

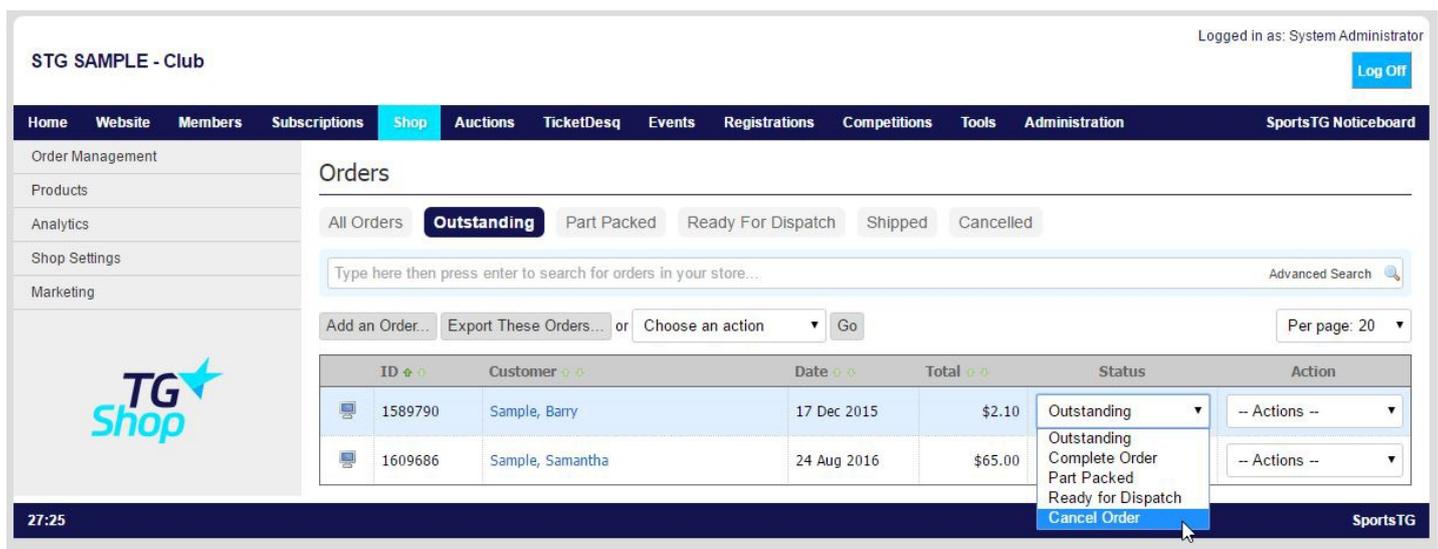
Cancelling an Order

Last Modified on 22/09/2016 3:51 pm AEST

Quick Steps: Shop > Order Management

When orders are placed through the Shop page they are automatically placed in the Outstanding status. Sometimes you will then need to cancel an order. This can be done by changing the status of the order, and you will then be able to process a refund for that order.

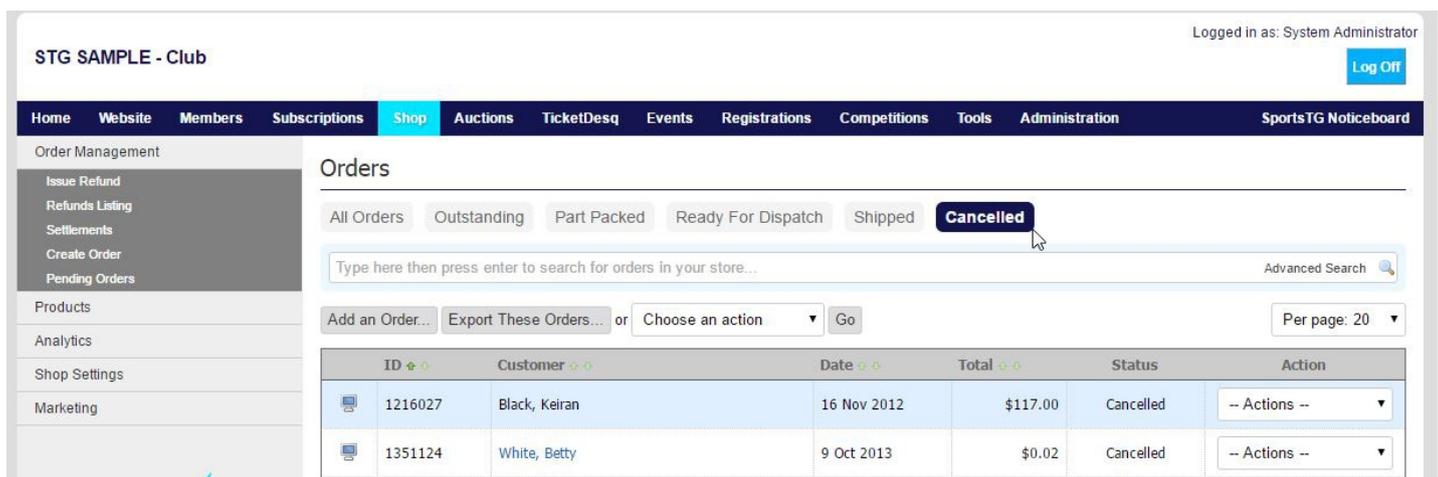
1. Within the Management Console, select **Shop** from the top menu, then **Order Management** from the left menu.
2. Find the Order that you want to change the status of.
3. Click on the dropdown menu under **Status** and change this from **Outstanding** to **Cancel Order**.



The screenshot shows the 'Orders' management page for 'STG SAMPLE - Club'. 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 shows 'Order Management' with sub-items: 'Products', 'Analytics', 'Shop Settings', and 'Marketing'. The main content area displays a table of orders with columns: ID, Customer, Date, Total, Status, and Action. Two orders are listed: ID 1589790 (Sample, Barry) with a total of \$2.10 and ID 1609686 (Sample, Samantha) with a total of \$65.00. The status dropdown for the first order is open, showing options: Outstanding, Complete Order, Part Packed, Ready for Dispatch, and Cancel Order. The 'Cancel Order' option is highlighted.

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

4. The Order will then move into the **Cancelled** area.



The screenshot shows the 'Orders' management page for 'STG SAMPLE - Club' after the status filter has been changed to 'Cancelled'. The 'Cancelled' filter is highlighted in the status bar. The table now shows two cancelled orders: ID 1216027 (Black, Keiran) with a total of \$117.00 and ID 1351124 (White, Betty) with a total of \$0.02.

ID	Customer	Date	Total	Status	Action
1216027	Black, Keiran	16 Nov 2012	\$117.00	Cancelled	-- Actions --
1351124	White, Betty	9 Oct 2013	\$0.02	Cancelled	-- Actions --

Note: Orders that have been set to **Completed** cannot then be cancelled. Only orders that are in **Outstanding**, **Part Packed** and **Ready for Dispatch** can be cancelled.

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