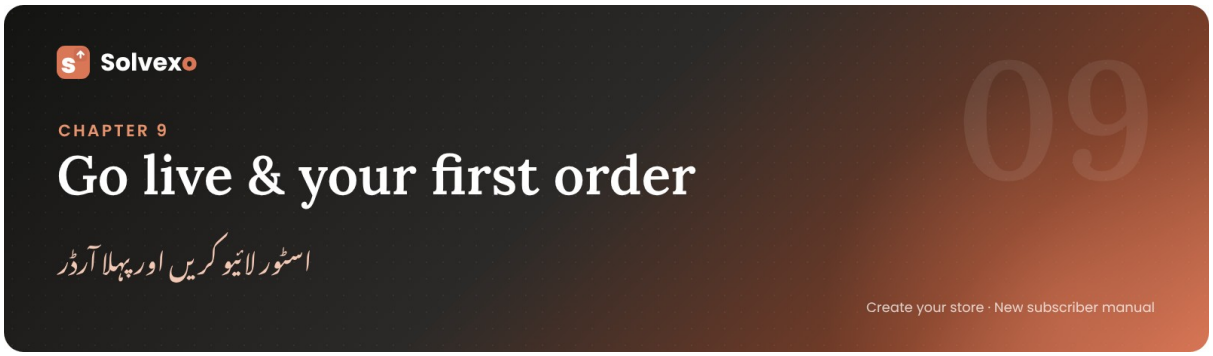


Chapter 9: Go live and handle your first order

Your store can take orders when five things are true. Tick them off before you share your store link.

Launch checklist

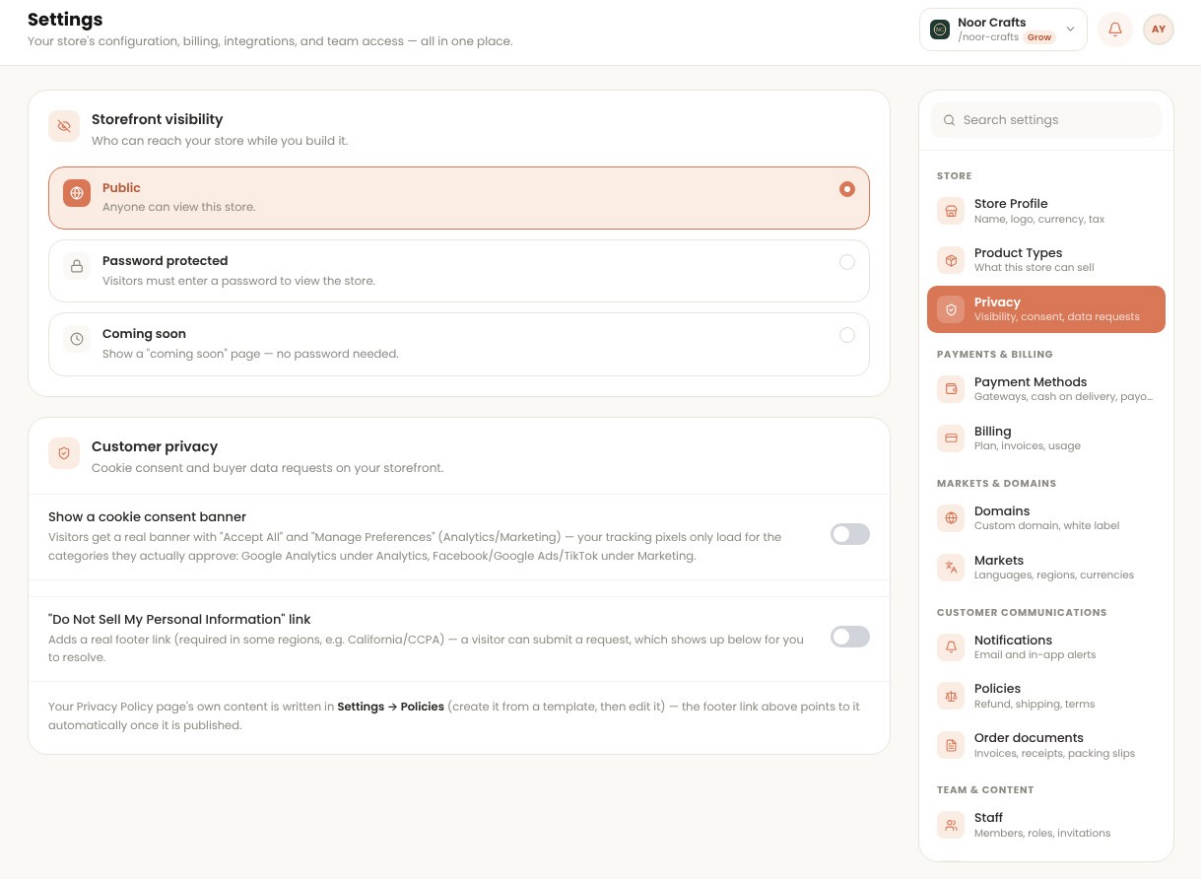
- ☐ A plan is active (Chapter 8).
- ☐ **Storefront visibility** is **Public** (Screen 9.1).
- ☐ At least one product has the status **Active** (Chapter 4).
- ☐ At least one shipping zone or pickup location is set up, if you sell physical products (Chapter 6).
- ☐ At least one payment method is on. Cash on Delivery is on from the start (Chapter 5).

