



# Integration Lite Order Processing

A guide to the Advocacy Platform's all-in-one fulfillment manager.

# Order processing

## The importance of timely & accurate fulfillment

- **Build trust:** Fast, reliable fulfillment strengthens brand credibility and drives long term-loyalty.
- **Drive performance:** A smooth order experience increases brand engagement and advocacy.
- **Financial costs:** You are responsible for timely, accurate shipments and any costs resulting from reshipments and delays.
- **Store shut downs:** Ongoing delays or fulfillment issues will lead to program review and and risks your store being shut down.



- Order Processing 101
- Related Orders & Shipping Across Deals
- Reauthorizing payment
- Cancelling Orders
- Returns
- Issues & Support
- Order Summary Email

# Orders dashboard

An all-in-one view of your orders and ecommerce health.

Red Leaf Outfitters  
Order Processing

Dashboard Orders Exports & Imports

Analytics Orders Communities Campaigns

### Orders to Review

Manage exports and imports >

Status	Orders	Subtotal
<a href="#">Needs Attention &gt;</a>	3	\$1,200.00
<a href="#">New &gt;</a>	5	\$2,500.00
<a href="#">In Progress &gt;</a>	2	\$500.00 CAD 1,200.00

### Inventory

Manage inventory >

Catalog	Fulfillment Outlet	% in Stock	Most Recent Upload
<a href="#">Flash Deal - Jun 2025</a>	US	49%	Jul 1 at 3:00 pm
7.25.PFAS.Few.Non.PFAS	US	85%	May 15 at 8:15 am
7.25.PFAS.Few.Non.PFAS	Canada	70%	May 15 at 8:15 am

### Program Health

Past 30 days ▾ Updated: Aug 1 at 5:00 am

<b>Avg Processing Time</b> 1 day Recommend < 3 days	<b>Cancellation Rate</b> 1.3% Recommend < 3 %	<b>Exception Rate</b> 2.2% Recommend < 2%
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Dashboard Orders Exports & Imports

### Orders to Review

See all orders >

Status	Orders	Subtotal
<a href="#">Needs Attention &gt;</a>	0	\$0.00
<a href="#">New &gt;</a>	2	\$310.20
<a href="#">In Progress &gt;</a>	0	\$0.00

See outstanding orders by status, inventory by fulfillment outlet and program health with order metrics.

# Orders dashboard

## Needs Attention

- Late shipments
- Expired/expiring card auths
- Card declines
- Expiring orders
- Pending returns
- Escalated orders

## New

- Orders ready to be processed

## In Progress

- Orders ready to be shipped

Dashboard Orders Exports & Imports

Orders to Review [Manage exports and imports >](#)

Status	Orders	Subtotal
<b>Needs Attention &gt;</b>	0	\$0.00
New >	2	\$310.20
In Progress >	0	\$0.00

# Program health

Process orders daily to maintain optimal program health.

- On the **Orders Dashboard** you'll see an overview of your average 30-day fulfillment performance.
- **Exception rate** includes orders that have a problem, such as escalated, flagged or declined (most often a result of expired card authorizations).

Program Health Past 30 days ▾

Avg Processing Time

**1 day**

Recommend < 3 days

Cancellation Rate

**1.3%**

Recommend < 3 %

Exception Rate

**0%**

Recommended < 2%

# Orders list

- See all orders in one place, sorted in order of priority
- Search, sort and filter orders by status, keywords, SKU and fulfillment hub

Dashboard **Orders** Exports & Imports

Refine By [Clear All](#)

**Order Status** ⓘ ^

- New 2
- In Progress 0
- Return Pending 0
- Late Shipment 0
- Order Expiring 0
- Escalated 0
- Fulfilled 17
- Returned 0
- Canceled 2
- Order Expired 0

**Payment Status** ⓘ ^

- Pending 2
- Authorized 0
- Auth Expiring 0

< Filters

<input type="checkbox"/>	Order ID	Order Date ▾	Order Status	Expert	Total	Payment Status
<input type="checkbox"/>	8877062	Today at 2:21 pm	New		\$260.06	Pending
<input type="checkbox"/>	8876961	Today at 1:30 pm	New		\$120.21	Pending
<input type="checkbox"/>	8876532	Today at 10:08 am	Fulfilled		\$152.70	Paid
<input type="checkbox"/>	8875967	Yesterday at 10:01 pm	Fulfilled		\$188.12	Paid
<input type="checkbox"/>	8875428	Yesterday at 4:59 pm	Fulfilled		\$270.44	Paid
<input type="checkbox"/>	8875350	Yesterday at 4:10 pm	Fulfilled		\$146.76	Paid
<input type="checkbox"/>	8874687	Yesterday at 10:04 am	Fulfilled		\$172.45	Paid
<input type="checkbox"/>	8874294	Wednesday at 11:29 pm	Fulfilled		\$110.28	Paid

