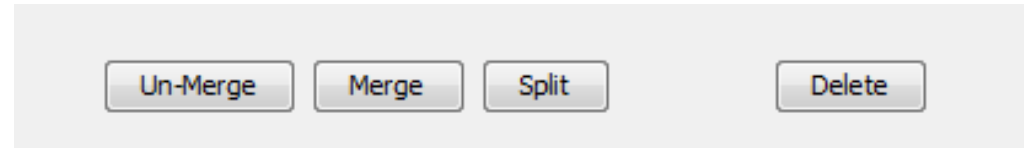




# Order Manager: Merge, Split, Comments



- Order Manager: Merge
- Order Manager: Un-Merge
- Order Manager: Split
- Order Manager: Delete
- Order Manager: Order Comments
- Order Manager: Customer Comments



# Order Manager: Merge

Sort By: Username  
# results shown: 491

Un-Merge Merge Split Delete

Order Status	Order Date	Shi...	Accou...	Eb...	Ref. Number	Item ID	Item Name	Customer ID	Email	Name	Country	Address	City	State	Zipcode	Retail \$	S/H Paid	Wholesale \$
Pending	2013-04-01		HandsU...	US	EBAY_ITEM_ID1031	sku_430	EBAY_AUCTION_TITL8...	ebay_user_15186	ebay_user_15186...	Alfonso Talgie...	United States	po box 281	Middleport	CA	60653	4.99	0.0	0.0
Pending	2013-04-01		HandsU...	US	EBAY_ITEM_ID803	sku_9528	EBAY_AUCTION_TITL5...	ebay_user_15190	ebay_user_15190...	Zara granados	United States	1057 hazel st maco...	philadelphia	PR	28518...	8.99	0.0	0.0
Pending	2013-03-30		HandsU...	US	EBAY_ITEM_ID5579	sku_6991	EBAY_AUCTION_TITL4...	ebay_user_15405	ebay_user_15405...	James Hough	United States	5882 Pearl Road	Glen Oaks	TX	34734...	11.99	0.0	0.0
Pending	2013-03-30			US	EBAY_ITEM_ID5579	sku_430	EBAY_AUCTION_TITL8...	ebay_user_15598	ebay_user_15598...	Rodney Leech	United States	1197 Ragsdale Rd	south charl...	IA	37684...	22.99	0.0	0.0
Pending	2013-03-30			US	EBAY_ITEM_ID5579	sku_9280	EBAY_AUCTION_TITL9...	ebay_user_15598	ebay_user_15598...	Rodney Leech	United States	1197 Ragsdale Rd	south charl...	IA	37684...	14.99	0.0	0.0
Pending	2013-03-30		HandsU...	US	EBAY_ITEM_ID3423	sku_1045	EBAY_AUCTION_TITL3...	ebay_user_15598	ebay_user_15598...	Rodney Leech	United States	1197 Ragsdale Rd	south charl...	IA	37684...	9.99	0.0	0.0
Pending	2013-03-30		HandsU...	US	EBAY_ITEM_ID8705	sku_7727	EBAY_AUCTION_TITL3...	ebay_user_15598	ebay_user_15598...	Rodney Leech	United States	1197 Ragsdale Rd	south charl...	IA	37684...	19.99	0.0	0.0
Pending	2013-04-01		HandsU...	US	EBAY_ITEM_ID7643	sku_3273	EBAY_AUCTION_TITL9...	ebay_user_15873	ebay_user_15873...	Steven Gurdine	United States	113 Lancey St	new lexington	SC	77024...	22.99	0.0	0.0
Pending	2013-04-01		HandsU...	US	EBAY_ITEM_ID8539	sku_1042	EBAY_AUCTION_TITL1...	ebay_user_16229	ebay_user_16229...	THOMAS GAR...	United States	2450 Main St, Moe...	CRONULLA	GA	61554...	11.99	0.0	0.0