> Tip: before sharing your link, place a test order yourself with Cash on Delivery to see the whole buyer journey.

Screen 9.1: Settings → Privacy (storefront visibility)

Use case: choose who can see your store while you build it, and open it to everyone when you're ready.

Where: **Settings → Privacy → Storefront visibility**



Settings, Privacy: Storefront visibility set to Public

Option	What visitors see	When to use it
Public	Your full store	You're ready to sell
Password protected	A page asking for a password (at least 4 characters)	You want to show the store to a few people first
Coming soon	An **Opening soon** page, no password needed	You're still building

1. Choose **Public**.
2. Save.

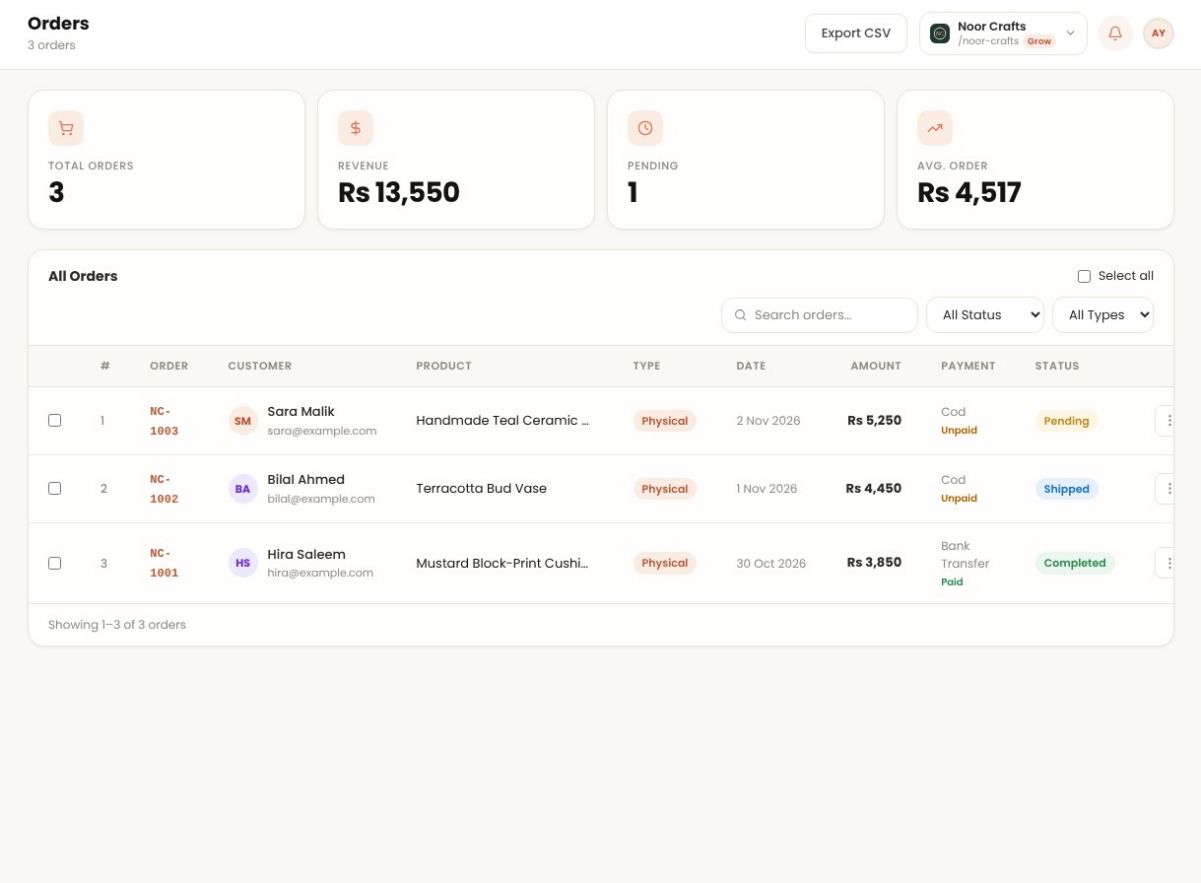
What you'll see: click **View store** ↗️ on the Dashboard; your full storefront opens.

