

Ultimate Order Status™

Product Description

The Ultimate Order Status module enhances your customers post order experience by offering several features. Some of these features include:

- Previous Order History
- Order Tracking
- Order Re-Order

Key Features

- Order History
- Order Tracking
- Optional Product Level Tracking
- ODBC Connectivity for WorldShip, Endicia, DHL, and more. (MySQL)
- XML Connectivity
- 100% Store Morph Template Based
- Unlimited Status Types
- Unlimited Carrier Types
- Customer Re-Order Option
- Order Label / Packing Slip
- Copy in Existing Orders
- Order Status Import & Export Tools
- No-Account Tracking Tool
- Status Update Emails
- And much more...

Support

Support is offered on all Sebenza modules via our online helpdesk. Module support includes, but not limited to, installation issues, compatibility, and module usage.

Requests outside of the modules scope will be addressed on a case by case scenario. In most cases these requests will on a custom development basis at our current hourly rate.

Before contacting support, please refer to not only this document... but also to our [online FAQ center](#).

URL: <http://www.sebenza.com/>

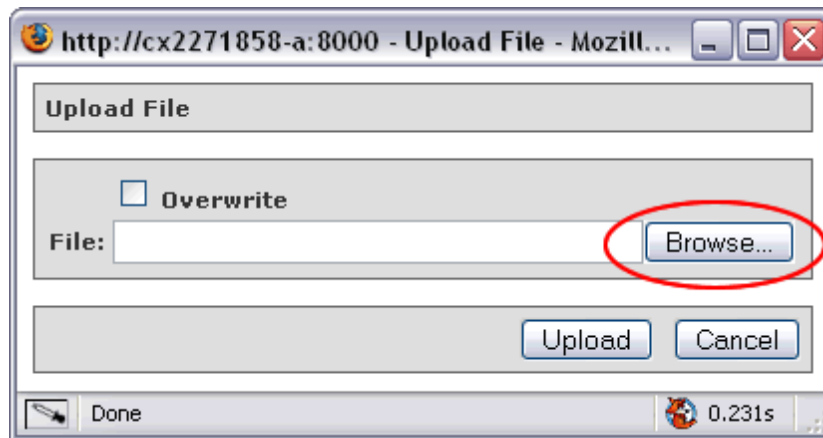
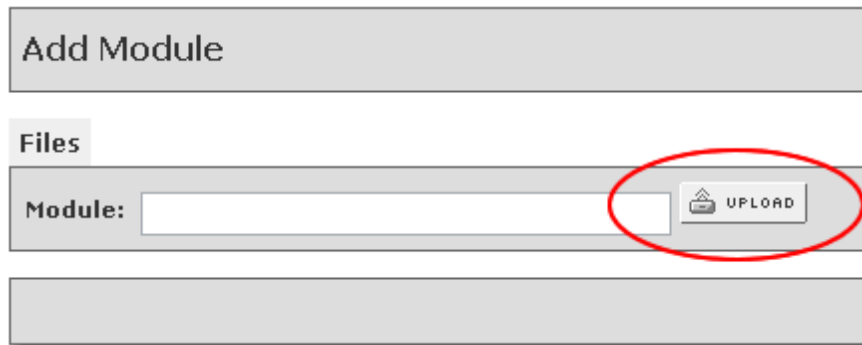
Installation Instructions

Step 1. After purchasing the MIVA Merchant 5 module, download it to your computer. If it was supplied as a Zip file, unzip it to a convenient directory. Winzip is a popular tool for un-zipping files and is available [here](#).

Step 2. Next, upload your new module to your MIVA Merchant administration panel via the “Add” link to the right of the “Modules” link in the left navigation.



Step 3. Click the “Upload” button and select the module to be uploaded and installed. After you select the module click the “Add” button.



Now your module is installed to your MIVA Merchant Domain. Next, we will need to assign the module to the store you want to use it with.

Step 4. Click “Order Fulfillment Configuration” within the left navigation under your selected store.

