



APOGEE  
*design systems*

**Apogee Design Support Center**

**User Manual:** How to Manage Orders

## How to manage orders

There is an overview of recent orders on the shop dashboard detailing some basic information such as the date of the order, how many items were purchased, the order total and the order status. The shop also includes a comprehensive order management suite allowing you to easily manage your customers' orders. This is accessed via the "Orders" link in the shop menu.

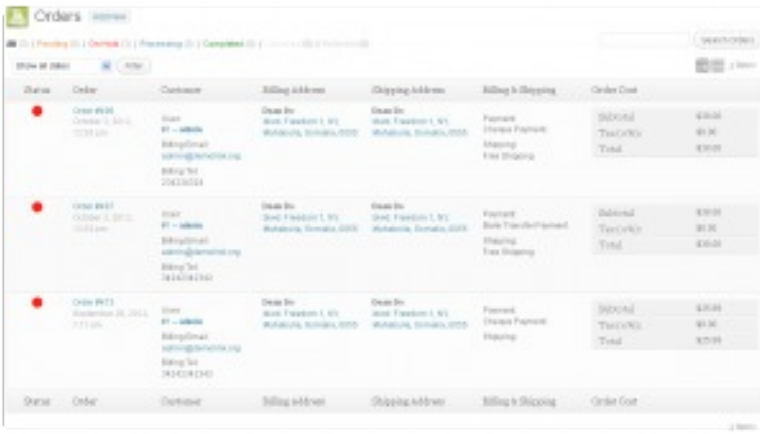
Here is a list of **Order Statuses**:

- **Pending** – An order has been placed but not yet paid for. For example, through PayPal.
- **On-Hold** – Manual payment methods will automatically be placed on-hold. You will manually have to process these orders. Usually from the Bank Transfer or Check gateway.
- **Processing** – The product has been successfully paid for, just not yet shipped.
- **Completed** – The customer receives a notification that their order is complete. This usually signifies shipment to be complete.
- **Cancelled** – The customer (or admin) cancelled this order.
- **Refunded** – The customer (or admin) refunded this order.

The **dashboard** can show order statistics and recent orders placed. It's a good idea to keep track of processing or pending orders so that you can mark those completed.

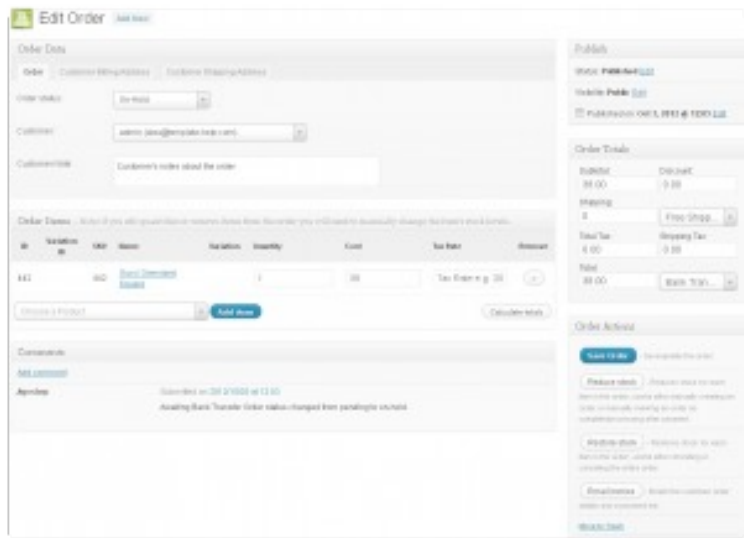


**All Orders** displays an overview of all orders giving you vital information on each one. You can quickly and clearly see what status an order has which makes scanning this content heavy page easy.



Status	Order	Customer	Billing Address	Shipping Address	Billing & Shipping	Order Cost
Order #101	October 1, 2013, 7:23 am	John 1234567890 john@apogee.com 1234567890	John Feathers 1, 90 Memphis, TN 38103, USA	John Feathers 1, 90 Memphis, TN 38103, USA	Payment Product Payment Shipping Tax Shipping	Subtotal 45.00 Tax(7%) 3.15 Total 48.15
Order #102	October 2, 2013, 10:22 am	John 1234567890 john@apogee.com 1234567890	John Feathers 1, 90 Memphis, TN 38103, USA	John Feathers 1, 90 Memphis, TN 38103, USA	Payment Bank Transfer/Payment Shipping Tax Shipping	Subtotal 45.00 Tax(7%) 3.15 Total 48.15
Order #103	November 20, 2013, 7:23 am	John 1234567890 john@apogee.com 1234567890	John Feathers 1, 90 Memphis, TN 38103, USA	John Feathers 1, 90 Memphis, TN 38103, USA	Payment Product Payment Shipping	Subtotal 45.00 Tax(7%) 3.15 Total 48.15

Through the **Edit Order** page you can change an order status as you wish. Have you shipped it? Mark it completed so the customer is aware.



**Edit Order** [Add Item]

**Order Data**

Order:  [Go Back]

Customer:  [Go Back]

Customer Note:

**Order Status** Notes: If you add quantities, resources, fees, tax, discounts, you will need to manually change the item's stock levels.

ID	Quantity	SKU	Name	Unit Price	Quantity	Cost	Tax Rate	Amount
101	1	100	Small Computer Mouse	45.00	1	45.00	Tax Rate: 7%	3.15

**Comments**

**All Comments**

**Append**  Appended on 10/20/2013 at 12:00

Adding Bank Transfer Order status changed from pending to void

**Publics**

Order: **101010101**

Public: **Public** [Go]

Publications: **001, 001 @ 100%**

**Order Totals**

Subtotal: **45.00** Deposit: **0.00**

Shipping: **0**

Total Tax: **3.15** Shipping Tax: **0.00**

Net: **45.00**

**Order Actions**

Cancel the order.

Reduce price on item. Requires order status also be made available. Order is voided, leading to only 1 completion/shipment after cancel.

Apply status to item. Applies the order status after changing completion of the order.

Duplicate current order. Order is voided after.