

Creating an order from an abandoned basket

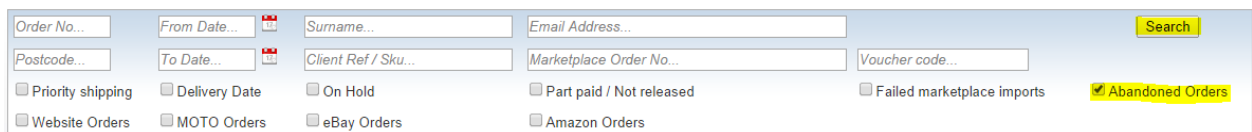
Etail Systems Tip Sheet

Objective: To understand how to create an order from an abandoned basket.

Many people will abandon their basket for various reasons – to shop around, ran out of time on their lunch break, to calculate their delivery charges... & some of them might call you so you can complete their order. You can do this in the Orders tab in COMS.

NB: If you don't have a MOTO Merchant number or you just use PayPal on your site, you will not be able to use this feature.

Just tick the "Abandoned Orders" tick box on the "New Orders" screen, & click "search".

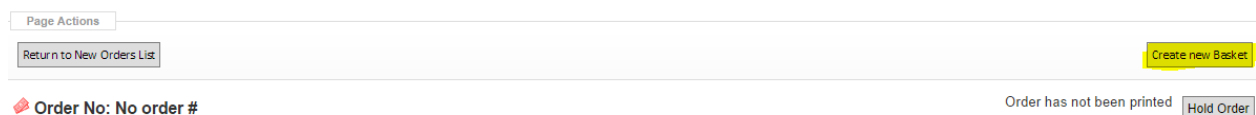


This will then show a screen similar to the below:

	Status	Order No.	Order date	Value	Site	Source	Name	Ship to	Deadline	Actions
1		No order #	17/09/14 10:50	£9.06	Etail Demo	Website	Mrs test test	LA14 2PN		
2		No order #	06/05/14 14:50	£25.80	Etail Demo	Website	Miss Kim Ross	LA14 2PN		
3		No order #	11/04/14 11:11	£250.26	Niche 2 - Brochure Test	COMS: JR	Mr David Herinton	LA11 7QN		
4		No order #	07/01/14 11:38	£11.76	Niche 2 - Brochure Test	COMS	Miss Kim Ross	LA14 2PN		

Click the magnifying glass to enter the order.

To create a MOTO basket for this order, just click "Create new Basket" on the top right of the screen:



This will transfer all the information from that order, to a new MOTO basket. You'll probably need to select the shipping again & once this is done, you can process like a normal MOTO order. Please ask for the MOTO walkthrough if needed.

NB: You should check your abandoned orders every day to see how many there are – if you're not sure if you have a high or low rate of abandonment, please ask us. You should also have triggered emails set up to capture these people who do abandon their basket. Please ask if this walkthrough if you feel this would be helpful.

If you need any help with abandoned orders, please call 0844 482 0908 or email support@etailsystems.com