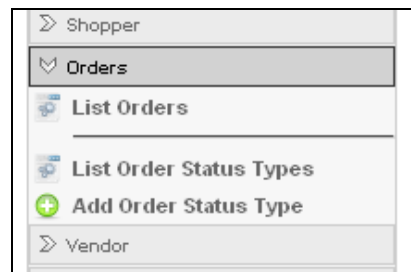


## Tutorial: VirtueMart 1.1 – Viewing Orders

To view the orders place on your website log in to VirtueMart and from the Administration Panel go to **Orders > List Orders**



Here you can view the orders placed

Pending   Confirmed   Cancelled   Refunded   Shipped   All													
#	<input type="checkbox"/>	Order Number	Name	Print Label	Track	Void Label	Print view	Order Date	Last Modified	Status	Update	Total	Remove
1	<input type="checkbox"/>	00000002	Margaret Price					25-Mar-09 13:04	25-Mar-09 13:04	Pending <input type="checkbox"/>	<input type="checkbox"/> Notify Customer? Update Status	£6.00	
2	<input type="checkbox"/>	00000001	Margaret Price					25-Mar-09 12:49	25-Mar-09 13:06	Confirmed <input checked="" type="checkbox"/>	<input type="checkbox"/> Notify Customer? Update Status	£6.50	

You can view/print a copy of the order

You can change the status of the order

Decide if you want to notify the customer of your change of status

### Order Status

Order Status is controlled 2 ways:

- 1) By PayPal in reference the transaction
- 2) By you manually

#### How PayPal does it.

When an order is created it will have a **'Pending'** status, and will not be changed by PayPal until a transaction has been completed/attempted. When a customer completes a successful transaction with PayPal the order status will be changed to **'Confirmed'**. The order status will be changed to **'Cancelled'** for a failed PayPal transaction.

#### How you can do it

You don't have to do anything if you don't want to. The advantage would be to help you keep records and to keep your customer informed – don't forget that customers have their own accounts on your website where they can log in and view past orders and the status of those orders.

An easy system would be to let PayPal do its thing and when you have shipped an item, change the status to **'Shipped'**. Ticking the **Notify Customer** will send them an e-mail informing them of the change of status. **To complete the update you must click Update Status**