> Note: during the free trial your store is set to **Coming soon** automatically, and checkout stays closed until you choose a plan, even if you select **Public**. When your plan starts, the store switches to **Public** for you.

Screen 9.2: Orders

Use case: see every order, and move each one from new to completed.

Where: **Orders → Orders**



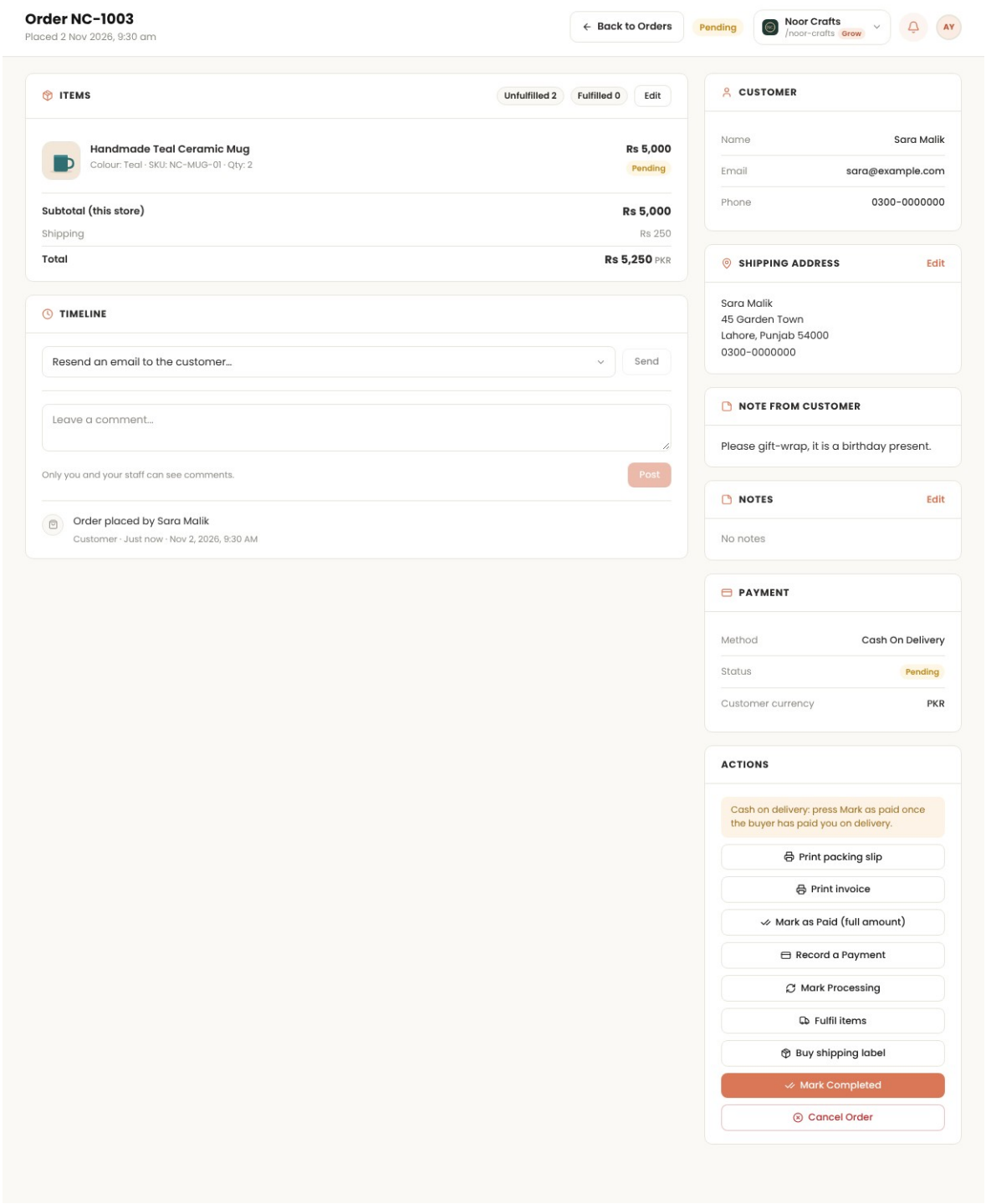
Orders page with three orders: pending, shipped and completed

- **Number cards: Total Orders**, **Revenue**, **Pending**, **Avg. Order**.
- **All Orders table:** search, and filter by status (**Pending**, **Processing**, **Shipped**, **Completed**, **Cancelled**) or type (**Digital**, **Physical**). The **Payment** column shows **Paid** or **Unpaid**.
- **Row menu: Mark as Paid**, **Mark Processing**, **Mark Shipped**, **Mark Completed**.
- **Several orders at once:** tick them, then **Print packing slips**, **Print invoices** or **Mark as processing**.
- A new store shows **No orders yet**.

