

Magento 2

Openpay Order Status, Dispatch & Refunds

Order Status

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

- **Pending Openpay Approval**
If somehow a payment was declined or not completed after order placement, the order will be "Pending Openpay Approval. Do not dispatch Openpay order on this status.
- **Processing**
After successful payment order status will be "Processing".
- **Complete**
If the order is shipped or dispatch by the admin then orders status change to complete.
- **Cancelled**
If the order is cancelled by an admin user, or if "Automatically Cancel Openpay Pending Orders" is set "Yes" in Openpay payment settings, it will cancel the order based on the frequency of which it is configured. Openpay recommends that this frequency is set to "After one hour".
- **Close**
If the order is fully refunded by an admin user, then orders status change to Close. If there is any partial refund it also changes the order to Close.

Dispatch

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

Refunds

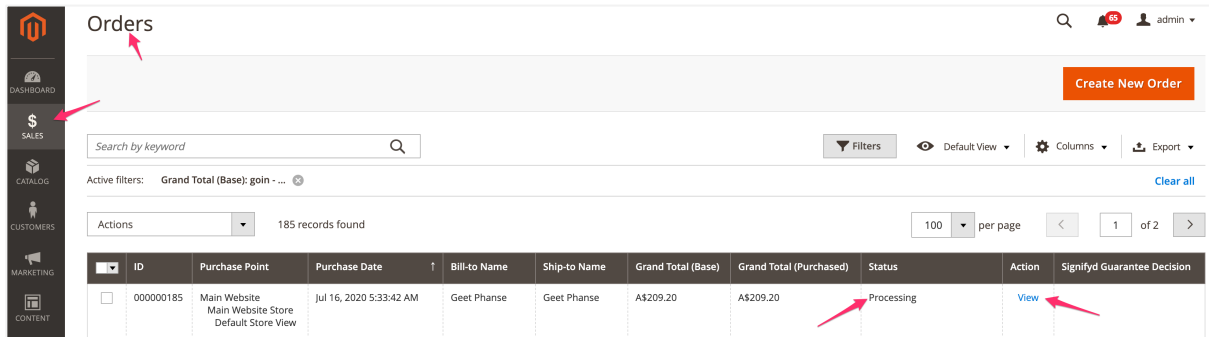
- [Partial Refund](#)
- [Full Refund](#)

Partial Refund

Choose an Openpay order you wish to partially refund.

Order Status of that order should be either '**Complete**' or '**Processing**'. (Example: Order ID# 000000185)

Navigate from Magento Admin Panel to **Sales > Orders** > Choose the Openpay order you wish to partially refund and click on **View**.



Orders

Create New Order

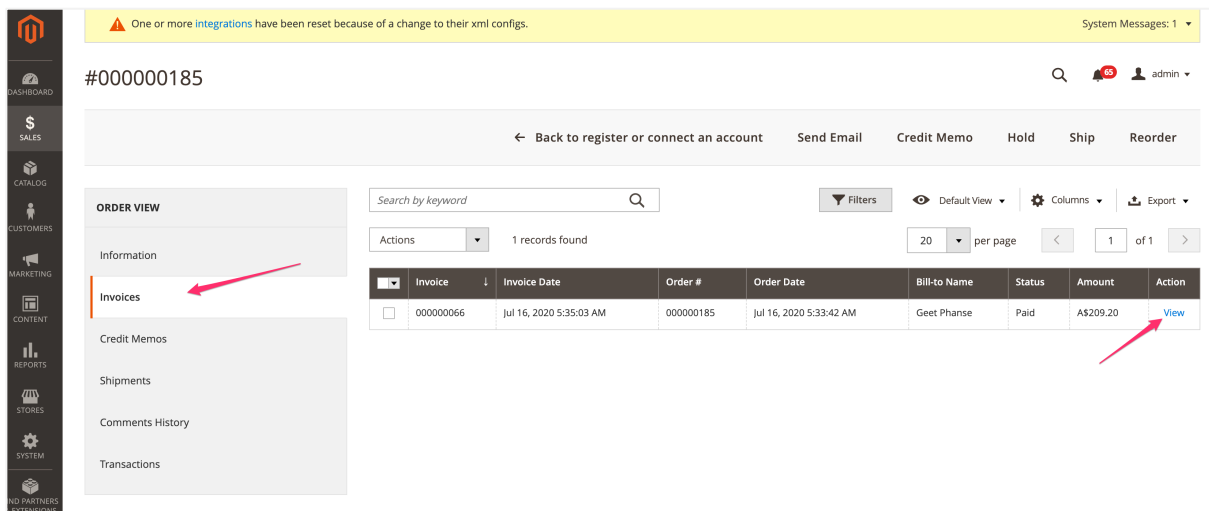
Search by keyword

Active filters: Grand Total (Base): goin - ...