Merged Order

Pending	2013-03-30		HandsU...	US	EBAY_ITEM_ID5579	sku_6991	EBAY_AUCTION_TITL4...	ebay_user_15405	ebay_user_15405...	James Hough	United Sta...	5882 Pearl Road	Glen Oaks	TX	34734...	11.99	0.0	0.0
Pending	2013-03-30			US	EBAY_ITEM_ID5579	sku_430	EBAY_AUCTION_TITL8...	ebay_user_15598	ebay_user_15598...	Rodney Leech	United Sta...	1197 Ragsdale Rd	south char...	IA	37684...	19.98	0.0	0.0
				US	EBAY_ITEM_ID5579	sku_9280	EBAY_AUCTION_TITL9...										0.0	0.0
			HandsU...	US	EBAY_ITEM_ID3423	sku_1045	EBAY_AUCTION_TITL3...										0.0	0.0
			HandsU...	US	EBAY_ITEM_ID8705	sku_7727	EBAY_AUCTION_TITL3...										0.0	0.0
Pending	2013-04-01		HandsU...	US	EBAY_ITEM_ID7643	sku_3273	EBAY_AUCTION_TITL9...	ebay_user_15873	ebay_user_15873...	Steven Gurd...	United Sta...	113 Lancey St	new lexing...	SC	77024...	22.99	0.0	0.0

## Merge: Combine items for multiple item orders

- The retail price and shipping will be combined to show total paid
- The customer ID and shipping information in merged order will only be shown for the first item in the order
- Great for eBay purchases with multiple checkouts by the same customer

For example (see above):

- ebay\_user\_15598 purchased and paid for 4 items in 4 separate transactions
- To merge all 4 transactions, select all four orders and click merge



# Order Manager: Un-Merge

Sort By: Username

# results shown: 491

Order Status	Order Date	Shi...	Accou...	Eb...	Ref. Number	Item ID	Item Name	Customer ID	Email	Name	Country	Address	City	State	Zipcode	Retail \$	S/H Paid
Pending	2013-04-01		HandsU...	US	EBAY_ITEM_ID1031	sku_430	EBAY_AUCTION_TITLE8...	ebay_user_15186	ebay_user_15186...	Alfonso Talg...	United Sta...	po box 281	Middleport	CA	60653	4.99	0.0
Pending	2013-04-01		HandsU...	US	EBAY_ITEM_ID803	sku_9528	EBAY_AUCTION_TITLE5...	ebay_user_15190	ebay_user_15190...	Zara granados	United Sta...	1057 hazel st ma...	philadelphia	PR	28518...	8.99	0.0
Pending	2013-03-30		HandsU...	US	EBAY_ITEM_ID5579	sku_6991	EBAY_AUCTION_TITLE4...	ebay_user_15405	ebay_user_15405...	James Hough	United Sta...	5882 Pearl Road	Glen Oaks	TX	34734...	11.99	0.0
Pending	2013-03-30			US	EBAY_ITEM_ID5579	sku_430	EBAY_AUCTION_TITLE8...	ebay_user_15598	ebay_user_15598...	Rodney Leech	United Sta...	1197 Ragsdale Rd	south char...	IA	37684...	19.98	0.0
			HandsU...	US	EBAY_ITEM_ID8705	sku_7727	EBAY_AUCTION_TITLE3...										
				US	EBAY_ITEM_ID5579	sku_9280	EBAY_AUCTION_TITLE9...										
			HandsU...	US	EBAY_ITEM_ID3423	sku_1045	EBAY_AUCTION_TITLE3...										
Pending	2013-04-01		HandsU...	US	EBAY_ITEM_ID7643	sku_3273	EBAY_AUCTION_TITLE9...	ebay_user_15873	ebay_user_15873...	Steven Gurd...	United Sta...	113 Lancey St	new lexing...	SC	77024...	22.99	0.0

