

Viewing and Processing Orders

In the Orders section of your Workspace, you will be able to find all the details of the orders placed in your web store.

Let's go through the steps.

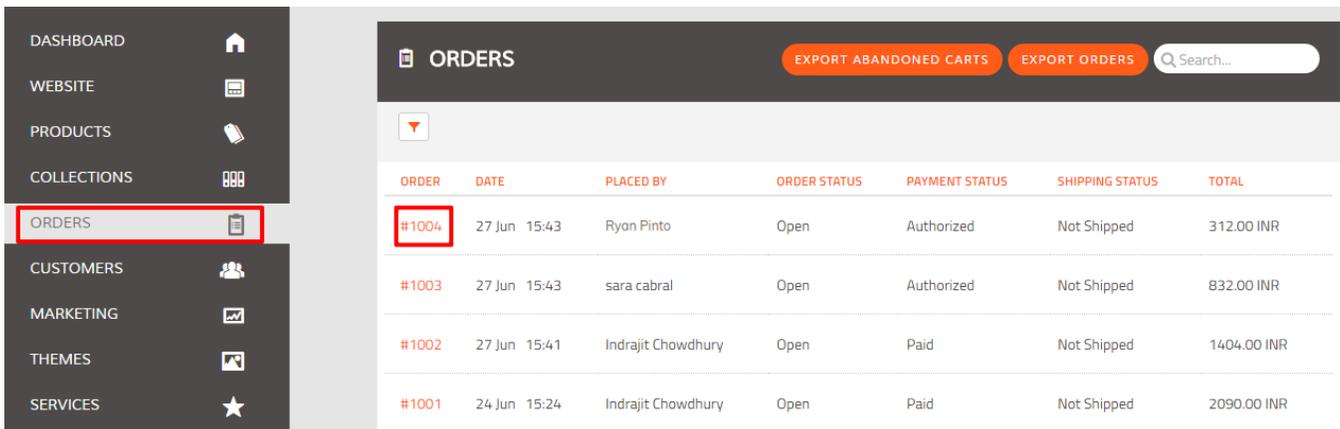
Viewing Your Orders

1. Login to your Workspace

2. Click on **Orders** from the left menu.

3. Here you will find a list of all your orders, with the following information:

- Order Number
- Order Date and Time
- Name of the Purchaser
- Order status (Open or Closed)
- Payment Status (**Paid, Pending, Declined, or Authorized**)
- Shipping Status (**Not Shipped, Fully Shipped, or Partially Shipped**. A new order will be listed as **"Not Shipped"**)
- Total amount of the order in your currency

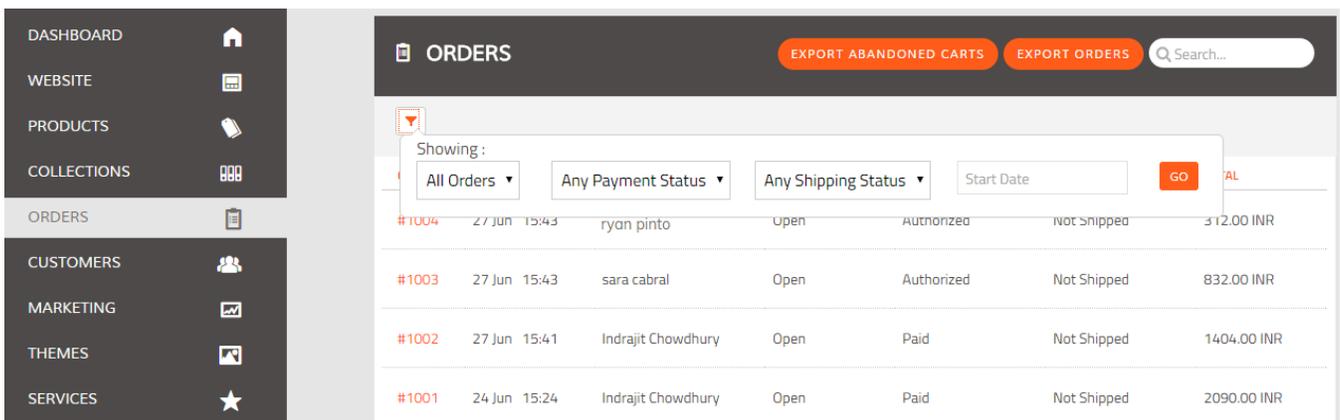


The screenshot shows the 'ORDERS' section of a workspace. On the left is a navigation menu with options: DASHBOARD, WEBSITE, PRODUCTS, COLLECTIONS, **ORDERS** (highlighted with a red box), CUSTOMERS, MARKETING, THEMES, and SERVICES. The main content area has a header with 'ORDERS', 'EXPORT ABANDONED CARTS', 'EXPORT ORDERS', and a search box. Below is a table of orders:

