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Managing Orders, Coupons, Reports



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You have understood how to set up a basic online store using WooCommerce. Now, what happens when a customer places an order on your store? What steps you have to take when an order is placed? Read on to understand more.

Orders

When a customer checks out from your store, an order is placed on the backend of your store. You can access orders from the left navigation panel **WooCommerce > Orders**.

Depending on the stage it is at, each order will have a status assigned to it. And you can take the required follow up action for each on this page such as sending emails.

On this page, you can filter orders based on date or customer.

The screenshot shows the 'Orders' page in the WooCommerce admin dashboard. At the top, there's a header with 'Orders' and an 'Add order' button. Below this, there are filters for 'All (5)', 'Pending payment (2)', 'Processing (2)', and 'On hold (1)'. A search bar and a 'Search orders' button are also present. The main table lists orders with columns for checkboxes, Order ID, Order Name, Date, Status, Ship to, Total, and Actions. Red arrows point to the status labels: 'Processing', 'Pending payment', and 'On hold'. A red circle highlights the 'More' (three dots) and 'Checkmark' icons in the Actions column for the second order. At the bottom, there's a footer with a rating request and the version number 'Version 4.9.4'.

<input type="checkbox"/>	Order	Date	Status	Ship to	Total	Actions
<input type="checkbox"/>	#259554870 Demo LearnWoo	1 min ago	Processing	Demo LearnWoo, LearnWoo, dwdwd, Building Name, Los Angeles, CA 90001 <i>via Flat rate</i>	\$106.39	<input type="checkbox"/>
<input type="checkbox"/>	#259554869 Demo LearnWoo	1 min ago	Pending payment	Demo LearnWoo, LearnWoo, 152 N Central Avenue, Building Name, Los Angeles, CA 90012 <i>via Free shipping</i>	\$25.00	<input type="checkbox"/> <input checked="" type="checkbox"/>
<input type="checkbox"/>	#259554868 Demo LearnWoo	4 mins ago	On hold	Demo LearnWoo, LearnWoo, 152 N Central Avenue, Building Name, Los Angeles, CA 90012 <i>via Free shipping</i>	\$45.00	<input type="checkbox"/> <input checked="" type="checkbox"/>
<input type="checkbox"/>	#259554867 Demo LearnWoo	5 mins ago	Processing	Demo LearnWoo, LearnWoo, 152 N Central Avenue, Building Name, Los Angeles, CA 90012 <i>via Free shipping</i>	\$55.00	<input type="checkbox"/>
<input type="checkbox"/>	#259554866 Demo LearnWoo	7 mins ago	Pending payment	Demo LearnWoo, LearnWoo, 152 N Central Avenue, Building Name, Los Angeles, CA 90001 <i>via Flat rate</i>	\$28.93	<input type="checkbox"/> <input checked="" type="checkbox"/>

Let's get a quick overview on the different order statuses available under WooCommerce orders.

Pending Payment - This is when you have received an order, but it is still not paid. For example, if the customer has chosen PayPal payment gateway, they will be redirected to PayPal site during checkout. When the redirect happens, order is already placed on your store, but as

Pending Payment. However, this is temporary. Depending on the fate of the payment process, it will change to 'Processing' or 'Failed'.

Failed - This status is displayed when you have received an order as Pending Payment, but the customer didn't complete the payment for whatever reason.

Processing - This status appears when a customer places an order, and successfully completes the payment. The stock will be reduced, and the fulfillment process will start. However, the order status won't change to 'Completed' until it is fulfilled. And, only physical products will have this status. Downloadable products won't have this status, as their status becomes 'Completed' after the payment is made.

Completed - When you fulfill the order, the status is changed to Completed. You have to do nothing more regarding this order.

On-hold - You will see this status if you are using offline payment options. That means the order is placed, but you need to manually confirm that the payment is made. For example, if a customer places an order via check payments, this will be the status.

Cancelled - The order is cancelled for whatever reason. Either the customer or store owner can cancel an order. After cancellation, this will be the order status.

Refunded - This will be the status after you refund an order for which payment was already made.

Once you open an individual order, you can make further steps for this order. For example, you can change the order status, change the billing and shipping address of the customer, initiate emails, or add an order note.

You can also initiate a refund for the order from this page.

