

# How should I fix the errors while confirming store orders?

In this article, we're going to learn about issues related to your Store Orders and how to troubleshoot them.

Your order status will show as **unsynced** or **error** when some important data is missing. You can solve them very easily by following this article.

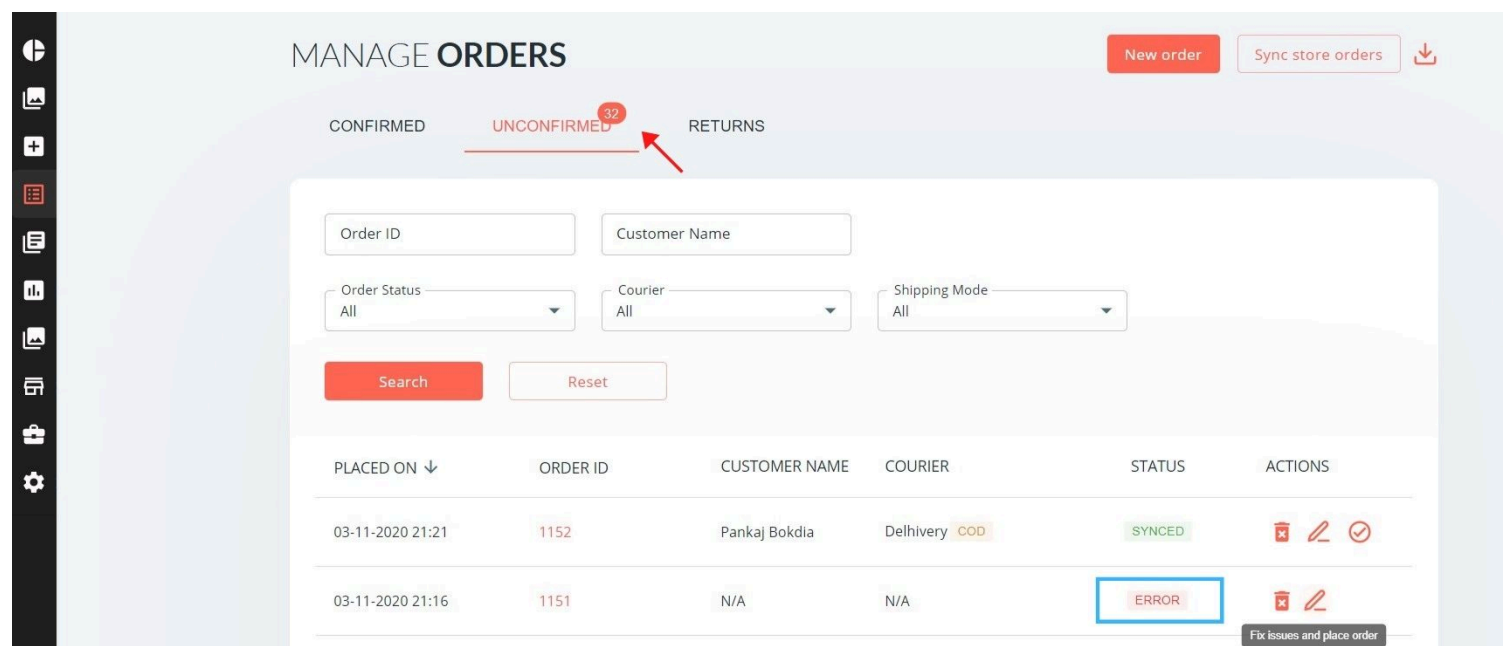
## Order Status showing Error in Unconfirmed Tab

Your order status shows an **error** when the orders that are fetched from your store are having **insufficient data** to be processed. This can happen when your order has important **missing details** like the **customer's address, contact number, invalid pin code, unserviceable pin code, etc.**







You can fix the error by following these steps below:-

**Step 1:** Log into your [Merchant Panel](#)

**Step 2:** Go to the **Manage Orders** Page and click on the "Unconfirmed" Tab.



The screenshot displays the 'MANAGE ORDERS' interface. At the top, there are tabs for 'CONFIRMED', 'UNCONFIRMED' (highlighted with a red arrow and a '32' badge), and 'RETURNS'. Below the tabs, there are search filters for 'Order ID', 'Customer Name', 'Order Status' (set to 'All'), 'Courier' (set to 'All'), and 'Shipping Mode' (set to 'All'). There are 'Search' and 'Reset' buttons. Below the filters is a table with columns: 'PLACED ON', 'ORDER ID', 'CUSTOMER NAME', 'COURIER', 'STATUS', and 'ACTIONS'. The table contains two rows. The first row shows an order from 03-11-2020 21:21 with ID 1152, customer Pankaj Bokdia, courier Delhivery, and status SYNCED. The second row shows an order from 03-11-2020 21:16 with ID 1151, customer N/A, courier N/A, and status ERROR (highlighted with a blue box). The ACTIONS column for the ERROR status row includes a red 'X' icon and a pencil icon, with a tooltip that says 'Fix issues and place order'.