# Exports & Imports

- The Exports & Imports tab shows orders, exports, and imports in one centralized view
- Status indicators highlight what's complete and what needs attention
- Take action fast with Orders to Release and clear next steps built into the workflow

Dashboard Orders **Exports & Imports**

### Orders to Release

Fulfillment Outlet	# of Orders	Total	Oldest Order	Newest Order	
US	10	\$2,000.00	Jul 31 at 5:00 am	Aug 1 at 14:00 pm	<a href="#">Release</a>
CA	2	CAD300.00	Jul 31 at 1:00 am	Aug 1 at 12:00 pm	<a href="#">Release</a>

**Note:** Releasing orders prepares them for export and triggers payment authorization. Please fulfill released orders promptly.

### Recent Exports

Download as:  Excel  CSV [See all exports >](#)

Export Date ^	Fulfillment Outlet	# of Orders	Total	Oldest Order	Newest Order	Status	
Aug 1 at 11:00 am	US	5	\$1,000.00	Jul 30 at 6:00 pm	Aug 1 at 8:00 am	All Orders Fulfilled	<a href="#">Export</a>
Jul 29 at 6:00 pm	US	40	\$1,200.00	Jul 28 at 7:00 pm	Jul 29 at 3:15 pm	5 Unfulfilled Orders	<a href="#">Export</a>
Jul 27 at 5:00 pm	US	35	\$1,650.00	Jul 25 at 1:00 pm	Jul 27 at 4:15 pm	1 Unfulfilled Order	<a href="#">Export</a>

### Recent Imports

[Import File](#) [See all imports >](#)

Import Date ^	Fulfillment Outlet	# of Orders	Total	Oldest Order	Newest Order	Status	
Jul 29 at 6:00 pm	US	40	\$1,200.00	Jun 11 at 7:00 pm	Jun 26 at 6:15 pm	Processed	
Jul 29 at 6:00 pm	US	40	\$1,200.00	Jun 11 at 7:00 pm	Jun 26 at 6:15 pm	Processed	
Jul 27 at 5:00 pm	US	35	\$1,650.00	Jun 10 at 1:00 pm	Jun 25 at 5:15 pm	Failed to Process	

# Releasing orders

- In the Exports & Imports tab, click **Release Orders**
- This authorizes payments for the order batch and moves the orders to **Recent Exports**
- If a card declines, the order is paused and the expert has 2 days to update payment before cancellation. Orders will stay in holding until updated. If no payment is added, orders will be cancelled.

① Once released, orders must be shipped within 7 days (168 hours).

Dashboard Orders Exports & Imports

### Orders to Release

Fulfillment Outlet	# of Orders	Total	Oldest Order	Newest Order	
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CA	2	CAD300.00	Jul 31 at 1:00 am	Aug 1 at 12:00 pm	<a href="#">Release</a>

Note: Releasing orders prepares them for export and triggers payment authorization. Please fulfill released orders promptly.

### Recent Exports

Download as:  Excel  CSV [See all exports >](#)

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Aug 1 at 11:00 am	US	5	\$1,000.00	Jul 30 at 6:00 pm	Aug 1 at 8:00 am	All Orders Fulfilled	<a href="#">Export</a>
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### Recent Imports

[Import File](#) [See all imports >](#)

Import Date ^	Fulfillment Outlet	# of Orders	Total	Oldest Order	Newest Order	Status	
Jul 29 at 6:00 pm	US	40	\$1,200.00	Jun 11 at 7:00 pm	Jun 26 at 6:15 pm	Processed	
Jul 29 at 6:00 pm	US	40	\$1,200.00	Jun 11 at 7:00 pm	Jun 26 at 6:15 pm	Processed	
Jul 27 at 5:00 pm	US	35	\$1,650.00	Jun 10 at 1:00 pm	Jun 25 at 5:15 pm	Failed to Process	

# Exporting

- When the status updates to **Unfulfilled Orders**, choose your file type and select **Export** to download.
- Once prepared for shipment by your warehouse, complete the process by importing the shipping information.
- Use **See all exports/imports** to view and filter order batches by status.

