

## Group Orders

The Group Order Report will give you the ability to look up and reprint the Group Order Status report for any group order that has been run and not voided. If you have a group order that has been completely voided prior to completion it will not show on this report.

If you have voided group orders your group order numbers will not be sequential. Once a group order is run it will assign a group order number. If that group is voided, the system will not reassign that group order. In other words, you could see your group order numbers go 1,2,3,4,5,7,8,9,11, etc. If there is a "skipped" group order number it is because of a voided group run and you can locate the details of those invoices if needed by running the voided invoices report and filter for that group order number.

The Group Orders report is dynamic and will update to show the current status of each order in the group. As the status updates for example from "hold for payment" to "to be shipped" or then "shipped" the Group Order Report will update.

If a customer's name shows as blank for no apparent reason on the group order report, it was most likely caused by a customer merge. Search for the customer ID or review the merged customer report to verify this.

If the Group Order was developed as a basic group order and not a wine club run the title of the group order will be "Non-Wine Club Group Order". If the Group Order was a Wine Club run, the title of the group will be the name of the wine club, "shipment" and then whatever number shipment has been assigned.

If you look at a group order and see that it is titled "non-Wine Club Group Order" then the group order that was developed did not take any information in the customers wine club tab (e.g., do not ship, wine club credit card, skipped shipment) into consideration when developing the order.

**Note:** Group Order report is based off the shipper listed on the invoice and not the shipper on the packing slip. If you change the shipper on the packing slip the group order report will not update.