Screen 9.3: Order detail (your first order)

Use case: everything about one order: items, buyer, address and payment, with the buttons to fulfil it.

Where: click an order in the **Orders** list



Order NC-1003 (Cash on Delivery): Items, Customer, Shipping Address, Note from customer, Payment and Actions

A typical Cash on Delivery order:

1. Open the order and check **Items**, **Customer**, **Shipping Address** and any **Note from customer**.
2. Click **Print packing slip** and pack the items.
3. Click **Mark Processing**.
4. Hand the parcel to your courier, then click **Mark Shipped** and enter the **Carrier**, **Tracking Number** and **Tracking Link**. The buyer can now track it.
5. When the courier delivers and collects the cash, click **Mark as Paid (full amount)**.

6. Click **Mark Completed** and confirm **Complete this order?**.

What you'll see: the order shows **Paid** and **Completed**, and the Dashboard numbers update.

For a bank or wallet transfer, wait until the money reaches your account (the buyer's screenshot is under **Orders → Payment Proofs**), then click **Mark as Paid**. Card payments through an online provider are marked paid automatically.

If something goes wrong: **Issue Refund** returns money to the original payment method or as store credit, and **Cancel Order** cancels it (you must give a reason).

باب 9: اسٹور لائیو کریں اور پہلا آرڈر

اپنا لنک شیئر کرنے سے پہلے یہ پانچ باتیں یقینی بنائیں:

- ☐ پلان فعال ہے (باب 8)۔
- ☐ **Storefront visibility** پر **Public** منتخب ہے۔
- ☐ کم از کم ایک مصنوع **Active** ہے (باب 4)۔
- ☐ فزیکل مصنوعات کے لیے کم از کم ایک شپنگ زون یا پک اپ مقام موجود ہے (باب 6)۔
- ☐ کم از کم ایک ادائیگی کا طریقہ آن ہے؛ Cash on Delivery پہلے سے آن ہے (باب 5)۔

Tip: لنک شیئر کرنے سے پہلے خود Cash on Delivery سے ایک آزمائشی آرڈر دیں۔

اسکرین 9.1: **Settings → Privacy**

استعمال: طے کرنا کہ اسٹور کون دیکھ سکتا ہے: **Public** (سب)، **Password protected** (پاس ورڈ والے) یا **Coming soon** (ابھی تیاری جاری)۔ فروخت کے لیے **Public** منتخب کر کے محفوظ کریں۔

Note: مفت آزمائش میں اسٹور خود بخود **Coming soon** پر رہتا ہے اور پلان منتخب کرنے تک چیک آؤٹ بند رہتا ہے۔ پلان شروع ہونے پر اسٹور خود بخود **Public** ہو جاتا ہے۔

اسکرین 9.2: **Orders**

استعمال: تمام آرڈر دیکھنا اور انہیں مکمل کرنا۔ **Payment** کالم میں **Paid** یا **Unpaid** نظر آتا ہے۔ ہر قطار کے مینو میں **Mark Shipped**، **Mark Processing**، **Mark as Paid** اور **Mark Completed** ہیں۔

اسکرین 9.3: **Order detail** (پہلا آرڈر)

Cash on Delivery آرڈر کے مراحل:

1. آرڈر کھول کر **Customer**، **Items** اور **Shipping Address** دیکھیں۔
2. **Print packing slip** سے پیکنگ سلپ نکالیں اور سامان پیک کریں۔
3. **Mark Processing** پر کلک کریں۔
4. کوریئر کو پارسل دے کر **Mark Shipped** پر کلک کریں اور **Carrier** اور **Tracking Number** لکھیں۔
5. ڈیلیوری پر رقم ملنے کے بعد **Mark as Paid (full amount)** پر کلک کریں۔

6. **Mark Completed** پر کلک کر کے تصدیق کریں۔

آپ کیا دیکھیں گے: آرڈر پر **Paid** اور **Completed** لکھا آئے گا۔

بینک یا والٹ ٹرانسفر میں رقم اکاؤنٹ میں آنے کا انتظار کریں (ثبوت **Orders → Payment Proofs** میں)، پھر **Mark as Paid** پر کلک کریں۔ مسئلے کی صورت میں **Issue Refund** یا **Cancel Order** استعمال کریں۔