Step 5. Find the “Ultimate Order Status” module, select the checkbox, and hit “Update”.

Step 6. After you hit the “Update” button, a new tab was created called “Ultimate Order Status”. Click on the “Ultimate Order Status” tab. Now that the module is assigned to the store, you will need to enter your license number. Enter your purchased license number and click “Update”. If you do not have a valid license number please contact Sebenza.

Step 7. Two Page templates should have been created when the module was activated. These two page templates are ODTL (Order History – Order Detail) and OLST (Order History – Order List). You will need to edit the StorMorph template code in these two pages to your desire.

Step 8. LOGN Page template edit. You will need to add(change) the following to your LOGN page template so that users trying to view their order history and tracking are redirected correctly after login in.

```
<form method="post" action="&mvt:global:secure_sessionurl;">
<input type="hidden" name="Store_Code" value="&mvt:store:code;">

<mvt:if expr="g.OrderHistory">
    <input type="hidden" name="Screen" value="OLST">
</mvt:else>
    <input type="hidden" name="Screen" value="SFNT">
</mvt:if>
```

.....

Tip: You can also use a conditional like this to signify the page as the order history & tracking page like so:

```
<mvt:if expr="g.OrderHistory">
    Order Tracking & Order History
</mvt:else>
    Account Login
</mvt:if>
```

Step 8. Linking to the Order Status & History Page. Your link should look something like:

```
<a href="&mvt:global:secure_sessionurl;Screen=OLST&Store_Code=&mvt:global:Store_Code;">Order History & Tracking</a>
```