Un-Merge Order

Pending	2013-03-30		HandsU...	US	EBAY_ITEM_ID5579	sku_6991	EBAY_AUCTION_TITLE4...	ebay_user_15405	ebay_user_15405...	James Hough	United Sta...	5882 Pearl Road	Glen Oaks	TX	34734...	11.99	0.0
Pending	2013-03-30			US	EBAY_ITEM_ID5579	sku_430	EBAY_AUCTION_TITLE8...	ebay_user_15598	ebay_user_15598...	Rodney Leech	United Sta...	1197 Ragsdale Rd	south char...	IA	37684...	9.99	0.0
			HandsU...	US	EBAY_ITEM_ID8705	sku_7727	EBAY_AUCTION_TITLE3...										
Pending	2013-03-30			US	EBAY_ITEM_ID5579	sku_9280	EBAY_AUCTION_TITLE9...	ebay_user_15598	ebay_user_15598...	Rodney Leech	United Sta...	1197 Ragsdale Rd	south char...	IA	37684...	0.0	0.0
Pending	2013-03-30		HandsU...	US	EBAY_ITEM_ID3423	sku_1045	EBAY_AUCTION_TITLE3...	ebay_user_15598	ebay_user_15598...	Rodney Leech	United Sta...	1197 Ragsdale Rd	south char...	IA	37684...	9.99	0.0
Pending	2013-04-01		HandsU...	US	EBAY_ITEM_ID7643	sku_3273	EBAY_AUCTION_TITLE9...	ebay_user_15873	ebay_user_15873...	Steven Gurd...	United Sta...	113 Lancey St	new lexing...	SC	77024...	22.99	0.0
Pending	2013-04-01		HandsU...	US	EBAY_ITEM_ID8539	sku_1042	EBAY_AUCTION_TITLE1...	ebay_user_16229	ebay_user_16229...	THOMAS GA...	United Sta...	2450 Main St. Mo...	CRONULLA	GA	61554...	11.99	0.0

- **Un-Merge:** Uncombines selected items in multiple item orders
- For Example (see above):
  - ebay\_user\_15598 purchased 4 separate items, however two are on backorder and will be shipped separately
  - To un-merge, select the items you want to remove from the order and select un-merge



# Merge/Un-Merge Troubleshooting

- If you accidentally merge orders with **different Customer ID's**, the items will be combined under only a **single** Customer ID.
  - Once you combine orders under a **single** Customer ID, you **cannot** “un-do” the merge back to the original order settings. If un-merged, all items will now be under the same Customer ID.
  - To recreate the accidentally merged order, you will have to use the “**Create Order**” tab to create a **new** order.  
(Please see the Create Order tutorial for more information)



# Order Manager: Split

- **Split:** Splits the order into multiple items or adds an item row to the current order.
  - Great when selling multiple items in one eBay auction
    - For example: Pairs of earrings, matching clothing sets, etc.
  - Allows for more accurate management of inventory
  - Specific SKU formats will split automatically

Ref. Number	Item ID	Item Name	Customer
EBAY_ITEM_I...	sku_2302 and sku_480	EBAY_AUC...	eb...
EBAY_ITEM_I...	sku_9613, sku_8910	EBAY_AUC...	eb...
EBAY_ITEM_I...	sku_4591 x 2	EBAY_AUC...	eb...

Split

Ebay...	Ref. Number	Item ID	Item Name	Customer
ns US	EBAY_ITEM_I...	sku_2302	EBAY_AUC...	ebay_u
		sku_480	EBAY_AUC...	
ns US	EBAY_ITEM_I...	sku_9613	EBAY_AUC...	ebay_u
		sku_8910	EBAY_AUC...	
ns US	EBAY_ITEM_I...	sku_4591	EBAY_AUC...	ebay_u
		sku_4591	EBAY_AUC...	



# Order Manager: Split Item ID Formats

- Item ID formats which will automatically split include:
  - Item\_sku \* 2
  - Item\_sku x 2
  - Item\_sku, Item\_sku
  - Item\_sku/item\_sku2
  - Item\_sku and item\_sku2
- Otherwise, if the item ID is not formatted as shown above, when you **Split** an item, an item row will be added to the order

Ref. Number	Item ID	Item Name	C
EBAY_ITEM_I...	sku_2302 and sku_480	EBAY_AUC...	eb
EBAY_ITEM_I...	sku_9613, sku_8910	EBAY_AUC...	eb
EBAY_ITEM_I...	sku_4591 x 2	EBAY_AUC...	eb



