

ShopSite Knowledgebase

Can't view any orders with Order Numbers over 9999

Product: ALL

Version: v8.1 and earlier

Platform: ALL

After your store's Order Number reaches 10,000, you can't find the orders over 9999. The orders are actually there, but they are no longer in chronological order. Solution ID: S02561

ShopSite tries to order the Orders in chronological order by ordering the Order Numbers, like so:

1234

1235

1236

which works fine. The problem that occurs after order number 9999 is that 10000 is alphanumerically before 1100. So this is how ShopSite orders it:

10000

10001

1234

1235

1236

This has been resolved in ShopSite v8.2 and newer.

<https://support.shopsite.com/KBase/questions/1919/>