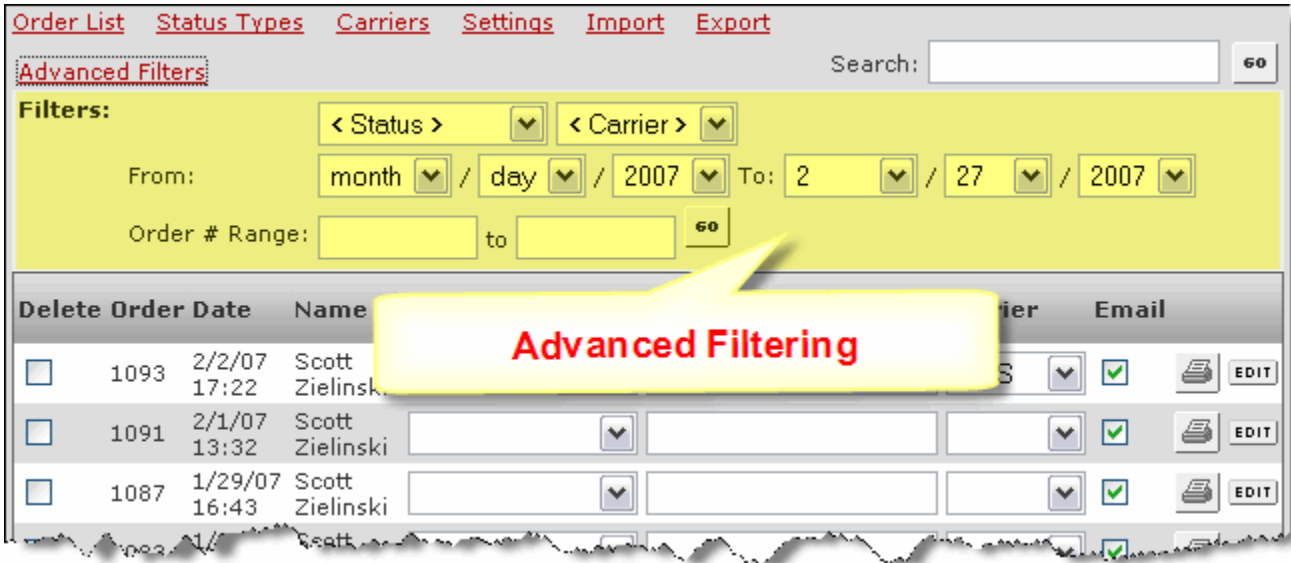
General Settings

- **Email Checkbox Checked** – This option checks the email checkbox on the Order List view.
- **But only send if the Status has changed** – With this setting checked, the order status email will only be sent if the orders status type has changed.
- **Use ODBC Tracking** – See ODBC below.
- **Clean ODBC Table** – This setting cleans out any invalid records from the ODBC tracking table. This will happen when using a shipping application that writes back shipping information for orders that do not have an order id. Each time you need to clean the table, check the checkbox and click “Update”.
- **Copy existing store orders to module** – This utility will allow you to copy all of your current store orders into the modules databases.
- **Default Status Type** – This is the status type assigned to new orders by default.
- **Send Status Email To** – Select from Shipping email address or Billing email address. This is the email address order status updates are emailed to.
- **Email From** – This is the email address order status emails will be sent from.
- **Label Template** – Each order has a printer icon, when this icon is clicked a pop-up window will open with the selected order using the template you specified here.

Order List

The Order List allows you to view or update orders in bulk. For more detailed information on the order, click the "EDIT" button.

Advanced Filtering: By clicking the Advanced Filters link, you will be presented with additional search criteria. You can filter your search by keyword, date, status type, carrier, and order id range.



The screenshot shows the 'Advanced Filters' section of the Order List interface. It includes a search bar with a 'GO' button. Below the search bar, there are several filter options: '< Status >' and '< Carrier >' dropdown menus, a date range filter with 'From:' and 'To:' fields, and an 'Order # Range:' field with a 'GO' button. A yellow callout box with the text 'Advanced Filtering' points to the filter options. Below the filters is a table with columns: Delete, Order, Date, Name, Carrier, and Email. The table contains three rows of order data.

Delete	Order	Date	Name	Carrier	Email	
<input type="checkbox"/>	1093	2/2/07 17:22	Scott Zielinski	S	<input checked="" type="checkbox"/>	EDIT
<input type="checkbox"/>	1091	2/1/07 13:32	Scott Zielinski	<input type="text"/>	<input checked="" type="checkbox"/>	EDIT
<input type="checkbox"/>	1087	1/29/07 16:43	Scott Zielinski	<input type="text"/>	<input checked="" type="checkbox"/>	EDIT

Order Detail

The Order Detail allows you to view the order in its entirety. This data includes:

- Customers Billing and Shipping Information
- Products Order as well as any additional order charges
- Product Level Tracking Information
- Order Level Tracking and Notes
- ODBC Tracking Information (If found)

On this display, you can change the product tracking information, order tracking information, customer information, and order notes.