Actions 185 records found

ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Signifyd Guarantee Decision
000000185	Main Website Main Website Store Default Store View	Jul 16, 2020 5:33:42 AM	Geet Phanse	Geet Phanse	A\$209.20	A\$209.20	Processing	View	

Click on **Invoices > View**



#000000185

← Back to register or connect an account Send Email Credit Memo Hold Ship Reorder

ORDER VIEW

Information

Invoices

Credit Memos

Shipments

Comments History

Transactions

Search by keyword

Actions 1 records found

Invoice	Invoice Date	Order #	Order Date	Bill-to Name	Status	Amount	Action
000000066	Jul 16, 2020 5:35:03 AM	000000185	Jul 16, 2020 5:33:42 AM	Geet Phanse	Paid	A\$209.20	View

Operations	Administration	Trends	Quick Dashboard
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Plans in the last: 2 hours on: Thu, 16 Jul 2020

When	Retailer	Location	Origin	Type	Plan	Status	Purchase
15:34	Magento Testing	Online Testing Sales	WEBSALES	Openpay+	3000000058848	Active	\$209.20
15:03	Magento Testing	Online Testing Sales	WEBSALES	Openpay+	3000000058835	Active	\$852.40

Plan totals for: Today

Retailer Type ^	How Many	Average	Worth	% By \$	% By Qty
Miscellaneous	2	\$530.80	\$1,061.60	100%	100%

Retailer ^	How Many	Average	Worth	% By \$	% By Qty
Magento Testing	2	\$530.80	\$1,061.60	100%	100%

Location ^	How Many	Average	Worth	% By \$	% By Qty
Online Testing Sales	2	\$530.80	\$1,061.60	100%	100%

Plan	Plan Type	Received On ^	Plan Status	Refunded On	Customer	Retailer Inv No	Plan Duration	Worth
3000000058835	Openpay+	Thu, 16 Jul 2020 15:03	Active		OPENPAY TESTING TESTING	000000184	16 weeks	\$852.40
3000000058848	Openpay+	Thu, 16 Jul 2020 15:34	Active		OPENPAY TESTING TESTING	000000185	16 weeks	\$209.20

Items per page: 25 | No items to display

Total Worth: \$1,061.60

Page 1 of 1 | Items per page: 25

Back to your Magento admin scroll down to Qty to Refund

Openpay - Buy now. Pay smarter.

The order was placed using AUD.

Flat Rate - Fixed

Total Shipping Charges: **A\$20.00**

← Back to register or connect an account

Reset

Items to Refund

Product	Price	Qty	Return to Stock	Qty to Refund	Subtotal	Tax Amount	Discount Amount	Row Total
Push It Messenger Bag SKU: 24-WB04	A\$45.00	Ordered 2 Invoiced 2	<input type="checkbox"/>	<input type="text" value="2"/>	A\$90.00	A\$9.00	A\$0.00	A\$99.00
Teton Pullover Hoodie SKU: MH02-S-Purple Size: S Color: Purple	A\$70.00	Ordered 1 Invoiced 1	<input type="checkbox"/>	<input type="text" value="1"/>	A\$70.00	A\$7.00	A\$0.00	A\$77.00
Dual Handle Cardio Ball SKU: 24-UG07	A\$12.00	Ordered 1 Invoiced 1	<input type="checkbox"/>	<input type="text" value="1"/>	A\$12.00	A\$1.20	A\$0.00	A\$13.20

Update Qty's

Under **Qty to Refund** change the quantity to '0' on all the products except the one you want to refund and click **Update Qty's**.

See screenshot below

Openpay - Buy now. Pay smarter.

The order was placed using AUD.

