

## BigCommerce Openpay Order Status, Dispatch & Refunds

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### Order Status

Please share the information below with your team who looks after **orders, dispatch and refunds**.

- **Pending**  
Customer started the checkout process but did not complete it. Incomplete orders are assigned a "Pending" status and can be found under the More tab in the View Orders screen.
- **Awaiting Fulfilment**  
Customer has completed the checkout process and payment has been confirmed.
- **Awaiting Payment**  
Customer has completed the checkout process, but payment has yet to be confirmed. Authorise only transactions that are not yet captured have this status.
- **Completed**  
Order has been shipped/picked up, and receipt is confirmed; client has paid for their digital product, and their file(s) are available for download.
- **Cancelled**  
Seller has cancelled an order, due to a stock inconsistency or other reasons. Stock levels will automatically update depending on your Inventory Settings. Cancelling an order will not refund the order. This status is triggered automatically when an order using an authorize-only payment gateway is voided in the control panel before capturing payment.
- **Partially Refunded**  
Seller has partially refunded the order.
- **Refunded**  
Seller has used the Refund action. A listing of all orders with a "Refunded" status can be found under the More tab of the View Orders screen.

### Dispatch

Dispatch, Shipping and Refund can be done easily from the Admin panel of Big Commerce

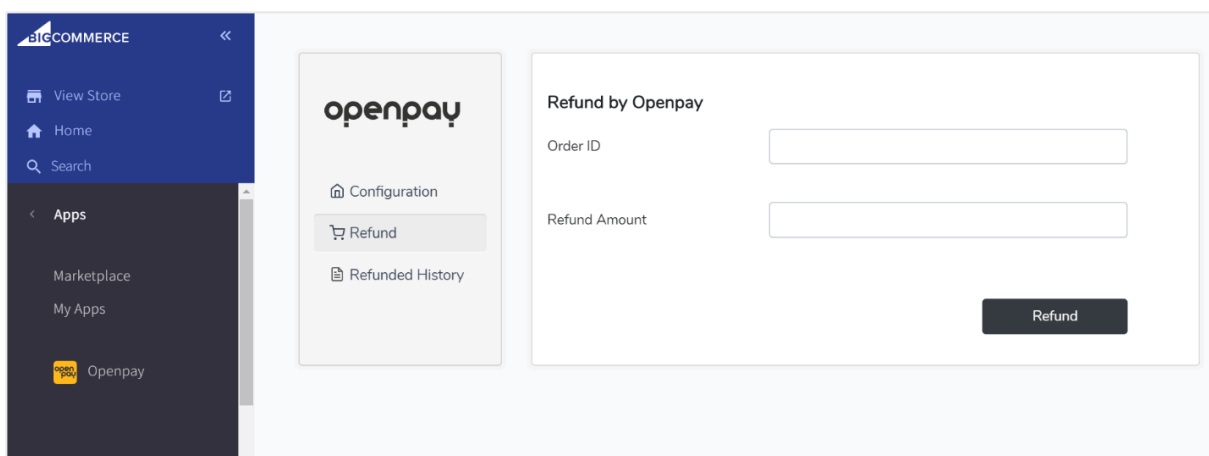
## Refunds

Refunds can be made on Orders with order status **Awaiting Fulfilment** and **Completed**.

Note: Refunding a successful Openpay order is a two-step process, first from Openpay App and second from BigCommerce Dashboard.

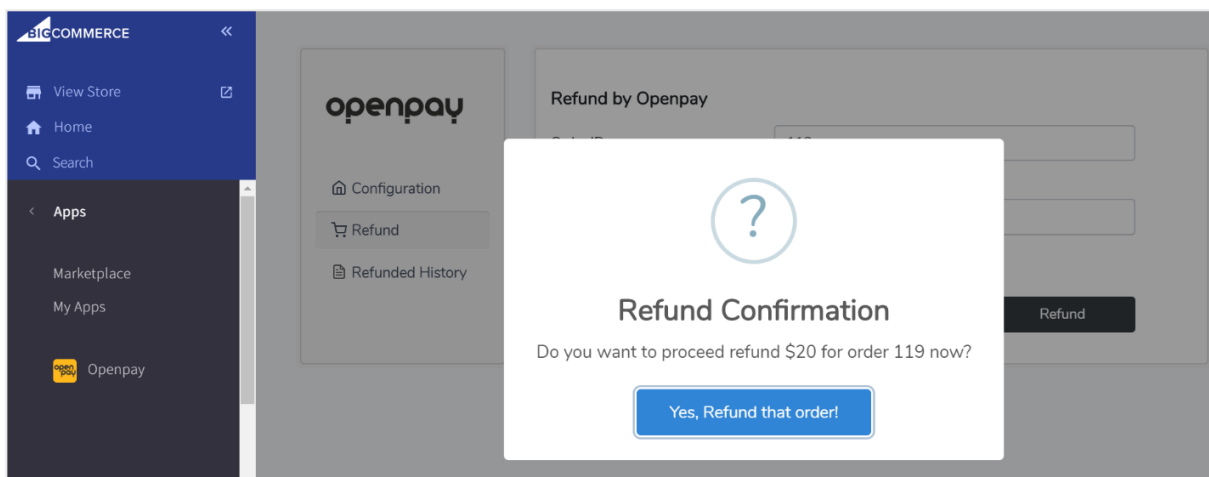
From BigCommerce Dashboard navigate to **Apps > Openpay** and click on **'Refund'** option on the left sidebar.