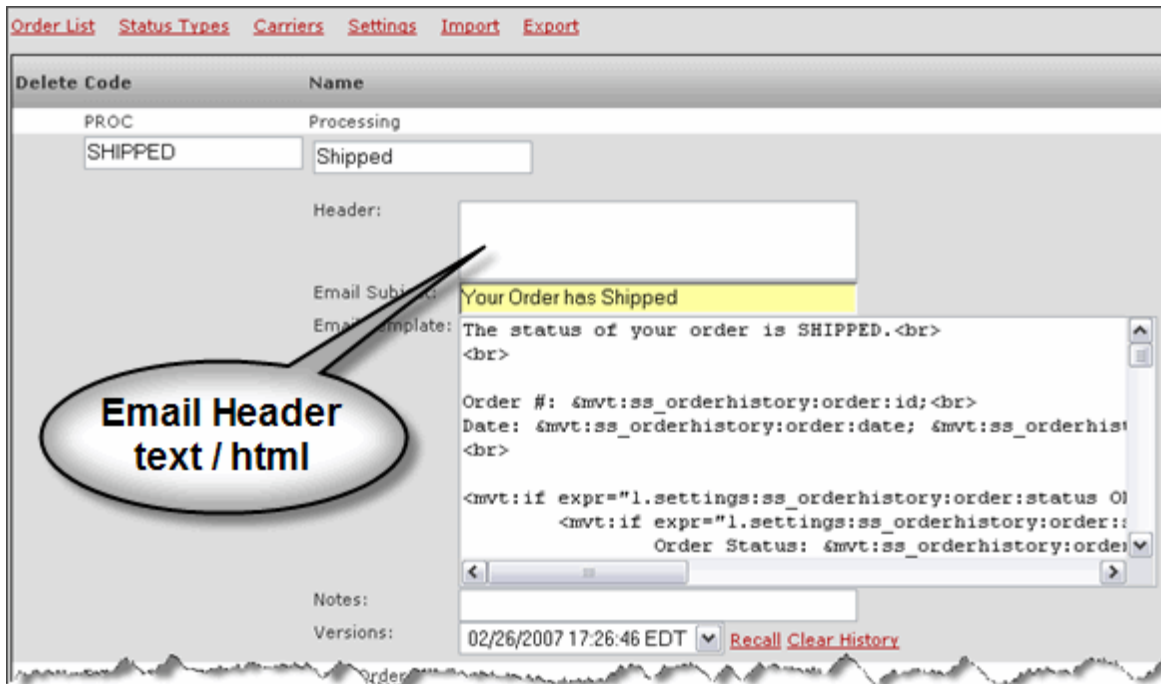
Status Types

To add or edit a Status Type, click the Status Types link in the modules administration panel.



Delete	Code	Name	ADD 
<input type="checkbox"/>	PROC	Processing	EDIT
<input type="checkbox"/>	SHIPPED	Shipped	EDIT
<input type="checkbox"/>	BACKORDERED	Back Ordered	EDIT

Click the “ADD” button to add a new Status Type. And click the “EDIT” button to edit any existing Status Types.



Order List [Status Types](#) [Carriers](#) [Settings](#) [Import](#) [Export](#)

Delete	Code	Name
<input type="checkbox"/>	PROC	Processing
<input type="checkbox"/>	SHIPPED	Shipped

Header:

Email Subject:

Email Template:

```
The status of your order is SHIPPED.<br>
<br>
Order #: &mvt:ss_orderhistory:order:id;<br>
Date: &mvt:ss_orderhistory:order:date; &mvt:ss_orderhis
<br>
<mvt:if expr="1.settings:ss_orderhistory:order:status 0"
  <mvt:if expr="1.settings:ss_orderhistory:order:
    Order Status: &mvt:ss_orderhistory:order
```

Notes:

Versions: 02/26/2007 17:26:46 EDT [Recall](#) [Clear History](#)

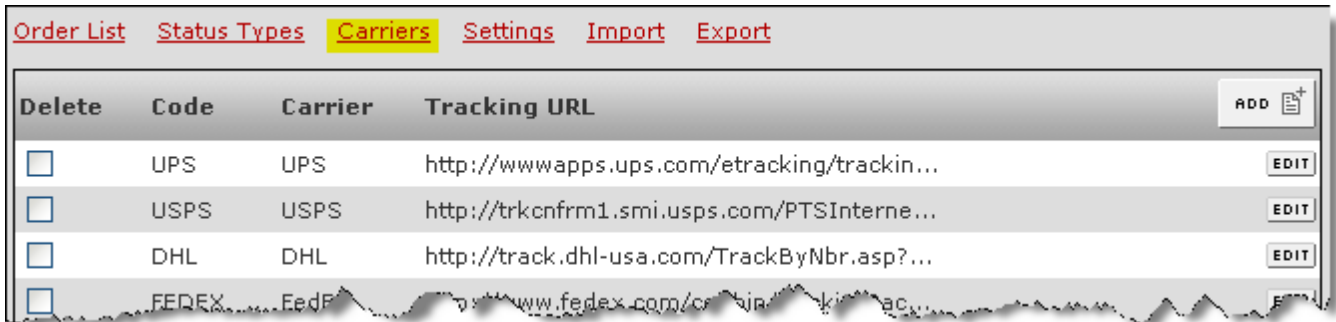
Email Header text / html


Each Status Type must have a Code and a Name. Along with a code and name, you have the option to specify the status types email settings. You can specify the email header, subject, and template. To send the email as plain text, leave the header setting blank. To send as HTML, enter the following:

```
Mime-Version: 1.0
Content-Type: text/html; charset="iso-8859-1"
```

Carriers

To add or edit a Carrier, click the Carriers link in the modules administration panel.



