

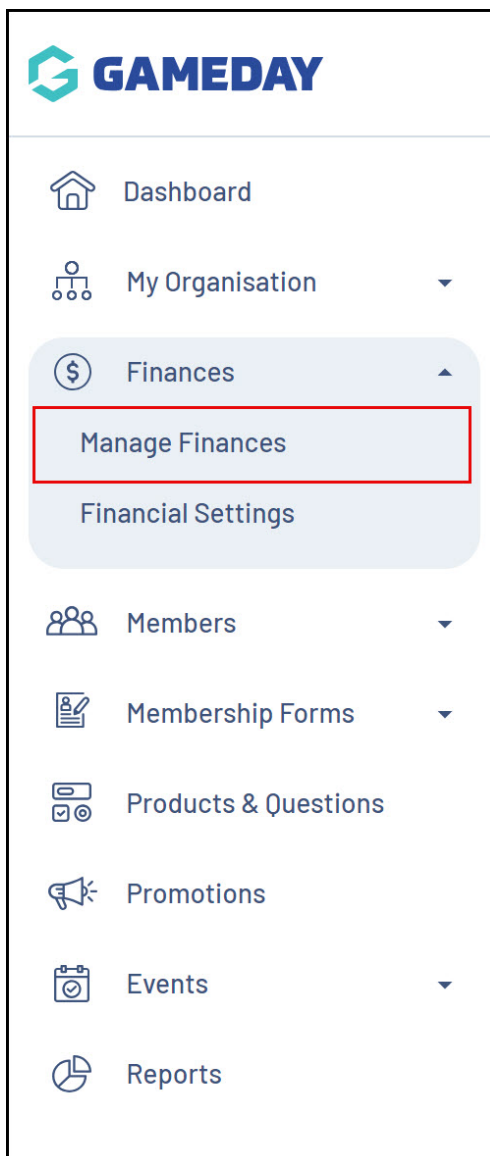


## How do I view order information?

Last Modified on 19/09/2024 2:26 pm AEST

As an administrator, you can view an Order to see the relevant information about any transactions that have been processed through your database.

1. Open the **Finances** menu, then click **MANAGE FINANCES**



2. From the **Orders** tab, click **VIEW** in the right-hand column of an order

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<input type="checkbox"/>	Date	Order Details	Order Number	Amount	Status	Source	Action(s)
<input type="checkbox"/>	December 13th 2023, 9:41 am (AEDT)		1899049	\$ 50.00 AUD	Cancelled	Membership Form	<a href="#">View</a>
<input type="checkbox"/>	December 12th 2023, 11:54 am (AEDT)		1898821	0.00	Paid	Event Form	<a href="#">View</a>
<input type="checkbox"/>	December 12th 2023, 11:35 am (AEDT)		1898816	\$ 20.00 AUD	Unpaid	Event Form	<a href="#">View</a>
<input type="checkbox"/>	December 11th 2023, 12:56 pm (AEDT)		1898615	0.00	Paid	Event Form	<a href="#">View</a>

When viewing an Order, the **Order Items** tab will list the information related to the member who paid for this order.

**Note:** An Order refers to the total transaction processed as part of a registration. Each order can include multiple products and multiple members. An Order Item corresponds to a specific Product purchased.

Information available on the Order Items tab includes:

- An **Order Item Number**: Corresponds to each specific Product purchased as part of the Order.
- **Product Name**: The name of the Product purchased within each Order Item.
- **Product Type**: The type of product purchased. Denotes whether the product was a Membership, Event, Add-on, Team or Other Product.
- **Quantity**: Denotes the number of units of the Product the member elected to purchase.
- The **Unit Price**: Refers to the price of the specific Product purchased.
- The **Total Price**: Refers to the total price paid as part of the transaction (before Promo Code/Voucher discounts).
- **Promotional Discount**: Denotes the amount discounted from the order as the result of a Promo Code or Voucher.
- **Total Discounted Price**: Denotes the total price paid after having a discount applied through a Promo Code or Voucher.

← Back Email Payment Receipt

**Order - 1755426** Amount: \$ 50.00 AUD

Paid October 28th 2022, 10:21 am (AEDT) Source: Admin Portal

Account Email:

Order Items Transactions

Type to Search ⚙️

Order Item Number	Product Name	Product Type	Quantity	Unit Price	Total Price	Promotional Discount	Total Discounted Price	Status
▼ 2076716	Under 17 Fee	Membership	1	\$ 50.00 AUD	\$ 50.00 AUD	-	\$ 50.00 AUD	<span style="background-color: green; color: white; padding: 2px;">Paid</span>

Showing rows 1-1 of 1

3. Use the left-hand arrow to **EXPAND** the Order information:

← Back Email Payment Receipt

**Order - 1755426** Amount: \$ 50.00 AUD

Paid October 28th 2022, 10:21 am (AEDT) Source: Admin Portal

Account Email:

Order Items Transactions

Type to Search ⚙️

Order Item Number	Product Name	Product Type	Quantity	Unit Price	Total Price	Promotional Discount	Total Discounted Price	Status
▼ 2076716	Under 17 Fee	Membership	1	\$ 50.00 AUD	\$ 50.00 AUD	-	\$ 50.00 AUD	<span style="background-color: green; color: white; padding: 2px;">Paid</span>

Showing rows 1-1 of 1

By expanding the Order, you can see:

- The **Member Name** associated with the Order.
- The **Organisation** to which the Order was made.
- The **Start Date** and **End Date** of the membership granted as part of the Order.
- Information on any **Promotions** applied as part of the Order

Order Items
Transactions

Order Item Number	Product Name	Product Type	Quantity	Unit Price	Total Price	Promotional Discount	Total Discounted Price	Status
2076716	Under 17 Fee	Membership	1	\$ 50.00 AUD	\$ 50.00 AUD	-	\$ 50.00 AUD	<span style="background-color: #28a745; color: white; padding: 2px 5px; border-radius: 3px;">Paid</span>

**Related Member**

This is a list of all members attached to this item.

Member Name	Organisation	Start Date	End Date	Status
Rory Stewart	GameDay Training	1 January 2021 (AEDT)	31 December 2022 (AEDT)	<span style="background-color: #dc3545; color: white; padding: 2px 5px; border-radius: 3px;">Inactive</span>

**Promotions**

This is a list of all promotions applied to this item.

Promotion Type	Promotion Type	Promotion Value	Promotion Total Amount	Is A Valid Promotion?
There are no promotions applied to this item				

4. The **Transactions** tab lists the payment details of the order, as well as the individual transactions that make up the order, including:

- The **Order Date**
- The **Order Number**
- The **Payment Type**: Denotes whether the Order was processed Online or Offline
  - An **Online** order refers to any payment that was made using GameDay's credit card or PayPal processing gateways, either through a Membership or Event Form, or processed through the back end database by an administrator.
  - An **Offline** order refers to any payment record that was manually added to the member's record by an administrator without using the online payment gateway.
- The **Payment Method**: For online payments, denotes whether payment was made using a credit card or PayPal


Order Items

Transactions

Below represents a payment that has been made for this order.



Date	Order Number	Transaction Type	Payment Type	Payment Method	Status
28/10/2022 10:21 AM (AEDT)	1755426	Payment	Offline		<span>Processed</span>


Show 50   
Showing rows 1-1 of 1

  1  

Below is the breakdown of individual items included in transactions.



Transaction	Order Item	Amount
966602	Under 17 Fee	\$ 50.00 AUD

Show 50   
Showing rows 1-1 of 1

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## Related Articles