How to Mark Shop Orders Ready and Collected

Shop Admin · https://a2bmanager.com/docs/how-to-mark-shop-orders-ready-and-collected/

Embedded media: https://a2bmanager.com/wp-content/uploads/2026/10/shop-orders-ready-collected-walkthrough-v3.mp4

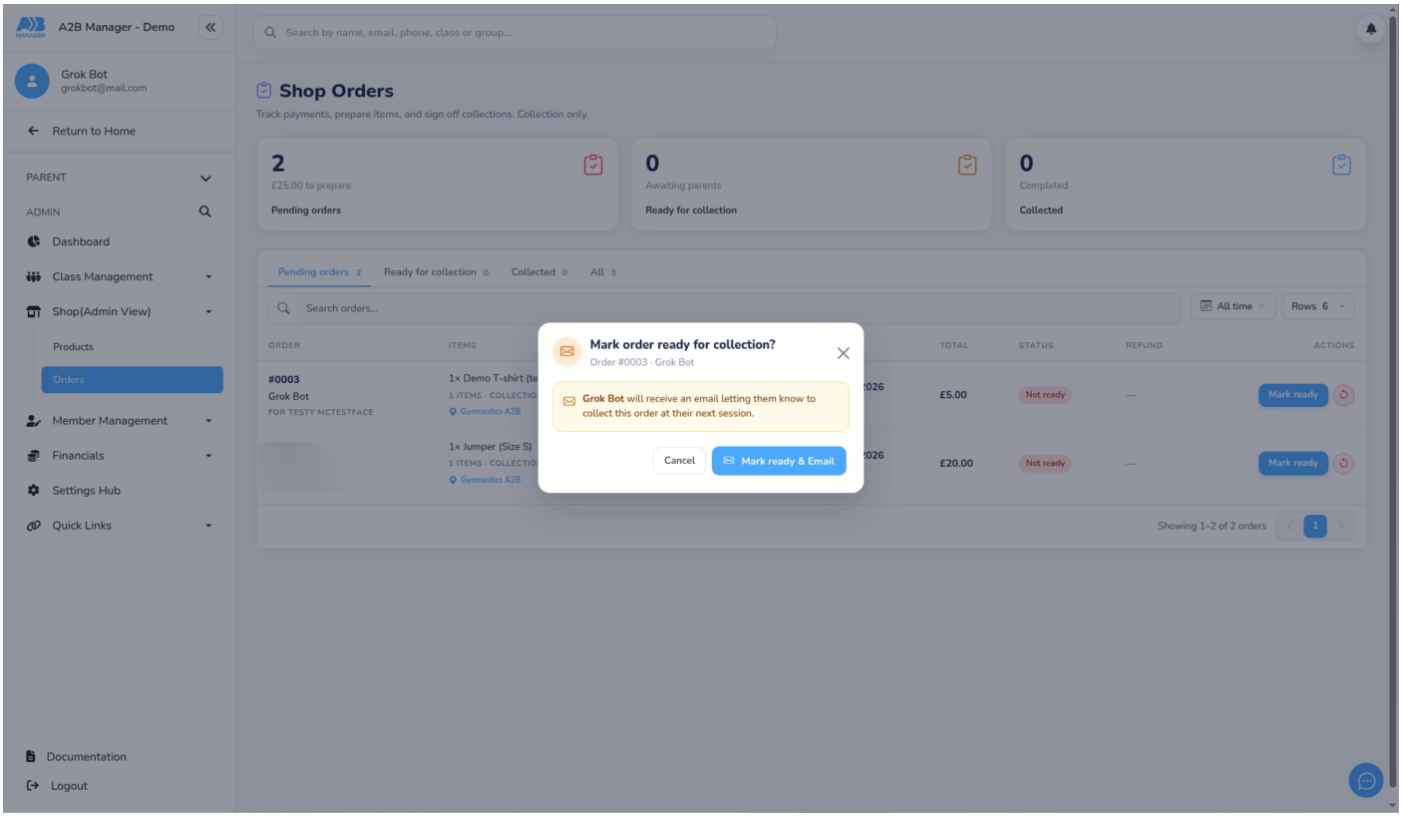
Video walkthrough: marking shop orders ready and collected

Track shop orders from payment to collection: mark them ready so the parent knows to collect, then mark them collected. You can also refund an order.

