

How to re-ship orders with "shipped" status

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How to re-ship orders with "shipped" status

1. Re-ship packages with "shipped" status
2. (If needed) Change package profile and complete shipping process

1. Re-ship packages with "shipped" status







Go to **Order > Shipment/packages > All packages**, search the relevant package ID.

On the right side of the package, click the "resend" button.

| Package Profile | Internal Remark | Shipping Status | Sales Order | Action |
|---|-----------------|-----------------|-------------|--------|
| USPS(ShipStation) (USPS First Class Mail) | | Shipped | 3-1 | |
| USPS(ShipStation) (USPS First Class Mail) | | Shipped | 3-1 | |

Then go to **Order > Sales Order > All orders**, search the original order number. You will see a second package listed below the original one.

Click the second package to access its detail page and complete the shipping process.

| | | | | |
|---|---|---------------------|---|--|
|    | <div style="background-color: green; color: white; padding: 2px 5px; border-radius: 3px;">已發貨</div> | 2023-01-04 23:59 | 訂單日期: 2022-12-18 17:19 付款日期: 2022-12-18 17:19 投寄日期: 2022-12-23 16:28 |  檢視詳情 更多選項 |
| | | | <div style="border: 1px solid blue; padding: 2px;"> EC-Ship(Hong Kong Post) LD005014557HK </div> |  17  15 |

2. (If needed) Change package profile and complete shipping process

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