

Guide: How to Manage Orders for E-Commerce

Guide (1.1): What are Order Statuses?

* When a customer completes an order, the order is made visible only to *Admin* and *Shop Manager* roles (Spyderserve and You).

Order Status:

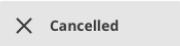
Order statuses are used to let you know where an order is in the ordering process, starting from "Pending payment" to "Completed."

The following statuses are used:

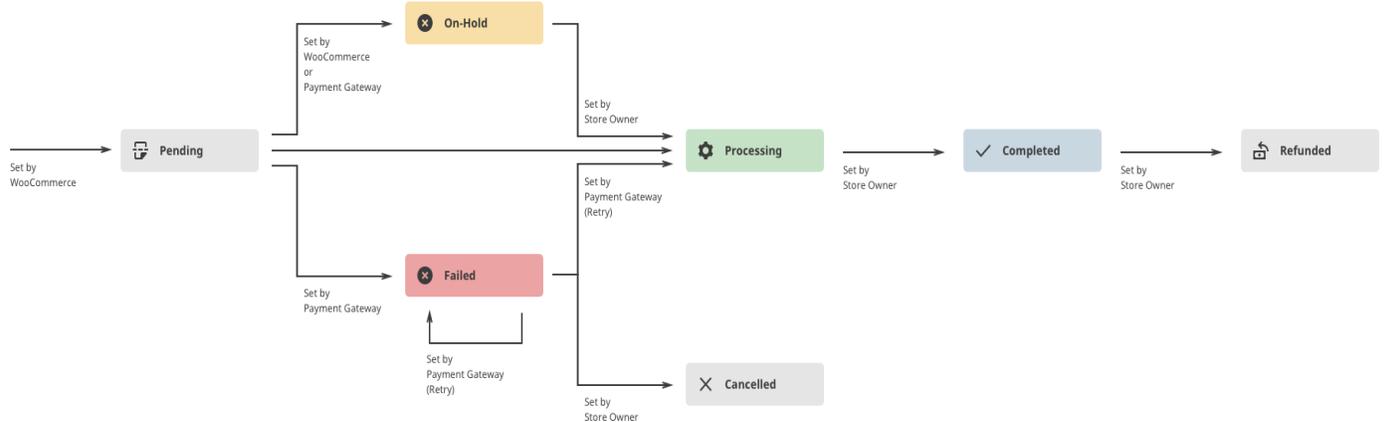
- **Pending payment** — Order received. Awaiting payment (*unpaid*).
- **Failed** — Payment failed or was declined (*unpaid*) or requires authentication (SCA). *Note that this status may not show immediately and instead show as Pending until verified (e.g., PayPal).*
- **Processing** — Payment received (*paid*), and the stock has been reduced; order is awaiting fulfillment. *All product orders require processing, except those that only contain products that 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.
- **Canceled** — Canceled by an admin or the customer – stock is increased, no further action required.
- **Refunded** — Refunded by an admin – no further action required.
- **Authentication required** — Awaiting action by the customer to authenticate the transaction and/or complete SCA requirements.

**(SCA)= Stronger Customer Authentication is a requirement to ensure the security of electronic payments through multi-factor authentication.*

On your screen, you will find that each order status is color-coded.

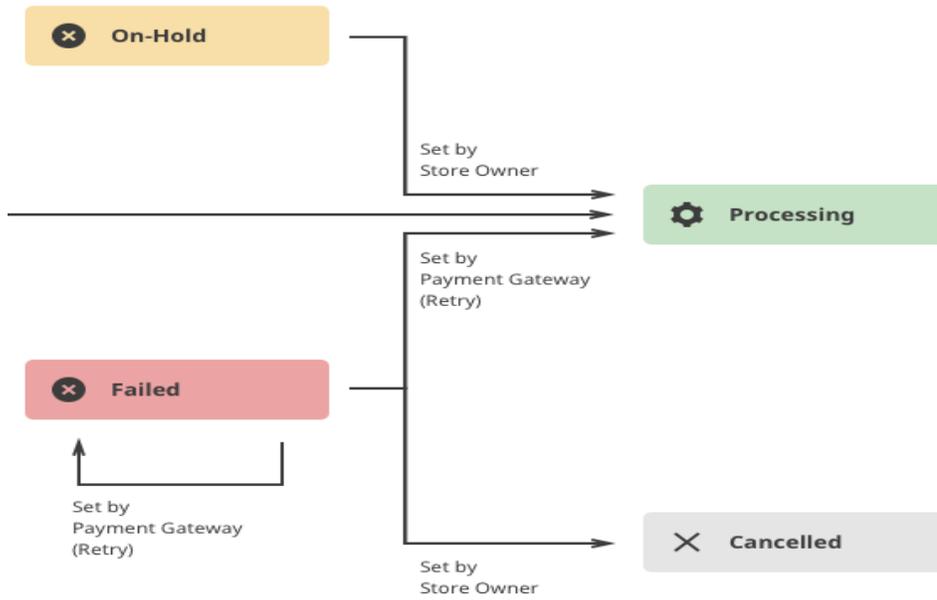
- Canceled – Grey 
- Completed – Blue 
- Failed – Red 
- On Hold – Orange 
- Pending Payment – Grey 
- Processing – Green 
- Refunded – Grey 

To get a better understanding of how these order statuses are used, refer to the image below.



