



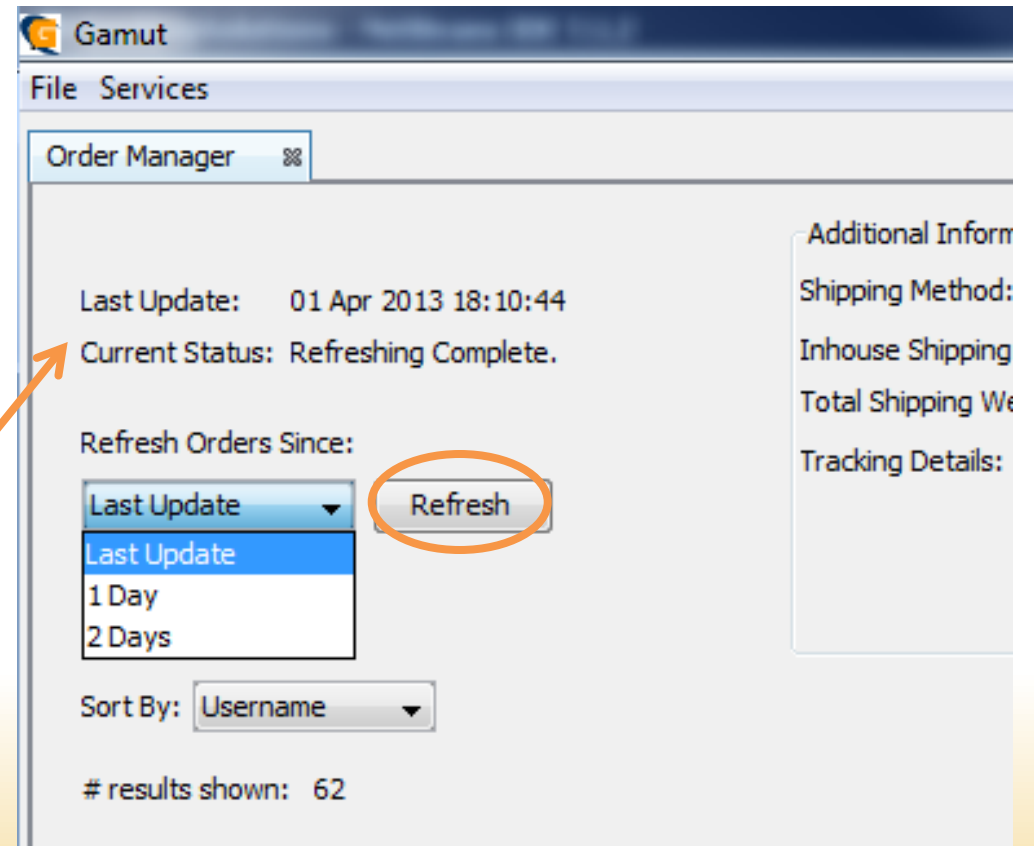
Order Manager: Import Sales and Tracking

- Importing: New Orders
- Importing: Preservation of Data
- Importing: Troubleshooting
- Importing: Tracking Information
- Push Tracking



Importing: New Orders

- **Refresh button** – pulls in new orders from eBay or websites
- Drop down menu allows you to choose to pull in orders from last update or 1 - 2 days prior
- **Last Update:** Date when new orders were last pulled from eBay
- **Current Status:** While refreshing, the status update will change to “Updating” and a status bar will appear, until complete
- You can continue to work and **make changes** in Gamut while you are importing, but you will be **prevented** from closing Gamut until refreshing has finished





Importing: New Orders

- Orders are imported under either the **Order Status** of **New**, **Pending**, **Pending Print**
 - **New:** All orders which the customer **has not** completed checkout at the time of importing will be placed under the Order Status of New
 - **Pending:** All orders which the customer **has** completed checkout at the time of importing will be placed under the Order Status of Pending
 - **Pending Print:** If linked with your PayPal account, orders which have **linked** to a PayPal payment will be put in Pending Print Status.
- Any order updates made by the customer through the 3rd party site (eBay) **before** the order is imported (such as paying for an expedited shipping method) will be imported into your Gamut Order Manager.

Sort By: Account Name Un-Merge

results shown: 62

Order Status	Order Date	Shi...	Accou...
Pending	2013-04-01		HandsU... U
Pending	2013-04-01		HandsU... U
New	2013-04-01		HandsU... U
Pending	2013-03-30		HandsU... U
Pending	2013-04-01		HandsU... U
Pending	2013-04-01		HandsU... U
Pending	2013-04-01		HandsU... U
Pending	2013-04-01		HandsU... U
Pending	2013-03-29		HandsU... U
New	2013-04-01		HandsU... U
Pending	2013-03-31		HandsU... U
Pending	2013-03-29		HandsU... U
Pending	2013-03-29		HandsU... U
Pending	2013-04-01		HandsU... U
Pending	2013-03-31		HandsU... U
Pending	2013-04-01		HandsU... U
Pending	2013-04-01		HandsU... U
Pending	2013-04-01		HandsU... U
New	2013-04-01		HandsU... U
Pending	2013-03-31		HandsU... U
Pending	2013-04-01		HandsU... U
Pending	2013-03-30		HandsU... U
Pending	2013-03-28		HandsU... U
Pending	2013-03-28		HandsU... U
Pending	2013-03-31		HandsU... U
Pending	2013-04-01		Handel... U

Cost Breakdown (Estimates Only)



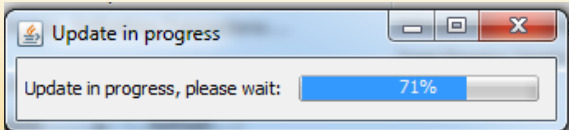
Importing: Preservation of Data

- Gamut focuses on giving the user **complete control over their orders**.
- Once an order has been imported:
 - Changes from 3rd party sites (such as eBay or Amazon) will be **ignored**
 - **This allows for the preservation of data**
 - 3rd party sites may not be privy to changes made by user, e.g. customer changes address or item ID via email/messages.



