

Managing Orders (Sales)

Last Modified on 16/12/2024 12:24 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.

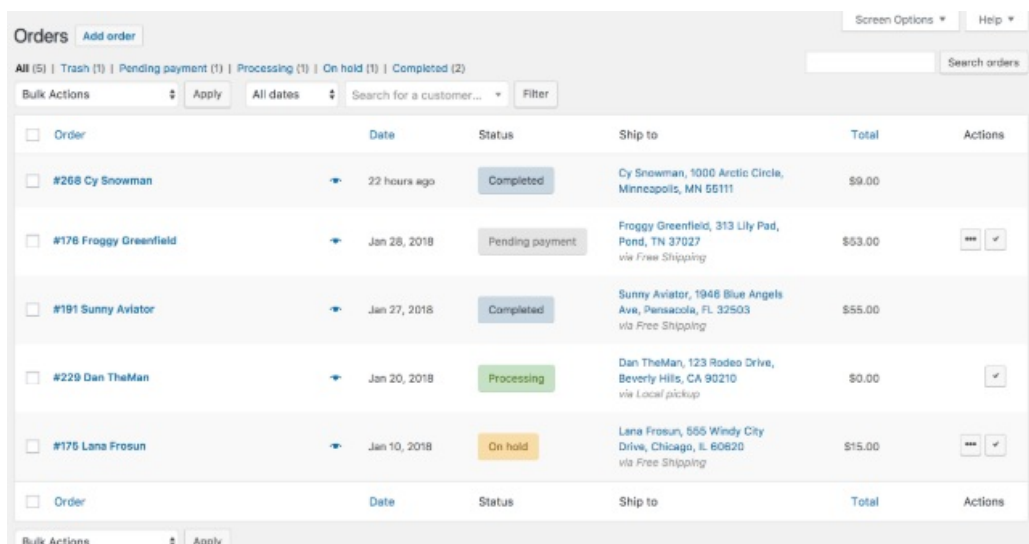
Cancelled - Cancelled by an admin or the customer - stock is increased, no further action required.

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.

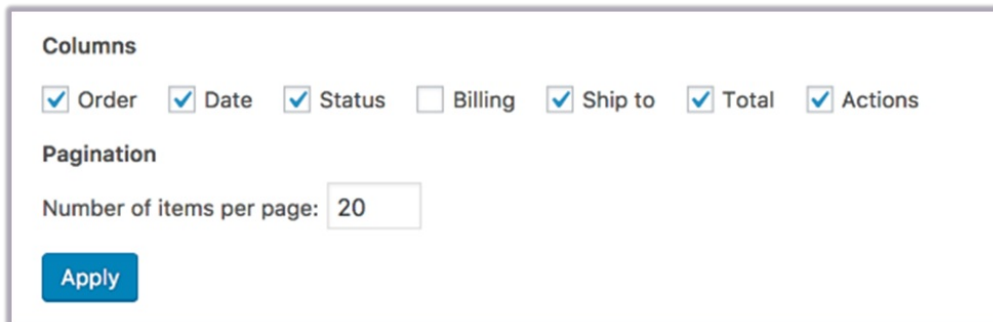
Each row displays useful details, such as order number and customer name, date of purchase, order status, shipping address, and purchase total.



Order	Date	Status	Ship to	Total	Actions
<input type="checkbox"/> #268 Cy Snowman	22 hours ago	Completed	Cy Snowman, 3000 Arctic Circle, Minneapolis, MN 55111	\$9.00	
<input type="checkbox"/> #176 Froggy Greenfield	Jan 28, 2018	Pending payment	Froggy Greenfield, 313 Lily Pad, Pond, TN 37027 via Free Shipping	\$53.00	⋮
<input type="checkbox"/> #191 Sunny Aviator	Jan 27, 2018	Completed	Sunny Aviator, 1948 Blue Angels Ave, Pensacola, FL 32503 via Free Shipping	\$55.00	
<input type="checkbox"/> #229 Dan TheMan	Jan 20, 2018	Processing	Dan TheMan, 123 Rodeo Drive, Beverly Hills, CA 90210 via Local pickup	\$0.00	✓
<input type="checkbox"/> #176 Lana Frosun	Jan 10, 2018	On hold	Lana Frosun, 555 Windy City Drive, Chicago, IL 60620 via Free Shipping	\$15.00	⋮
Order	Date	Status	Ship to	Total	Actions

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

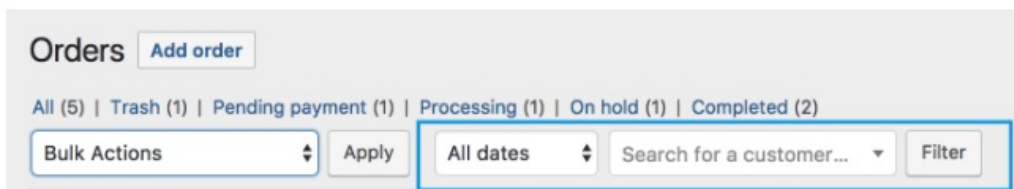
Order Date Status Billing Ship to Total Actions

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 All dates Search for a customer...

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




Order Date Status Ship to Total

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](#) Screen Options ▾ Help ▾

Order #268 details
Payment via other

General	Billing	Shipping
Date created: 2018-01-31 @ 21 : 11	Cy Snowman 1000 Arctic Circle Minneapolis, MN 55111	Cy Snowman 1000 Arctic Circle Minneapolis, MN 55111
Status: Completed ▾	Email address: csnow@cy.com	
Customer: Guest ▾	Phone:	

Item	Cost	Qty	Total	State
 Woo Album #2	\$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 [csnow@cy.com](#) [View note](#)


Order status changed from Pending payment to Completed.

added on January 31, 2018 at 21:17 by [csnow@cy.com](#) [View note](#)

Add note ⓘ

Private note ▾ [Add](#)

Order rows have a Preview 'eye'.

<input type="checkbox"/> #176 Froggy Greenfield		Jan 28, 2018	Pending payment
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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.

Order #176 Pending payment ×

Billing details

Froggy Greenfield
313 Lily Pad
Pond, TN 37027

Email
frogster@nomail.com

Phone
[6154445555](tel:6154445555)

Payment via
Test Payment Method

Shipping details

[Froggy Greenfield](#)
[313 Lily Pad](#)
[Pond, TN 37027](#)

Shipping method
Free Shipping

Product	Quantity	Tax	Total
Happy Ninja	1	\$0.00	\$18.00
Happy Ninja	1	\$0.00	\$35.00

Change status: On-hold Processing Completed Edit order

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