Edit order [Add order](#)

Screen Options ▾

Help ▾

Order #259554868 details

Payment via Check payments. Customer IP: 106.51.37.132

General

Date created:
2018-03-15 @ 06 :
50

Status:
On hold

Customer:
Administrator (#1 – sujith@cydtech...*)

Billing

Demo LearnWoo
LearnWoo
152 N Central Avenue
Building Name
Los Angeles, CA 90012

Email address:
demo@email.com

Phone:
[4165550191](tel:4165550191)

Shipping

Demo LearnWoo
LearnWoo
152 N Central Avenue
Building Name
Los Angeles, CA 90012

Order actions

Choose an action... ▾

[Move to trash](#)

[Update](#)

Order notes


Awaiting check payment Order status changed from Pending payment to On hold.

added on March 15, 2018 at 6:50 am [Delete note](#)

Add note

Private note ▾

[Add](#)

Item	Cost	Qty	Total	Sales Tax
 Hoodie with Zipper SKU: woo-hoodie-with-zipper	\$41.19	x 1	\$41.19	\$3.81
 Free shipping Items: Hoodie with Zipper x 1			\$0.00	-
			Shipping:	\$0.00
			Sales Tax:	\$3.81
			Total:	\$45.00

[Add item\(s\)](#) [Apply coupon](#) [Refund](#)

[Recalculate](#)

Downloadable product permissions ⓘ

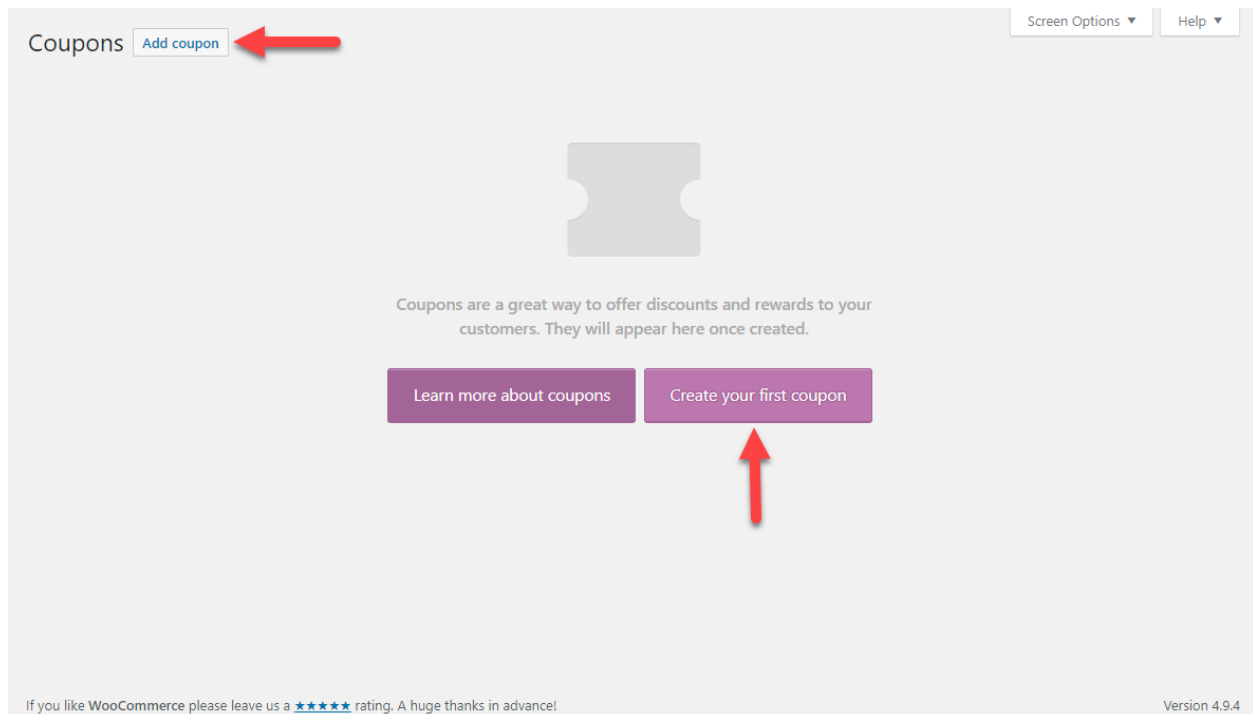
If you like WooCommerce please leave us a ★★★★★ rating. A huge thanks in advance!

Version 4.9.4

Coupons

Coupons are a very useful feature that you will find in WooCommerce. You can create coupons with discount offers or other privileges like Free Shipping. You can manage a basic coupon strategy on your store with the default WooCommerce settings. We will covers the basic aspects of coupons in this tutorial.

First of all, you can access coupons from the navigation panel (**WooCommerce > Coupons**). Now at first go to coupons, you will see a page like the below image.



You can start by creating a coupon.

The coupon edit screen is more or less like a post or product edit screen.

There is a field to add the coupon code and an optional space for description. Then, there is a coupon data settings section, and on the right side, settings to Publish the coupon.

This is just a preview of the original PDF. If you want to read further, [Register](#) to get access to the entire PDF.