Changing the Status of an Order

Last Modified on 22/09/2016 11:59 am AEST

Quick Steps: Shop > Order Management

When orders are placed through the Shop page they are automatically placed in the Outstanding status. Each order can then move through a number of statuses going from outstanding to completion. You can change the Status of an order easily through the Management Console.

 Within the Management Console, select Shop from the top menu, then Order Management from the left menu.

ome Website Members	Subscriptions	Shop	Auctions TicketDesq	Events Registrations	Competitions Tools	Administration	SportsTG Noticeboa
rder Management	Orde	rs					
Issue Refund Refunds Listing Settlements Create Order		ders O	utstanding Part Pac	ked Ready For Dispatch	Shipped Cancell	ed	Advanced Search
Pending Orders roducts Products	Add a	n Order	Export These Orders or	Choose an action •	Go		Per page: 20
Product Categories		ID 🕈 🕖	Customer 🔄 🗄	Date 🖗	0 Total 🕁 🖗	Status	Action
Product Subcategories Product Reviews		1589790	Test, Tommy	17 Dec	2015 \$2.1	0 Outstanding •	Actions 🔻
nalytics		1609686	Sample, Samantha	24 Aug	2016 \$65.0	0 Outstanding •	Actions
hop Settings		0000000		Libra.			(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)
arkeung							

2. This page will open automatically onto your Outstanding Orders.

- 3. Find the Order that you want to change the status of.
- 4. Click on the dropdown menu under Status and change this to the required new status.

1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				competitions in	Autoritian	lation	sponsito notice
Orde	rs						
All Or	ders O	utstanding Part Pac	ked Ready For Dispatch	Shipped C	ancelled		
Туре	here then p	ress enter to search for or	ders in your store				Advanced Search
Add ar	n Order	Export These Orders or	Choose an action 🔻	Go			Per page: 20
	ID � ⊕	Customer $\circ \overline{\circ}$	Date	o Total o	0	Status	Action
	1589790	Test, Tommy	17 Dec	2015	\$2.10 Outst	anding	Actions
	160 <mark>9686</mark>	Sample, Samantha	24 Aug	2016	\$65.00 Com Part	anding 43 blete Order Packed	Actions
					Canc	el Order	
	Orde All Or Type Add au	Orders All Orders Type here then p Add an Order D * 1589790 I 1609686	Orders All Orders Outstanding Part Pace Type here then press enter to search for on Add an Order Export These Orders or ID + O Customer O.O ID + O Customer O.O I 1609686 Sample, Samantha	Orders All Orders Outstanding Part Packed Ready For Dispatch Type here then press enter to search for orders in your store Add an Order Export These Orders or Choose an action ID + O Customer O Date O ID + O Customer O Date O I 1589790 Test, Tommy 17 Dec I 1609686 Sample, Samantha 24 Aug	Orders All Orders Outstanding Part Packed Ready For Dispatch Shipped Ca Type here then press enter to search for orders in your store Add an Order Export These Orders or Choose an action Go Add an Order Export These Orders or Choose an action Go ID * © Customer © © Date © © Total © I 1589790 Test, Tommy 17 Dec 2015 Image: Customer © © I 1609686 Sample, Samantha 24 Aug 2016 Image: Customer © ©	Orders All Orders Outstanding Part Packed Ready For Dispatch Shipped Cancelled Type here then press enter to search for orders in your store Add an Order Export These Orders or Choose an action Go ID * 0 Customer 0.0 Date 0.0 Total 0.0 IID * 0 Customer 0.0 Date 0.0 Total 0.0 I 1589790 Test, Tommy 17 Dec 2015 \$2.10 Outst Compared to the second of	Orders All Orders Outstanding Part Packed Ready For Dispatch Shipped Cancelled Type here then press enter to search for orders in your store Add an Order Export These Orders or Choose an action Go ID * 0 Customer 0.0 Date 0.0 Total 0.0 Status I 1589790 Test, Tommy 17 Dec 2015 \$2.10 Outstanding I 1609686 Sample, Samantha 24 Aug 2016 \$65.00 Complete Order Part Packed

5. The Status will then show as updated.

Note: Changing the Status of an order allows staff to accurately track what stage an order is at. Remember to update each order as something is actioned on it.

Related Articles

[template("related")]