Order Confirmation Workflow

Overview

Depending on your preferences and operational setup, you can include an extra verification step in your fulfillment workflow to mark orders as **Confirmed** or **UnConfirmed** in Sellercloud. This is especially helpful if you want to review the order details before sending them to your shippers. The **Confirmed** status of your orders can be modified either manually or automatically.
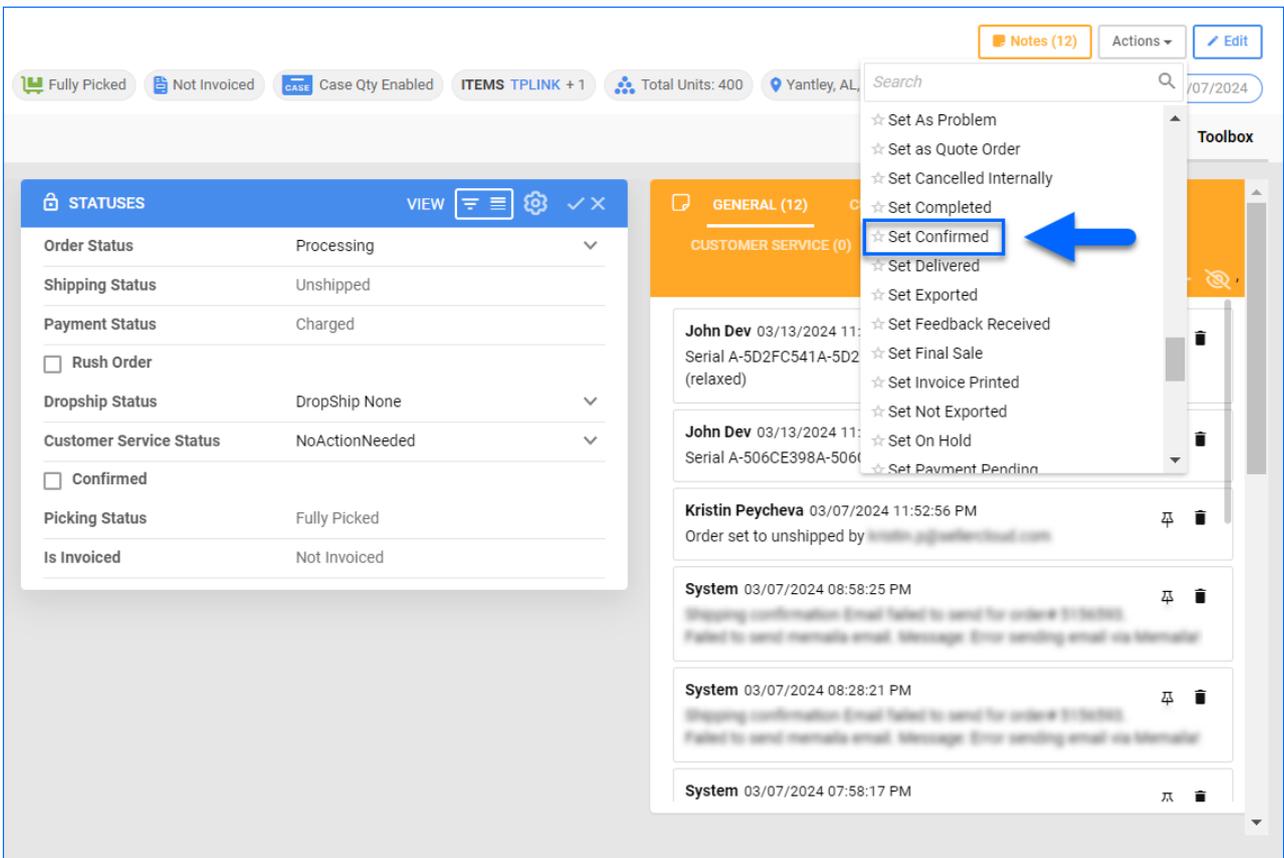
Mark Orders Confirmed

When you enable the **Order Confirmation Workflow**, all of your orders will be set to **UnConfirmed** by default. In this case, either a user with sufficient Permissions, an Order Rule, or a Plugin must mark them as **Confirmed**. Based on your company's Shipping Preferences, you can also choose to only allow orders marked as **Confirmed** to go into Shipbridge.