* This diagram is an illustration of the ordering process.

This image shows who or what is responsible for each part of the ordering process.



Ex. Under the order status “Failed,” the diagram shows that something went wrong in the payment gateway.

**Contact Spyderseve for order statuses related to payment gateway issues.*

^ insert link to spyderseve.com

Guide (1.2): Viewing and Managing Multiple Orders

Orders can be viewed on the “Orders Page.” Go to: **WooCommerce > Orders**

On the “Orders page, the following options show on the top row of each column:

- Order number and customer name
- Date of purchase
- Order status
- Billing address and shipping address
- Purchase total
- Actions

The screenshot displays the WooCommerce Orders page. The left sidebar contains navigation menus for Dashboard, Posts, Media, Pages, Comments, and WooCommerce. The main content area shows the 'Orders' page with a search bar and filters. A table of orders is displayed, with the top row highlighted by a red box. The table columns are: Order, Date, Status, Billing, Total, and Actions. The table contains several rows of order data, including order numbers, customer names, dates, statuses, billing addresses, and totals.

Order	Date	Status	Billing	Total	Actions
<input type="checkbox"/> #90 Zoe Tamayo	48 mins ago	Processing	Zoe Tamayo, Patterson-Fletcher, 2349 Court Street, Old Monroe, MO 63369 <i>via Credit Card (Stripe)</i>	\$218.00 <u>\$38.00</u>	<input type="checkbox"/>
<input type="checkbox"/> #80 Megan Harrison	Mar 3, 2020	Pending payment	Megan Harrison, Patterson-Fletcher, 47 City Walls Rd, Clifton Upon Teme, WR6 6NG, United Kingdom (UK) <i>via Direct bank transfer</i>	\$135.00	<input type="checkbox"/>
<input type="checkbox"/> #79 Buhle Luthuli	Mar 3, 2020	Completed	Buhle Luthuli, SAXS, 1964 Bo Meul St, Woodstock, Western Cape, 7925, South Africa <i>via Direct bank transfer</i>	\$108.00	<input type="checkbox"/>
<input type="checkbox"/> #78 Arnou Trépanier	Mar 3, 2020	Refunded	Adaptabiz, Arnou Trépanier, 11 Rue Pierre De Coubertin, 31200 TOULOUSE, France <i>via Direct bank transfer</i>	\$105.00 <u>\$0.00</u>	<input type="checkbox"/>
<input type="checkbox"/> #77 Zoe Tamayo	Mar 2, 2020	Cancelled	Zoe Tamayo, Patterson-Fletcher, 2349 Court Street, Old Monroe, MO 63369 <i>via Direct bank transfer</i>	\$90.00	<input type="checkbox"/>
<input type="checkbox"/> #51 Zoe Tamayo	Oct 27, 2019	On hold	Zoe Tamayo, Patterson-Fletcher, 2349 Court Street, Old Monroe, MO 63369 <i>via Credit Card (Stripe)</i>	\$73.00	<input type="checkbox"/>

To change these columns:

- Go to: **WooCommerce > Orders.**
- **Select Screen Options** in the top right corner.
- Select which **Columns** to show.
- Select how many **Items** you want to be displayed on each page.
- Then **Apply.**

WooCommerce / Orders

Inbox Orders Stock Reviews

Columns
 Order Date Status Billing Ship to Total Actions

Pagination
Number of items per page:

[Apply](#)

Orders [Add order](#)

All (6) | Trash (3) | Pending payment (1) | Processing (1) | On hold (1) | Completed (1) | Cancelled (1) | Refunded (1)

[Search orders](#)

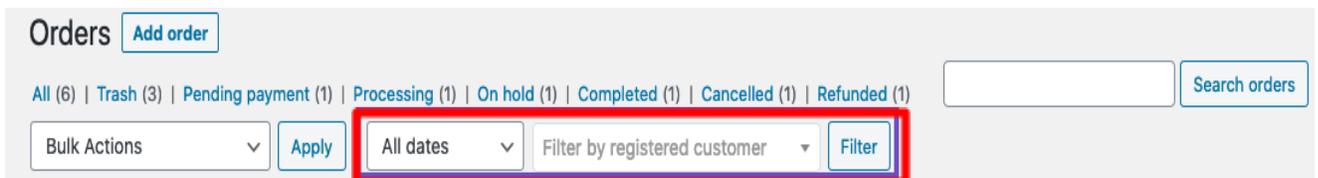
Bulk Actions All dates Filter by registered customer

