

TouchNet Payments: Order Search and Order Fulfillment

To locate an individual payment within your uStore:

U.Commerce Central > Applications > Marketplace> [your merchant name] > Stores > [your store name] > Store Settings > Order Search

The screenshot displays the U.Commerce Central web application interface. The top navigation bar includes links for Home, Dashboard, Applications, RECON1, and Administration. A left-hand sidebar contains a hierarchical menu of applications and settings. The 'eCommerce Store' section is expanded, and the 'Order Search' option is highlighted with a red circle. The main content area on the right is titled 'eCommerce Store' and features a search bar with the placeholder text 'Search by any of the available'. Below the search bar is a section titled 'Order Search' with a prompt 'Enter one or more filter values'. This section contains several input fields: Order Number, Payment Gateway Reference, Credit Card Authorization Code, Customer Name, Customer Email, Customer Phone Number, Terminal ID, Order Date, and Fulfilled Date. A 'Run Search' button is located at the bottom of the search section.

U.Commerce Central TEST

Home Dashboard Applications RECON1 Administration

Applications

- ▶ HSPH Biostats
- ▶ HSPH ECPE
- ▶ HSPH Nutrition
- ▶ HUHS
- ▶ HUHS-Wellness
- ▶ HUIT
- ▶ HUPD
- ▶ Imaging Services
- ▶ Info Center
- ▶ Innovation Lab
- ▶ Kennedy School
- ▶ Library Imaging Serv
- ▼ Martha TEST
 - Settings
 - Accounting Codes
 - Users
 - Tax Account Codes
- ▼ Stores
 - Add New Store
 - ▶ ABC Tax Store
 - ▼ eCommerce Store
 - ▶ Store Settings
 - Store Copy
 - **Order Search**
 - Fulfill Orders
 - Refunds
 - GL Exceptions (0)
 - ▶ Event test
 - ▶ Martha TEST uStore
 - ▶ XYZ Taxed Store
- ▶ Sites
- ▶ OTM eCommerce
- ▶ Outings & Innings
- ▶ Bethesda Museum

eCommerce Store

Search by any of the available

Order Search

Enter one or more filter values

Order Number:

Payment Gateway Reference:

Credit Card Authorization Code:

Customer Name:

Customer Email:

Customer Phone Number:









Terminal ID:

Order Date:

Fulfilled Date:

Run Search

Enter search parameters.

Order Search	
Enter one or more filter values for order search.	
Order Number:	<input type="text"/>
Payment Gateway Reference Number:	<input type="text"/>
Credit Card Authorization Code:	<input type="text"/>
Customer Name:	<input type="text"/>
Customer Email:	<input type="text"/>
Customer Phone Number:	<input type="text"/>
Terminal Id:	<input type="text"/>
Order Date:	From: <input type="text"/>   To: <input type="text"/>  
Fulfilled Date:	From: <input type="text"/>   To: <input type="text"/>  
<input type="button" value="Run Search"/>	

If you cannot locate the order try widening or narrowing your search criteria. All orders should appear in Marketplace immediately following the transaction.

Fulfilling Orders

Products set to “Manual Fulfill” require an administrator to log into TouchNet and complete the order before the card is charged and transaction is considered complete. To fulfill orders:

U.Commerce Central > Applications> Marketplace> [your merchant name] > Stores > [your store name] > Store Settings > Fulfill Orders

U.Commerce Central

TEST

HomeDashboard ▾Applications ▾RECON1Adm

► nuns

► HUHS-Wellness

► HUIT

► HUPD

► Imaging Services

► Info Center

► Innovation Lab

► Kennedy School

► Library Imaging Serv

▼ Martha TEST

Settings

Accounting Codes

Users

Tax Account Codes

▼ Stores

Add New Store

► ABC Tax Store

▼ eCommerce Store

► Store Settings

Store Copy

Order Search

● Fulfill Orders

Refunds

GL Exceptions (0)

► Event test

► Martha TEST uStore

► XYZ Taxed Store

► XYZ Taxed Store

Refresh Pending

Order Search

To modify the order

From:

Search

Order Number:

Search by Order

Show 50

Pending Fulfillments

☐ Select All

Orders requiring fulfillment will appear under “Pending Fulfillments”. You can also perform an order search from within “Fulfill Orders”

eCommerce Store Fulfillments

Print Page 

Fulfill orders on this page, or search for pending, cancelled, or fulfilled orders. A maximum of 50 orders can be fulfilled at one time

Pending Fulfillments

There are 2 pending fulfillments to process.

