How to view and fulfil Shop Orders

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How to view and fulfil Sports Shop orders

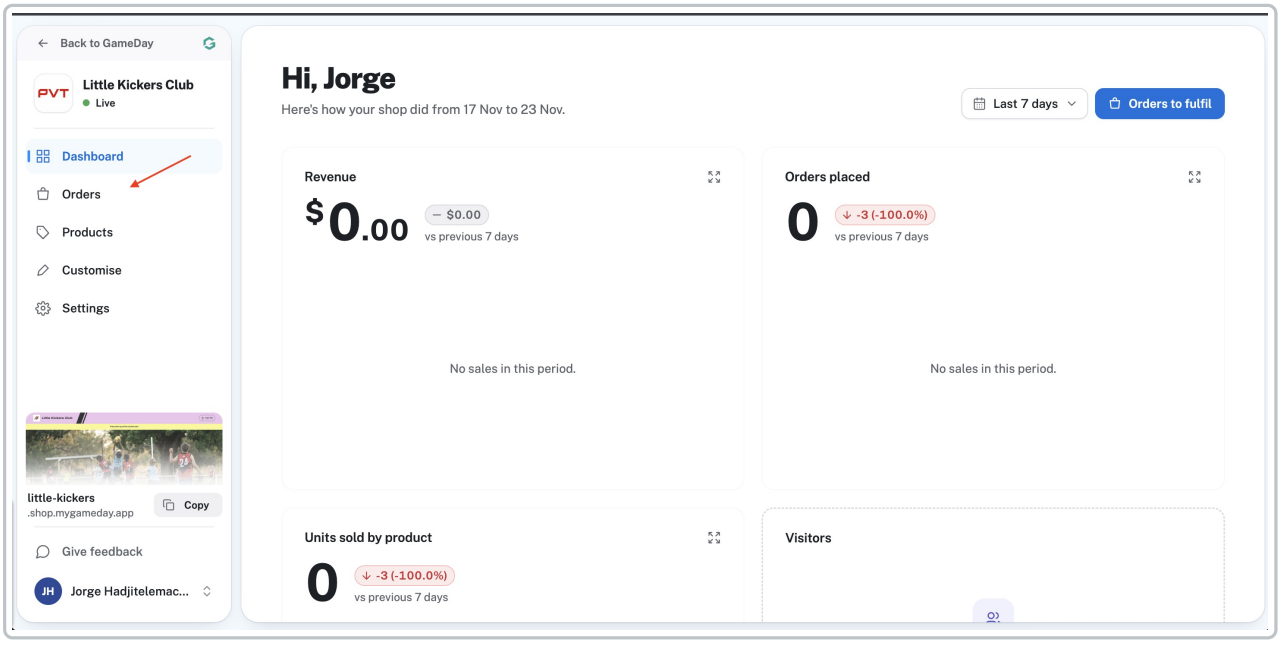
Overview

A Sports Shop order is an ordinary GameDay order with the source **Sports Shop**. It is created as **Paid**, with every line set to pick up. You find orders and mark them as collected in the shop admin. Refunds, cancellations, receipt resends and notes happen on the order in the GameDay portal.

Step-by-Step

Step 1: Open Orders

In the shop admin, click **Orders** in the sidebar. The list shows your organisation's own shop orders, live from GameDay, under the tabs **All**, **Unfulfilled** and **Fulfilled**. Orders from child clubs never show here. A blue count beside Orders shows the orders still to hand over.