Ready and collected

Step 1: Open Shop Orders (0:00)

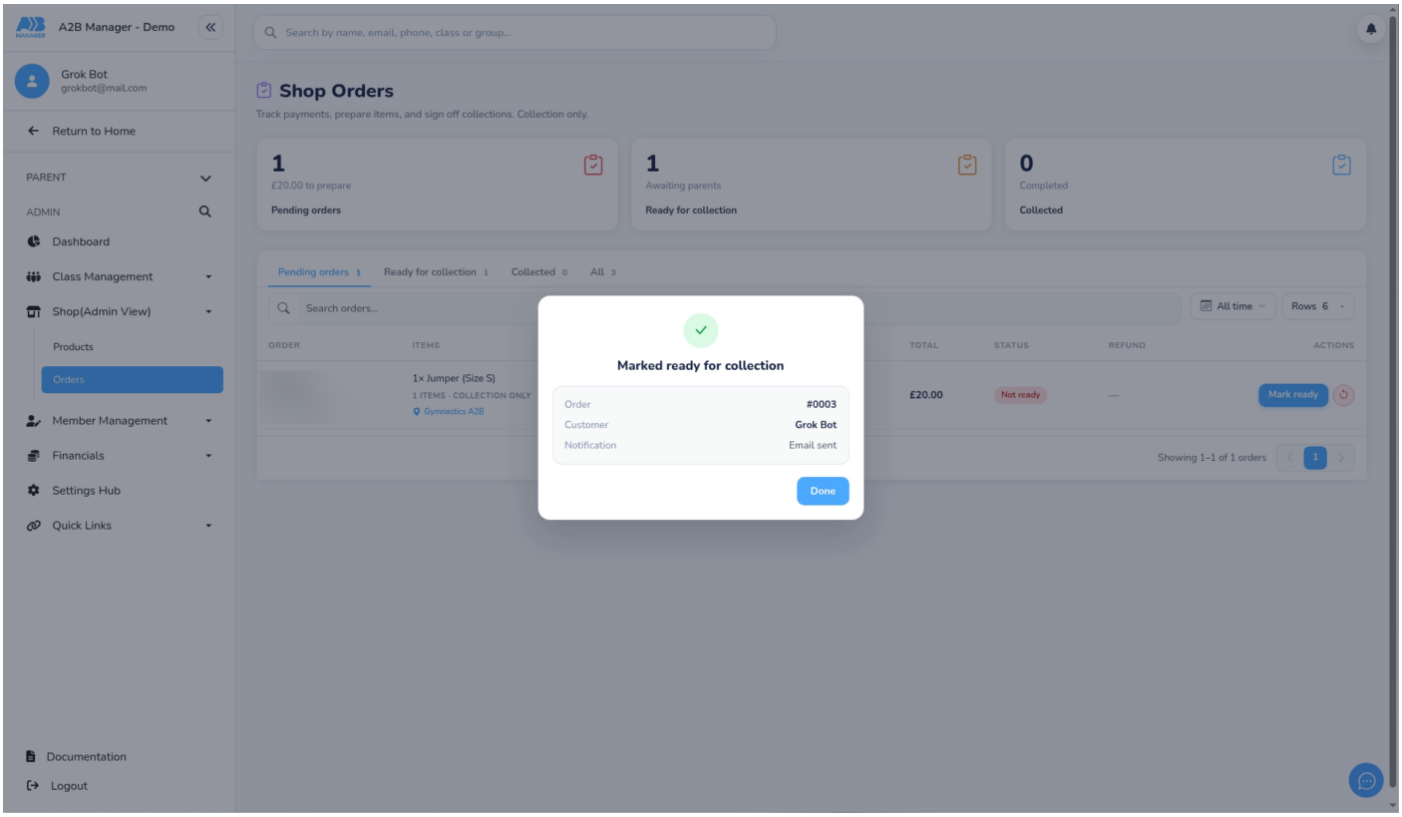
- Go to **Shop (Admin View)** > **Orders**.
- The summary cards show **Pending orders**, **Ready for collection** and **Collected**. The tabs below filter the list, and you can search or filter by date.
- New orders are on the **Pending orders** tab with the status **Not ready**. Click **Mark ready** on the order.



