

11-0001-EN-"Ignore Incomplete orders" function in ShopF...

Author:
ShopFactory

Created On: 08 Jun 2013 9:51 AM

NOTE: To use this option, a merchant must have a paid Total Care or paid GlobeCharge account where your orders are securely stored on our server.

I am using realtime payment processors such as PayPal and/or iDEAL, how do I setup my shop so that no order emails are sent out to my customers (and if you have realtime stock control, no online stock is deducted) when a customer does NOT complete payment when they are redirected to payment provider's page? For example, a customer placed an order and when redirected to the PayPal payment page, he decides to cancel payment and close the window. The order email will not be sent out at this stage.

HOW TO SETUP: ShopFactory Total Care has an "Ignore Incomplete Orders" checkbox option under *SETTINGS*-> *Account Settings*

1. Order emails are NOT sent out for incomplete orders
2. Stock is NOT deducted if customer does not complete order at the payment provider page

If "Ignore incomplete orders" checkbox is enabled – Total Care account with "Ignore Incomplete Orders" setting then the following applies:

a. For orders placed using a realtime payment – incomplete order (didn't pay at the realtime payment page)

- i. Stock level is not deducted if shop has realtime stock control
- ii. Order gets hidden – enable Search section and click on “View Incomplete orders” -> Search – you will see the list of incomplete orders
- iii. No order emails are sent out for incomplete orders (customers do not receive order confirmation email)
- iv. Setting the order to paid – stock is deducted and order emails (notification and confirmation) are sent out
- v. Setting the order to paid and set the shipping status to shipped one more time – should not deduct the stock again

How do I view INCOMPLETE orders?

- Login to your Total Care account (Open your shop in ShopFactory -> click on **MY ORDERS** button)
- Click on **ORDERS** menu

- Click the **SEARCH** button
- Click on the dropdown button for "**List orders by:**"
- Select "View Incomplete Orders" and then click the "*Search*" button. You will then see the incomplete orders listed.

b. For orders placed using a realtime payment – paid in the payment page (order is completed)

- i. Stock control is deducted straight away
 - ii. Order emails (both notification and confirmation) should show Payment Status: Paid
 - iii. Setting the order to paid again, should not deduct the stock again
- c. For orders placed using a Manual payment option – payment status: waiting
- i. Stock Control is deducted straight away
 - ii. If order is set to paid, the stock should not be deducted again
 - iii. If order is set to paid and shipping status is set to shipped one more time, the stock should not be deducted again
- (so regardless of how many times you set the order payment status to 'paid' again – the stock will only be deducted the first time it is set to paid.)