<input type="checkbox"/>	Order	Date	Status	Billing	Total	Actions
<input type="checkbox"/>	#90 Zoe Tamayo	48 mins ago	Processing	Zoe Tamayo, Patterson-Fletcher, 2349 Court Street, Old Monroe, MO 63369 <i>via Credit Card (Stripe)</i>	\$218.00 \$38.00	<input type="checkbox"/>

Guide (1.3): Filtering and Arranging Orders

➤ Filtering orders by **Date (month/year)** or by **customer**

- **Select the month, or search for a customer.**
- **Select Filter.**



The screenshot shows the 'Orders' management interface. At the top left, there is a header 'Orders' with an 'Add order' button. Below this, a navigation bar contains links for 'All (6)', 'Trash (3)', 'Pending payment (1)', 'Processing (1)', 'On hold (1)', 'Completed (1)', 'Cancelled (1)', and 'Refunded (1)'. To the right of these links is a search box with a 'Search orders' button. Below the navigation bar, there is a 'Bulk Actions' dropdown menu with an 'Apply' button. To the right of the 'Apply' button, there are two filter dropdown menus: 'All dates' and 'Filter by registered customer', followed by a 'Filter' button. A red rectangular box highlights the 'All dates', 'Filter by registered customer', and 'Filter' elements.

➤ Arranging Orders by **Order Number**, **Date**, and **Total**

Orders can be arranged in ascending or descending order by the Order number, Date, and Total when clicking on each heading.

Note that the “Total” column does not consider the refunded amount.

<input type="checkbox"/> Order	Date	Status	Total	Actions
<input type="checkbox"/> #51 Zoe Tamayo	Oct 27, 2019	On hold	\$73.00	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> #77 Zoe Tamayo	Mar 2, 2020	Cancelled	\$90.00	
<input type="checkbox"/> #78 Arnou Trépanier	Mar 3, 2020	Refunded	\$105.00 \$0.00	
<input type="checkbox"/> #79 Buhle Luthuli	Mar 3, 2020	Completed	\$108.00	
<input type="checkbox"/> #80 Megan Harrison	Mar 3, 2020	Pending payment	\$135.00	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> #90 Zoe Tamayo	57 mins ago	Processing	\$218.00 \$38.00	<input type="checkbox"/>
<input type="checkbox"/> Order	Date	Status	Total	Actions

Guide (1.4): Searching and Finding Orders

Orders can be searched using the search box at the top right of the order list. Here, you can enter order numbers, customer names, and other information such as an address.

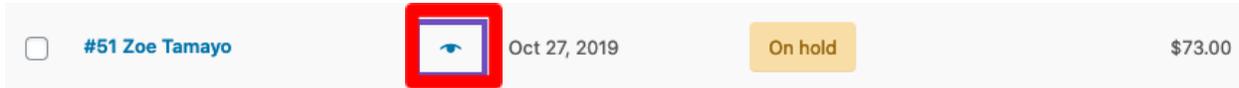
The screenshot shows the WooCommerce 'Orders' page. On the left is a dark sidebar with navigation links: Dashboard, Posts, Media, Pages, and Comments. The main content area has a breadcrumb 'WooCommerce / Orders' and a top navigation bar with icons for Inbox, Orders, Stock, and Reviews. Below this are 'Screen Options' and 'Help' dropdowns. The 'Orders' section includes an 'Add order' button and a summary: 'All (6) | Trash (3) | Pending payment (1) | Processing (1) | On hold (1) | Completed (1) | Cancelled (1) | Refunded (1)'. Below the summary are 'Bulk Actions' and 'Filter' dropdowns with 'Apply' and 'Filter' buttons. A search bar with a 'Search orders' button is highlighted with a red box.

Clicking “Search Orders;” or tapping return on your keyboard after typing in the search bar will show search results in a list of matching orders.

Guide (1.5): Viewing and Editing Single Orders

Previewing Orders:

Orders can be previewed when clicking on the “eye.”



This preview option allows you to view the following: **Order number, Order status, Billing details, Payment method, Shipping details, Shipping method, and Items ordered.**

A screenshot of an order preview modal for "Order #94". The modal is titled "Order #94" and has a status of "On hold". It is divided into two columns: "Billing details" and "Shipping details".