Step 1: Pending orders

Step 2: Mark the order ready (0:09)

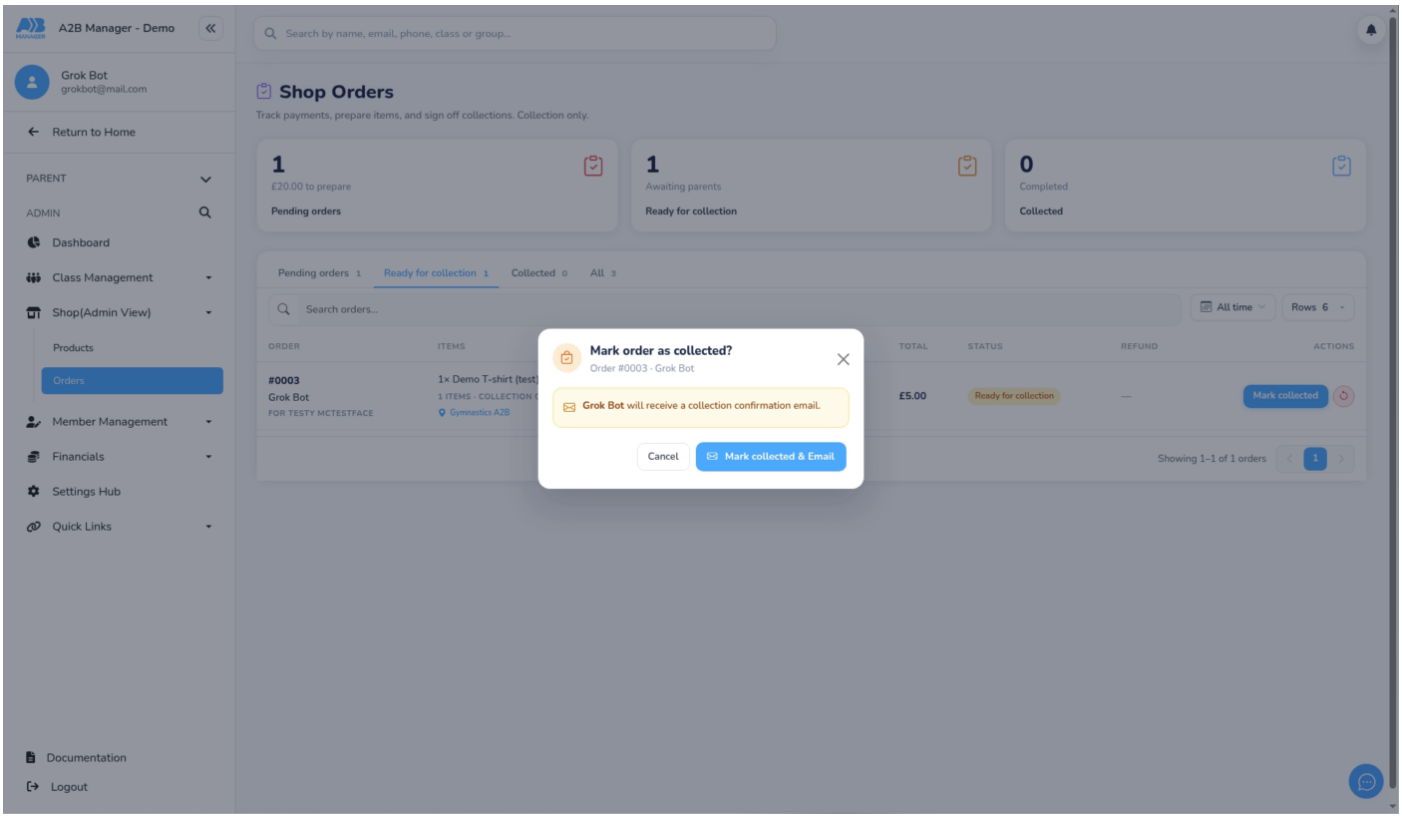
- The window **Mark order ready for collection?** explains that the parent will get an email to collect the order at their next session.
- Click **Mark ready & Email**. You'll see **Marked ready for collection** with the order, customer and notification. Click **Done**.