Flat Rate - Fixed

Total Shipping Charges: **A\$20.00**

← Back to register or connect an account

Reset

Items to Refund

Product	Price	Qty	Return to Stock	Qty to Refund	Subtotal	Tax Amount	Discount Amount	Row Total
Push It Messenger Bag SKU: 24-WB04	A\$45.00	Ordered 2 Invoiced 2	<input type="checkbox"/>	<input type="text" value="0"/>	A\$90.00	A\$9.00	A\$0.00	A\$99.00
Teton Pullover Hoodie SKU: MH02-S-Purple Size: S Color: Purple	A\$70.00	Ordered 1 Invoiced 1	<input type="checkbox"/>	<input type="text" value="0"/>	A\$70.00	A\$7.00	A\$0.00	A\$77.00
Dual Handle Cardio Ball SKU: 24-UG07	A\$12.00	Ordered 1 Invoiced 1	<input type="checkbox"/>	<input type="text" value="1"/>	A\$12.00	A\$1.20	A\$0.00	A\$13.20

Update Qty's

If you wish you can refund the shipping amount by changing the value on **Refund Shipping** or adjust the refund manually by changing the value on **Adjustment Refund** and click on **> Refund**.

Order Total

Credit Memo Comments

Comment Text

Refund Totals

Subtotal	A\$12.00
Refund Shipping	<input type="text" value="20"/>
Adjustment Refund	<input type="text" value="0"/>
Adjustment Fee	<input type="text" value="0"/>
Tax	A\$1.20
Grand Total	A\$33.20

Update Totals

☐ Append Comments

☐ Email Copy of Credit Memo

Refund Offline

Refund

Refunded order will show as follows.

Items Ordered									
Product	Item Status	Original Price	Price	Qty	Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total
Push It Messenger Bag SKU: 24-WB04	Invoiced	A\$45.00	A\$45.00	Ordered 2 Invoiced 2	A\$90.00	A\$9.00	10%	A\$0.00	A\$99.00
Teton Pullover Hoodie SKU: MH02-S-Purple Size: S Color: Purple	Invoiced	A\$70.00	A\$70.00	Ordered 1 Invoiced 1	A\$70.00	A\$7.00	10%	A\$0.00	A\$77.00
Dual Handle Cardio Ball SKU: 24-UG07	Refunded	A\$12.00	A\$12.00	Ordered 1 Invoiced 1 Refunded 1	A\$12.00	A\$1.20	10%	A\$0.00	A\$13.20

Back on **Openpay Retailer's Portal**, after the partial refund, we can see the Openpay plan is updated, and under the 'Purchase' column amount has changed from \$209.20 to \$176.00. The plan will still show **Active** as the balance amount is yet to be paid off.

Operations

Administration

Trends

Quick Dashboard

Plans in the last: 2

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hours on: Thu, 16 Jul 2020

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Update

When	Retailer	Location	Origin	Type	Plan	Status	Purchase
15:34	Magento Testing	Online Testing Sales	WEBSALES	Openpay+	3000000058648	Active	\$176.00
15:03	Magento Testing	Online Testing Sales	WEBSALES	Openpay+	3000000058635	Active	\$852.40

Plan totals for: **Today**

Retailer Type ▲	How Many	Average	Worth	% By \$	% By Qty
✚ Miscellaneous	2	\$514.20	\$1,028.40	100%	100%

Retailer ▲	How Many	Average	Worth	% By \$	% By Qty
✚ Magento Testing	2	\$514.20	\$1,028.40	100%	100%

Location ▲	How Many	Average	Worth	% By \$	% By Qty
✚ Online Testing Sales	2	\$514.20	\$1,028.40	100%	100%

Plan	Plan Type	Received On ▲	Plan Status	Refunded On	Customer	Retailer Inv No	Plan Duration	Worth
3000000058635	Openpay+	Thu, 16 Jul 2020 15:03	Active		OPENPAY TESTING TESTING	000000184	16 weeks	\$852.40
3000000058648	Openpay+	Thu, 16 Jul 2020 15:34	Active		OPENPAY TESTING TESTING	000000185	16 weeks	\$176.00

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25 items per page

No items to display

On Magento admin, the order status will show '**Processing**' for partial refund.