Delete	Code	Carrier	Tracking URL	ADD 
<input type="checkbox"/>	UPS	UPS	http://wwwapps.ups.com/etracking/trackin...	EDIT
<input type="checkbox"/>	USPS	USPS	http://trkcnfrm1.smi.usps.com/PTSInterne...	EDIT
<input type="checkbox"/>	DHL	DHL	http://track.dhl-usa.com/TrackByNbr.asp?...	EDIT
<input type="checkbox"/>	FEDEX	FedEx	http://www.fedex.com/cgi-bin/track/ac...	EDIT

Click the “ADD” button to add a new Carrier. And click the “EDIT” button to edit any existing Carriers. For each Carrier, you will need to specify a Code and Carrier Name. Tracking URL is optional.

Tracking URLs – (Watch the text wrap when copying)

UPS

http://wwwapps.ups.com/etracking/tracking.cgi?tracknums_displayed=1&TypeOfInquiryNumber=T&HTMLVersion=4.0&track.x=33&track.y=8&InquiryNumber1

FedEx

http://www.fedex.com/cgi-bin/tracking?action=track&language=english&cntry_code=us&initial=x&tracknumbers

USPS

<http://trkcnfrm1.smi.usps.com/PTSInternetWeb/InterLabelInquiry.do?origTrackNum>

DHL

<http://track.dhl-usa.com/TrackByNbr.asp?ShipmentNumber>

Export

The Ultimate Order Status module has an Export tool so that you can export a selected batch of orders to add status and tracking data too offline.

Order Status Pro - Export

Batch to Export: <Select One>

Export Orders to File:

Delimiter: Tab
 Other:

If File Exists: Append To File
 Replace File

Export Products:

To export orders from the Order Status module, select the following criteria and click “Export”

- **Batch to Export**
Select the order batch that you would like to export.
- **Export Orders to File**
Specify a file name for the exported data.
- **Delimiter**
Specify the delimiter you would like to use to separate the fields.
- **If File Exists**
Select to append the results to an existing file or to replace the file.
- **Export Products**
If this is selected, the orders products will also be exported with the order.

The module will export the data file to your stores data directory. This is usually one level below 'www' or 'htdocs'.

Import

The Ultimate Order Status module has an Import tool so that you can import order status and tracking data from offline management.

Order Status Pro - Import

Data File:

Delimiter: Tab
 Other:

Step 1.

- **Specify your Data File**
Click the “UPLOAD” button and locate your data file on your local computer.
- **Select your Delimiter**
Choose the delimiter you used to create your flat file.
- **Click “Next”**

Step 2.

On Step 2, you will be presented with the field selection for the the fields that the import tool has found. You will need to select the appropriate column name for each field in your import and click the “Import” button.

Available Import Fields

ORDER ID

The order number

LINE ID

This is the databases line_id and should not be changed from the export. This only applies if you are importing and tracking on a product level.

STATUS

The Status Type code. This must match 100% and case sensitive.

CARRIER

The Carrier code. This must match 100% and case sensitive.

TRACKING NUMBER

The tracking number for the order. If you are tracking on a product level, this is where you would enter the tracking number for the product.

NOTE

Enter an order note if applicable. Notes are on an order level and not product.

SEND EMAIL

The value should be “1” if you want the system to send an order status update email.

ODBC Connectivity (MySQL Users Only)

- **Keyed Import**

This allows you to simply type the order number into your shipping application... and presto all your customers shipping information is populated.

- **Proactively provide shipment information**

Save shipment data back to Ultimate Order Status on the fly, such as shipment type and tracking numbers.