PLACED ON ↓	ORDER ID	CUSTOMER NAME	COURIER	STATUS	ACTIONS
03-11-2020 21:21	1152	Pankaj Bokdia	Delhivery COD	SYNCED	  
03-11-2020 21:16	1151	N/A	N/A	ERROR	  

**Step 3:** You can fix the error by click on "Fix issues and place order"

19-08-2020 16:02

1150

N/A

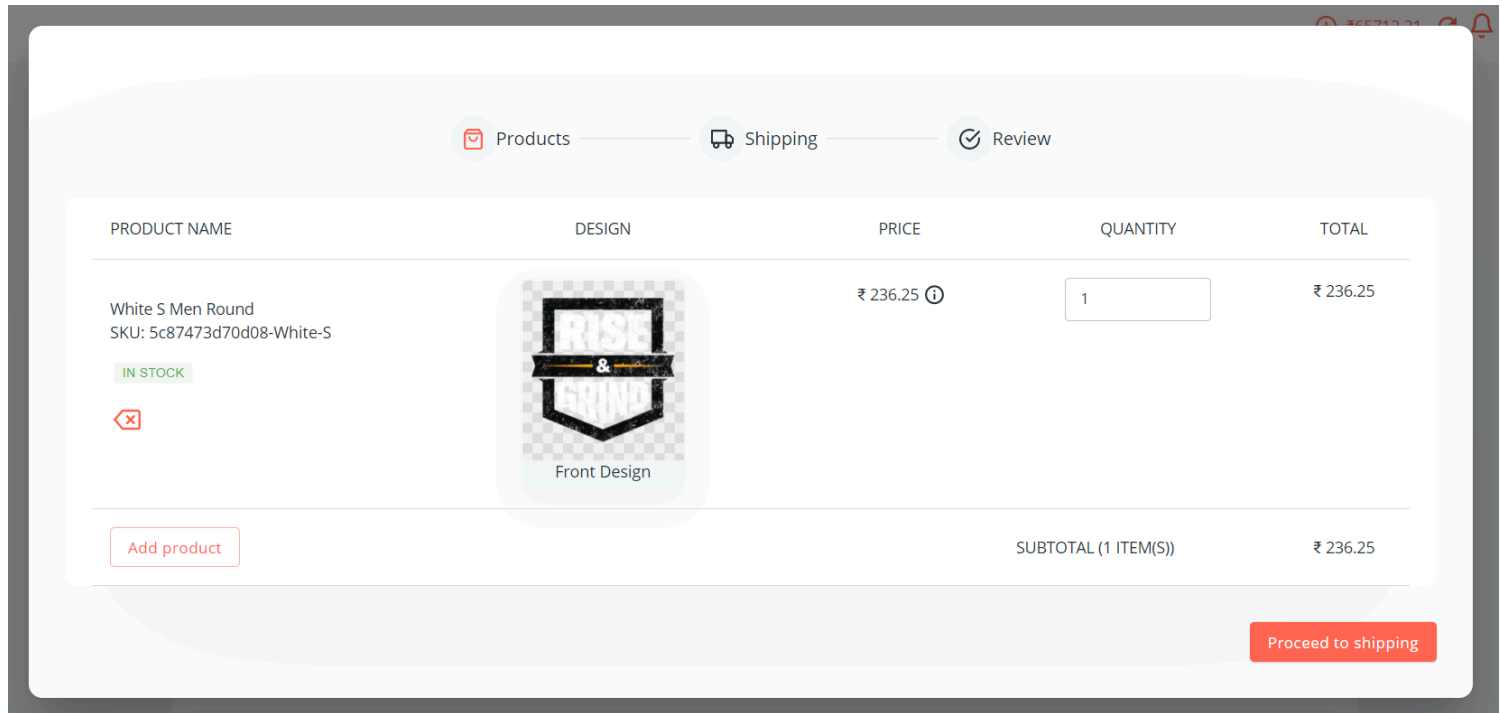
Blue Dart

ERROR



Fix issues and place order

**Step 4:** After clicking on the "**Fix issues and place order**" button, you can view the order details and click on "**Proceed to shipping**"



**Step 5:** Ensure all the details of your customer are correct.

In the below case, the customer's name is missing. Fill in the missing details and click on "**Get available couriers**" to select the shipping partner.