Recent Exports Download as:  Excel  CSV [See all exports >](#)

Export Date ^	Fulfillment Outlet	# of Orders	Total	Oldest Order	Newest Order	Status	
Aug 2 at 8:00 am	US	10	\$2,000.00	Jul 31 at 5:00 am	Aug 1 at 14:00 pm	Preparing Export...	Export
Aug 1 at 11:00 am	US	5	\$1,000.00	Jul 30 at 6:00 pm	Aug 1 at 8:00 am	All Orders Fulfilled	Export
Jul 29 at 6:00 pm	US	40	\$1,200.00	Jul 28 at 7:00 pm	Jul 29 at 3:15 pm	5 Unfulfilled Orders	Export

Recent Imports [Import File](#) [See all imports >](#)

Import Date ^	Fulfillment Outlet	# of Orders	Total	Oldest Order	Newest Order	Status	
Jul 29 at 6:00 pm	US	40	\$1,200.00	Jun 11 at 7:00 pm	Jun 26 at 6:15 pm	Processed	
Jul 29 at 6:00 pm	US	40	\$1,200.00	Jun 11 at 7:00 pm	Jun 26 at 6:15 pm	Processed	
Jul 27 at 5:00 pm	US	35	\$1,650.00	Jun 10 at 1:00 pm	Jun 25 at 5:15 pm	Failed to Process	

# Importing

- Click **Import File** (Excel or CSV) and follow the import wizard instructions to upload your order information.
- Once you've selected and imported your file, map the information as instructed to complete the import.
- Any products or reduced quantities from orders not included in the file will be cancelled from the order.

## Review and import

Confirm the following details to help us import your file

Order ID \*

Column A: Order Id

SKU \*

Column M:

Quantity \*

Column O: QTY

Tracking # \*

-- No color

Date Shipped (optional)

-- No column selected --

Vendor Invoice # (optional)

-- No column selected --

Reference Order # (optional)

-- No column selected --

Cancellation Note (optional)

-- No column selected --

**Note:** Omitted SKUs and/or reduced quantities will automatically be cancelled from this order.

[← Back](#)

[Import File](#)

