

Order Management

Complete Guide to Managing Relocation Orders

Overview

Order Management is the core functionality of the Juno Fast Admin Portal. This section handles all aspects of customer orders from initial placement through completion. You can view, filter, search, update, and track all relocation orders through this interface.

Access: Click "Orders" in the left sidebar to access the order management page.

Orders Table Overview

The main orders table displays all orders in your system with the following columns:

Column	Description	Example Values
Order ID	Complete unique identifier for the order	4620ea2c-75c3-40b2-875b-b9c251752d4b
Customer	Customer name and contact information	John Smith +91 9876543210
Service Type	Type of relocation service	House Relocation, Office Move, PG Relocation
Route	Pickup and drop-off locations	Mumbai → Delhi
Status	Current order status with color coding	Pending, Confirmed, In Progress, Completed
Price	Order pricing information	₹15,000 (Estimated) ₹18,500 (Final)
Date	Order creation date	21 Jun 2025
Actions	View and edit buttons	View,  Edit

Search and Filter System

Advanced Search Functionality

The search feature allows you to find orders quickly across multiple fields:

Search Capabilities:

- **Order ID:** Search by complete or partial order ID
- **Customer Name:** Find orders by customer's full name
- **Email Address:** Search using customer email
- **Phone Number:** Find orders by customer phone number
- **Service Type:** Search by service type (House, Office, etc.)
- **Addresses:** Search in pickup or drop-off locations

How to Use Search:

1. Locate the search bar at the top of the filters section
2. Type any part of the information you're looking for
3. Search is case-insensitive and works with partial matches
4. Results update automatically as you type
5. Clear the search field to see all orders again

Filter Options

Filter Type	Options	Use Case
Status Filter	All, Pending, Confirmed, In Progress, Completed, Cancelled, Price Updated, Price Accepted	Focus on orders requiring specific attention
Service Type	All Services, House Relocation, Office Relocation, Vehicle Transportation, Pet Relocation, Industrial Shipment, Events & Exhibitions, PG Relocation	Analyze performance by service category
Date Range	Custom date picker for start and end dates	Review orders from specific time periods

Pro Tip: Combine multiple filters for precise results. For example, filter by "Pending" status and "House Relocation" service to see all pending house moving orders.

Order Status Management

Status Workflow

Orders follow a specific lifecycle with defined status transitions:

Normal Order Flow:

1. **Pending:** Initial order placed by customer
2. **Confirmed:** Admin reviews and approves order
3. **In Progress:** Order execution begins
4. **Completed:** Service successfully delivered

Alternative Flows:

- **Price Updated:** Admin modifies price, awaiting customer approval
- **Price Accepted:** Customer approves updated price
- **Cancelled:** Order cancelled by customer or admin

How to Update Order Status

1. Click the "View" button () next to any order
2. In the order details modal, locate the status dropdown
3. Select the new status from the dropdown menu
4. Click "Update Order" to save changes
5. Customer receives automatic notification via mobile app

Important Status Rules:

- Only move orders forward in the workflow sequence
- Completed orders cannot be changed back to previous statuses
- Cancelled orders should not be reactivated

Price Management

Price Types Explained

Price Type	Description	When to Use
Approximate Price	Initial estimate provided to customer	Based on basic order information
Estimated Price	More accurate estimate after detailed assessment	After reviewing complete order details
Final Price	Actual amount to be charged	Final pricing after any adjustments

Critical Rule: Prices can only be edited when order status is "Pending" or "Price Updated". All other statuses lock the price fields for data integrity.

How to Update Pricing

1. Ensure order status is "Pending" or "Price Updated"
2. Open the order details modal
3. Locate the editable price fields
4. Enter new pricing information
5. Change status to "Price Updated" if customer approval is needed
6. Click "Update Order" to save changes

Best Practices for Pricing:

- Always provide transparent pricing breakdowns
- Update prices only after thorough assessment
- Communicate price changes clearly to customers
- Document reasons for price adjustments in notes

Order Details Modal

The order details modal provides comprehensive information about each order and allows for updates. It contains several sections:

Section 1: Basic Order Information

- Complete Order ID
- Customer profile information
- Service type and status
- Pickup and drop-off addresses with pin codes
- Scheduled and completion dates
- All pricing information

Section 2: Common Items

- Pre-defined items customer selected for moving
- Quantities and descriptions
- Standard items like suitcases, furniture, appliances

Section 3: Custom Items

- Special items customer added manually
- Custom descriptions and quantities
- Photos uploaded by customer (if any)

Section 4: Service Questions & Answers

- Customer responses to service-specific questions
- Important details like floor numbers, elevator availability
- Special requirements and preferences

Section 5: Order Details

- Additional technical details and specifications
- System-generated metadata
- Tracking information and timestamps

Navigation Tip: Use the scroll bar within the modal to view all sections. Each section is clearly labeled and contains relevant information for order processing.

Common Order Management Tasks

Daily Workflow Tasks

Morning Routine:

1. Filter orders by "Pending" status
2. Review new orders from overnight
3. Update pricing based on detailed requirements
4. Confirm orders ready for execution
5. Change status to "Confirmed" for approved orders

Ongoing Monitoring:

1. Check "In Progress" orders for completion
2. Update orders to "Completed" when finished
3. Handle customer inquiries about order status
4. Monitor "Price Updated" orders for customer responses

End of Day Review:

1. Ensure all pending orders have been addressed
2. Verify all completed orders are properly closed
3. Review next day's scheduled orders
4. Check for any urgent customer communications

Customer Communication Guidelines

Status Change Notifications:

- Customers automatically receive mobile app notifications for status changes
- Ensure status updates are accurate before saving
- Price updates trigger special notifications requiring customer approval
- Use the notes field to document important communication

Troubleshooting Common Issues

Issue: Cannot edit order price

Cause: Order status is not "Pending" or "Price Updated"

Solution: Price editing is restricted for data integrity. Only pending orders allow price modifications.

Issue: Customer not receiving status updates

Cause: Mobile app notification issues

Solution: Verify status changes are being saved. Customer should check mobile app notifications or contact customer service.

Issue: Search not finding expected orders

Cause: Incorrect search terms or applied filters

Solution: Clear all filters and try searching with partial information. Check spelling and try different search terms.

Issue: Order details not loading

Cause: Network connectivity or server issues

Solution: Refresh the page and try again. Check internet connection.

Advanced Tips and Best Practices

Efficiency Tips

- **Keyboard Shortcuts:** Use Tab to navigate between form fields quickly
- **Bulk Processing:** Use filters to group similar orders for batch processing
- **Status Tracking:** Regularly update order statuses to maintain accurate tracking
- **Documentation:** Use notes fields to document important decisions or customer communications

Quality Assurance

- Double-check pricing before updating order status
- Verify customer contact information is accurate
- Ensure pickup and drop-off addresses are complete
- Review special requirements in questions section
- Confirm all required items are properly documented

Data Integrity Rules:

- Never manually edit order IDs or customer IDs
- Always use the provided status options
- Maintain accurate pricing throughout the order lifecycle
- Document all significant changes in the notes field