- **Eliminate redundant steps**
- **Simplify training and staffing**
- **Save time**

Ultimate Order Status --><-- MySQL --> ODBC Connector (MyODBC) <-- ODBC Application (WorldShip)

ODBC (Open Data Base Connectivity) is a function library which provides a common API (Application Programming Interface) for ODBC compliant database management systems.

If an application is developed using ODBC, the application will be able to store data in any database management system which is equipped with an ODBC driver.

The modules ODBC feature creates a separate tracking table for third party applications to write to. Some example applications where this is applicable are UPS WorldShip, USPS Endicia, and DHL EasyShip. Anything with ODBC should be able to write to the table.

Note that this feature is considered outside of normal product support. Support regarding this feature is available as Paid Support. Please contact Sebenza to inquire about these services.

Tip: Being that an order could potentially have multiple shipments, it is recommend that your application always *write* to the table vs *update*.

ODBC Tracking Table Fields

- **id** [CHAR 11] – Order ID
- **s_id** [CHAR 64] – Shipment ID
- **pu_date** [CHAR 10] – Package Pick up date (optional)
- **void** [CHAR 32] – This can be used as user discretion (optional)
- **s_type** [CHAR 32] – Shipment type, such as Ground, Overnight, Priority
- **num_pack** [CHAR 11] – Number of packages in shipment (optional)
- **weight** [NUMBER 10, 2] – Shipments total weight (optional)
- **tracknum** [CHAR 64] – Shipment tracking number
- **tracktype** [CHAR 64] – Carrier code. This should match the carrier codes you specified for the carrier. For example: UPS, USPS, DHL
- **ship_name** [CHAR 50] – Shipment recipient name (optional)
- **s_email** [BOOL] - This can be used as user discretion (optional)
- **ship_data** [CHAR 100] - This can be used as user discretion (optional)
- **notes** [MEMO] – Shipment notes (optional)

XML Connectivity

The Ultimate Order Status module has an XML tool that allows you to directly communicate with the script by posting XML to it. To use this tool, your application simply needs to post the XML, example below, to the secure Ultimate Order Status URL:

https://domain.com/mm5/5.00/modules/fulfill/orderstatus5.mvc?username=admin&password=admin&Store_Code=123&action=ImportStatus

Sample XML

```
<?xml version="1.0" ?>
<OrderStatus>
<Order>
  <Id>1006</Id>
  <Note>Your order has been partial shipped.</Note>
  <SendEmail>1</SendEmail>
  <Status>SHIPPED</Status>
  <Carrier>FEDEX</Carrier>
  <Tracking>1568455111215641</Tracking>
  <ProductStatus>
    <LineId>14</LineId>
    <Status>SHIPPED</Status>
    <Carrier>FEDEX</Carrier>
    <Tracking>1568455111215641</Tracking>
    <SendEmail>1</SendEmail>
  </ProductStatus>
</Order>
</OrderStatus>
```

Customer Order Lookup Tool

The following tool can be located anywhere on your store. This allows customers who did not create an account to lookup the status of their order. By default it is placed on your OLST Page Template.

```
<form method="post" action="&mvt:global:secure_sessionurl;">
<input type="hidden" name="Store_Code" value="&mvt:store:code;">
<input type="hidden" name="Screen" value="&mvt:global:Screen;">
<input type="hidden" name="Action" value="OVIEW">

<p><b>Order Status Lookup</b></p>
<mvt:if expr="g.OrderHistory_Error EQ 'NOTFOUND'">
  <font color="#ff0000"> - Order &mvt:global:OrderID; was not found.
  Please contact customer service for any inquires.</font><br /><br />
</mvt:if>

<table>
<tr><td>
  <b>Billing Email Address:</b>
</td><td>
  <input type="text" size="20" name="OrderEmail" value="&mvt:global:OrderEmail;">
</td></tr>
<tr><td>
  <b>Order #:</b>
</td><td>
  <input type="text" size="20" name="OrderID" value="&mvt:global:OrderID;">
</td></tr>
<tr><td colspan="2" align="right">
  <input type="submit" class="but" value="View">
</td></tr>
</table>
</form>
```