	Orders Search 65 admin									
	Create New Order									
	<input type="text" value="Search by keyword"/>									
	Filters Default View Columns Export									
	Active filters: Grand Total (Base): goin									
	Clear all									
	Actions 185 records found 100 per page 1 of 2									
ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Signifyd Guarantee Decision	
000000185	Main Website Main Website Store Default Store View	Jul 16, 2020 5:33:42 AM	Geet Phanse	Geet Phanse	A\$209.20	A\$209.20	Processing	View		

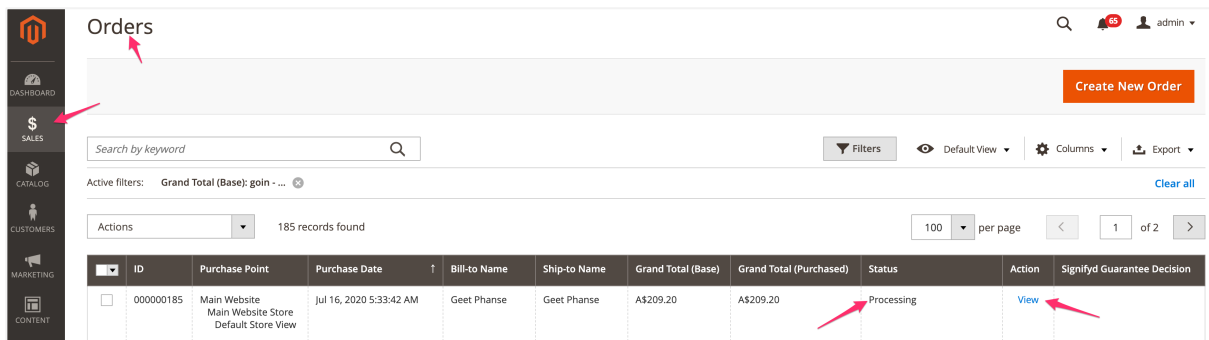
Please Note: The order can be partially refund n number of times until the full amount is refunded. You have to repeat the same process to make another partial refund.

Full Refund

Choose an Openpay order you wish to fully refund.

Order Status of that order should be either '**Complete**' or '**Processing**'. (Example: Order ID# 000000185)

Navigate from Magento Admin Panel to **Sales > Orders** > Choose the Openpay order you wish to partially refund and click on **View**.



Orders

Create New Order

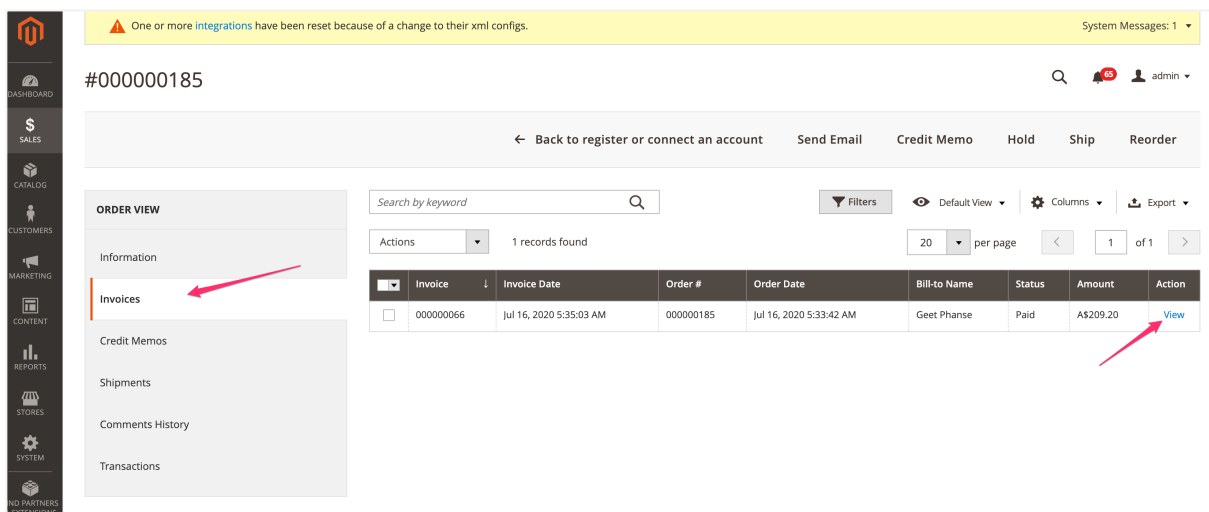
Search by keyword

Active filters: Grand Total (Base): goin - ...