Enter **Order ID** and **Refund Amount**, then hit **'Refund'**.



The screenshot shows the BigCommerce dashboard with the Openpay app selected in the sidebar. The main content area displays the 'Refund by Openpay' form. The form has two input fields: 'Order ID' and 'Refund Amount'. Below these fields is a 'Refund' button. The sidebar on the left shows the 'Apps' menu with 'Openpay' selected.

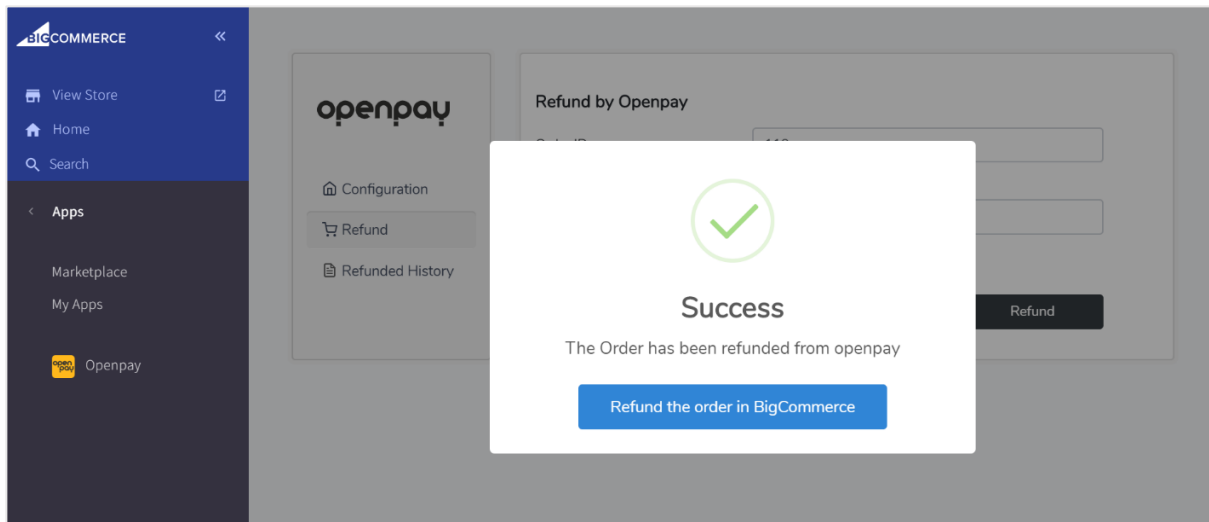
Confirm refund amount on the confirmation pop-up.



The screenshot shows the BigCommerce dashboard with the Openpay app selected in the sidebar. A confirmation pop-up is displayed in the center of the screen. The pop-up has a question mark icon and the text 'Refund Confirmation'. Below the title, it asks 'Do you want to proceed refund \$20 for order 119 now?'. There is a 'Yes, Refund that order!' button.

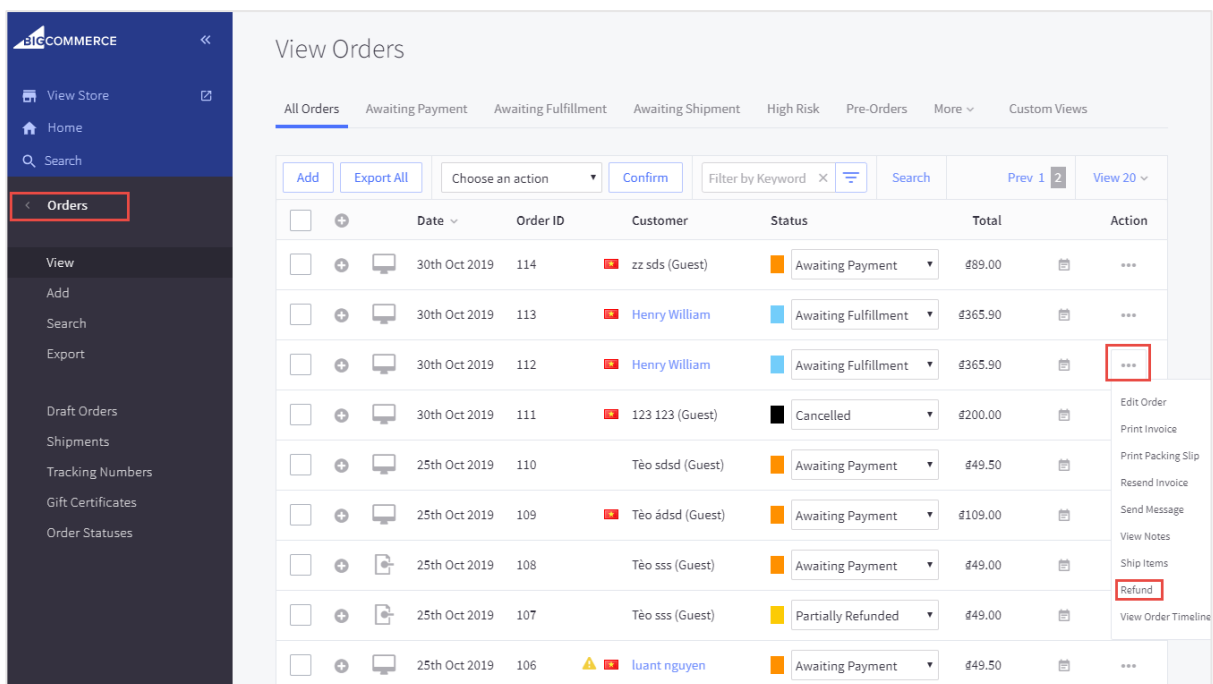
Refund success message will show up like below.

