

3.1. How to Manage Your Orders

Once you have set up your Stripe Account and We have linked it to your Website Admin area you're ready to start taking online orders.

Your website offers many really useful financial tools, such as monthly sales figures, top selling products etc...

Here's a quick guide to get you started and to help you manage your orders using the built-in eCommerce system.

WHAT HAPPENS WHEN A CUSTOMER PLACES AN ORDER?

Customers can place an order on a computer, tablet or phone.

When they have selected their items and completed payment the following happens;

A) You receive the Order via email & your admin system is updated.

B) The customer receives a confirmation of their Order via email.

You can now simply Print the Order off and proceed with Delivery / Collection.



sales@ourlocal.uk

A

New Order: #422

You've received the following order from Andi Elliott:

[Order #422] (June 24, 2020)

Product	Quantity	Price
Argentinian Beef Kebabs	1	£1.80
Diced Braising Steak 8oz/ 230g	2	£5.00
Traditional Beef Burger 4oz/115g	3	£3.00
Traditional Sausages 35oz/1kg (16-20 sausages)	2	£13.90
Subtotal:		£23.70
Shipping:		Local pickup
Payment method:		Credit Card (Stripe)
Total:		£23.70

Collection Details

Collection Date
26/06/2020

Time Slot
10:00 AM - 10:30 AM

Billing address

Andi Elliott

B

Thank you for your order

Hi Andi,

Just to let you know — we've received your order #422, and it is now being processed:

[Order #422] (June 24, 2020)

Product	Quantity	Price
Argentinian Beef Kebabs	1	£1.80
Diced Braising Steak 8oz/ 230g	2	£5.00
Traditional Beef Burger 4oz/115g	3	£3.00
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Billing address

Andi Elliott

USING THE ADMIN AREA TO MANAGE ORDERS

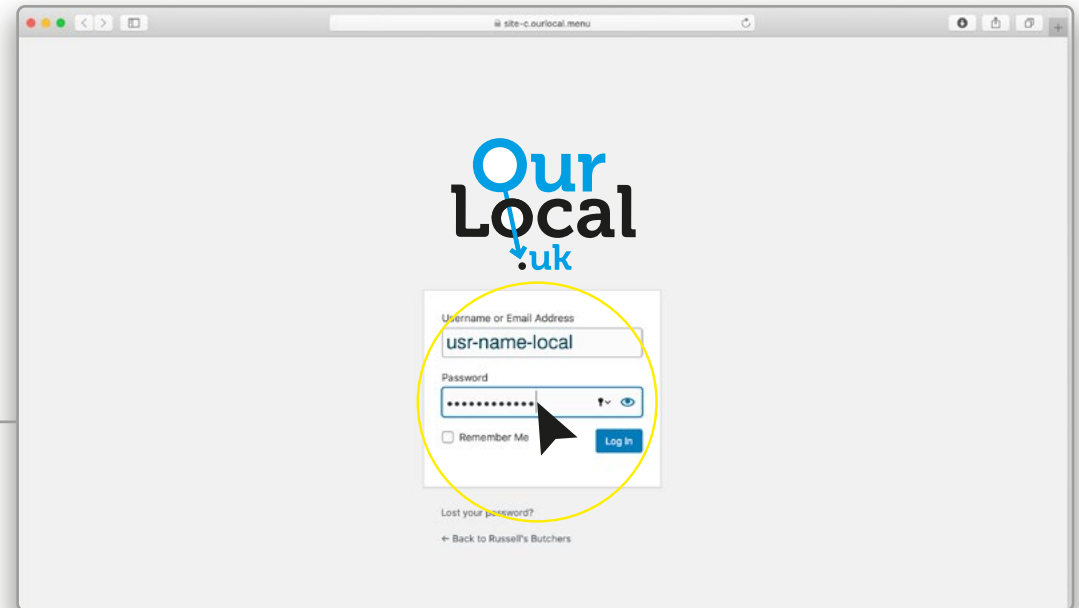
1. Log in to your Admin area of your website.

Use the unique website address we sent to you after signing up.