## Select a spreadsheet to import

Required columns

- Order ID
- SKU
- Quantity
- Tracking #

Optional columns

- Date Shipped
- Vendor Invoice #
- Reference Order #
- Cancellation Note

**Tip:** Exported spreadsheets from most order management systems work.

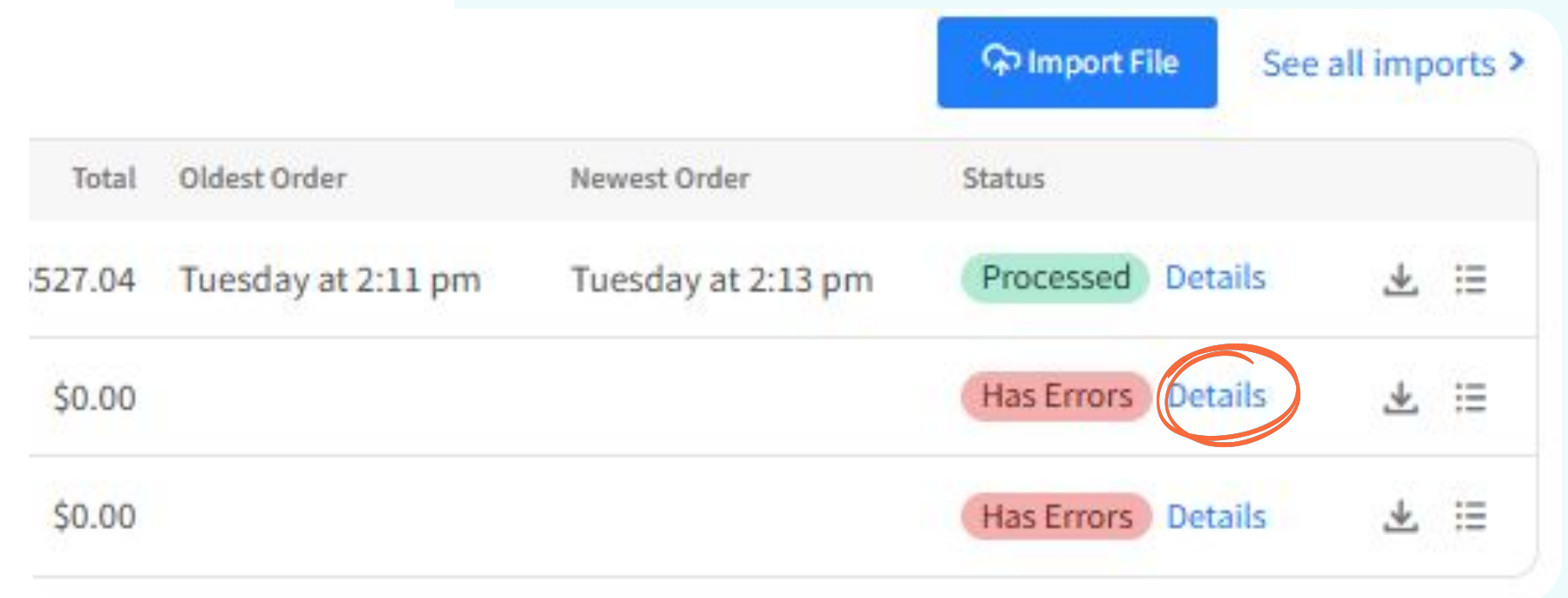
Select file







No file selected

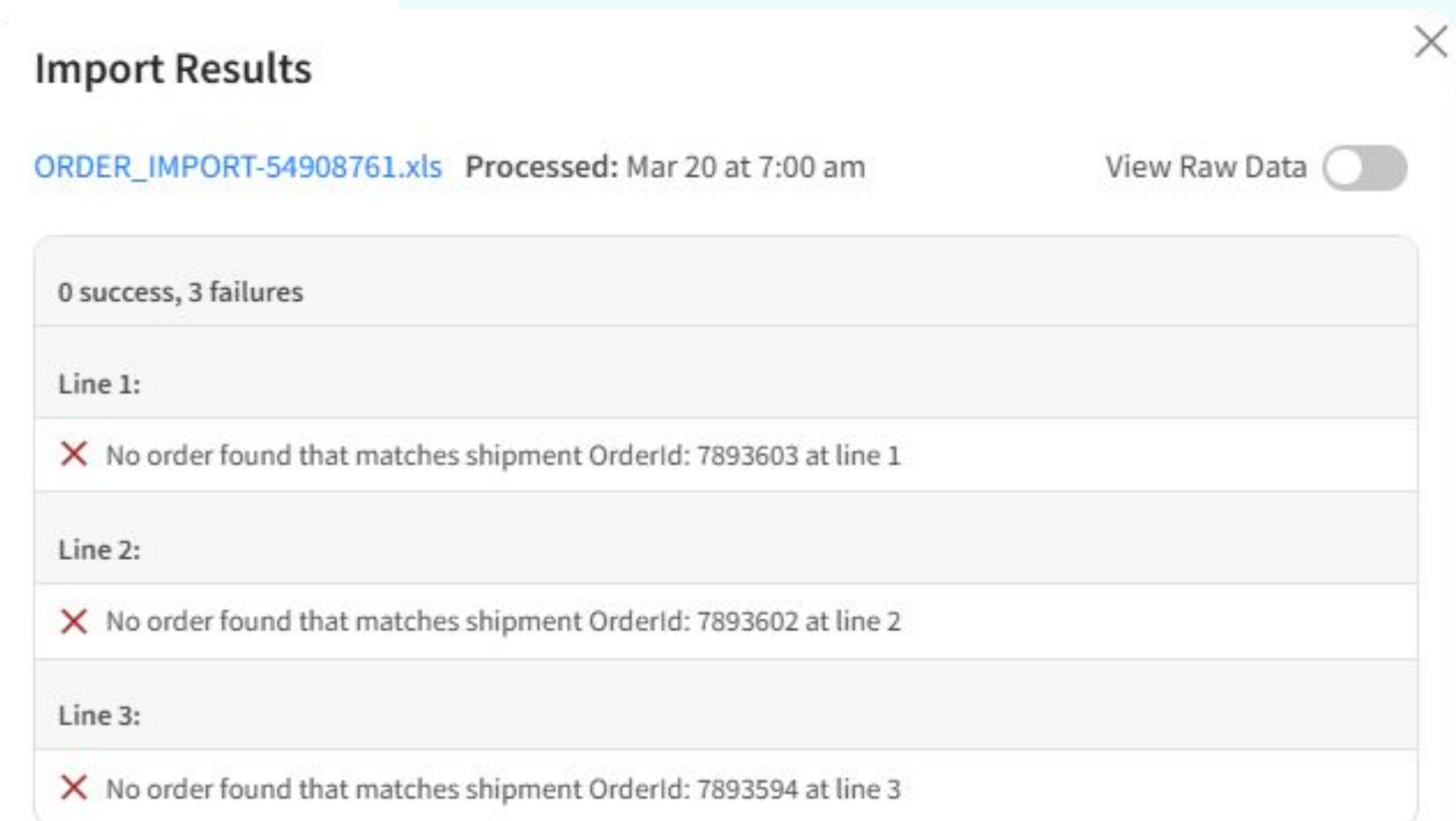
Supports Excel or CSV spreadsheets

# Import errors

- Once uploaded, the batch will move to **Recent imports**, and the status will update to **Processed** or **Has Errors**
- If an import has errors, you can find and troubleshoot to the line of the imported file by clicking **Details**



Total	Oldest Order	Newest Order	Status	
527.04	Tuesday at 2:11 pm	Tuesday at 2:13 pm	Processed	<a href="#">Details</a>  
\$0.00			Has Errors	<a href="#">Details</a>  
\$0.00			Has Errors	<a href="#">Details</a>  



**Import Results** ✕

[ORDER\\_IMPORT-54908761.xls](#) Processed: Mar 20 at 7:00 am View Raw Data

0 success, 3 failures

Line 1:  
✗ No order found that matches shipment OrderId: 7893603 at line 1

Line 2:  
✗ No order found that matches shipment OrderId: 7893602 at line 2

Line 3:  
✗ No order found that matches shipment OrderId: 7893594 at line 3



# **Manual Order Processing and Actions**





# Manual processing

- In case of import errors, you can select an order from the Orders List Page to visit. This lets you view order details, adjust quantities, edit shipping or leave comments internally or for experts.
- Click **Start Processing Order** to initialize credit card authorization and commence the **7 day shipping window**.