ORDER	DATE	PLACED BY	ORDER STATUS	PAYMENT STATUS	SHIPPING STATUS	TOTAL
#1004	27 Jun 15:43	Ryan Pinto	Open	Authorized	Not Shipped	312.00 INR
#1003	27 Jun 15:43	sara cabral	Open	Authorized	Not Shipped	832.00 INR
#1002	27 Jun 15:41	Indrajit Chowdhury	Open	Paid	Not Shipped	1404.00 INR
#1001	24 Jun 15:24	Indrajit Chowdhury	Open	Paid	Not Shipped	2090.00 INR

4. You can **sort** the orders by clicking on any of the headers.

5. You can **filter** the order list by order status, payment status, shipping status, or date.



The screenshot shows the 'ORDERS' section with a filter overlay. The overlay includes a 'Showing:' section with dropdown menus for 'All Orders', 'Any Payment Status', and 'Any Shipping Status', a 'Start Date' input field, and a 'GO' button. The table of orders is visible behind the filter:

ORDER	DATE	PLACED BY	ORDER STATUS	PAYMENT STATUS	SHIPPING STATUS	TOTAL
#1004	27 Jun 15:43	ryan pinto	Open	Authorized	Not Shipped	312.00 INR
#1003	27 Jun 15:43	sara cabral	Open	Authorized	Not Shipped	832.00 INR
#1002	27 Jun 15:41	Indrajit Chowdhury	Open	Paid	Not Shipped	1404.00 INR
#1001	24 Jun 15:24	Indrajit Chowdhury	Open	Paid	Not Shipped	2090.00 INR

6. You can **search** for specific orders using the search box and entering the order number or the Name of the Purchaser.

ORDERS							
		EXPORT ABANDONED CARTS		EXPORT ORDERS		1004	
						ORDER #1004 RYAN PINTO	
ORDER	DATE	PLACED BY	ORDER STATUS	PAYMENT STATUS	SHIPPING STATUS	TOTAL	
#1004	27 Jun 15:43	Ryan Pinto	Open	Authorized	Not Shipped	312.00 INR	
#1003	27 Jun 15:43	sara cabral	Open	Authorized	Not Shipped	832.00 INR	
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#1001	24 Jun 15:24	Indrajit Chowdhury	Open	Paid	Not Shipped	2090.00 INR	

Viewing and Processing an Order

When you click on a specific Order Number, you can get all the details of that particular order, including:

1. Name of the Purchaser
2. Email Address of the Purchaser
3. Contact Details of the Purchaser
4. Shipping Address
5. Billing Address
6. Payment Method
7. Shipping Method
8. Product Details - Product Name, Price, Quantity and Total Amount
9. Order History

DASHBOARD

WEBSITE

PRODUCTS

COLLECTIONS

ORDERS

CUSTOMERS

MARKETING

THEMES

SERVICES

SETTINGS

REPORTS

ORDER #1004

ATTACH A NOTE
EMAIL BUYER
PRINT

Open ▼

RYAN PINTO

099219 45488

SHIPPING ADDRESS

ryan pinto
123 Main Street
Panaji,
Goa, 403001
India
Phone: 099219 45488

SPECIAL INSTRUCTIONS

test

BILLING ADDRESS

123 Main Street
Panaji,
Goa, 403001
India
Phone: 099219 45488

LANDING SITE INFO

/index.cfm?
fuseaction=store.main&dif
f=1

Site
Ref:http%3A%2F%2Fteasho
p.webw

PAYMENT METHOD

BANK TRANSFER

ACCEPT PAYMENT

YOU ARE AUTHORIZED TO COLLECT UP TO
RS.312.00

SHIPPING METHOD

STANDARD

FULFILL ORDER

YOU NEED TO SHIP 1 ITEMS.

