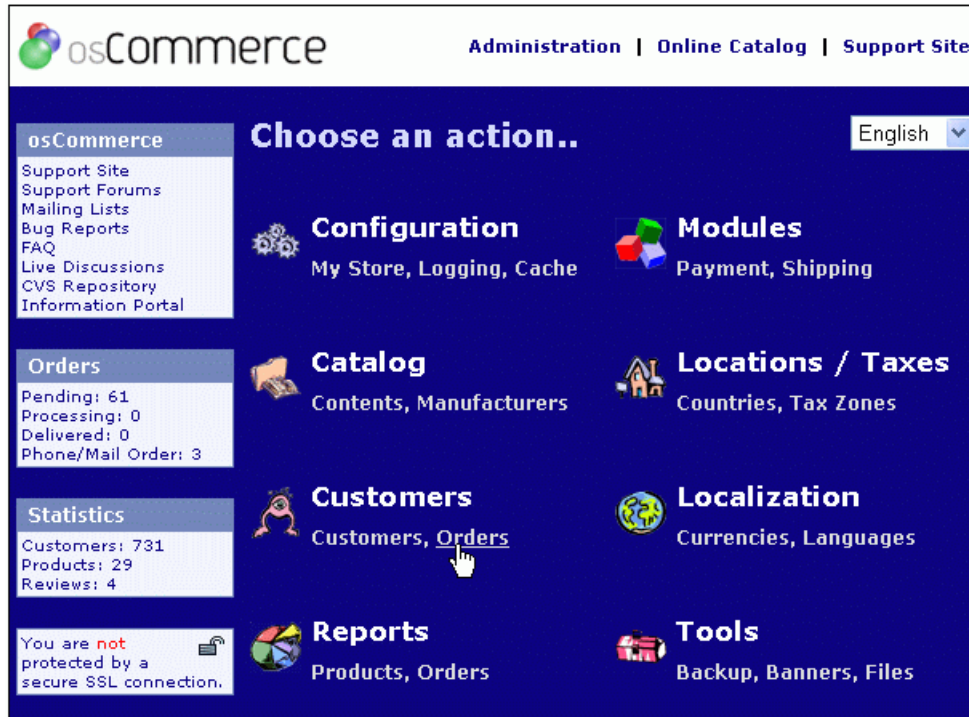


## Retrieving Order Information

1. Log into ADMIN.
2. Click on CUSTOMERS-->ORDERS.

ORDERS is in the middle of the screen, under CUSTOMERS.



3. Click on the name of the customer.

Customers	Order Total	Date Purchased	Status	Action
My Customer	\$619.99	06/15/2005 18:56:50	Pending	
My Customer	\$69.99	06/15/2005 18:56:25	Pending	
My Customer	\$39.99	06/15/2005 18:55:29	Pending	
My Customer	\$39.99	06/15/2005 18:51:47	Pending	

## Attitude's Simple osCommerce Guides

*retrieving\_order\_info.pdf*

Download from: [www.oscommerce.co.nz/docs/](http://www.oscommerce.co.nz/docs/)

For osCommerce installation, customization and support, contact Attitude.

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## Introduction

So you've got your shop up and running, and you've received some orders. How do you access information about a particular order?

This guide tells you how to retrieve that information and how to update its status.

## Quick Guide

1. Log into ADMIN.
2. Click on ORDERS.
3. Click on the name of the customer.
4. Click on EDIT.
5. Either click UPDATE to save any changes to the order status, or click BACK to cancel changes.



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#### 4. Click on EDIT.

The EDIT button is on the right hand side of the screen.

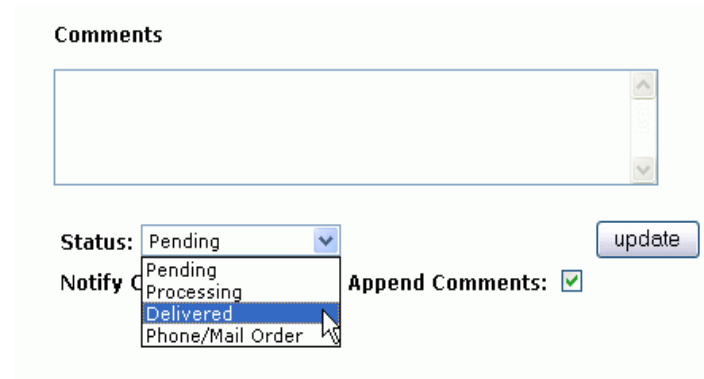


The screen that appears after you click the EDIT button allows you to view order details, update the order status, and contact the customer about the order. This screen also shows information about how the customer chose to pay. This information will vary depending on the method used.

For some payment methods you may need to validate that you have received payment before the product is dispatched.

If you are using the *Manual Credit Card Payment Module*, the details required to manually process the payment are shown here. However, the details should only include part of the credit card number – the starting and finishing numbers. The middle group of numbers should have been emailed to you in the order notification email. (This is for security reasons.)

At the bottom of the page there is a drop down box that allows you to change the status of the order (for example: Pending, Processing, Delivered). It also allows you space to add comments about the status change. You can choose whether or not you want to notify the customer. (See the Notify Customer/Append Comments section of this document.)



#### 5. Once you have made any changes, either click UPDATE to save your changes to the order status or click BACK to cancel changes.



## Notify Customer / Append Comments

Comments are viewable by the client. By default, any change in the order status and any associated comments are sent via email to the customer. If for some reason you don't want this to happen, simply uncheck the check box below the comments box for either "Notify Customer" and/or "Append Comments".

## Printing invoices

If you would like to print out an invoice for the customer, click on INVOICE instead of EDIT (step 4) and print that page out. You can use your browser to do this by selecting File-->Print.



Administration | Support Site | Online Catalog | Administration

Configuration | Catalog | Modules

Orders

Order ID: 66  
Status: All Orders

Customers	Order Total	Date Purchased	Status	Action
My Customer	\$619.99	06/15/2005 18:56:50	Pending	<a href="#">edit</a> <a href="#">delete</a>
My Customer	\$69.99	06/15/2005 18:56:25	Pending	<a href="#">invoice</a> <a href="#">packing slip</a>
My Customer	\$39.99	06/15/2005 18:55:29	Pending	
My Customer	\$39.99	06/15/2005 18:51:47	Pending	

[66] 06/15/2005 18:55:29  
Date Created: 06/15/2005

## Printing packing slips

If you would like to print out a packing slip (especially for use with gifts, as prices are not included) click on PACKING SLIP instead of EDIT (step 4) and print that page out.



Administration | Support Site | Online Catalog | Administration

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Orders

Order ID: 66  
Status: All Orders

Customers	Order Total	Date Purchased	Status	Action
My Customer	\$619.99	06/15/2005 18:56:50	Pending	<a href="#">edit</a> <a href="#">delete</a>
My Customer	\$69.99	06/15/2005 18:56:25	Pending	<a href="#">invoice</a> <a href="#">packing slip</a>
My Customer	\$39.99	06/15/2005 18:55:29	Pending	
My Customer	\$39.99	06/15/2005 18:51:47	Pending	

[66] 06/15/2005 18:55:29  
Date Created: 06/15/2005