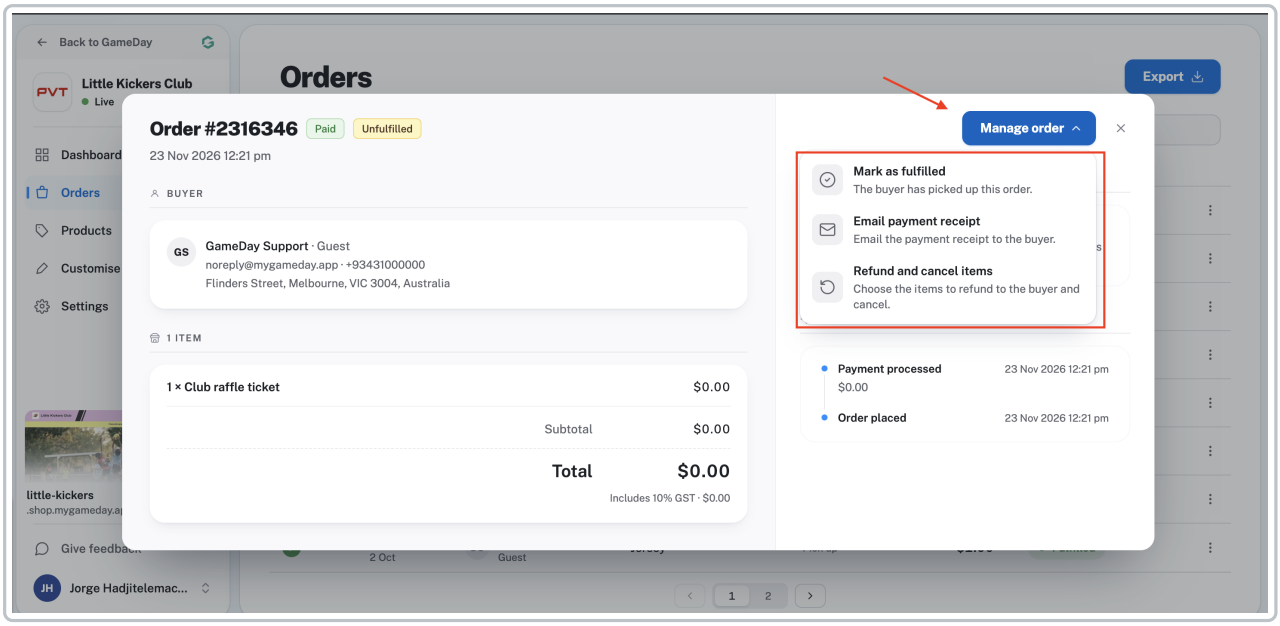
Step 2: Find an order

Use the search box to search by order number, buyer name, buyer email or product name. If a customer quotes a different number from the one in your list, search by their name or email instead.

Click **EXPORT** to download up to 200 orders as a CSV file.

Step 3: Open an order

Click an order to see its lines, discounts, totals, the buyer, any portal notes, and the settlement batch once GameDay has paid the order out. The total keeps the original amount after a refund, and the refunded amount shows as its own row. Click **Manage order in GameDay** to open the same order in the portal.



Step 4: Mark the order as fulfilled

When the customer has collected their order, click the tick on the order row (you have 5 seconds to click **Undo**), or click **Mark fulfilled** inside the order.

- Fulfilment is shared with the portal, so marking an order fulfilled in either place shows in both.
- The customer does not receive an email.
- An order with every line refunded or cancelled has nothing left to hand over and cannot be marked.
- The shop admin says **Unfulfilled** where the portal says **Awaiting Fulfilment**.

Finding shop orders in the GameDay portal

Shop orders appear in **Finances** > **Orders** with the source **Sports Shop**. Users with Club Shop read can filter by this source. On the order page, users with Club Shop read also see **View shop order**, which opens the order in the shop admin.

Troubleshooting

Message or situation	What to do
“Order not found” or “Order # is not one of this shop’s orders.”	The order number is wrong, or the order belongs to another organisation such as a child club. Check the organisation, or open the order in the portal.
“Could not update the order” with “Every line is refunded or cancelled, so there is nothing to hand over”	There is nothing left to hand over, so the order cannot be marked as fulfilled.

Related article

- How to refund or cancel a Sports Shop order and resend a receipt