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.

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CRM	MARKETING	E-COMMERCE	ADMIN
Contacts	Campaign Builder	E-Commerce Setup	Branding Cente
Companies	Email & Broadcasts	Orders	Billing & Accourt
Opportunities	Lead Generation	Products	Users
Referral Partners	Templates	Actions	Import Data
Visitors	Legacy	Promotions Legacy	Data Cleanup
Reports Settings	Reports Settings	Reports Settings	Reports Set
	Contacts Companies Opportunities Referral Partners Visitors	CRM MARKETING Contacts Campaign Builder Companies Email & Broadcasts Opportunities Lead Generation Referral Partners Templates Visitors Legacy	CRM MARKETING E-COMMERCE Contacts Campaign Builder E-Commerce Setup Companies Email & Broadcasts Orders Opportunities Lead Generation Products Referral Partners Templates Actions Visitors Legacy Promotions Reports Settings Reports Settings

1. Go to E-Commerce > Settings

2. Click on Orders in the Settings menu

Products and Subscription Plans	
Run Purchase Actions On All Orders: Yes 🖲 No 🔍	
Product	
Track Inventory? Yes 🖲 No 🔘	
Track Product Unit Cost? Yes 🖲 No 🔘	
Promo Codes: Test12 Test123	
	Run Purchase Actions On All Orders: Yes No Product Track Inventory? Yes No Track Product Unit Cost? Yes No Promo Codes: Test12

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

⊳	Chargeback Dispute Multi Step Text:		
Fulfillment			1.
	Service Orders?		
		Yes 🔍 No 🖲	
	Shipping Unit:	Pound v	

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