example. <https://mywebsite.ourlocal.uk/wp-admin/>

> **Type in your Username and Password.**

> **Log In**



2. View your New Orders

Your Dashboard will give you a brief overview of your Orders

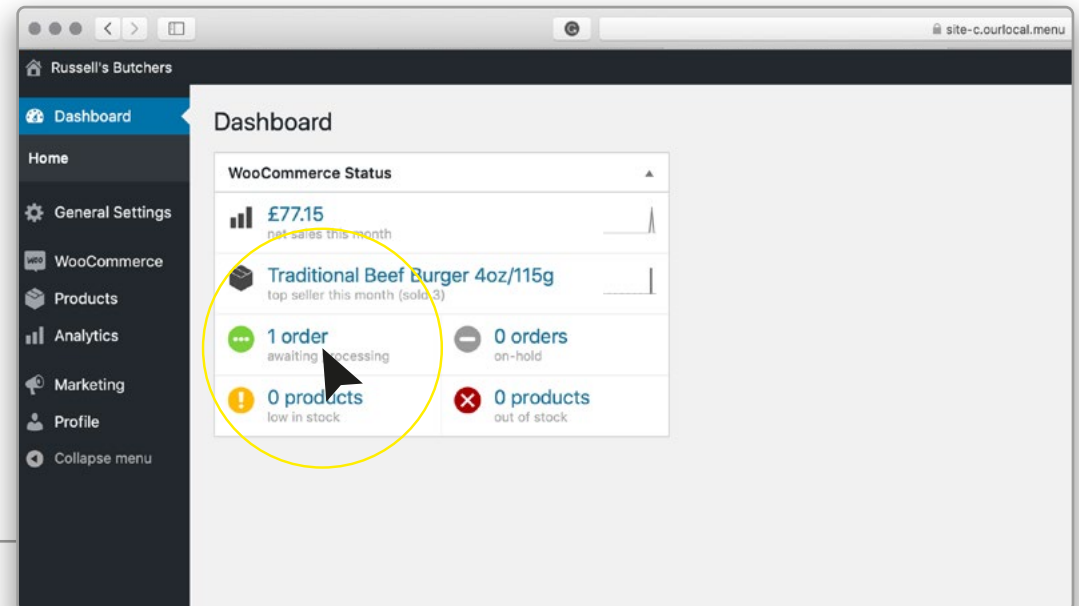
Showing:

- **Orders waiting to be processed**

It also shows:

- **Net sales this month**
- **Top selling product**
- **Orders on-hold**
- **Products low in stock**
- **Product out of stock**

> **Click on the section - 'Order awaiting processing'**



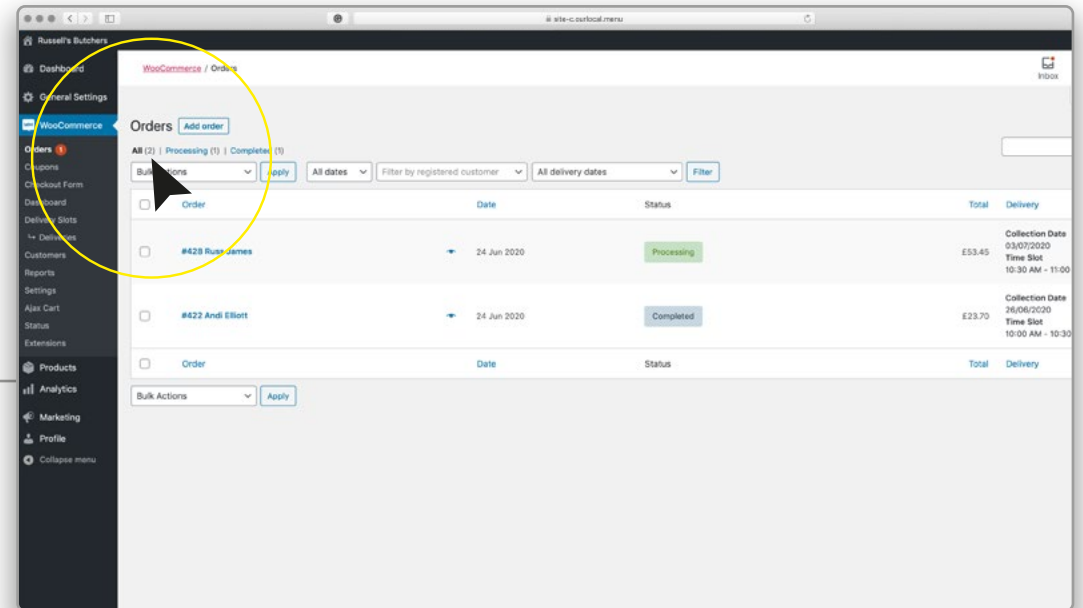
3. View 'All Orders' and their Status.

Here you have the option to view:

- All orders
- Processing Orders
- Completed Orders

> [Click - 'All'](#)

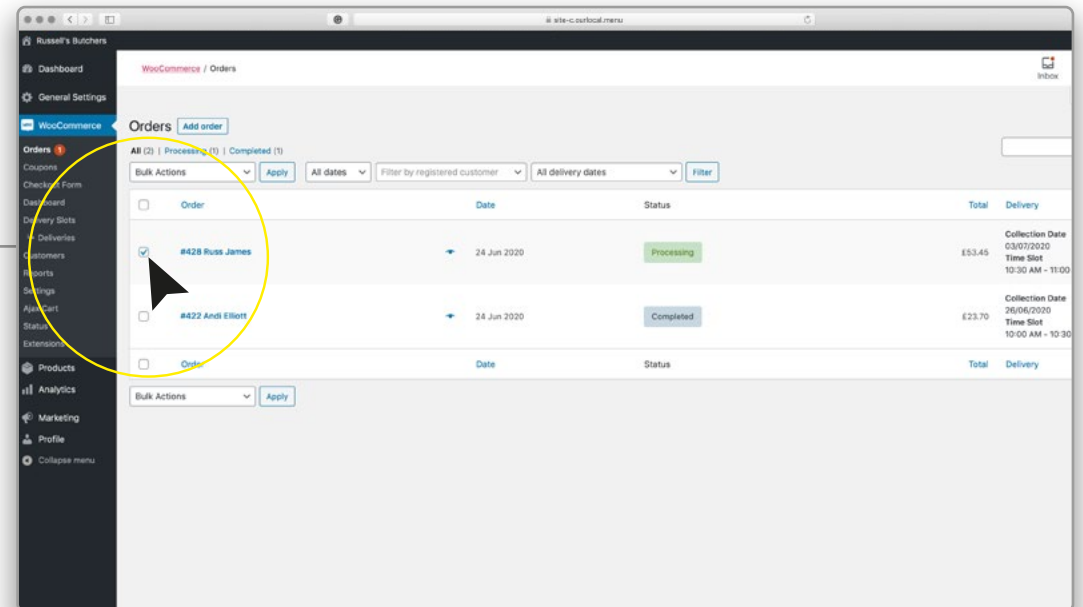
To see all your orders to date and their status.



