

March 2025 features update

Back order handling

If "Do not part ship orders" is set in "Settings > Fulfilment" orders are held indefinitely until all items are available for despatch, however there are two new features to change this behaviour. Additionally the fulfilment service for backorders can be overridden.

Time out

A new value "Release back orders after" will cause items in stock to be despatched once a number of hours have elapsed even with "Do not part ship orders" set. This is useful where stock is likely to enable despatch of the entire order after a short delay yet avoid holding the entire despatch should an item take a significant time to restock. Current behaviour is maintained by leaving this value at 0.

Back orders

Do not part ship orders (from the same location)

Release back orders after hours (0=Never)

Order override

Customer Service teams may wish to allow part despatch of specific orders. By setting the check box in the order detail, items will despatch as soon as they become available.

Items not assigned to a despatch document

Delivery address: Sarah Houstons, 21 Houston Drive,00077, United States of America

Allow part despatch

Fulfilment service override

The fulfilment service for second and subsequent despatch of an order can be overridden with the option to use another for higher value despatches. Unlike the "Initial despatch" a lesser service than the order requires may be selected. To maintain current behaviour leave the setting as "Ignore".

Fulfilment class of service

Initial despatch: Default

Standard

Initial despatch: Higher value

Express

where value over EUR

Backorder override: Default

Economy

Backorder override: Higher value

Tracked and/or signed

where value over EUR

Order split

It's possible to split orders so despatches are kept below a certain weight limit in "Settings > Fulfilment". This feature has been extended to keep despatches below a value too. The split can be optimised for weight or value depending on you needs.

Split orders

Keep weight below	<input type="text" value="0"/>	g
Keep value below	<input type="text" value="0.00"/>	EUR
Optimise split for	Weight ▾	

Product catalogue and restock plans

The Re-stock and Seasonal indicators have been removed from the main product catalogue page and replaced with "Re-stock plan".

Re-stock plans are maintained in "Settings > Re-stock plan".

Settings > Re-stock plan

Re-stock	Edit	Delete
Re-stock 28	Edit	Delete
Summer shirts	Edit	Delete
New		

The Re-stock plan currently just contains the name, description and seasonal indicator. In coming releases we'll be adding options to drive the purchase order features by including carton size options, re-stock level and days of stock etc.

Settings > Re-stock plan detail

Title

Description

Options Seasonal

[Back](#) [Save changes](#)

The Re-stock plan can be set to "No re-stock", the equivalent of unticking the checkbox this replaces, or a Re-stock plan.

Product owner	<input type="text"/>	Dropship supplier	<input type="text" value="None"/>
QR Code data 2	<input type="text"/>	QR Code data 3	<input type="text"/>
Components	<input type="text" value="1"/>	Carton quantity	<input type="text" value="1"/>
Re-stock plan	<input type="text" value="No re-stock"/>		

- No re-stock
- Re-stock
- Re-stock 28
- Summer shirts

We'll pre-populate two plans (Re-stock and Re-stock seasonal) so everything continues to work as it does now.

Other changes

Condition note

A "Condition note" can be input for the CDiscount channel. The value is added in the "plus" section of "Identifiers/categories".

A screenshot of a form interface. At the top, there is a small number '2' and a checkbox labeled 'Merchant fulfilled' with an empty input box to its right. Below this, a red '+' icon is visible. The 'Condition note' field is a text input box that is highlighted with a red border. Below it are fields for 'Override title' and 'Override description', both with empty text areas.

Category description

When editing categories a description is now available for use with Shopify.

A screenshot of a category editor interface. The breadcrumb 'Products > Categories' is at the top. The 'Name' field contains 'Special offers'. Below the name is a rich text editor with a toolbar containing icons for undo, redo, copy, paste, link, and quote, along with a 'Paragraph' dropdown menu and a more options icon. The text area contains 'very special offers'. A 'Save' button is located at the bottom right. A red box highlights the rich text editor area.

We hope you find these changes useful and thank you for using our products. We're here at care@shopcute.com.