# Order Manager: Delete

- **Delete:** Delete unwanted item lines or whole orders.
  - Please note deletion is **permanent** and can not be undone.
  - We suggest using the “Canceled” order status if an order is canceled instead of deleting the order
  - If **accidentally deleted**, whole orders can be re-entered manually in the “**Create Order**” tab. Otherwise single item lines which were accidentally deleted can be manually added to the order using the “**Split**” option  
(See **Create Orders Manually** tutorial for more information)

Ref. Number	Item ID	Item Name	Customer ID	Email	Name	Co
EBAY_ITEM_I...	sku_2302	EBAY_AUC...	ebay_user_...	ebay_us...	Bronso...	Un
	sku_480	EBAY_AUC...				
EBAY_ITEM_I...	sku_9613	EBAY_AUC...	ebay_user_...	ebay_us...	Jennif...	Un
	sku_8910	EBAY_AUC...				

Delete



Ref. Number	Item ID	Item Name	Customer ID	Email
EBAY_ITEM_I...	sku_2302	EBAY_AUC...	ebay_user_...	ebay_U
	sku_480	EBAY_AUC...		
EBAY_ITEM_I...	sku_9613	EBAY_AUC...	ebay_user_...	ebay_U
	sku_8910	EBAY_AUC...		

Unneeded / Extra Item Lines



# Order Manager: Order Comments

- **Order Comments:** Enter comments about the selected order
  - For general order notes such as color or size preferences
  - To apply the comments, either click the “Submit Comments” button or “Apply Changes”
- Order comments will **only** be shown for the selected order
- **Order comments** will appear when exporting orders during shipping

(Please see **Export List tutorial** for additional info)

: New windsor	NC	9583...	11.99	0.0	5.68	2.21	0.0
.. WAUZEKA	AZ	1755...	11.99	0.0	3.01	2.04	0.0
. cowpens	TX	G1K ...	17.95	0.0	9.08	2.55	0.0
.. williamstown	NJ	9355...	6.5	0.0	2.38	1.69	0.0
.. Oneida	Irkut...	3930...	11.7	4.82	1.83	1.69	0.0
					1.83		0.0
.. Wichita	AL	4524...	16.98	0.0	1.66	1.69	0.0
					2.88		0.0
.. watertown	AZ	9255...	11.85	0.0	0.0	0.0	0.0
. Loveland	MA	45215	18.5	0.0	7.06	2.21	0.0
.. deland	PA	6573...	12.85	0.0	4.59	3.23	0.0
. Des moines	WA	60074	8.99	0.0	1.35	2.04	0.0

Order Comments:





# Order Manager: Customer Comments

- **Customer Comments:** Enter comments about the selected customer ID
  - For example: customer shipping method preference or customer delivery comments
- These comments will transfer to **all orders** under the same customer ID
- These comments will **NOT** be exported
- To apply the comments, either click the “Submit Comments” button or “Apply Changes”

EBAY_AUC...	ebay_user...	ebay_user_...	John Stutzm...	United St...	15 Putnam St
EBAY_AUC...	ebay_user...	ebay_user_...	warren joh...	United St...	707 Rosecre..
EBAY_AUC...	ebay_user...	ebay_user_...	John L Nagy	Canada	11 crandon ..
EBAY_AUC...	ebay_user...	ebay_user_...	Johnathon ...	United St...	PO Box 1105
EBAY_AUC...	ebay_user...	ebay_user_...	Aleeshia Jo...	United St...	430 Shepard.
EBAY_AUC...	ebay_user...	ebay_user_...	John Ulaszek	United St...	380 92nd St..
EBAY_AUC...	ebay_user...	ebay_user_...	john barnett	United St...	19363 McKe..
EBAY_AUC...	ebay_user...	ebay_user_...	John McDo...	United St...	47477 Conc...
EBAY_AUC...	ebay_user...	ebay_user_...	John de Vries	United St...	8532 NW 66..
EBAY_AUC...	ebay_user...	ebay_user_...	Elizabeth A...	United St...	1045 John Dr

Customer Comments: Add to Labels: Deliver to Side door

Submit Comments



# Further Tutorials

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