date of Pick up**'
 - Hit the '**Submit**' button.

Ship Item or Item Picked up: Enter Details

Ship Item: If item shipped, please enter Tracking Label (eg. Aust. Post) & Tracking Number (eg. 123456789).

Picked up: If item picked up, please enter Picked up (eg. Collected) & add Date of Pick Up (eg. 03/07/2024).

Product Name	Qty	Tracking Labels or Picked up	Tracking Number or Date of Pick up
Cat Bowl SKU: 000212-RJS2PJFE3	1	AUST POST	145796231

Cancel Submit

7. Complete Order.

Once the shipping details have been updated and the package sent, the following will happen:

- Your order will be set to complete.
- The customer will receive an email notification with shipping details.
- PLEASE NOTE: You must complete the order to get paid.

The requested shipment has been created.

ORDER #100001486 - COMPLETE

Credit Memo Print Order

Order Information	
Order Date	5 June 2024
Order Status	Complete
Customer Name	Joe Bloggs

8. Your customer will receive an email with updated shipping information (Example below)

Customer Email Notifications

Your Shipment No: 100000026
Order No: 100001176

Item	SKU	Qty
Dog Acc	000482-QQS9ZK2RQ4	1

Bill To:
Mr Joe Bloggs
Surry Hills, New South Wales, 2010
Australia
T: 5544667787

Ship To:
Mr Joe Bloggs
Surry Hills, New South Wales, 2010
Australia
T: 5544667787

Shipped By	Tracking Number
AUSPOST	54265236524152563

If you have any questions, please feel free to contact the PetsLivestock team at:
admin@petslivestock.com.au

Kind regards
w: www.petslivestock.com.au

Your (Vendor) Order ID Updated

SHIPPING ADDRESS	SHIPPING METHOD
Mr Joe Bloggs Surry Hills, New South Wales, 2010 Australia T: 5544667787	Dog Acc - Freeshipping = \$0.00 Shipment Tracking Details AUSPOST #54265236524152563

BILLING ADDRESS	PAYMENT METHOD
Mr Joe Bloggs Surry Hills, New South Wales, 2010 Australia T: 5544667787	Stripe Payment Gateway

Product	Original Price	Price	Qty	Sub Total	Tax Amount	Discount Amount	Row Total
Dog Acc SKU: 000482-QQS9ZK2RQ4	\$2.00	\$2.00	Ordered: 1 Invoiced: 1 Shipped: 1	\$2.00	\$0.18	\$0.00	\$2.00

How and when do I get paid?

- You must first '**complete**' the order to receive your payment.
- Completing the order requires you to enter shipping details if applicable.
- Your payment is managed through the Stripe payment gateway
- Stripe will schedule your payment, 7 days after the order is 'complete' and any package shipped
- **Order Payment Status:** This means that the buyer of your product, has successfully transferred funds to the PetsLivetsock Stripe account
- **Vendor Payment Status:** This means that the funds have now been transferred to your Stripe account