AXIOPRAX FIXES · D5 · SUPPORT

Where is my order? checklist

Answer the question before the customer emails you. Free Shopify tools only.

- ☐ **Add tracking to every fulfillment**
  Buy labels in Shopify, or enter the number when you fulfill. Keep "Send a notification to the customer" ticked.
- ☐ **Check shipping emails link to the order status page**
  Settings > Notifications > Customer notifications > Shipping confirmation and Shipping update
- ☐ **Keep Out for delivery and Delivered on**
  Settings > Notifications > Customer notifications > "Shipping updated" section
- ☐ **Turn on customer account sign-in**
  Settings > Customer accounts > Sign-in links > Show sign-in links
- ☐ **Keep "Track my order" on in Shopify Inbox**
  Sales channels > Inbox > Chat settings > Instant answers
- ☐ **Add an instant answer about shipping times**
  Instant answers > Create instant answer
- ☐ **Show the Track with Shop link**
  Settings > Checkout > Customer contact method > Show a link for customers to track their order with Shop

When a customer still writes in

- Open the order and check it has a tracking number.
- If tracking is missing, add it. The Shipping update email goes out with the order status link.
- Reply with one saved message pointing to the order status link and your sign-in link.
- If the same carrier keeps showing up, look at the carrier, not the emails.

Sources: Shopify Help Center pages listed on the fix page (checked Nov 2026). Full fix: axioprax.com/fixes/answer-where-is-my-order-emails-shopify