Step 2: Marked ready for collection

Step 3: Open Ready for collection (0:27)

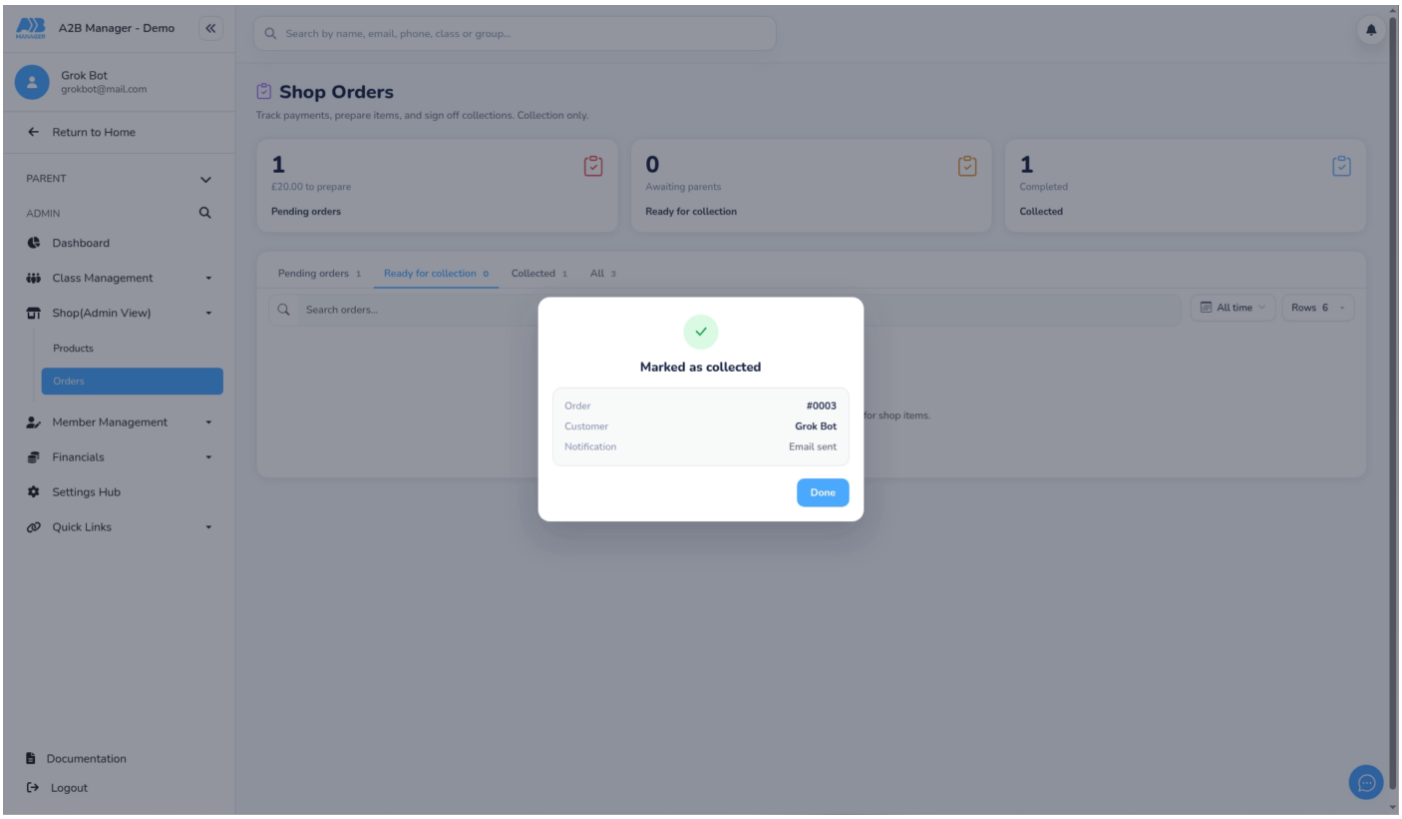
- Click the **Ready for collection** tab. When the parent collects the order, click **Mark collected**.