185 records found

ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Signifyd Guarantee Decision
000000185	Main Website Main Website Store Default Store View	Jul 16, 2020 5:33:42 AM	Geet Phanse	Geet Phanse	A\$209.20	A\$209.20	Processing	View	

Click on **Invoices > View**



#000000185

← Back to register or connect an account Send Email Credit Memo Hold Ship Reorder

ORDER VIEW

Information

Invoices

Credit Memos

Shipments

Comments History

Transactions

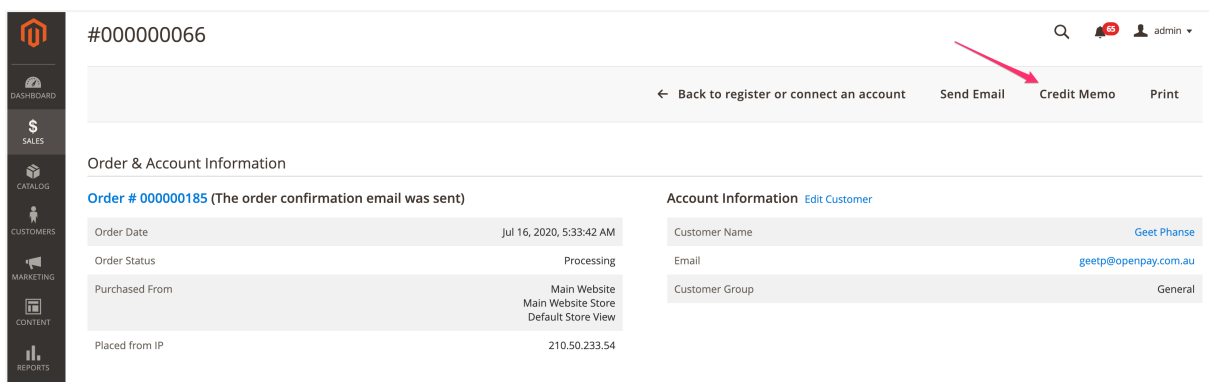
Search by keyword

1 records found

Invoice	Invoice Date	Order #	Order Date	Bill-to Name	Status	Amount	Action
000000066	Jul 16, 2020 5:35:03 AM	000000185	Jul 16, 2020 5:33:42 AM	Geet Phanse	Paid	A\$209.20	View

Now, we have to create a **Credit Memo** for this order.

Click **Credit Memo** from the right upper corner.



#000000066

← Back to register or connect an account Send Email Credit Memo Print

Order & Account Information

Order # 000000185 (The order confirmation email was sent)

Order Date	Jul 16, 2020, 5:33:42 AM
Order Status	Processing
Purchased From	Main Website Main Website Store Default Store View
Placed from IP	210.50.233.54

Account Information [Edit Customer](#)

Customer Name	Geet Phanse
Email	geetp@openpay.com.au
Customer Group	General

To double check if this plan is active on **Openpay** log on to your **Openpay Retailer Portal**.
In this example the Openpay Plan ID is '**3000000058648**'.
(This is just an example your Openpay plan id will be different).

Plan Status column on Openpay dashboard will show the plan **Active** as we haven't refunded the plan yet.

Operations

Administration

Trends

Quick Dashboard

Plans in the last: 2 hours on: Thu, 16 Jul 2020

Update

When	Retailer	Location	Origin	Type	Plan	Status	Purchase
15:34	Magento Testing	Online Testing Sales	WEBSALES	Openpay+	3000000058648	Active	\$209.20
15:03	Magento Testing	Online Testing Sales	WEBSALES	Openpay+	30000000058635	Active	\$852.40

Plan totals for: **Today**

Retailer Type ^	How Many	Average	Worth	% By \$	% By Qty
Miscellaneous	2	\$530.80	\$1,061.60	100%	100%

Retailer ^	How Many	Average	Worth	% By \$	% By Qty
Magento Testing	2	\$530.80	\$1,061.60	100%	100%

Location ^	How Many	Average	Worth	% By \$	% By Qty
Online Testing Sales	2	\$530.80	\$1,061.60	100%	100%

Plan	Plan Type	Received On ^	Plan Status	Refunded On	Customer	Retailer Inv No	Plan Duration	Worth
30000000058635	Openpay+	Thu, 16 Jul 2020 15:03	Active		OPENPAY TESTING TESTING	0000001B4	16 weeks	\$852.40
30000000058648	Openpay+	Thu, 16 Jul 2020 15:34	Active		OPENPAY TESTING TESTING	0000001B5	16 weeks	\$209.20

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25 items per page

No items to display

2

\$1,061.60

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1

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25 items per page

1 - 1 of 1 items

Back to your Magento admin scroll down to Refund Totals and click on **Refund** button this will refund the full order amount.

