

Opencart Openpay Order Status, Dispatch & Refunds

Order Status

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

- **Processing**
After successful payment order status will be "Processing".
- **Complete**
If the order is shipped or dispatch by the admin then admin can change the orders status to complete.
- **Cancelled**
If the order is cancelled by an admin user.
- **Refunded**
If the order is fully refunded by an admin user, then orders status change to Refunded.

Dispatch

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

Refund

Admin can check the placed order in the admin area from **Sales > Order > Order list**

Select the Openpay order you wish to refund and click **Edit**.

Order Details	Customer Details	Options
Your Store 01/10/2019 Openpay Flat Shipping Rate	Opnpay Test Default openpaytestauop@gmail.com +61 422 622 888	Invoice Reward Points 200 Affiliate \$0.00

Order (#33)

Payment Address		Shipping Address	
Opnpay Test 520 colline Street Melbourne 3000 Victoria Australia		Opnpay Test 520 colline Street Melbourne 3000 Victoria Australia	

Product	Model	Quantity	Unit Price	Total
Canon EOS 5D - Select: Blue	Product 3	1	\$80.00	\$80.00
Sub-Total				\$80.00
Flat Shipping Rate				\$5.00
Total				\$85.00

Under **'Add Order History' > Order Status >** select **'Refunded'** on the dropdown menu and click 'Add history' button.

The order will be refunded back to the customer's account automatically.

Order History

History
Additional

Date Added	Comment	Status	Customer Notified
01/10/2019		Processing	No

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Add Order History

Order Status
Refunded

Override
☐

Notify Customer
☐

Comment

Add History

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Order History

History
Additional

Success: You have modified orders!

Date Added	Comment	Status	Customer Notified
01/10/2019		Refunded	No
01/10/2019		Processing	No

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