Billing details:

- Name: Zoe Tamayo
- Address: Patterson-Fletcher, 2349 Court Street, Old Monroe, MO 63369
- Email: zoe@shop.test
- Phone: [636-665-8080](tel:636-665-8080)
- Payment via: Credit Card (Stripe) ([ch_1GKkuHHqYkdL8KtQKj10HOvm](#))

Shipping details:

- Address: [Zoe Tamayo](#), [Patterson-Fletcher](#), [2349 Court Street](#), [Old Monroe, MO 63369](#)
- Shipping method: Flat rate

Items ordered:

Product	Quantity	Tax	Total
Belt	1	\$0.00	\$20.00
Cap	1	\$0.00	\$16.00

At the bottom of the modal, there are buttons for "Processing", "Completed", and "Edit".

Hovering over an order status will display the notes made on the order.

<input type="checkbox"/> #175 Lana Frosun		Jan 10, 2018	On hold
<input type="checkbox"/> Order		Date	Awaiting check payment Order status changed from Pending Payment to On Hold.

At the end of each row are shortcut buttons where you can quickly mark orders as “**Processing**” or “**Complete.**”

<input type="checkbox"/> #176 Froggy Greenfield		Jan 28, 2018	Pending payment	Froggy Greenfield, 313 Lily Pad, Pond, TN 37027 <i>via Free Shipping</i>	\$53.00	 
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□ **Editing a Single Order:**

When clicking on an order number or a customer name, you can edit the individual order, and update the order status.

Below are the following edits and updates that are possible:

- **Change the order status.**
- **Edit order items** – modify the product, prices, and taxes.
- **Stock** – Reduce and restore the stock for an order.
- **Order Actions** – Email order details to the customer. *(Helpful when manually creating an order for your customers)*
- **Apply coupons**– You will need to know the coupon code to apply to the order. Coupon usage counts are tracked, and coupons can also be removed from orders.
- **Add fee** – You can enter an amount or percentage of a fee into the order.
Negative fees will distribute taxes between all other items and will not make the cart total go below zero.

- **Changing the Date and Time:** Use the dropdown date selector and the quantity selectors for the time.

Order #95 details

Payment via Credit Card (Stripe) ([ch_1GKI0EHqYkdL8KtQgYzjOiO3](#)). Paid on 9th March 2020 @ 12:46 pm. Customer IP: 127.0.0.1

General

Date created:

2020-03-09 @ 12 : 46

- **Changing the Status:** Choose the right status in the dropdown.

Order #95 details

Payment via Credit Card (Stripe) ([ch_1GKI0EHqYkdL8KtQgYzjOiO3](#)). Paid on 9th March 2020 @ 12:46 pm. Customer IP: 127.0.0.1

General

Date created:

2020-03-09 @ 12 : 46

Status:

Processing

Customer:

[Profile](#) → [View other orders](#) →

admin (#1 – zoe@test.test) ×

Billing

Zoe Tamayo
Patterson-Fletcher
2349 Court Street
Old Monroe, MO 63369

Email address:

zoe@shop.test

Phone:

[636-665-8080](tel:636-665-8080)

Shipping

Zoe Tamayo
Patterson-Fletcher
2349 Court Street
Old Monroe, MO 63369



- **Changing the Customer:** Select the current customer and search for the new customer.

Order #95 details

Payment via Credit Card (Stripe) ([ch_1GKI0EHqYkdL8KtQgYzjOiO3](#)). Paid on 9th March 2020 @ 12:46 pm. Customer IP: 127.0.0.1

General

Date created:

2020-03-09 @ 12 : 46

Status:

Processing

Customer:

[Profile →](#) [View other orders →](#)

admin (#1 – zoe@test.test) ×



Billing

Zoe Tamayo
Patterson-Fletcher
2349 Court Street
Old Monroe, MO 63369

Email address:
zoe@shop.test

Phone:
[636-665-8080](tel:636-665-8080)

Shipping

Zoe Tamayo
Patterson-Fletcher
2349 Court Street
Old Monroe, MO 63369

- **Changing “Billing” and “Shipping”**: edits can be made when clicking on the “edit pencil” icon located on the top right corner.