4. Change the status of an Order.

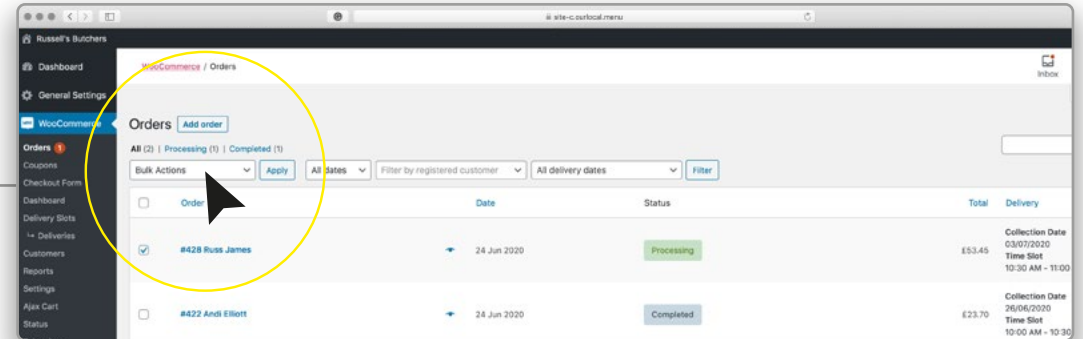
You can change an Order status from Processing to Completed by;

> [Click the check box next to the item you wish to update](#)

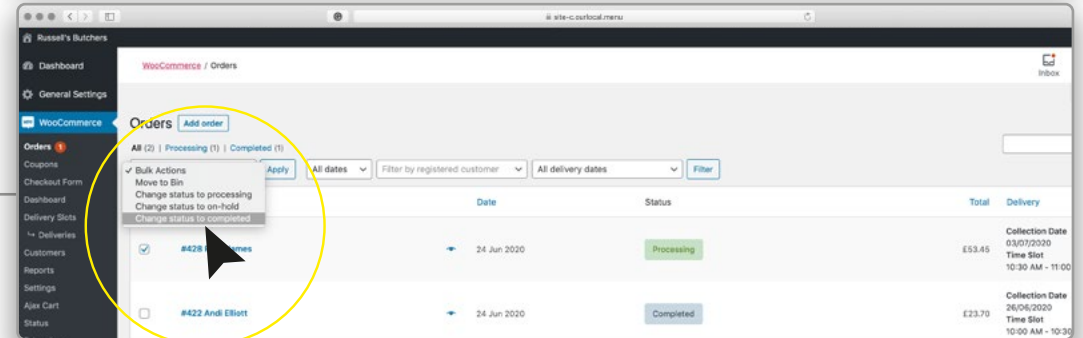


4. Change the status of an Order. (continued)

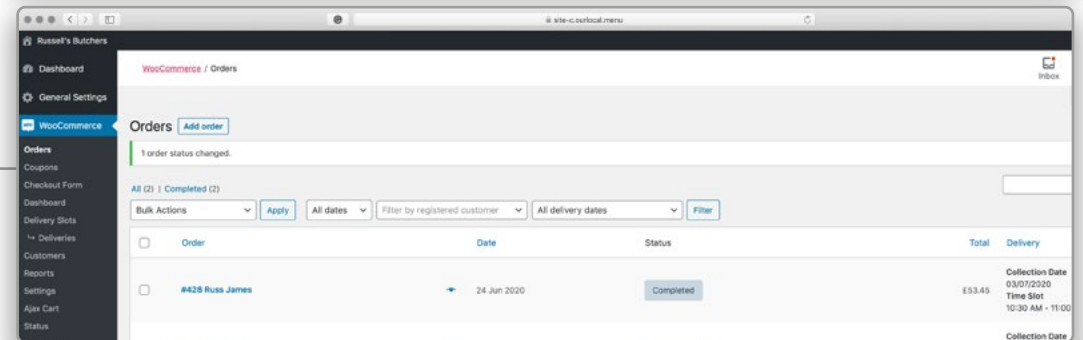
> Click 'Bulk Actions'



> Select - 'Change status to Completed'



Your Orders will now be up to date.
Any new orders you receive now will appear as 'Processing'



Your Dashboard is also now up to date.
Any new orders you receive now will appear as 'Orders Awaiting Processing'