Enable Order Confirmation Workflow must be enabled in Client Settings **> General Client Settings > Orders > Advanced**. Enabling this option will set the default status of all orders to **UnConfirmed**.

Manually

To confirm a single order:

1. Navigate to **Orders** > **Manage Orders**.

2. Click on an order to access its Order Details Page.

3. Go to **Actions** > select **Set Confirmed**.

To confirm multiple orders:

1. Navigate to **Orders** > **Manage Orders**.

2. Select your desired orders from the grid > **Actions** > select **Update Order Status.**

3. Set the **Is Confirmed** status to **True** and click **Update**. This works for both single and multiple orders.
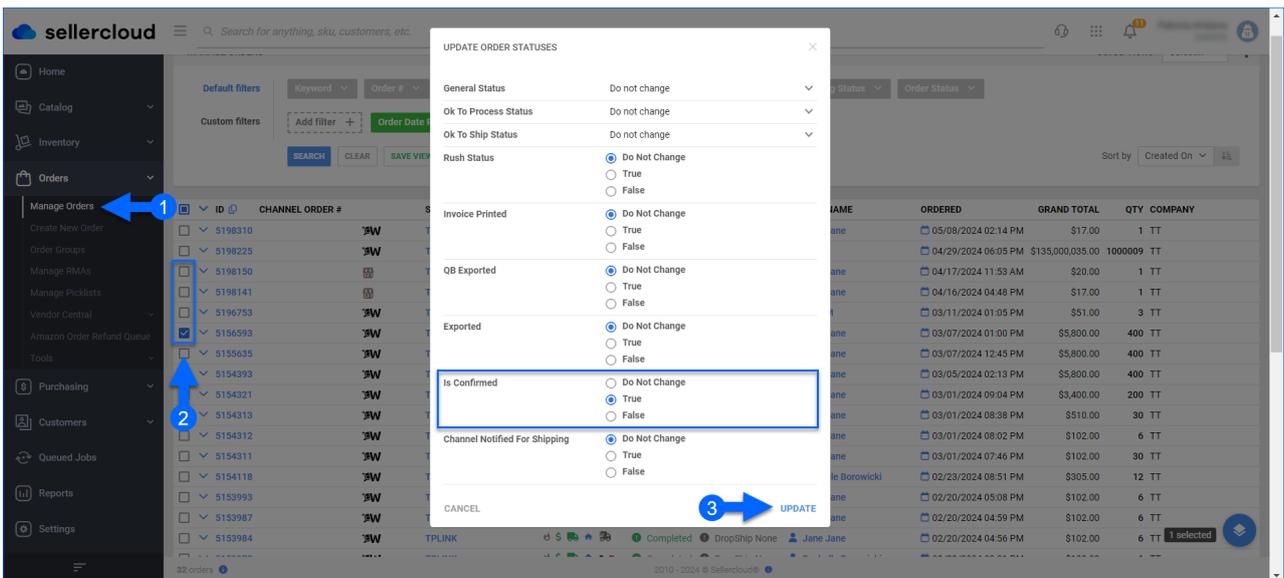
Automatically

You can set up a Rule in the Order Rule Engine that will update the **Confirmed** status based on certain criteria. To do that:

1. Navigate to **Settings > Orders > Rule Engine > Manage Rules.**

2. Click on the **+** icon to create a new **Rule.**

3. Set your desired criteria in the **Conditions** tab of the Wizard.

4. In the **Actions** tab, click on the **+** icon to add a new action.

5. Enter an **Action Name**.

6. In the **Action Type** dropdown, select **Change Order Status**.

7. In the **Order Statuses** dropdown, select **Is Confirmed**.

8. Choose your desired value in the **Is Confirmed** dropdown (i.e. True or False).

9. Click **Save**.

Related Client Settings

Setting	Definition
Enable Order Confirmation Workflow	Enables the Order Confirmation workflow. If this setting is not enabled, none of the other options will take effect, and the actions will **not** be visible.
Allow shipping authorized and confirmed orders only	Shipping within the Sellercloud User Interface is only permitted for orders that have been authorized and confirmed. We recommend you also configure your company's Shipping Preferences to prevent unconfirmed orders from going into Shipbridge.