Step 3: Ready for collection

Step 4: Mark the order collected (0:38)

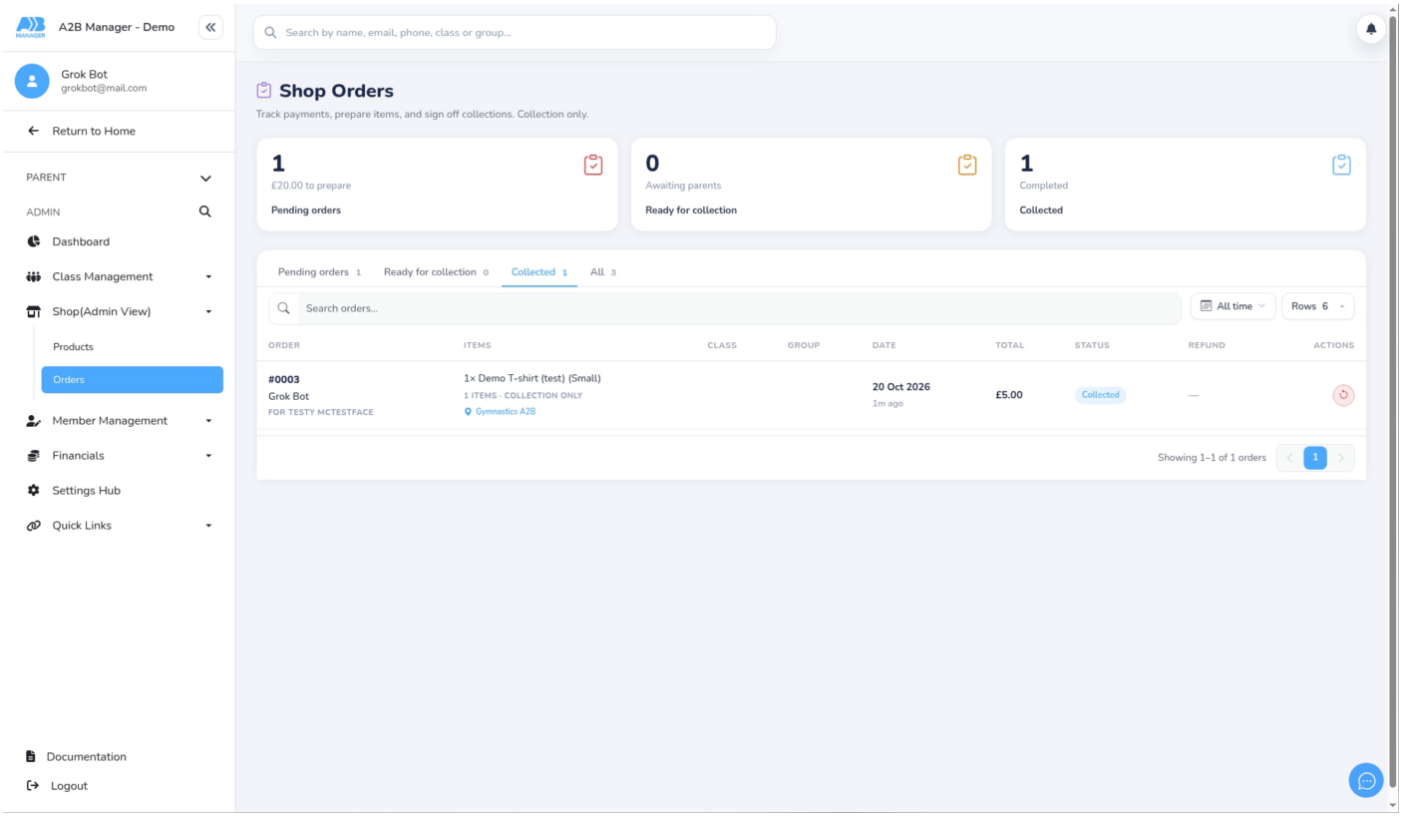
- Click **Mark collected & Email**, then **Done**.



Step 4: Marked as collected

Step 5: Check the Collected tab (0:54)

- The order moves to the **Collected** tab with the status **Collected**.



Step 5: Collected

Viewing the items

- Click an order's items to open **Order items**. It shows the order number and customer, each product with its quantity, option (such as size) and price, and the order total. All shop orders are collection only.

Refunding an order

- Click the red refund icon (**Refund payment**) on a paid order. The refund window shows the **Original amount** and the amount **Available to refund**.
- Enter the **Amount to refund** (up to the maximum refundable) for a full or partial refund, and confirm. The result shows the amount refunded to the card and any remaining balance.
- The **Refund** column then shows the amount, and a full refund shows **Refunded**.
- Refunds don't put items back in stock, so adjust stock yourself. The parent isn't emailed about a refund, so let them know.

Good to know

- The ready and collected emails only send if their templates are active under **Settings Hub** > **Email Templates**.

Download the PDF guide (optional)