Billing		Shipping
Load billing address		
First name	Last name	Zoe Tamayo Patterson-Fletcher 2349 Court Street Old Monroe, MO 63369
<input type="text" value="Zoe"/>	<input type="text" value="Tamayo"/>	
Company		Customer provided note: This is a note the customer left at the checkout
<input type="text" value="Patterson-Fletcher"/>		
Address line 1	Address line 2	
<input type="text" value="2349 Court Street"/>	<input type="text"/>	
City	Postcode / ZIP	
<input type="text" value="Old Monroe"/>	<input type="text" value="63369"/>	
Country / Region	State / County	
<input type="text" value="United States (US)"/>	<input type="text" value="Missouri"/>	
Email address	Phone	
<input type="text" value="zoe@shop.test"/>	<input type="text" value="636-665-8080"/>	
Payment method:		
<input type="text" value="Credit Card (Stripe)"/>		
Transaction ID		
<input type="text" value="ch_1GKIXVHqYkdL8KtQh1aQqLvu"/>		



Under “**Billing**,” the following items can be changed:

- Billing address
- Email
- Phone number
- Payment method and details

Under “**Shipping**,” the following items can be changed:

- Shipping address
- Customer provided note.

After you have made the necessary changes, select **Update** to update the order.

Guide (1.6): Viewing Items and Totals

The next panel on the order page is the Order Items panel. On this panel, you will find **Product items**, **Shipping details**, and an **Order summary**.

- Each product item row lists:
 - Product image
 - Product name
 - Single product Cost
 - Quantity
 - Total (Cost x Quantity, with discounts taken into consideration)
 - Taxes

Item	Cost	Qty	Total	US
 T-shirt	\$18.00	× 3	\$43.20	\$4.32
			\$10.80 discount	
 Polo	\$20.00	× 1	\$16.00	\$1.60
			\$4.00 discount	
 Sunglasses	\$90.00	× 1	\$72.00	\$7.20
			\$18.00 discount	

Next, you will see the **shipping details** that include:

- Shipping method
- Boxed items
- Total cost
- Taxes

	Flat rate	\$10.00	\$1.00
	Items: T-shirt x 3, Polo x 1, Sunglasses x 1		

The last section on the panel contains the “**overview of order costs.**”

**The “overview of order costs” section will change when an order is refunded.*

This section will include the following:

- **Item subtotal** — cost excluding tax
- **Coupon(s)** — amount deducted based on the use of coupons; *the coupons used are displayed on the left of this section*
- **Shipping** — the shipping cost for the order
- **Taxes** — the amount of taxes for the whole order; *this will be replaced by the tax code applied to the order*
- **Order total** — the total of the above costs

	Flat rate	\$10.00	\$1.00
	Items: T-shirt x 3, Polo x 1, Sunglasses x 1		
Coupon(s)			
<input type="text" value="my-first-coupon"/>			
	Items Subtotal:	\$164.00	
	Coupon(s):	- \$32.80	
	Shipping:	\$10.00	
	US:	\$14.12	
	Order Total:	\$155.32	



Item	Cost	Qty	Total	US
 T-shirt	\$18.00	× 3	\$43.20	\$4.32
			\$10.80 discount	
 Polo	\$20.00	× 1	\$16.00	\$1.60
			\$4.00 discount	
 Sunglasses	\$90.00	× 1	\$72.00	\$7.20
			\$18.00 discount	
 Flat rate			\$10.00	\$1.00
Items: T-shirt × 3, Polo × 1, Sunglasses × 1				
Coupon(s)			Items Subtotal:	\$164.00
<input type="text" value="my-first-coupon"/>			Coupon(s):	- \$32.80
			Shipping:	\$10.00
			US:	\$14.12
			Order Total:	\$155.32
			Paid By Customer:	\$155.32
			● Stripe Fee:	- €5.01
			● Stripe Payout:	€159.02
<input type="button" value="Refund"/>	● This order is no longer editable.			



- Finally, below the line is an overview of what was paid along with the **fees taken by the payment gateway**.

Guide (1.7): Editing or Adding Order Items

Note: Apart from refunding orders, only order statuses listed as “Pending” or “On Hold” can be edited.

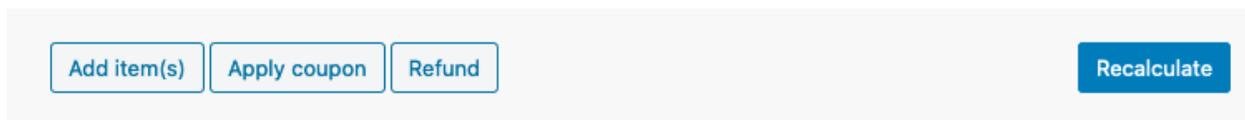
Items can be edited when clicking on the “edit pencil” icon.

Item	Cost	Qty	Total	US	
 Polo	\$20.00	x 1	\$20.00	\$2.00	 
					Edit item
 Sunglasses	\$90.00	x 1	\$90.00	\$9.00	

Within this editing option, you are allowed to edit the following items:

- **Quantity** — Number of items the customer is purchasing.
- **Total** — Line price and line tax **before** pre-tax discounts.
- **Tax** — Tax cost. *For example, if a customer is tax-exempt you may want to remove the taxes.*

At the bottom of the editing panel, there are four actions: “**Add Item(s)**,” “**Apply coupon**,” “**Refund**,” and “**Recalculate**.”