ⓘ Orders not shipped within the 7 days will require credit card reauthorization.

[< Back](#) **Start processing**  
Order 189520 • Jul 11 at 8:00 am

### Items to process

	<b>Men's Echo Hoodie</b> Color: Black, Size: M SKU: PEM-1019300 Product Code: 34985703 UPC: 584902605798	\$50.00	<input type="text" value="3"/> / 3	\$150.00
	<b>Men's Zendo Multi Shorts</b> Color: Black, Size: S SKU: PEM-1019300 Product Code: 34985703 UPC: 584902605798	\$50.00	<input type="text" value="3"/> / 3	\$150.00
	<b>Swift Cap</b> Color: Spice Reflective, Size: One Size SKU: PEM-1019300 Product Code: 34985703 UPC: 584902605798	\$20.00	<input type="text" value="1"/> / 1	\$20.00
	<b>Seattle Rain Hat</b> Color: Willow, Size: M SKU: PEM-1019300 Product Code: 34985703 UPC: 584902605798	\$20.00	<input type="text" value="1"/> / 1	\$20.00

Cancel items whose quantities are not fully included above

### Shipping

Expert selected: Standard shipping - lower 48 states (\$10.00)

Override shipping cost

### Comment

Share with expert

### Summary

Item subtotal (7)	\$340.00
Shipping	\$10.00
Transaction fee	\$6.00
Coupon	-\$1.00
Sales tax	\$20.00
<b>Total</b>	<b>\$375.00</b>

[Start Processing Order](#)

Payment authorization will be requested upon submission. Expert will not be charged until order has been fulfilled.

# Fulfilling orders

- Once processing has started, the order status will update to **In Progress**.
- Select an **In Progress** order to view order details and retrieve shipping address.
- After you have shipped the order, click **Fulfill order** to add tracking info and capture payment.

