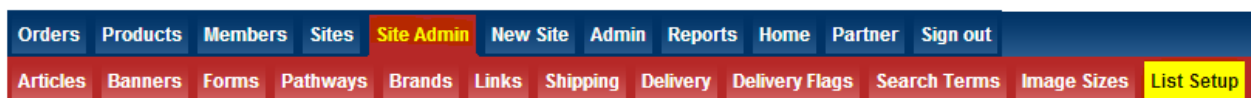# Order dispatching via a courier

Etail Systems Tip Sheet

Objective: To add couriers in the back office which are used to deliver your orders, & to add a courier tracking number & despatch date to an order.

The following tells you how to achieve this;-

Adding a courier

Before you can add a courier tracking number to an order, you'll have to set up which couriers you use in COMS. To do this, you go to Site Admin > List Setup

You'll then need the 'Couriers used for order despatching' mini tab.

You can then select a courier from the dropdown list. If your specific courier isn't there, you can select 'Other' or if you're delivering parcels yourself or using your company's own transport, select 'Own transport'.

Once you've selected a courier form the list, click the 'Add New Courier' button.

To remove a courier from the list, click the red 'remove' button.

To add a courier that's been suspended, click the green 'add' button.

Adding a tracking number against an order

If someone has chosen a delivery option that requires a tracking number, you can add this against the order, or if you're delivering some items by courier but not others, you can add it against the items you're despatching via courier.

Order dispatching via a courier

You need to find the order you want to assign the tracking number to. To do this, select Orders > New Orders, & click the 'View' (magnifying glass) icon against the order.

You then need to scroll to the bottom of the order page & click 'Despatch Items'.

If there's only one item in your order, or you want to despatch all items in that order (if they have the same tracking number), tick the first box **(blue)**.

If you're not despatching everything in the order, select the appropriate boxes:

- The second tick box **(black)** is to despatch all of that item (as people might have ordered more than one).
- The third box **(red)** is there as if someone has ordered multiples of that item but you only have half in stock, you can despatch as many as you have by ticking the appropriate amount of boxes.

Once you've selected everything you want to despatch, this box will appear:

Here you can select from the couriers you've set up, adding your tracking number, & select the despatch date. Once all that is set up, you can click 'Despatch selected item(s)'.

Once this is done, you can also print the despatch note, go to the next order by typing in the order number, or return to the previous order screen.

If you need any help with adding couriers or despatching, please call 0844 482 0908 or email support@etailsystems.com