

WordPress – WooCommerce 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 admin, they can change the order status to complete.

Pending Payment

If somehow a payment was declined or not completed after order placement, the order will be "Pending Payment". This could be due to a session timeout or also be an abandoned cart. Do not dispatch Openpay order on this status.

Cancelled

If the order is cancelled by an admin user.

Refunded

If the order is fully refunded by an admin user, the orders status changes to Refunded.

Dispatch

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

Admin can mark the shipped goods as Shipped under Status or Order actions and Update the status.

Refund

Full Refund
Partial Refund

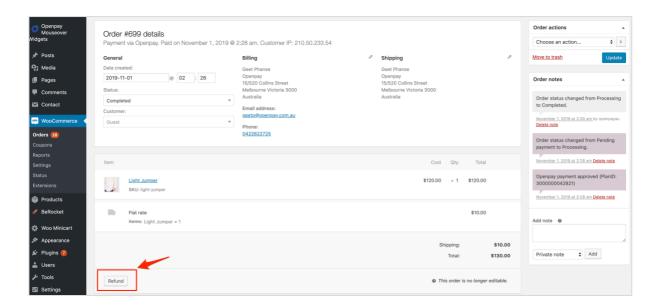


Full Refund

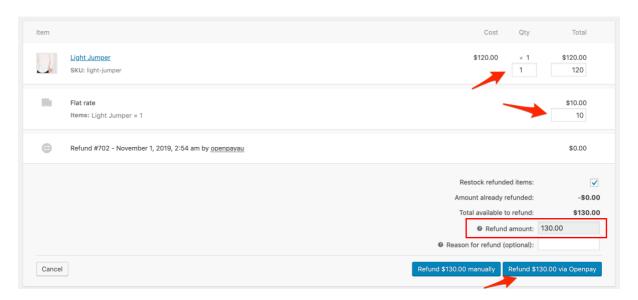
Choose an Openpay order you wish to fully refund.

(Below is just an example refund amount may vary)

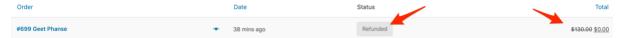
From **WordPress Dashboard** go to **WooCommerce** > **Orders** > Select the Openpay order you wish to refund > Click on **Refund**



Enter the Refund amount > Click on **Refund \$XX.XX via Openpay** Enter > Reason for refund is (optional).



Order is now Refunded Fully



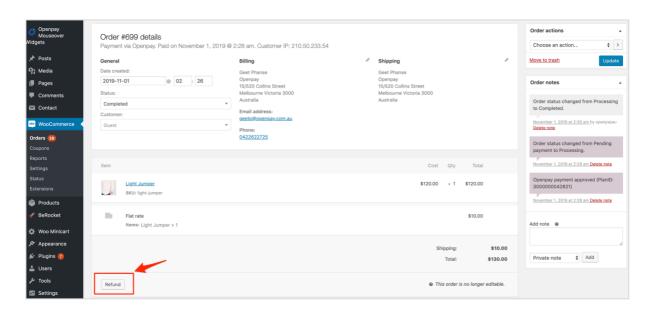


Partial Refund

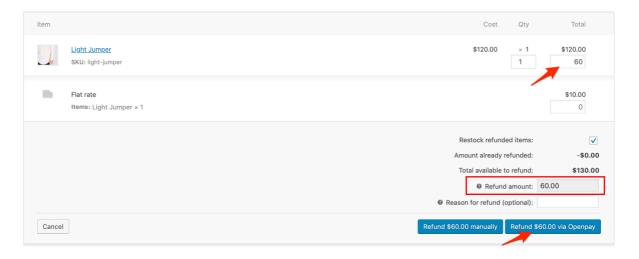
Choose an Openpay order you wish to fully refund.

(Below is just an example refund amount may vary)

From WordPress Dashboard go to WooCommerce > Orders > Select the Openpay order you wish to refund > Click on Refund



Enter the Partial Refund amount > Click on **Refund \$XX.XX via Openpay** Enter the Reason for refund is optional



Under Orders partially refunded amount is reflected.

