

From closed store to shipped orders in eight moves. Work through them in order, 1 through 8. Each step links to the full Store Close guide if you want the finer points.

**Closing a group store or a catalog store batch?** These steps work the same either way. A **catalog store batch** is a mini store that peels off from an always-on **parent catalog store** — you process the batch while the parent stays open and keeps collecting orders.

## 1 Find the Closed Store

Open the Closed (Ready to Process) folder and pick a store — close date, due date, and order totals are listed. [See more →](#)

## 2 Set Status to Production

Switch the status from Closed to Production and Save. The store just moves from your Closed queue into the Production folder — you keep working it there, so nothing gets lost. [See more →](#)

## 3 Purchase Your Orders

In Purchasing, mark items purchased for a clean PO by vendor, or order digitally if integrated. Use Global Purchasing to order multiple stores or batches together. [See more →](#)

## 4 Generate Work Orders

Run the Work Order Report — items group by process with quantities, artwork, and mockups. Toggle off extras and export a PDF per department. [See more →](#)

## 5 Sort & Pack

Generate a Sorting Checklist to build numbered piles, then packing slips that call out which Sort #s to pull for each order. [See more →](#)

## 6 Ship Your Orders

In Order Manager, filter to shipping orders and send them to your shipping integration in bulk. Tracking flows back automatically. [See more →](#)

## 7 Notify Customers

In Communication, send a New Message with merge fields and your own Reply-To. Chipply won't auto-email shipping notices for you. [See more →](#)

## 8 Mark the Store Complete

Mark the store Complete once the order is finished — by you or your decorator. Move it Production → Sorting → Complete, or bulk-update from the Production folder. Flag anything Back-Ordered. [See more →](#)

### REMEMBER THE STATUS FLOW

**Closed → Production → Sorting → Complete**

Move each store through its statuses as you work it, so your dashboard stays clean and everyone can see exactly where it stands.

**Get stuck?** Email [teamchipply@chipply.com](mailto:teamchipply@chipply.com) | Call 262-202-8129

### CHIPPLY GLOSSARY

**Closed (Ready to Process)** — the queue of closed stores and batches waiting on you to process.

**Batch** — a set of catalog-store orders that close together and are processed like a mini store.

**Production** — the status that clears a store from your queue and signals the team it's being worked.

**Purchasing Tab** — one place to order everything, now split into three — blank goods, decoration, and art.

**PO Number** — a reference you assign when marking items purchased; saved as a paper trail.

**Substitution** — swapping an out-of-stock item; updates work orders and slips everywhere automatically.

**Global Purchasing** — order across multiple stores or batches at once — also handy for hitting a vendor's free-shipping minimum.

**Work Order Report** — tells production what to make, grouped by process with art and mockups.

**Sort #** — a numbered pile finished product goes into as it comes off the line.

**Packing Slip** — an order-by-order sheet listing which Sort #s to pull, with recipient info.

**Order Manager** — where you filter shippable orders and push them to your shipping integration.

**Back-Ordered** — a status for items that aren't ready yet, so they stay on your radar.

*Print this and keep it by your workstation.*