

Changing the Status of an Order

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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. You can change the Status of an order easily through the Management Console.

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

2. This page will open automatically onto your Outstanding Orders.

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Order Management

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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 Go Per page: 20

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

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3. Find the Order that you want to change the status of.

4. Click on the dropdown menu under **Status** and change this to the required new status.

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Note: A dropdown menu is open over the 'Outstanding' status of the second order, showing options: Outstanding, Complete Order, Part Packed, Ready for Dispatch, Cancel Order.

5. The Status will then show as updated.

Note: Changing the Status of an order allows staff to accurately track what stage an order is at. Remember to update each order as something is actioned on it.

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