**In Progress** [Fulfill order](#) [Cancel](#)

**Duffle**  
Size: 40 L, Color: Black  
SKU: K1471, Product Code: K1401,  
UPC: 4013051034531

\$220.00 \$143.00 x 1 \$143.00

**Payment** **Authorized** [Request support](#)

Subtotal	1 item	\$220.00
Discount	Experts-Only Pricing - Pro	-\$77.00
Shipping	UPS - Ground	\$14.00
Transaction fee		\$2.50
Sales tax	Sales Tax - WI - 5.0%	\$7.85
<b>Total</b>		<b>\$167.35</b>
Paid		\$0.00

**Expert**  
Demo User  
ExpertVoice Employees  
1 order

**Shipping Address**  
130 Main St  
Apt  
Menasha, WI 54952  
US

**Phone**  
(123) 456-7890




**Additional details**  
Fulfillment Outlet US  
Currency USD

# Fulfilling orders

- Review order details, adjust quantities and shipping and share order updates with experts.
  - Input **shipping and tracking** information (required).
  - Click **Fulfill order** button to capture payment.
- ★ Include **Reference Order + Vendor Invoice #s** from your system for clarity in financial reporting.

[< Back](#) Fulfill order  
Order 189520 • Jul 11 at 8:00 am

### Items to fulfill

	Men's Echo Hoodie Color: Black, Size: M SKU: PEM-1019300 Product Code: 34985703 UPC: 584902605798	\$50.00	<input type="text" value="3"/> / 3	\$150.00
	Men's Zendo Multi Shorts Color: Black, Size: S SKU: PEM-1019300 Product Code: 34985703 UPC: 584902605798	\$50.00	<input type="text" value="2"/> / 2	\$100.00
	Seattle Rain Hat Color: Willow, Size: M SKU: PEM-1019300 Product Code: 34985703 UPC: 584902605798	\$20.00	<input type="text" value="1"/> / 1	\$20.00

Cancel items whose quantities are not fully included above

### Summary

Item subtotal (6)	\$270.00
Shipping	\$10.00
Transaction fee	\$6.00
Coupon	-\$1.00
Sales tax	\$20.00
<b>Total</b>	<b>\$305.00</b>

[Fulfill order](#)

Order will be invoiced upon submission.

Shipment Date \*

Shipping Carrier \*

Shipping Carrier Service

Tracking # \*

Reference Order #

Vendor Invoice #

# Related orders & shipping across deals

Multiple orders from the same expert should be consolidated and shipped together.

- Related orders will be flagged in the Order Detail Pages during the processing and fulfillment stages.
- Enable experts to order products from your brand's different deals or stores, such as "Flash Deals" and "Outlet" with a single shipping fee and shipment.

Red Leaf Outfitters  
Order #189520 Order status: **New** Payment status: **Pending**  
Created: Aug 1 at 10:00 am

**Related order(s) found**  
Package items from these related orders together to reduce shipping costs: #394802, #9854839, #3948394

**Expert**  
Ashley Patel  
REI Employees  
5 orders

**Shipping Address**  
123 1st St  
Anytown, MN 55555  
United States

**Phone**  
(123) 456-7890


**Additional Details**  
Fulfillment Outlet US  
Currency USD

Item	Color	Size	Unit Price	Quantity	Total Price
Men's Echo Hoodie	Black	M	\$100.00	3	\$150.00
Men's Zendo Multi Shorts	Black	S	\$100.00	3	\$150.00
Swift Cap	Spice Reflective	One Size	\$40.00	1	\$20.00
Seattle Rain Hat	Willow	M	\$40.00	1	\$20.00

# Reauthorizing payment

- Credit authorization expires if an order is not fulfilled **within 7 days (168 hours)** of processing.
- **Expired Auths** will be flagged in the dashboard, order summary email, and order details page.
- Click **Reauthorize payment** from the order details page to restart the 7-day authorization.

① Brands assume full responsibility for orders shipped under an expired authorization.

 **Auth Expired**  
Reauthorize payment to process this order.

[Reauthorize Payment](#)

<b>Payment</b>	<b>Auth Expired</b>	<a href="#">Reauthorize payment</a>	<a href="#">Request support</a>
Subtotal	1 item		CAD 599.99
Discount	LIMITED-TIME SPECIAL		-CAD 150.00
Shipping	FedEx Ground - Ground		CAD 0.00
Transaction fee			CAD 5.00
Sales tax	PST - SK - 6.0%		CAD 27.00
	GST - 5.0%		CAD 22.50
<b>Total</b>			<b>CAD 504.49</b>
Paid			CAD 0.00

# Reauthorizing payment

## Important:

- Wait until the order is ready to ship.
- Double-authing can cause payment to decline and tie up funds for the expert.
- Experts can see every authorization on their end.
- If an order ships and payment is not captured, refer to the [Ship No Capture Process](#).

