How do I despatch orders?

Order Management · https://support.giftsite.co.uk/docs/how-do-i-despatch-orders/

On your Giftsite Dashboard you will see ‘New Orders’, click here to view all orders that are awaiting despatch. Any that are marked as Drop-shipped do not require your attention, any others will need to be packed and shipped by you. Click on an order to see the order details. Click on ‘PDF packing slip’ and print, then pack the items specified in the order carefully into a box along with the packing slip.

You will then need to create a shipping label using the address details provided, stick it to the box or envelope and send the order with your preferred delivery service. You will then need to update the order page with the tracking information from your delivery service and change the status to ‘Complete’.

Your customer will then receive an email confirming that their order has been despatched along with their tracking information. You can also link GiftSite with Royal Mail Click and Drop to help with label printing and Royal Mail invoicing, see our separate Click and Drop FAQ.

Our helpful video guide can be viewed below.

Embedded media: https://player.vimeo.com/video/704567767?h=c8786107cd&dnt=1&app_id=122963