Importing: Troubleshooting

- My Refresh button is not active / grayed out.
 - The Refresh button is not active while **editing orders**. To active the refresh button apply any changes to the orders by clicking the **Apply Changes button**.
- I hit **Refresh** and then attempted to close Gamut. Why did Gamut not close?
 - You can **NOT** close the program while refreshing. A small popup will appear to let you know when it is possible to close the program.





Importing: Troubleshooting

- The customer has paid shipping but Gamut does not have record of the shipping paid by the customer imported?
 - Because of our “Preservation of Data” policy, Gamut will **not** change an order once it has been imported.
 - If you import the order at 1 PM and the customer pays for the order along with an upgraded shipping method instead of standard shipping at 4 PM, Gamut will **not** have the updated shipping payment information.
 - **You will have to manually enter any order changes which have been made after the order has been imported;** However, if you are using the **PayPal add on** as well in most cases the shipping cost will be **automatically updated.**

Email	Name	Country	Address	City	State	Zipcode	Retail \$	S/H Paid	Whole...	S/H Cost	Weight	Lo
ebay_user_9158@e...	tameka	United States	2135 Jarvis	hillsboro	ME	97504-4...	12.95	0.0	0.0	0.0	0.0	
ebay_user_6127@e...	Mike Dengler	United States	4415 Metropolitan Pkwy...	Carlsbad	WI	94544-2...	31.99	5.6	0.0	0.0	0.0	
ebay_user_16229@...	THOMAS GARCIA	United States	2450 Main St, Moes Sou...	CRONULLA	GA	61544-5...	11.99	0.0	0.0	0.0	0.0	
ebay_user_15190@...	Zara granados	United States	1057 hazel st macon ga	philadelphia	PR	28518-9...	8.99	0.0	0.0	0.0	0.0	
ebay_user_18879@...	Brittany Terry	United States	7224 Stony Barr Rd	Kalispell	WA	32066	10.95	0.0	0.0	0.0	0.0	



Importing: Tracking Information

When you **Refresh** the database to pull in new orders, Gamut **also** imports the **Shipping Method** and **Tracking Details** from eBay

1. When a shipping label is printed through PayPal or eBay, tracking details are added to the order in eBay
2. If the tracking details in the Order Manager are **blank**, Gamut will import the tracking details from eBay while refreshing

If the shipping label was not printed through eBay or PayPal, the tracking details and shipping method can be entered **manually**.

- If tracking details are entered manually, Gamut will **not** overwrite the tracking details

Additional Information

Shipping Method: USPSFirstClass

Inhouse Shipping Weight: 0.0

Total Shipping Weight: 0.0

Tracking Details: 9400109699939750013831

USPS

Update All Like Items (All Inhouse or All Non-Inhouse)

..	Ebay...	Ref. ...	Item ID	Item Name	Customer ID	Email
..		EBAY_...	sku_8048	EBAY_AUCTION_TITL...	ebay_user_85...	ebay_user_85
..	US	EBAY_...	sku_9561	EBAY_AUCTION_TITL...	ebay_user_18...	ebay_user_18



Push Tracking

- The “**Push Tracking to eBay**” button will push any manually entered tracking information to eBay.
- For customer orders which have been **paid separately but shipped together** (i.e. multiple checkouts by same customer) you can push the same tracking number out to all related orders provided they are merged within Gamut.
 - With “Update All Like Items” checked, when you select an order with multiple items, the tracking will be pushed for each individual item to eBay (if applicable).
 - With the inventory add-on enabled Gamut will push tracking to merged orders that match the same status (Inhouse vs Non Inhouse)

Additional Information

Shipping Method: USPSFirstClass

Inhouse Shipping Weight: 0.0

Total Shipping Weight: 0.0

Tracking Details: 9400109699939750013851

USPS

Update All Like Items (All Inhouse or All Non Inhouse)

Push Tracking to eBay/Website

Un-Merge Merge Split Delete

..	Acco...	Ebay...	Ref. ...	Item ID	Item Name	Customer ID	Email
	Hand...		EBAY_...	sku_8048	EBAY_AUCTION_TITL...	ebay_user_85...	ebay_user_85
	Hand...	US	EBAY_...	sku_9561	EBAY_AUCTION_TITL...	ebay_user_18...	ebay_user_18



Further Tutorials

- **Please view our other tutorials for more information or feel free to contact us with any questions**
- Further Tutorials:
 - Order Manager Tutorials:
 - Order Manager Overview
 - Search and Filter Orders
 - Manually Create Orders
 - Merge, Un-Merge, and Split
 - Exporting and Invoice Creation
 - Add-on Tutorials:
 - General Inventory Management
 - General Financial Overview