Refresh Pending Fulfillments

Order Search

To modify the order search, select value for filtering:

From: To:

Search

- Pending
- Pending
- Order Date
- Fulfilled Date
- Recur Order Date
- Recur Payment Date

Order Number:

Search by Order Number

Show 50 entries

Search:

Pending Fulfillments

<input type="checkbox"/> Select All	Order Number ^	Shipment Number	Order Date	Buyer Name	Delivery Method	Payment Method	Status
<input type="checkbox"/>	8230	8184	10/19/2021 09:02:18 AM EST	Martha Mcewan	Walk-In	Credit Card	PENDING
<input type="checkbox"/>	8987	8942	04/12/2022 11:43:05 AM EST	TEST4 Mcewan	Walk-In	Credit Card	PENDING

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Select the order(s) you wish to fulfill and click “Process Fulfillment”

Show 50 entries

Search:

Pending Fulfillments

<input type="checkbox"/> Select All	Order Number ^	Shipment Number	Order Date	Buyer Name	Delivery Method	Payment Method	Status
<input type="checkbox"/>	8230	8184	10/19/2021 09:02:18 AM EST	Martha Mcewan	Walk-In	Credit Card	PENDING
<input checked="" type="checkbox"/>	8987	8942	04/12/2022 11:43:05 AM EST	TEST4 Mcewan	Walk-In	Credit Card	PENDING

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Process Fulfillment

Select the quantity to fulfill, click “Update Quantity” and “Process Fulfillments”

If you want to cancel the order select “0” for the quantity. Please note: an order can only be CANCELLED if it has not been fulfilled, fulfilled orders will have to be REFUNDED.

eCommerce Store Fulfillment

Print Page 

To Cancel an order set the fulfillment quantity to 0 and save.

[Back to Fulfillment List](#)

1. Process Fulfillments	2. Print Packing List	3. Shipment Tracking Number	4. Email Buyer
-------------------------	-----------------------	-----------------------------	----------------

Order Info:	Delivery:	Buyer Info:	Ship To:
Order #: 8987 04/12/2022 11:43:05 AM EST	Walk-In	TEST4 Mcewan martha_mcewan@harvard.edu	

Item	Stock #	Quantity Ordered	Fulfillment Quantity
VASE	Catalog stock number here	1	<div>1 ▾ 0 1</div>

[Update Quantity](#)

[Process Fulfillments](#)

Proceed through next 2 screens.

eCommerce Store Fulfillment

Print Page 

Print the packing list if needed. Then, continue to step 3 to complete the fulfillment process.

[Back to Fulfillment List](#)

1. Process Fulfillments	2. Print Packing List	3. Shipment Tracking Number	4. Email Buyer
-------------------------	-----------------------	-----------------------------	----------------

Order Info:	Delivery:	Buyer Info:	Ship To:
Order #: 8987 04/12/2022 11:43:05 AM EST	Walk-In	TEST4 Mcewan martha_mcewan@harvard.edu	

Item	Stock #	Quantity Fulfilled
VASE	Catalog stock number here	1

[Print Packing List](#)

[Proceed To Step 3](#)

eCommerce Store Fulfillment

Print Page 

Enter a shipment tracking number if needed. Then, continue to step 4 to send an e-mail to the customer.

[Back to Fulfillment List](#)

1. Process Fulfillments	2. Print Packing List	3. Shipment Tracking Number	4. Email Buyer
-------------------------	-----------------------	-----------------------------	----------------

Order Info:	Delivery:	Buyer Info:	Ship To:
Order #:8987 04/12/2022 11:43:05 AM EST	Walk-In	TEST4 Mcewan martha_mcewan@harvard.edu	

Item	Stock #	Quantity Fulfilled
VASE	Catalog stock number here	1

Tracking Number:	<input type="text"/>
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[Proceed To Step 4](#)

Complete fulfillment by clicking “Send Email”

eCommerce Store Fulfillment

Print Page 

Send an e-mail to the customer to complete the fulfillment process. Follow your own policies for the timing of shipments with the online fulfillment process.

[Back to Fulfillment List](#)

1. Process Fulfillments	2. Print Packing List	3. Shipment Tracking Number	4. Email Buyer
-------------------------	-----------------------	-----------------------------	----------------

Order Info:	Delivery:	Buyer Info:	Ship To:
Order #:8987 04/12/2022 11:43:05 AM EST	Walk-In	TEST4 Mcewan martha_mcewan@harvard.edu	

Item	Stock #	Quantity Fulfilled
VASE	Catalog stock number here	1

[Send E-Mail](#)

Your fulfillment is not complete until you see the “FULFILLMENT COMPLETE” screen.

eCommerce Store Fulfillment

Print Page 

Continue to the next fulfillment, or use the menu to the left to manage another feature of Marketplace.

[Back to Fulfillment List](#)

FULFILLMENT COMPLETE

Order Info:	Delivery:	Buyer Info:	Ship To:
#8987 04/12/2022 11:43:05 AM EST	Walk-In	TEST4 Mcewan martha_mcewan@harvard.edu	
Item	Stock #	Quantity Ordered	
VASE	Catalog stock number here	1	

[Continue](#)