

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:**

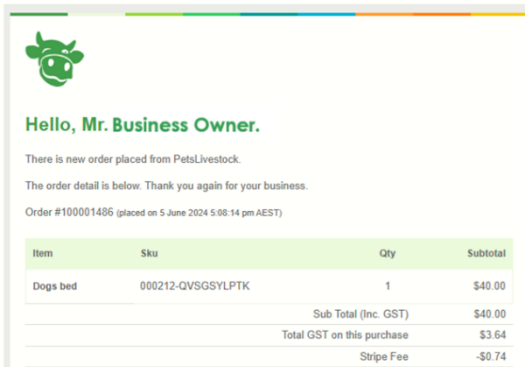
You will receive an email to your nominated email account, every time an order is placed.

- 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

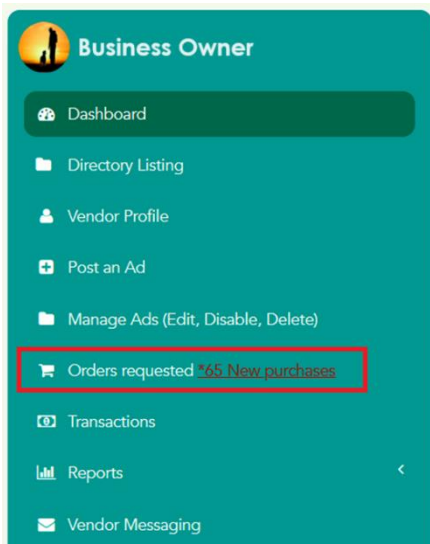
Customer Support
to me



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)



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
Transactions

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
100001458	3 May 2024 8:24:08 pm	Steven Spell	\$100.00	\$0.00	\$98.18	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-RJS2PJFVE3	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 MemoPrint 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 (Vendor) Order ID Updated

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

SHIPPING ADDRESS Mr Joe Bloggs Surry Hills, New South Wales, 2010 Australia T: 5544667787	SHIPPING METHOD Dog Acc - Freeshipping = \$0.00 Shipment Tracking Details AUSPOST #54265236524152563
BILLING ADDRESS Mr Joe Bloggs Surry Hills, New South Wales, 2010 Australia T: 5544667787	PAYMENT METHOD 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 PetsLivestock Stripe account
- **Vendor Payment Status:** This means that the funds have now been transferred to your Stripe account