➤ **Add Item(s):**

- **Add product(s)** — Add additional products to the order.
- **Add fee** — Add an additional fee, such as gift wrapping.
- **Add shipping** — Add a shipping cost. *When you've done this, select the pencil icon to update the name, the method, the cost, and the tax.*
- **Add tax** — Add an additional tax code to every section in the order.
- **Cancel** — Cancel if you do not want to make any changes.
- **Save** — Save once the changes are made.

After making changes, select the “**Recalculate**” button to perform new calculations.

**Tax changes made will be removed as the tax settings in your store will then replace them based on the customer address.*

Apply Coupon:

This option allows you to apply a coupon code if your customer forgot to add the coupon or if you want to reward the customer before they pay.

Refund:

There are two ways to process refunds; Automatic and Manual.

- **Automatic:** Refunds change the order status and also reverse the charge so that your customer will get their money.

** Automatic refunds vary on the payment gateway used. For more information on which payment gateway allows automatic gateway click here. < [link to payment gateway article](#)*

Steps:

1. **Check** to see if automatic refunds are available in payment settings.

2. Go to: **WooCommerce >Orders page**. Select the order that is to be refunded and scroll down. Click on the **Refund** button.

Edit order [Add order](#)

Order #371 details
Payment via Direct bank transfer. Customer IP: ::1

General **Billing** **Shipping**

Date created: 2018-07-26 @ 07 : 22
Status: On hold
Customer: [Profile](#) → [View other orders](#) →

Barry Allen
1231 6th Avenue
Manhattan
New York, NY 10020
Email address: barry@test.com
Phone: [1234567890](tel:1234567890)

Barry Allen
1231 6th Avenue
Manhattan
New York, NY 10020

Item	Cost	Qty	Total
Woo Hoodie	\$50.00	× 2	\$100.00
Free shipping Items: Woo Hoodie × 2			\$0.00
	Shipping:		\$0.00
	Total:		\$100.00

[Add item\(s\)](#) **Refund** [Recalculate](#)

Order actions
Choose an action... [Move to trash](#) [Update](#)

Order notes
Awaiting BACS payment Order status changed from Pending payment to On hold.
added on July 26, 2018 at 7:22 am [Delete note](#)

Add note [Private note](#) [Add](#)

3. Enter the Desired refund amount and click the “Authorize.Net” refund option or your supported plug-in to process the refund.

Item	Cost	Qty	Total
 Woo Hoodie	\$50.00	× 1 <input type="text" value="0"/>	\$50.00 <input type="text" value="0"/>
 Free shipping Items: Woo Hoodie × 1			\$0.00 <input type="text" value="0"/>

Restock refunded items:

Amount already refunded: **-\$0.00**

Total available to refund: **\$50.00**

Refund amount:

Reason for refund (optional):

Custom Fields ▼

4. Once the refund order status is changed, the order notes will be updated on the right side of the screen.

Screen Options ▾ Help ▾

Edit order [Add order](#)

Order #378 details

Payment via Authorize.net Card. Paid on July 27, 2018 @ 5:43 am. Customer IP: ::1

General	Billing	Shipping
Date created: 2018-07-27 @ 05 : 42	Barry Allen 1231 6th Avenue Manhattan New York, NY 10020	Barry Allen 1231 6th Avenue Manhattan New York, NY 10020
Status: Refunded	Email address: barry@test.com	
Customer: Profile → View other orders →	Phone: 1234567890	

Item	Cost	Qty	Total
Woo Hoodie	\$50.00	× 1	\$50.00
Free shipping Items: Woo Hoodie × 1			\$0.00
Refund #379 - July 27, 2018, 5:45 am by Azhar Damaged product			-\$50.00
	Shipping:		\$0.00
	Total:		\$50.00 \$0.00
	Refunded:		-\$50.00

[Refund](#) ⓘ This order is no longer editable.

Custom Fields ▾

Downloadable product permissions ⓘ ▾

Order actions

Choose an action... ▾

[Move to trash](#) [Update](#)

Order notes

Order status changed from Processing to Refunded.
added on July 27, 2018 at 5:46 am [Delete note](#)

Reason : Damaged product.
Amount : \$50.00.
Status : Success [2018-07-27 05:45:52]
Transaction ID : 0
added on July 27, 2018 at 5:45 am [Delete note](#)

Order status changed from Failed to Processing.
added on July 27, 2018 at 5:43 am [Delete note](#)

Payment processed successfully.
(TESTMODE) This transaction has been approved.
Transaction ID: 0
added on July 27, 2018 at 5:43 am [Delete note](#)

Payment has been declined.
(TESTMODE) Credit card number is required.
added on July 27, 2018 at 5:42 am [Delete note](#)

Order status changed from Pending payment to Failed.
added on July 27, 2018 at 5:42 am [Delete note](#)

Add note ⓘ

Private note ▾ [Add](#)

- **Manual Refunds:** Refunds change order status, but you need to return the money manually to your customer.