Shipping Details

Customer Name

Customer name is required

Split street address

Address Line 1  
Building No. 6, SSM Warehouse, No. 89

Address Line 2  
Chennai, Tamil Nadu

Address Line 3/Landmark

India

Pincode  
600110

City  
Tiruvallur

State  
Tamil Nadu

Phone Number  
1234567890

Email  
support@printrove.com

☐ Collect cash on delivery for this order

Get available couriers

**Step 6:** Click on **"Review Order"** to review the details you just entered in **Step No. 5**

☐ FedEx - Rs. 50 for 200 gms

☐ Delhivery - Rs. 50 for 200 gms

☒ Blue Dart - Rs. 60 for 200 gms

☐ Xpressbees - Rs. 50 for 200 gms

☐ Ecom Express - Rs. 50 for 200 gms

☐ India Post - Rs. 50 for 200 gms

☐ FedEx Surface - Rs. 200 for 200 gms

SUBTOTAL	Rs. 236.25
SHIPPING	Rs. 60
TOTAL	Rs. 296.25



Back

Review order

**Step 7:** The last step is to review your order and finally click on **"Proceed"** to place the order.

[Products](#)[Shipping](#)[Review](#)

### Product details

PREVIEW	PRODUCT DETAILS	PRICE	QUANTITY	TOTAL
<div> Front Design</div> <div> Front mockup</div>	White S Men Round SKU: 5c87473d70d08-White-S <span>IN STOCK</span>	₹ 236.25 ⓘ	1	₹ 236.25

### Shipping Details

#### Ship to

**Pankaj**  
Building No. 6, SSM Warehouse, No. 89  
Chennai, Tamil Nadu  
Tiruvallur Tamil Nadu - 600110  
1234567890  
support@printrove.com

**Shipped by Printrove**  
**Blue Dart**  
Rs. 60

Tiruvallur Tamil Nadu - 600110  
1234567890  
support@printrove.com

[Upload invoice](#)

### Payment details

SUBTOTAL	Rs. 236.25
SHIPPING	Rs. 60.00
TOTAL	Rs. 296.25
TOTAL PAYABLE	Rs. 296.25
AVAILABLE CREDITS	Rs. 65712.21

[Back](#)[Place order](#)

That's it! You've solved the error and placed the order by yourself, kudos!

You will now see this order in the **Confirmed** Tab on your **Manage Orders** Page. We would then take your order into processing and ship it to your customer based on our current timeline.

## Order Status showing Unsynced in Unconfirmed Tab

The status of your order will show as **Unsynced** if the products in your order are **not present** in your Printrove's Product Library.

This means that the **SKU** for that product variant is either:-

- **Missing** from your Printrove's Product Library (or)
- **Not the same** in your store and on Printrove both.

To solve this, you can follow the steps below:-

**Step 1:** Log into your [Merchant Panel](#)

**Step 2:** Go to the **Manage Orders** Page and click on "**Unconfirmed**"

The screenshot shows the Printrove Merchant Panel interface. On the left, a dark sidebar contains navigation links: Dashboard, Design Library, New Order, Manage Orders (highlighted), Product Library, Stock Availability, Mockup Generator, Store, Billing, and Settings. At the bottom of the sidebar, it shows the current plan as 'BUSINESS'. The main area is titled 'MANAGE ORDERS' and has three tabs: CONFIRMED, UNCONFIRMED (selected, with a red arrow and a '32' badge), and RETURNS. Above the filters are buttons for 'New order' and 'Pull store orders'. The filters include input fields for Order ID and Customer Name, and dropdowns for Order Status (All), Courier (All), and Shipping Mode (All). Below the filters are 'Search' and 'Reset' buttons. The table below has columns: PLACED ON, ORDER ID, CUSTOMER NAME, COURIER, STATUS, and ACTIONS. The first two rows of the table have their 'UNSYNCED' status highlighted with red boxes.