Payment	Auth Expired	<a href="#">↻ Reauthorize payment</a>	<a href="#">🔔 Request support</a>
Subtotal	1 item		CAD 599.99
Discount	LIMITED-TIME SPECIAL		-CAD 150.00
Shipping	FedEx Ground - Ground		CAD 0.00
Transaction fee			CAD 5.00
Sales tax	PST - SK - 6.0%		CAD 27.00
	GST - 5.0%		CAD 22.50
<b>Total</b>			<b>CAD 504.49</b>
Paid			CAD 0.00

# Cancelling orders

- If you're unable to fulfill an order—or an expert reaches out to cancel before fulfillment—you can cancel from the order detail page at any stage.
- Select the items and quantities that you need to cancel and a reason from the list, e.g. **Out of Stock**.
- **Other** requires that you give additional detail in the comment box

The screenshot displays the 'Cancel' interface for Order #189520, dated Jul 11 at 8:00 am. The interface is divided into several sections:

- Items to cancel:** A table listing four items with their respective unit prices, quantities, and total prices. The quantity input fields are circled in red.



Item	Unit Price	Quantity	Total Price
Men's Echo Hoodie (Color: Black, Size: M)	\$50.00	0 / 3	\$150.00
Men's Zendo Multi Shorts (Color: Black, Size: S)	\$50.00	0 / 3	\$150.00
Swift Cap (Color: Spice Reflective, Size: One Size)	\$20.00	0 / 1	\$20.00
Seattle Rain Hat (Color: Willow, Size: M)	\$20.00	0 / 1	\$20.00
- Summary:** Shows a 'Refund total' of \$0.00 and a prominent blue 'Cancel item(s)' button, which is also circled in red. A note below states 'Expert will be notified upon submission.'
- Reason for cancellation \*:** A dropdown menu with the option '-- Select a reason --' circled in red.
- Comment:** A text input field with the placeholder 'Leave a comment...' and a checked 'Share with expert' option.
- Order Status:** 'Auth Expired' (red), 'New' (yellow), and 'Payment status: Pending' (grey).
- Auth Expired Alert:** A red banner with a warning icon, the text 'Auth Expired Reauthorize payment to process this order.', and a 'Reauthorize Payment' button.
- Action Buttons:** 'Start processing' (blue) and 'Cancel' (red with a white X), the latter being circled in red.
- Item Preview:** A small preview of the 'Men's Echo Hoodie' with a price breakdown: \$100.00 (original), \$50.00 x 3 (canceling), and \$150.00 (total).

# Returns

- When an expert requests a return, Expert Support will request an RMA from you via email.
- Once issued, the expert will be asked to ship the item(s) back.
- When you receive the items, click **Manage return** on the order detail page, select the items + quantities, then **Issue refund**.
- For brands using Aftership, the shipping label will trigger the refund - no need to issue manually or complete the return in our system.


Fulfilled Package 1 [Edit](#) [Manage return](#)

UPS Tracking # [9000000000000001](#)  
PO # 495830487039373 Reference Order # 9384274-FE4938-3  
Vendor Invoice # 9384274-FE4938-3




	Men's Echo Hoodie Color: Black, Size: M SKU: PEM-1019300, Product Code: 34985703, UPC: 584902605798	\$100.00	\$50.00 x 2	\$150.00
	Men's Zendo Multi Shorts Color: Black, Size: S SKU: PEM-1019300, Product Code: 34985703, UPC: 584902605798	\$100.00	\$50.00 x 3	\$150.00

Fulfilled Package 2 [Edit](#) [Manage return](#)

UPS Tracking # [9000000000000003](#)  
PO # 495830487039373 Reference Order # 9384274-FE4938-3  
Vendor Invoice # 9384274-FE4938-3

	Seattle Rain Hat Color: Willow, Size: S SKU: PEM-10351			
---	--	--	--	--

[Back](#) Manage return  
Order 189520 • Jul 11 at 8:00 am

Items				
	Men's Echo Hoodie Color: Black, Size: M SKU: PEM-1019300 Product Code: 34985703 UPC: 584902605798	\$50.00	<input type="text" value="0"/> / 3	\$0.00
	Men's Zendo Multi Shorts Color: Black, Size: S SKU: PEM-1019300 Product Code: 34985703 UPC: 584902605798	\$50.00	<input type="text" value="0"/> / 2	\$0.00
	Seattle Rain Hat Color: Willow, Size: M SKU: PEM-1019300 Product Code: 34985703 UPC: 584902605798	\$20.00	<input type="text" value="1"/> / 1	\$20.00

Shipping Refund Amount

Refund Summary	
Item subtotal (1)	\$20.00
Shipping	\$0.00
Transaction fee	\$0.25
Coupon	-\$0.25
Sales tax	\$1.50
<b>Refund total</b>	<b>\$21.75</b>

[Issue Refund](#)

Expert will be notified upon submission.

