

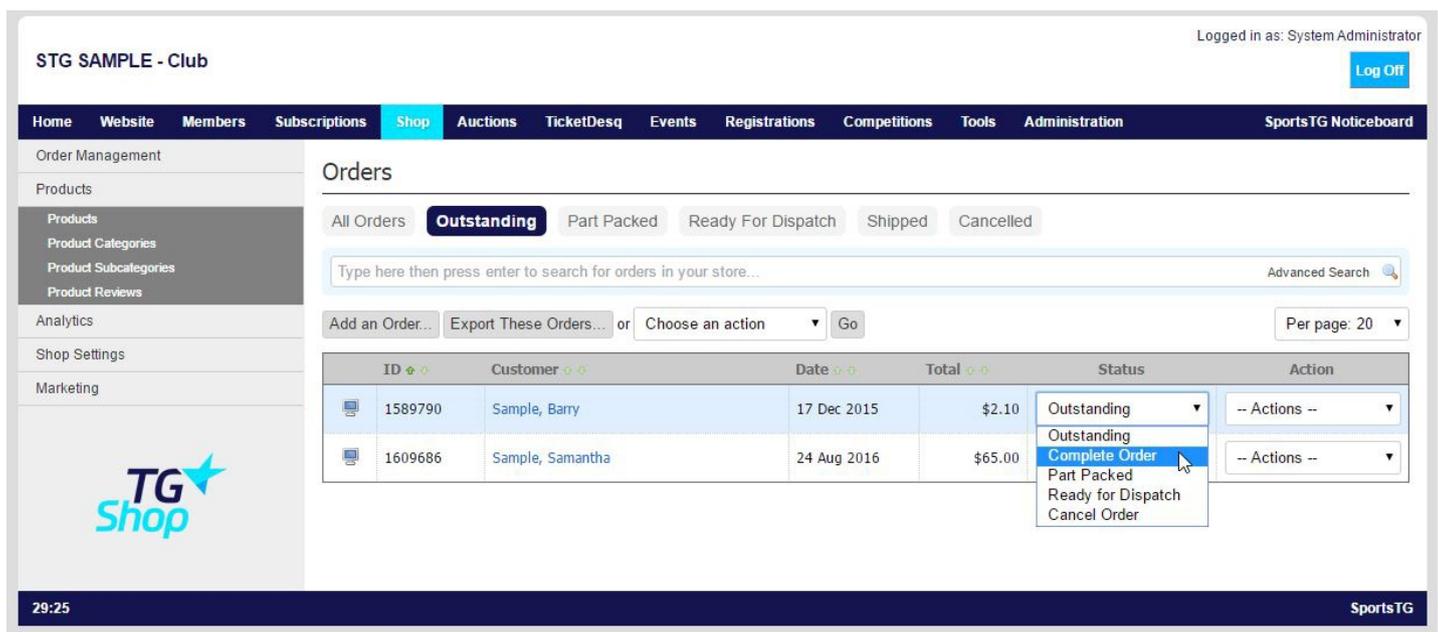
Completing an Order

Last Modified on 22/09/2016 2:53 pm 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. Once an order has been sent, you should move it into Shipped to complete the order.

1. Within the Management Console, select **Shop** from the top menu, then **Order Management** from the left menu.
2. Find the Order that you want to change the status of.
3. Click on the dropdown menu under **Status** and change this from **Outstanding** to **Complete Order**



The screenshot shows the 'STG SAMPLE - Club' management console. The top navigation bar includes 'Home', 'Website', 'Members', 'Subscriptions', 'Shop', 'Auctions', 'TicketDesq', 'Events', 'Registrations', 'Competitions', 'Tools', 'Administration', and 'SportsTG Noticeboard'. The 'Shop' menu is active. The left sidebar contains 'Order Management', 'Products', 'Analytics', 'Shop Settings', and 'Marketing'. The main content area is titled 'Orders' and shows a filter for 'Outstanding' orders. A table lists two orders:

| ID | Customer | Date | Total | Status | Action |
|---------|------------------|-------------|---------|----------------|---------------|
| 1589790 | Sample, Barry | 17 Dec 2015 | \$2.10 | Outstanding | -- Actions -- |
| 1609686 | Sample, Samantha | 24 Aug 2016 | \$65.00 | Complete Order | -- Actions -- |

The 'Complete Order' status is highlighted in the dropdown menu for the second order. The bottom status bar shows '29:25' and 'SportsTG'.

4. The Order will then move into the **Shipped** area and the amounts will be settled to your organisation.

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

- Products
- Product Categories
- Product Subcategories
- Product Reviews

Analytics

Shop Settings

Marketing



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 |
|---|--|--|---|---------|--|
|  1216026 | Smith, Bob | 16 Nov 2012 | \$65.00 | Shipped | -- Actions -- <input type="button" value="v"/> |
|  1385582 | Jones, Mary | 16 Dec 2013 | \$50.00 | Shipped | -- Actions -- <input type="button" value="v"/> |

30:00 SportsTG

Note: Payments for sales are not settled to your organisation until after an order has been completed, so always Complete an order once it has been sent.

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