1. Go to: **WooCommerce >Orders page**. Select the order that is to be refunded and scroll down. Click on the **Refund** button
2. To refund the full amount: enter the full amount value in the “Refund Amount” field.
 - a. For partial refunds: enter the desired amount in the same field.
 - b. To refund the number of quantities of products, click the “**QTY**” to adjust the numbers.

The screenshot displays the WooCommerce Refund interface. At the top, there is a table with columns for Item, Cost, Qty, and Total. The first row shows 'Woo Hoodie' with a cost of \$50.00 and a quantity of 2, totaling \$100.00. The quantity field is highlighted with a blue box and a red arrow pointing to it. Below the table, there is a section for 'Free shipping' with a total of \$0.00. Further down, there are several fields: 'Restock refunded items' (checked), 'Amount already refunded' (-\$0.00), 'Total available to refund' (\$100.00), and 'Refund amount' (50.00). A red arrow points to the 'Refund amount' field. Below these fields is a 'Reason for refund (optional)' field. At the bottom, there are two buttons: 'Cancel' and 'Refund \$50.00 manually', with a red arrow pointing to the latter. A 'Custom Fields' section is visible at the very bottom.

Item	Cost	Qty	Total
Woo Hoodie	\$50.00	× 2 1	\$100.00 50
Free shipping Items: Woo Hoodie × 2			\$0.00 0

Restock refunded items:

Amount already refunded: -\$0.00

Total available to refund: \$100.00

Refund amount: 50.00

Reason for refund (optional):

Cancel Refund \$50.00 manually

Custom Fields

* Note that **Partially refunded** orders will not be automatically updated and would need to be manually updated. When an update is not made, the whole order will be marked as fully refunded automatically.

Guide (1.8): Order Notes

The **Order Notes** panel displays notes attached to the order. Notes can be used to store details such as payment results, reduced stock levels. Notes can also be added to orders for customers to view.

The following note types are possible:

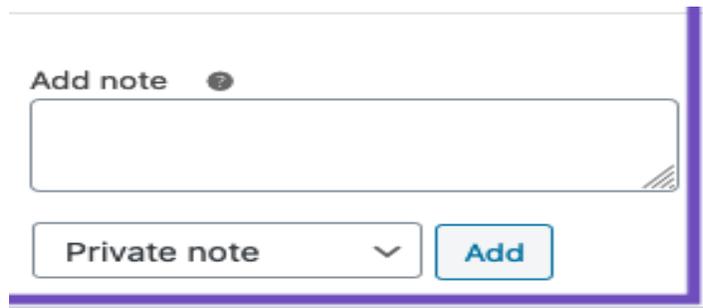
- **Purple:** System status notices, such as payment gateway details.
- **Grey:** General status updates, such as status changes or private notes.
Customers do not see these notes but may receive notification of them. (For Example, when the status changes from processing to completed, an email may be sent (depending on your settings)).
- **Blue:** Notes to the customer. Customers receive notes via email and can view them by viewing an order in their “My Account” section.

Order notes are great for staying up to date on your inventory and communicating with your customers throughout the ordering process.

The screenshot displays an order management interface for 'Order #95'. The top section includes 'Order #95 details' with payment information (Credit Card via Stripe) and a date of 9th March 2020. Below this are 'General' details like 'Date created' (2020-03-09), 'Status' (Completed), and 'Customer' (admin). The 'Billing' and 'Shipping' sections provide addresses for Zoe Tamayo. A table below lists items: 'T-shirt' for \$18.00 and a 'Flat rate' for \$10.00, totaling \$28.00. On the right, the 'Order actions' panel shows a dropdown menu and 'Move to Trash' and 'Update' buttons. The 'Order notes' panel is highlighted with a blue border and contains several notes: a blue note for the customer, a grey note for private use, and several purple notes indicating status changes (Processing to Completed, Pending payment to Processing) and a Stripe charge completion. At the bottom of the notes panel is an 'Add note' form with a dropdown menu set to 'Private note' and an 'Add' button.

How to add a note:

- Use the bottom text box to add content to the note.
- Select **Private Note** or **Note to Customer** in the dropdown.
- Select **Add**.