Dashboard

Sales

Catalog

Customers

Marketing

Content

Reports

Stores

System

Partners

Extensions

New Memo for #000000066

[← Back to register or connect an account](#)
[Reset](#)

Items to Refund

Product	Price	Qty	Return to Stock	Qty to Refund	Subtotal	Tax Amount	Discount Amount	Row Total
Push It Messenger Bag SKU: 24-WB04	AS\$45.00	Ordered 2 Invoiced 2	<input type="checkbox"/>	<input type="text" value="2"/>	AS\$90.00	AS\$9.00	AS\$0.00	AS\$99.00
Teton Pullover Hoodie SKU: MH42-S-Purple Size: S Color: Purple	AS\$70.00	Ordered 1 Invoiced 1	<input type="checkbox"/>	<input type="text" value="1"/>	AS\$70.00	AS\$7.00	AS\$0.00	AS\$77.00

Update Qty's

Order Total

Credit Memo Comments

Comment Text

Refund Totals

Subtotal	AS\$160.00
Refund Shipping	<input type="text" value="0"/>
Adjustment Refund	<input type="text" value="0"/>
Adjustment Fee	<input type="text" value="0"/>
Tax	AS\$16.00
Grand Total	AS\$176.00



Update Totals

☐ Append Comments
☐ Email Copy of Credit Memo

Refund Offline

Refund

Now the Status will be updated to **'Closed'**

	ID	Purchase Point	Purchase Date		Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Signifyd Guarantee Decision
<input type="checkbox"/>	000000186	Main Website Main Website Store Default Store View	Jul 16, 2020 6:14:49 AM		Geet Phanse	Geet Phanse	A\$132.10	A\$132.10	Pending Openpay Approval	View	
<input type="checkbox"/>	000000185	Main Website Main Website Store Default Store View	Jul 16, 2020 5:33:42 AM		Geet Phanse	Geet Phanse	A\$209.20	A\$209.20	Closed	View	

You have now fully refunded the Magento Order.

You may confirm the refund on **Openpay Retailers Dashboard** the Openpay Plan Status will be changed to **Refunded** and the **Purchase** amount will change to **\$0.00**

Operations

Administration

Trends

Quick Dashboard

Plans in the last: 2

hours on: Thu, 16 Jul 2020

Update

When	Retailer	Location	Origin	Type	Plan	Status	Purchase
15:34	Magento Testing	Online Testing Sales	WEBSALES	Openpay+	3000000058648	Refunded	\$0.00
15:03	Magento Testing	Online Testing Sales	WEBSALES	Openpay+	3000000058635	Active	\$852.40

Plan totals for: **Today**

Retailer Type ^	How Many	Average	Worth	% By \$	% By Qty
Miscellaneous	2	\$426.20	\$852.40	100%	100%

Retailer ^	How Many	Average	Worth	% By \$	% By Qty
Magento Testing	2	\$426.20	\$852.40	100%	100%

Location ^	How Many	Average	Worth	% By \$	% By Qty
Online Testing Sales	2	\$426.20	\$852.40	100%	100%

Plan	Plan Type	Received On ^	Plan Status	Refund On	Customer	Retailer Inv No	Plan Duration	Worth
3000000058635	Openpay+	Thu, 16 Jul 2020 15:03	Active		OPENPAY TESTING TESTING	000000I84	16 weeks	\$852.40
3000000058648	Openpay+	Thu, 16 Jul 2020 15:34	Refunded	Thu, 16 Jul 2020 16:19	OPENPAY TESTING TESTING	000000I85	16 weeks	\$0.00

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25 items per page

No items to display

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25 items per page

1 - 1 of 1 items