PLACED ON ↓	ORDER ID	CUSTOMER NAME	COURIER	STATUS	ACTIONS
23-04-2020 04:29	4377	Pankaj	Delhivery COD	UNSYNCED	✕ ↺
23-04-2020 04:20	4367	Prakriti	Delhivery COD	UNSYNCED	✕ ↺

**Step 3:** Try Syncing your order by clicking on the "**Sync**" button under **Actions**.

# MANAGE ORDERS

[New order](#)[Pull store orders](#)

CONFIRMED

**UNCONFIRMED** <sup>32</sup>

RETURNS

Order ID

Customer Name

Order Status

All

Courier

All

Shipping Mode

All

Search

Reset

PLACED ON ↓

ORDER ID

CUSTOMER NAME

COURIER

STATUS

ACTIONS

23-04-2020 04:29

4377

Pankaj

Delhivery COD

UNSYNCED



Sync order

You're likely to get a pop-up saying that the **SKU was not found**. This means that the SKU for the product is missing in your Printrove's Product Library or is not the same on both Printrove and your store.

**Step 4:** Click on the **Order ID** and copy the product SKU that needs to created or matched.

✖ Sync failure - Product with SKU TSHIRT TEST4 not found in the Printrove product library.

# MANAGE ORDERS

[New order](#)[Pull store orders](#)

CONFIRMED

**UNCONFIRMED** <sup>32</sup>

RETURNS

Order ID

Customer Name

Order Status

All

Courier

All

Shipping Mode

All

Search

Reset

PLACED ON ↓

ORDER ID

CUSTOMER NAME

COURIER

STATUS

ACTIONS

23-04-2020 04:29

4377

Pankaj

Delhivery COD

UNSYNCED



Sync order

4377

### Product Details

SKU	RETAIL PRICE	QUANTITY	TOTAL	STATUS
TSHIRT TEST4	₹ 500	1	₹ 500	UNSYNCED

Courier  
Blue Dart

Sync order

To verify the above error, you can go to your Printrove's **Product Library** and try to search the SKU that you just copied.

