



# GAMEDAY

## Managing Orders (Sales)

Last Modified on 10/12/2018 2:24 pm AEDT

Orders are created when a customer completes the checkout process, and they are visible by Admin and Shop Manager users only. Each order is given a unique Order ID.

An order also has a Status. Order statuses let you know how far along the order is, starting with Pending and ending with Completed. The following order statuses are used:

**Pending payment** - Order received, no payment initiated. Awaiting payment (unpaid).

**Failed** - Payment failed or was declined (unpaid). Note that this status may not show immediately and instead show as Pending until verified (e.g., PayPal).

**Processing** - Payment received (paid) and stock has been reduced; order is awaiting fulfillment. All product orders require processing, except those that only contain products which are both Virtual and Downloadable.

**Completed** - Order fulfilled and complete - requires no further action.

**On-Hold - Awaiting payment** - stock is reduced, but you need to confirm payment.

**Cancelled** - Cancelled by an admin or the customer - stock is increased, no further action required.

**Refunded** - Refunded by an admin - no further action required.

### Viewing Orders

When you start taking orders, the Orders management page begins to fill up. View these at: [WooCommerce > Orders](#).

Each row displays useful details, such as order number and customer name, date of purchase, order status, shipping address, and purchase total.

Orders [Add order](#) Screen Options ▼ Help ▼

All (5) | Trash (1) | Pending payment (1) | Processing (1) | On hold (1) | Completed (2)

Bulk Actions ▼ Apply All dates ▼ Search for a customer... ▼ Filter

<input type="checkbox"/>	Order	Date	Status	Ship to	Total	Actions
<input type="checkbox"/>	#268 Cy Snowman	22 hours ago	Completed	Cy Snowman, 1000 Arctic Circle, Minneapolis, MN 55111	\$9.00	
<input type="checkbox"/>	#176 Froggy Greenfield	Jan 26, 2018	Pending payment	Froggy Greenfield, 313 Lily Pad, Pond, TN 37027 <small>via Free Shipping</small>	\$53.00	<span style="font-size: 0.8em;">☰</span> <span style="font-size: 0.8em;">▼</span>
<input type="checkbox"/>	#191 Sunny Aviator	Jan 27, 2018	Completed	Sunny Aviator, 1946 Blue Angels Ave, Pensacola, FL 32503 <small>via Free Shipping</small>	\$55.00	
<input type="checkbox"/>	#229 Dan TheMan	Jan 20, 2018	Processing	Dan TheMan, 123 Rodeo Drive, Beverly Hills, CA 90210 <small>via Local pickup</small>	\$0.00	<span style="font-size: 0.8em;">☑</span>
<input type="checkbox"/>	#176 Lana Frosun	Jan 10, 2018	On hold	Lana Frosun, 555 Windy City Drive, Chicago, IL 60620 <small>via Free Shipping</small>	\$15.00	<span style="font-size: 0.8em;">☰</span> <span style="font-size: 0.8em;">▼</span>

Bulk Actions ▼ Apply

Should you need more or less information on the Orders page, you can open Screen Options at the top right corner. A panel opens.

Select which Columns and how many Items you want displayed on each page, then Apply

**Columns**

Order  Date  Status  Billing  Ship to  Total  Actions

**Pagination**

Number of items per page:

Apply

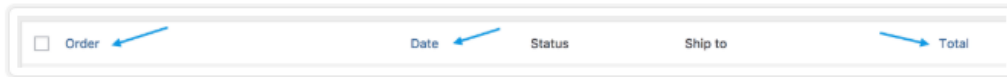
Filter orders by Date (month/year) or Search for a (registered) Customer.

Orders [Add order](#)

All (5) | Trash (1) | Pending payment (1) | Processing (1) | On hold (1) | Completed (2)

Bulk Actions ▼ Apply All dates ▼ Search for a customer... ▼ Filter

Arrange orders in ascending or descending order by Order number, Date or Total by clicking the heading.



Click the order number and customer name to see the Single Order page, where you can also Edit order details, Update Status, and Add Notes.

**Edit order** [Add order](#)

Order #268 details  
Payment via other

General	Billing	Shipping
Date created: 2018-01-31 @ 21:11 Status: Completed Customer: Guest	Cy Snowman 1000 Arctic Circle Minneapolis, MN 55111 Email address: <a href="mailto:csnowov@coid.com">csnowov@coid.com</a> Phone:	Cy Snowman 1000 Arctic Circle Minneapolis, MN 55111

Item	Cost	Qty	Total	State
<a href="#">Woo Album #2</a>	\$8.41	1	\$8.41	\$0.59
				State: \$0.59
				Total: \$9.00

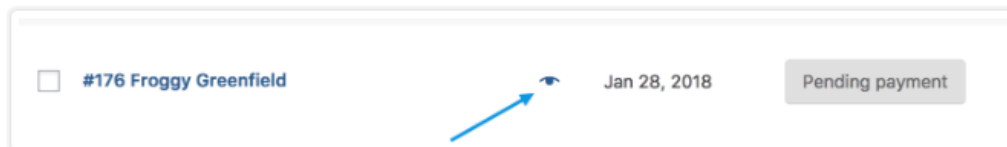
[Refund](#) This order is no longer editable.

**Order actions**  
Choose an action...  
[Move to trash](#) [Update](#)

**Order notes**  
Order details manually sent to customer.  
added on January 31, 2018 at 21:17 by [onekoo/hat](#) [View note](#)  
Order status changed from Pending payment to Completed.  
added on January 31, 2018 at 21:17 by [onekoo/hat](#) [View note](#)

Add note   
[Private note](#) [Add](#)

Order rows have a Preview 'eye'.



Clicking Preview opens a Modal, containing order number, order status, billing/shipping details, items ordered, payment method, and the option to change/edit order status.

Apply All Dates Search for a customer... Filter

Date	Status	Ship to													
<div style="display: flex; justify-content: space-between;"> <div> <p><b>Order #176</b></p> <p><b>Billing details</b></p> <p>Froggy Greenfield 313 Lily Pad Pond, TN 37027</p> <p>Email <a href="mailto:frogster@nomail.com">frogster@nomail.com</a></p> <p>Phone <a href="tel:6154445555">6154445555</a></p> <p>Payment via Test Payment Method</p> </div> <div> <p>Pending payment</p> <p><b>Shipping details</b></p> <p><a href="#">Froggy Greenfield</a> <a href="#">313 Lily Pad</a> <a href="#">Pond, TN 37027</a></p> <p>Shipping method Free Shipping</p> </div> <div> <p>X</p> </div> </div>															
<table border="1"> <thead> <tr> <th>Product</th> <th>Quantity</th> <th>Tax</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Happy Ninja</td> <td>1</td> <td>\$0.00</td> <td>\$18.00</td> </tr> <tr> <td>Happy Ninja</td> <td>1</td> <td>\$0.00</td> <td>\$35.00</td> </tr> </tbody> </table>				Product	Quantity	Tax	Total	Happy Ninja	1	\$0.00	\$18.00	Happy Ninja	1	\$0.00	\$35.00
Product	Quantity	Tax	Total												
Happy Ninja	1	\$0.00	\$18.00												
Happy Ninja	1	\$0.00	\$35.00												
<p>Change status: <input type="button" value="On-hold"/> <input type="button" value="Processing"/> <input type="button" value="Completed"/> <input type="button" value="Edit order"/></p>															

Apply

For more detailed information about Managing Orders, please see this “Managing Orders” guide by WooCommerce” - <https://docs.woocommerce.com/document/managing-orders/#prettyPhoto>

## Related Articles

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