# Request support

## Required when:

- Refund needed
  - Shipped without payment
  - Chargeback
  - Other issues
- 
- Click **Request Support** from the order detail page and select a reason from the list.
- 
- Once submitted, the order will be locked until resolved by Customer Success.

**Payment** Authorized

[Request support](#)

Subtotal	1 item	\$220.00
Discount	Experts-Only Pricing - Pro	-\$77.00
Shipping	UPS - Ground	\$14.00
Transaction fee		\$2.50

[Back](#) **Request Support**  
Order 7892344 • Jan 10 at 9:23 am

Issue \*

-- Select an issue --

Issue Description \*

Describe the issue...

-- Select an issue --

- Refund needed
- Shipped without payment
- Chargeback
- Other issue

**Note:** Submitting this request will lock the order from further change until the issue has been resolved by Customer Success.

Cancel [Submit Issue & Lock Order](#)

# Order summary email

The order summary email gives a high-level-view of outstanding orders and inventory levels. Have your CS partner assign the appropriate team members to the order summary email list.

- **Needs Attention:** expiring/expired orders and authorizations, declines, late shipments, pending returns, escalated orders
- **New:** yet to be processed
- **In Progress:** waiting to be shipped

Remember to check your spam folder if you are not seeing the emails.

Your Red Leaf Outfitter [Order Summary](#) for Aug 1, 2025

## Orders to Fulfill

Orders should be fulfilled within 3 days.

Order Status	# of orders
<a href="#">Needs Attention</a>	<a href="#">3</a>
<a href="#">New</a>	<a href="#">5</a>
<a href="#">In Progress</a>	<a href="#">2</a>

## Current Inventory

Keep inventory stocked ahead of upcoming promotions to avoid missed orders.

Catalog	% in stock
<a href="#">Flash Deal - Jun 2025</a>	<a href="#">49%</a> Inventory low
<a href="#">Expert Deal - May 2025</a>	<a href="#">85%</a>

Manage your orders in the Advocacy Platform:

<https://advocacy.expertvoice.com/app/orders>

# Order statuses

- **Order statuses** are displayed in the dashboard, order summary email, orders list page and order detail pages.
- They use a traffic light color system to help you quickly identify and prioritize orders that are new or in need of attention.

Red Leaf Outfitters  
Order 189520 Order status: New Payment status: Auth Expired [Request support](#)  
Created: Aug 1 at 10:00 am

### Order Statuses

New	Order received, processing not started
In Progress	Payment authorized, add shipping details to fulfill
Return Pending	Return approved, waiting for items to be received
Late Shipment	Unfulfilled for 3+ days, fulfill soon to avoid delays
Order Expiring	Will expire within 5 days, fulfill now to avoid cancellation
Escalated	Issue under review by Customer Success, order locked
Action Needed	Issue detected, user action required to continue processing
Fulfilled	All items shipped, payment processed
Returned	Order fully or partially returned
Canceled	Order fully or partially canceled before fulfillment
Order Expired	Not fulfilled before expiration, do not ship

# Payment statuses

- **Payment statuses** are displayed in the orders list page where they can be used as a filter and the order detail pages.
- They use a traffic light color system to help you quickly identify and address orders in need of attention.

 **Payment declined**  
*This order cannot be marked as fulfilled until this issue has been resolved. Contact [Customer Success](#) for more details.* Clear Exception

### Payment Statuses

Pending	Payment authorization not requested, request will be issued when order starts processing
Authorized	Payment authorization approved, fulfill before it expires
Auth Expiring	Payment authorization expiring within 3 days, fulfill now
Auth Expired	Payment authorization expired, reauthorize to continue processing
Declined	Payment declined, escalate if needed
Paid	Payment captured successfully
Partially Refunded	Partial refund issued to expert
Refunded	Full payment refunded to expert
No Charge	Order provided at no cost to expert