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.
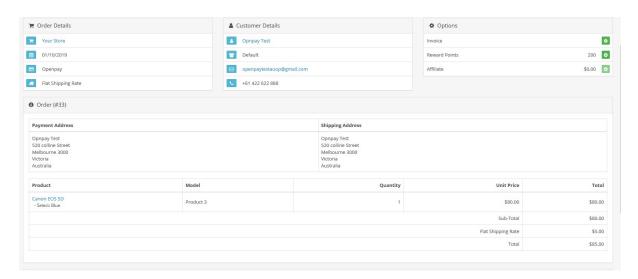
Dispatch

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.**

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.