RESEND ORDER CONFIRMATION EMAIL

PRODUCT	PRICE	QUANTITY	TOTAL
Almond Rocker (Almond Rocker) Brand: Brand Name Status: Pending	Rs.300.00	1	Rs.300.00
<p style="font-size: 0.8em;">Subtotal: Rs.300.00</p> <p style="font-size: 0.8em;">Shipping (Standard): Rs.0.00</p> <p style="font-size: 0.8em;">Taxes: Rs.12.00</p> <p style="font-size: 0.8em; font-weight: bold;">Total: Rs.312.00</p>			

ORDER HISTORY

Jun 27	Order Confirmation Email was sent to the customer. New Order was placed.
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At the top of the Order page you also have the option of:

1. **Attaching a Note** to the order for internal purposes - [Learn More](#)
2. **Emailing the Buyer** regarding his Order - [Learn More](#)
3. **Printing** the Order - [Learn More](#)
4. **Closing** the Order - [Learn More](#)

ORDER #1004

ATTACH A NOTE EMAIL BUYER PRINT Closed ▾

RYAN PINTO
099219 45488

SHIPPING ADDRESS

ryan pinto
123 Main Street
Panaji,
Goa, 403001
India
Phone: 099219 45488

SPECIAL INSTRUCTIONS

test

BILLING ADDRESS

123 Main Street
Panaji,
Goa, 403001

PAYMENT METHOD

BANK TRANSFER

ACCEPT PAYMENT

YOU ARE AUTHORIZED TO COLLECT UP TO
RS.312.00

SHIPPING METHOD

STANDARD

FULFILL ORDER

YOU NEED TO SHIP 1 ITEMS.

RESEND ORDER CONFIRMATION EMAIL

PRODUCT	PRICE	QUANTITY	TOTAL
Almond Rocker (Almond Rocker) Brand: Brand Name Status: Pending	Rs.300.00	1	Rs.300.00

Subtotal: Rs.300.00

Shipping (Standard): Rs.0.00

Taxes: Rs.12.00

Total: Rs.312.00

ORDER HISTORY

When you receive payment (for offline payments such as Cash on Delivery), you need to [manually accept the payment](#) to reflect that in the order status. [Learn More.](#)

ORDER #1004

[ATTACH A NOTE](#)
[EMAIL BUYER](#)
[PRINT](#)
Closed ▾

RYAN PINTO
099219 45488

SHIPPING ADDRESS

cory york,
123 Main Street
Panaji,
Goa, 403001
India
Phone: 099219 45488

SPECIAL INSTRUCTIONS

test

BILLING ADDRESS

123 Main Street
Panaji,
Goa, 403001

PAYMENT METHOD [ACCEPT PAYMENT](#)

BANK TRANSFER YOU ARE AUTHORIZED TO COLLECT UP TO
RS.312.00

SHIPPING METHOD [FULFILL ORDER](#)

STANDARD YOU NEED TO SHIP 1 ITEMS.

[RESEND ORDER CONFIRMATION EMAIL](#)

PRODUCT	PRICE	QUANTITY	TOTAL
Almond Rocker (Almond Rocker)	Rs.300.00	1	Rs.300.00
Brand: Brand Name			
Status: Pending			
<hr/>			
Subtotal: Rs.300.00			
Shipping (Standard): Rs.0.00			
Taxes: Rs.12.00			
Total: Rs.312.00			

ORDER HISTORY

Similarly, when you ship the order, you need to [mark the shipment as fulfilled](#) so that it gets reflected in the order status. [Learn more.](#)

ORDER #1004

[ATTACH A NOTE](#)
[EMAIL BUYER](#)
[PRINT](#)
Closed ▾

RYAN PINTO
099219 45488

SHIPPING ADDRESS

ryan pinto
123 Main Street
Panaji,
Goa, 403001

PAYMENT METHOD [ACCEPT PAYMENT](#)

BANK TRANSFER YOU ARE AUTHORIZED TO COLLECT UP TO
RS.312.00

SHIPPING METHOD [FULFILL ORDER](#)

STANDARD YOU NEED TO SHIP 1 ITEMS.

[RESEND ORDER CONFIRMATION EMAIL](#)

PRODUCT	PRICE	QUANTITY	TOTAL
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Related articles

- [Placing a Test Order](#)
- [Viewing and Processing Orders](#)
- [Sending an Email regarding an Order](#)
- [Attaching a Note to an Order](#)
- [Printing an Order](#)

