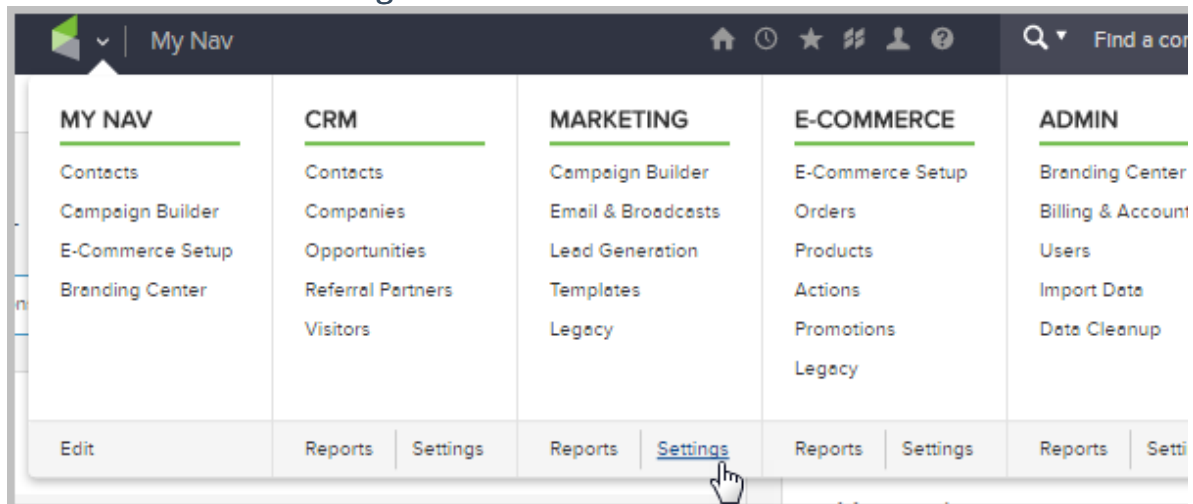


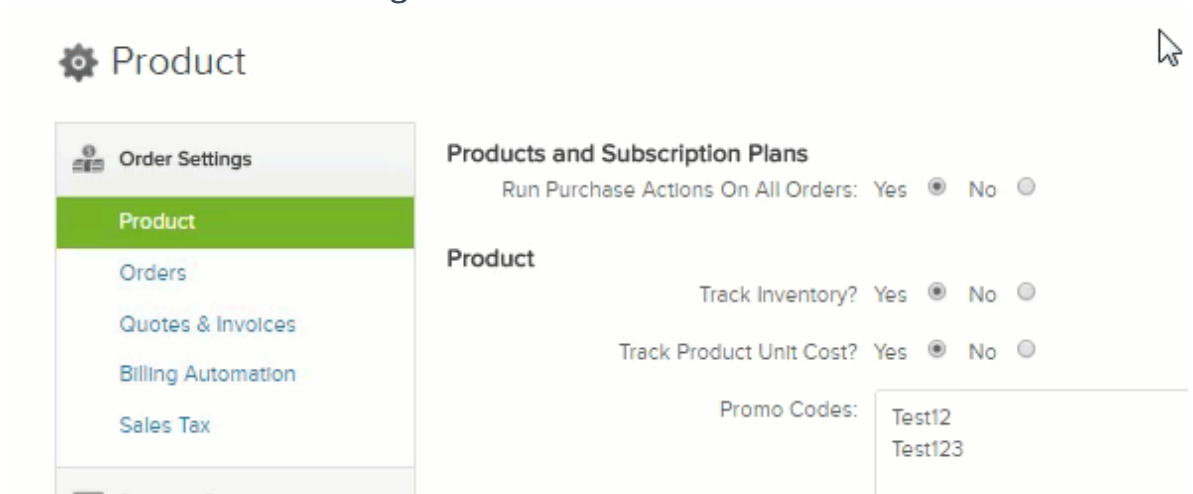
Add Product And Service Fulfillment Notes To Orders🔗

Infusionsoft does not include automated order fulfillment tracking. However, you can manually track this information on individual orders. You can add shipping and service notes to each line-item of an order. These are internal notes that you can reference if a customer inquires about their order.

1. Go to E-Commerce > Settings



2. Click on Orders in the Settings menu



3. Scroll down to the Fulfillment section and enable Service Orders and/or Ship Orders

The screenshot shows a web form with a light yellow background. On the left, there is a vertical sidebar with a light blue header and a light yellow body containing a mouse cursor icon and the word 'Fulfillment'. The main content area is titled 'Chargeback Dispute Multi Step Text:'. It contains two large, empty text input boxes. Below these, there are two sets of radio buttons: 'Service Orders?' with 'Yes' and 'No' options (the 'No' option is selected), and 'Ship Orders?' with 'Yes' and 'No' options (the 'No' option is selected). At the bottom, there is a 'Shipping Unit:' label followed by a dropdown menu currently showing 'Pound'.

4. Now, when you click on an item in an order, you will have the ability to add notes concerning the order item
-