Available Template Array Variables

Order:

```
&mvt:order:ship_fname;           &mvt:order:bill_fname;           &mvt:order:status;
&mvt:order:ship_lname;         &mvt:order:bill_lname;         &mvt:order:status_code;
&mvt:order:ship_name;         &mvt:order:bill_name;         &mvt:order:status_name;
&mvt:order:ship_comp;         &mvt:order:bill_comp;         &mvt:order:tracknum;
&mvt:order:ship_phone;       &mvt:order:bill_phone;       &mvt:order:tracktype
&mvt:order:ship_fax;         &mvt:order:bill_fax;         &mvt:order:tracktype_code;
&mvt:order:ship_email;       &mvt:order:bill_email;       &mvt:order:tracktype_url;
&mvt:order:ship_addr;        &mvt:order:bill_addr;        &mvt:order:tracktype_name;
&mvt:order:ship_city;        &mvt:order:bill_city;
&mvt:order:ship_state;       &mvt:order:bill_state;
&mvt:order:ship_zip;         &mvt:order:bill_zip;
&mvt:order:ship_cntry;       &mvt:order:bill_cntry;

&mvt:order:cust_id;
&mvt:order:total;
&mvt:order:formatted_total;
&mvt:order:id;
&mvt:order:orderdate;
&mvt:order:time;
&mvt:order:date;
&mvt:order:notes;
&mvt:order:notes2;
&mvt:order:field1;
&mvt:order:field2;
&mvt:order:field3;

&mvt:order:payment_type;
```

Order Items:

```
&mvt:item:order_id;
&mvt:item:line_id;
&mvt:item:product_id;
&mvt:item:active;
&mvt:item:taxable;
&mvt:item:upsold;
&mvt:item:quantity;
&mvt:item:code;
&mvt:item:name;
&mvt:item:price;
&mvt:item:itemtotal; (Combines Attr/Opt & Product Prices)
&mvt:item:itemsubtotal; (Combines Attr/Opt & Product Prices)
&mvt:item:formatted_price;
&mvt:item:formatted_subtotal;
&mvt:item:formatted_itemtotal; (Combines Attr/Opt & Product Prices)
&mvt:item:formatted_itemsubtotal; (Combines Attr/Opt & Product Prices)
&mvt:item:cost;
&mvt:item:weight;
&mvt:item:thumbnail;
&mvt:item:image;
&mvt:item:descrip;
&mvt:item:count;
&mvt:item:status;
&mvt:item:status_name;
&mvt:item:status_code;
&mvt:item:tracknum;
&mvt:item:tracktype;
&mvt:item:tracktype_url;
&mvt:item:tracktype_name;
```

ODBC:

```
&mvt:odbc:id;
&mvt:odbc:s_id;
&mvt:odbc:pu_date;
&mvt:odbc:void;
&mvt:odbc:s_type;
&mvt:odbc:num_pack;
&mvt:odbc:weight;
```

Order Options:

```
&mvt:option:order_id;
&mvt:option:line_id;
&mvt:option:attr_id;
&mvt:option:attr_code;
&mvt:option:attr_prompt;
&mvt:option:option_id;
&mvt:option:attmpat_id;
&mvt:option:weight;
&mvt:option:price;
&mvt:option:formatted_price;
&mvt:option:opt_code;
&mvt:option:opt_prompt;
&mvt:option:formatted_subtotal;
```

Order Charges:

```
&mvt:charge:order_id;
&mvt:charge:charge_id;
&mvt:charge:module_id;
&mvt:charge:type;
&mvt:charge:descrip;
&mvt:charge:amount;
&mvt:charge:disp_amt;
&mvt:charge:formatted_disp_amt;
&mvt:charge:tax_exempt;
```

```
&mvt:odbc:tracknum;
&mvt:odbc:tracktype;
&mvt:odbc:ship_name;
&mvt:odbc:s_email;
&mvt:odbc:ship_data;
&mvt:odbc:notes;
&mvt:odbc:tracktype_carrier;
&mvt:odbc:tracktype_name;
```

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