PRODUCT LIBRARY Add Product

Product Name

SKU

TSHIRT TEST4

☐ Show inventory products

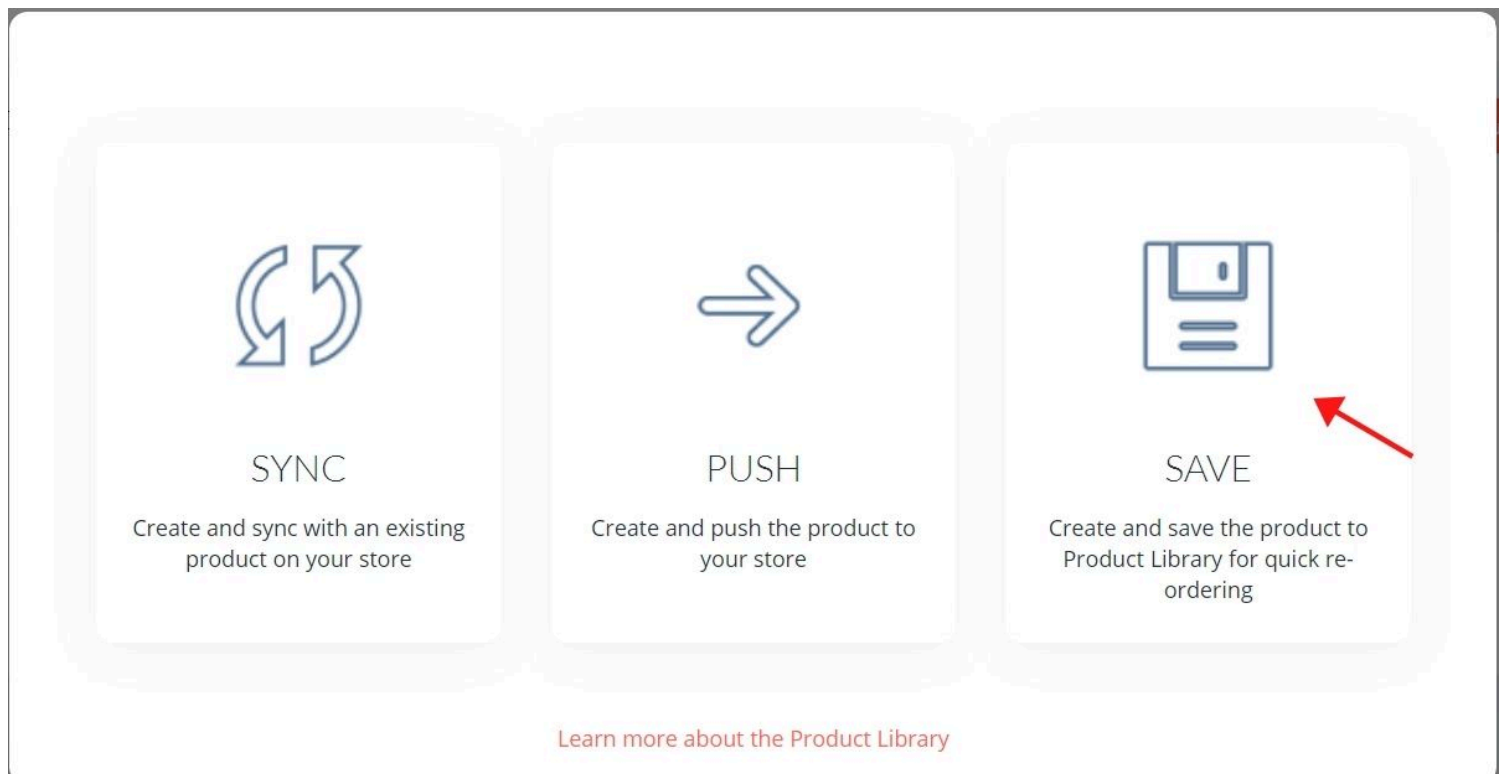
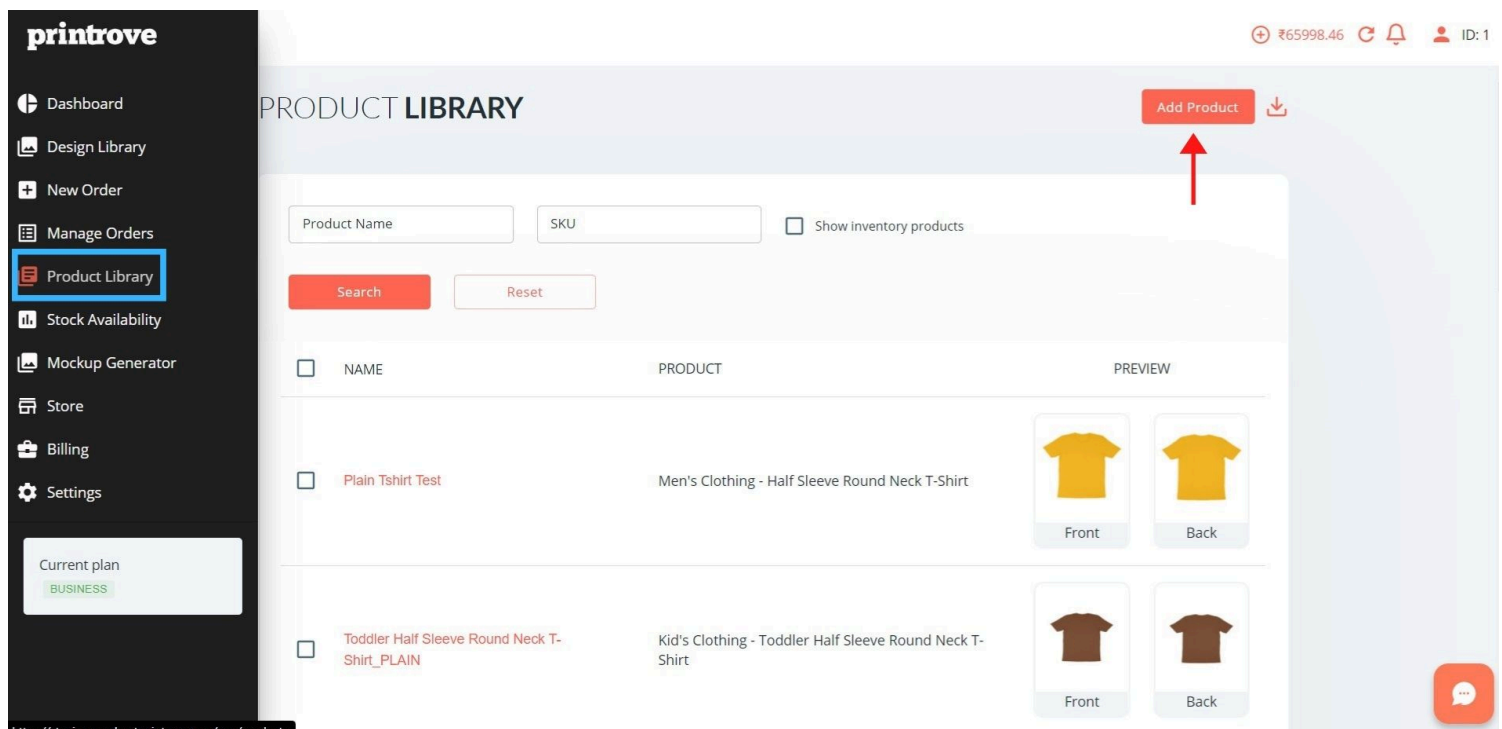
Search

Reset

Oops.. It looks like we couldn't find any data. Please try to change the filters and try again.

