

ShopSite Knowledgebase

Is it possible to remove an order from the sales and traffic report summaries?

Product: ShopSite SC

Version: ALL

OS: ALL

Vendors sometimes get fake, duplicate, or test orders which they don't want to be reflected in the reporting summaries, can these be removed?Solution ID: S03778

It isn't possible to remove one order directly from the Reports statistics in ShopSite. It is possible to clear the counters so that they start from 0 again, though, do this through the Configure Reports menu. To start the traffic reports from 0, click the Clear Traffic Counters button. To start the sales reports from 0, click the Clear Sales Counters button. There is no way to restore these numbers after you reset them, so make sure you have recorded the numbers prior to doing this if there was any information there you wanted to save.Solution ID: S03778

<https://support.shopsite.com/KBase/questions/2182/>