

Completing Orders

Fulfillers should not use Lab 50 / Print 50 to mark a 3rd-party order complete because this will trigger the email and text (if elected by the user) to get sent to the end user.

- If you are using our API or fDaemon to set order status, you should use a status value of "InTransitToStore" for in-store pickup orders and "Complete" for ship-to-customer orders (documented [here](#)).
- If you are using the myLab Fulfillment page to set order status, the page will automatically recognize that it's a supplier order and will provide the appropriate option based on the order type:

In-Store Pickup order:

If the order is ship-to-store, it will not generate an email. The item statuses will be set to "In-Transit to Store" rather than complete. If the Dan's fulfilled items are the only items in the order, then the overall order status will also be set to "In-Transit to Store". When the originating store receives the order they are supposed to use this same page to mark the order as complete (ready for pickup) which will trigger the email for the customer to come pick it up.

The screenshot shows the myLab Fulfillment interface for an In-Store Pickup order. The top navigation bar includes links for Dashboard, Orders, Customers, Fulfillment, Marketing, Store Management, and Reports. The main content area displays the Order Number 26063254 and the customer name Jessica Worthington, with a timestamp of December 18, 2018 4:21 PM. A red box highlights the text "This order will be picked up" and the amount "\$2.65". Below this, there are fields for Tracking Number, Carrier (a dropdown menu with "<Select a mail carrier>" selected), and Fulfillment Station (a dropdown menu with "PF - Prestige HQ" selected). A button labeled "Mark Shipped to Store" is visible on the right side, with a red arrow pointing to it.

Ship to Home order:

If the order is being shipped to the customer it will trigger an "order shipped" email. If the order includes other items not being fulfilled by you (the supplier), then it will be a "partial ship" email and only your supplier-fulfilled items will be marked as Complete. The order as a whole will not. If the order consists *only* of your supplier-fulfilled products, then the whole order will be marked as complete. If the customer requested mobile notifications for the order and this is the first item to ship in an order, it will also trigger the "order shipped" SMS message.

The screenshot shows the myLab Fulfillment interface for a Ship to Home order. The top navigation bar includes links for Dashboard, Orders, Customers, Fulfillment, Marketing, Store Management, and Reports. The main content area displays the Order Number 26071543 and the customer name Lynne Macco, with a timestamp of December 19, 2018 8:53 AM. A box highlights the text "Standard Shipping" and the amount "\$33.47". Below this, there are fields for Tracking Number, Carrier (a dropdown menu with "<Select a mail carrier>" selected), and Fulfillment Station (a dropdown menu with "PF - Prestige HQ" selected). A button labeled "Mark Shipped to Customer" is visible on the right side, with a red arrow pointing to it. A purple circle with the number "2" is located in the bottom right corner of the page.

