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Portal > Knowledgebase > ESP Admin > Order Status

Order Status

Jennifer S - 2019-06-07 - in ESP Admin

As an administrator for ESP, you can manage the order status. ESP Orders has two standard order statuses: Open and Closed, but you are able to add as many additional order statuses as you like.

Click on the Avatar (user icon) in the upper right corner and then select Settings. Then, click on Order Status from the options on the left.

In the Order Status section, you can edit the standard options of Open and Closed by hovering over the listing and clicking on the pencil icon. Any order status you add can be customized at any time and can also be deleted by using the trash can icon.

Note: While you are able to edit the Open and Closed statuses, you are not able to delete them.

To add a new custom order status, click on the Add an Order Status button.

The screenshot shows the 'Manage Order Status' interface. At the top left is the title 'Manage Order Status' with a folder icon. At the top right is a blue button labeled '+ Add an Order Status' with a blue arrow pointing to it. Below the title is a descriptive text: 'Add or update an order status to help manage your order workflow. "Open" and "Closed" statuses are default options and are not able to be deleted.' Below this is a table with two columns: 'Order Status' and 'Note (Optional)'. The table contains four rows: 'Open' (green dot), 'Closed' (red dot), 'Waiting for Payment' (orange dot) with the note 'Order has been sent, waiting on customer payment.', and 'Waiting on Seller' (purple dot) with the note 'Seller is reaching out to customer to confirm order'. To the right of the 'Waiting for Payment' row, there are two icons: a pencil (edit) and a trash can (delete), both circled in blue.

Order Status	Note (Optional) ?
● Open	
● Closed	
● Waiting for Payment	Order has been sent, waiting on customer payment.
● Waiting on Seller	Seller is reaching out to customer to confirm order

Note: The Open and Closed can be edited but cannot be deleted.

In the Add an Order Status box, enter a name for the order status and select a color. You are able to add a note detailing the status if needed.

When you are finished, click on the Save button.

Add an Order Status

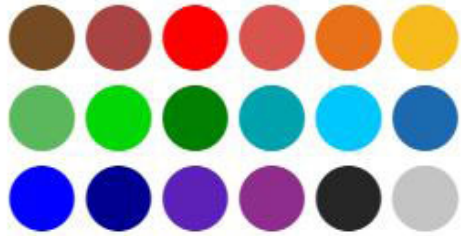


Order Status *



Note (Optional) ?

Select Color *



*Required

Cancel

Save