'The Order has been refunded by Openpay.'



Now click '**Refund the order in BigCommerce**' button, this will automatically redirect you to the BigCommerce refund screen.

Note: If you are not automatically redirected to BigCommerce refund screen, navigate to '**Orders**', find the **Order ID** that matches with the recently refunded on Openpay app and under '**Action**' click on the '**Refund**' option.



All successful refund cases will be stored in the '**Refunded History**'.

The screenshot shows the BigCommerce Openpay interface. On the left is a sidebar with navigation links: View Store, Home, Search, Apps, Marketplace, My Apps, and the Openpay app icon. The main content area has a header with the Openpay logo and a menu with Configuration, Refund, and Refunded History. The 'Refunded History' section displays a table with the following data:

Order ID	Refunded Amount	Amount Before Refund	Amount After Refund	Date & Time
119	1.95	21.95	20	00:06   3/4/2020
119	7	28.95	21.95	00:03   3/4/2020
119	5	33.95	28.95	00:03   3/4/2020
119	5	38.95	33.95	00:02   3/4/2020
119	5	43.95	38.95	00:01   3/4/2020
119	10	53.95	43.95	00:01   3/4/2020
119	15	68.95	53.95	00:00   3/4/2020
119	20	88.95	68.95	23:59   2/4/2020
119	30	118.95	88.95	08:37   1/4/2020
119	13	131.95	118.95	08:32   1/4/2020

At the bottom of the table, there is a pagination control showing '25' and a blue button with the number '1'.

Now refund order amount in BigCommerce Order Management.

Under **Refundable items** select '**Apply an order level refund**' and input the refund amount based on the data in the '**Refunded History**' chart on Openpay app.

Enter the same Amount to be refunded as added on Openpay app and click **Continue**

Note: If you see the message 'Failed to refund. Plan status is not Active', please contact Openpay for more support as the Openpay plan might not be complete.

## Partial and Full Refunds

- For **Partial Refund** select **Apply an order level Refund**
- For **Full Refund** select **Refund entire order**

26  
Huddersfield, New South Wales HD46NW  
Australia

0% refund rate

### Order summary

\$344.95  
**AWAITING FULFILLMENT**  
Order date 17th Dec 2019

Shipping	\$0.00	Payment provider	Openpay
Tax	\$0.00	Order source	Storefront

### Refundable items

Refund individual items   Refund entire order   **Apply an order level refund**

Order level refunds are useful to refund a shopper without associating the refund to a specific order item.

**Amount to be refunded**  
\$ 10  
Total funds available for refund \$344.95

Cancel   **Continue**

Select '**Refund customer through third party provider**' as the refund method and click '**Confirm Refund**' button to finish.

Note: This action will not trigger a refund action to Openpay again.

If you're unable to refund an order, you will need to log into your payment gateway's dashboard to process the refund. [Learn More](#)

### Refund summary

Tax refund	\$0.00
Order level refund	\$10.00
<b>Refund total</b>	<b>\$10.00</b>

### Refund method

Select one of the methods below to complete your refund

☐ Store Credit: \$10.00  
This amount will be credited to customer's account.

☒ **Refund customer through third party provider: \$10.00**  
Refund processed external to BigCommerce

Cancel   **Confirm Refund**

This will successfully update the order information.

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	Date	Order ID	Customer	Status	Total	Action
	17th Dec 2019	207	Test 23 (Guest)	Partially Refunded	\$344.95	...

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**Billing**

Test 23  
Manor St  
26  
Huddersfield, New South  
Wales HD46NW  
  
Australia  
  
17 Dec 2019 07:51:53  
10.1.0.1  
Storefront  
Openpay  
Manual Tax

[Copy](#)

**Shipping**

Test 23  
Manor St  
26  
Huddersfield, New South  
Wales HD46NW  
  
Australia  
N/A  
Viet Nam  
Free Shipping  
\$0.00  
N/A

2 Items

1 x [Sample] Able Brewing  
System  
ABS  
  
1 x [Sample] Tiered Wire  
Basket  
TWB  
  
[Ship Items](#)  
  
Subtotal \$344.95  
Shipping \$0.00  
**GRAND TOTAL \$344.95**  
Refunded **-\$10.00**

[View 20](#)