

# Adding a Note to an Order

Last Modified on 22/09/2016 2:27 pm AEST

## Quick Steps: Shop > Order Management

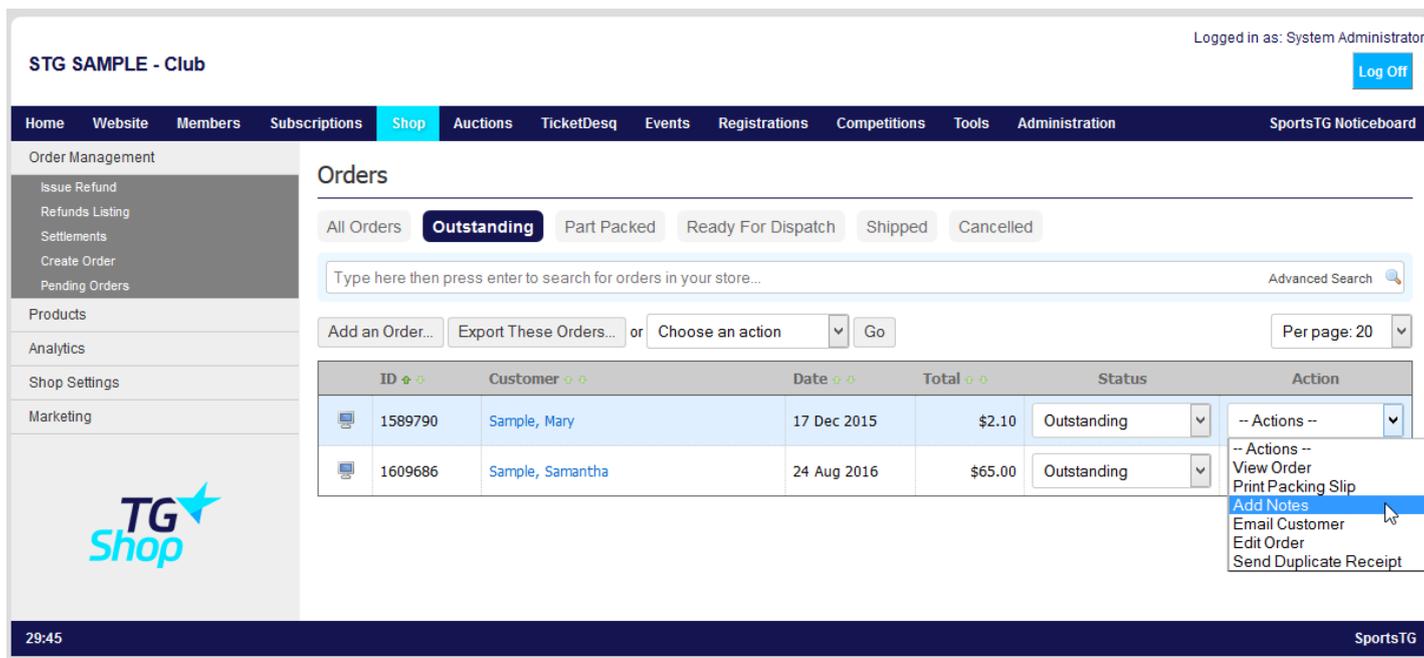
You may need to create notes against an order if you are waiting on an item to arrive or other information needs to be logged against the order.

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

2. Find the Order you want to add a note against.

3. Select the dropdown next to the order labeled **Actions**.

4. Select **Add Notes** from the dropdown.



The screenshot shows the 'STG SAMPLE - Club' management console. The user is logged in as 'System Administrator'. The top navigation bar includes 'Home', 'Website', 'Members', 'Subscriptions', 'Shop', 'Auctions', 'TicketDesq', 'Events', 'Registrations', 'Competitions', 'Tools', 'Administration', and 'SportsTG Noticeboard'. The left sidebar contains 'Order Management' (Issue Refund, Refunds Listing, Settlements, Create Order, Pending Orders), 'Products', 'Analytics', 'Shop Settings', and 'Marketing'. The main content area is titled 'Orders' and shows a list of orders. The 'Outstanding' filter is selected. A search bar is present with the text 'Type here then press enter to search for orders in your store...'. Below the search bar are buttons for 'Add an Order...', 'Export These Orders...', and a 'Choose an action' dropdown. The table below has columns for ID, Customer, Date, Total, Status, and Action. Two orders are listed: ID 1589790 (Sample, Mary) and ID 1609686 (Sample, Samantha). The 'Add Notes' option is highlighted in the 'Action' dropdown for the second order.

ID	Customer	Date	Total	Status	Action
1589790	Sample, Mary	17 Dec 2015	\$2.10	Outstanding	-- Actions --
1609686	Sample, Samantha	24 Aug 2016	\$65.00	Outstanding	-- Actions -- View Order Print Packing Slip Add Notes Email Customer Edit Order Send Duplicate Receipt

5. A notes box will then open on the screen to allow you to add notes.

STG SAMPLE - Club Logged in as: System Administrator [Log Off](#)

Home Website Members Subscriptions **Shop** Auctions TicketDesq Events Registrations Competitions Tools Administration SportsTG Noticeboard

Order Management

- Issue Refund
- Refunds Listing
- Settlements
- Create Order
- Pending Orders

Products

Analytics

Shop Settings

Marketing

**TG Shop**

26:40 SportsTG

### Orders

All Orders **Outstanding** Part Packed Ready For Dispatch Shipped Cancelled

Type here then press enter to search for orders in your store... Advanced Search

Add an Order... Export These Orders... or Choose an action  Per page: 20

ID	Customer	Date	Total	Status	Action
15				Outstanding	Add Notes
16				Outstanding	-- Actions --

**Order Notes**

Enter order notes...

6. Once completed, click on **Update Order Notes** to add the note to the order.

**Note:** Once an Order has a note against it, the option in the Actions dropdown will display at Edit Notes allowing the information against the order to be updated.

## Related Articles

[template("related")]