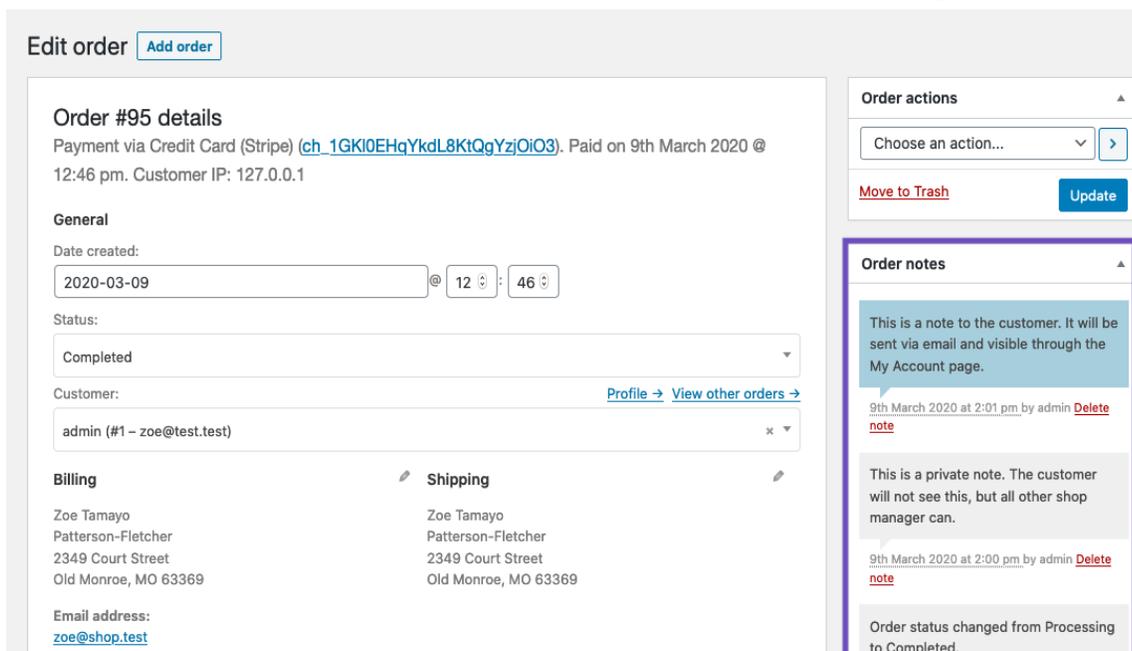
The screenshot shows a form titled "Add note" with a help icon. It contains a large text input field for the note content. Below the text field is a dropdown menu currently set to "Private note" and a blue "Add" button.

Guide (1.9): Manually Adding an Order

To add an order:

1. Go to: **WooCommerce > Orders**.
2. Click **Add New** at the top of the page for a Single Order page to appear.
3. **Input** customer details, add line items, apply coupons, apply fees and calculate totals. *These are the same as the Editing or Adding Order Items.*
4. **Set a status** for the new order, (e.g., If it needs to be paid, use “Pending payment.”)
5. Save

Use the **Order Actions** dropdown to Email order details to the customer with payment instructions. The Order Actions dropdown is located at the top right corner of the screen



Edit order [Add order](#)

Order #95 details
Payment via Credit Card (Stripe) ([ch_1GKI0EHqYkdL8KtQgYzjOI03](#)). Paid on 9th March 2020 @ 12:46 pm. Customer IP: 127.0.0.1

General
Date created: @ :

Status:

Customer: [Profile](#) → [View other orders](#) →

Billing	Shipping
Zoe Tamayo Patterson-Fletcher 2349 Court Street Old Monroe, MO 63369	Zoe Tamayo Patterson-Fletcher 2349 Court Street Old Monroe, MO 63369

Email address: zoe@shop.test

Order actions
Choose an action...
[Move to Trash](#)

Order notes

This is a note to the customer. It will be sent via email and visible through the My Account page.
9th March 2020 at 2:01 pm by admin [Delete note](#)

This is a private note. The customer will not see this, but all other shop manager can.
9th March 2020 at 2:00 pm by admin [Delete note](#)

Order status changed from Processing to Completed.

Guide (1.10): Paying for an Order

“**Pending**” orders can be paid through the payment link. This link can be found on the **Order Overview** screen when clicking on an order name or order number on the **Orders page**.

Order #102 details

General

Date created:

2020-03-09

@

14

:

12

Status:

[Customer payment page →](#)

Pending payment

Customer:

Guest

Customers can view the link once logged onto your site under **My Account > Orders**. Customers who have made an order as a guest can also view the payment page for their order with the payment link.

As the store owner, you can pay on the behalf of a customer, if you wish, when using **User Switching** to log in to the customer’s account to complete the payment as them.