This means that the SKU is not present in your Printrove's Product Library. Go ahead and **create a New Product** on Printrove by matching the **Product SKU** from your current store order. Once done, all your future store orders would be **synced** by default.

**Step 5:** From Product Library, Click on "**Add Product**" and Click on "**Save**" for this case.



**Step 6:** Select the Category, the Product under the category from your store. Choose the **color** and **size** carefully according to your store order, add your design and click on "**Proceed**"



Men's Clothing

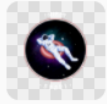
## Half Sleeve Round Neck T-Shirt

Maximum print area (W x H) - 15.7 in x 20 in

Color **Select all** **De-select all**



Size **Select all** **De-select all**



I need my space.png



Size

Width  
9.0 In

Height  
11.1 In

Position

Top  
1.6 In

Left  
3.3 In

Alignment



FRONT

BACK



**Step 7:** You can then name your Product and write the **SKU**. Copy-paste the same SKU from your online store and click on "**Proceed**"



Product Name  
Space T-shirt Men Half-Sleeves

Variants

SKU

Prefix

Navy Blue L Men Round

TSHIRT TEST4

Back

Proceed

The product is now successfully **saved** in your Printrove's Product Library with the corresponding SKU. Now you can simply head over to your **Manage Orders Page** to resync your order.

**Step 8:** In your **Unconfirmed** Tab, click on "**Sync**" from the **Actions** to sync your Store's Order with Printrove's Product Library.

## MANAGE ORDERS

[New order](#)[Pull store orders](#)

CONFIRMED

**UNCONFIRMED** <sup>32</sup>

RETURNS

Order Status

All

Courier

All

Shipping Mode

All

[Search](#)[Reset](#)

PLACED ON ↓

ORDER ID

CUSTOMER NAME

COURIER

STATUS

ACTIONS

23-04-2020 04:29

4377

Pankaj

Delhivery **COD****UNSYNCED**[Sync order](#)

Order synced successfully

## MANAGE ORDERS

[New order](#)[Pull store orders](#)

CONFIRMED

**UNCONFIRMED** <sup>32</sup>

RETURNS

Order Status

All

Courier

All

Shipping Mode

All

[Search](#)[Reset](#)

PLACED ON ↓

ORDER ID

CUSTOMER NAME

COURIER

STATUS

ACTIONS

23-04-2020 04:29

4377

Pankaj

Delhivery **COD****UNSYNCED**[Sync order](#)

Refresh the panel and you're done! Your order is now **Synced**. It's time to confirm your order now.

**Step 9:** In your **Unconfirmed** Tab, click on "**Confirm**" under the **Actions** Button.

MANAGE **ORDERS**

New order

Pull store orders

CONFIRMED

**UNCONFIRMED** <sup>33</sup>

RETURNS

Order ID

Customer Name

Order Status

All

Courier

All

Shipping Mode

All

Search

Reset

PLACED ON ↓	ORDER ID	CUSTOMER NAME	COURIER	STATUS	ACTIONS
23-04-2020 04:29	4377	Pankaj	Delhivery <b>COD</b>	<b>SYNCED</b>	<div><div></div><div></div><div></div><div>Confirm order</div></div>

Your order is now **confirmed** and will be moved to your **Confirmed** Tab with the "**Received**" status. Woohoo!

MANAGE **ORDERS**

New order

Pull store orders

**CONFIRMED**

UNCONFIRMED <sup>32</sup>

RETURNS

Order ID

Tracking Number

Customer Name

Reference Number

4377

Order Status

All

Courier

All

Shipping Mode

All

Search

Reset

PLACED ON ↓	ORDER ID	CUSTOMER NAME	REFERENCE	COURIER	TRACKING ID	STATUS
25-05-2021 22:52	174092	Pankaj	4377	Delhivery <b>COD</b>		<b>RECEIVED</b>

If you have any more queries, you can raise a ticket with us at [support@printrove.com](mailto:support@printrove.com)