Shop Basket, Payment and Order Emails: What Parents Need to Know

Shop · https://a2bmanager.com/docs/shop-basket-payment-and-order-emails/

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Video walkthrough: stock limits, the basket, paying and your order emails

This guide covers the parts of buying from the club shop that aren't in the main ordering guide: stock limits, the basket, your payment options, the Stripe payment page and the emails you'll get about your order.

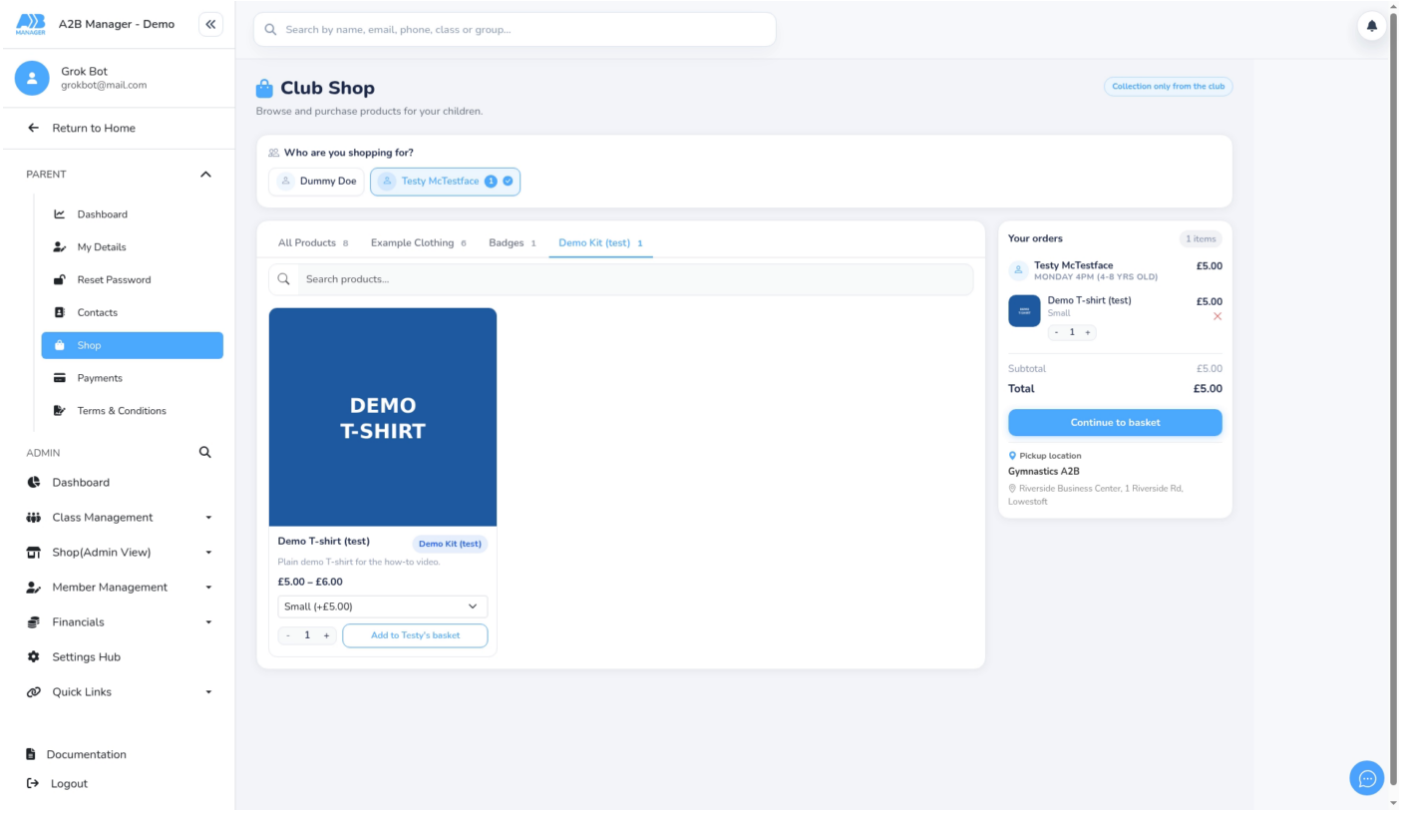
Before you start

- For how to open the shop and choose items, See also: How parents order products from your shop.

Basket, payment and order emails

Step 1: Stock limits (0:16)

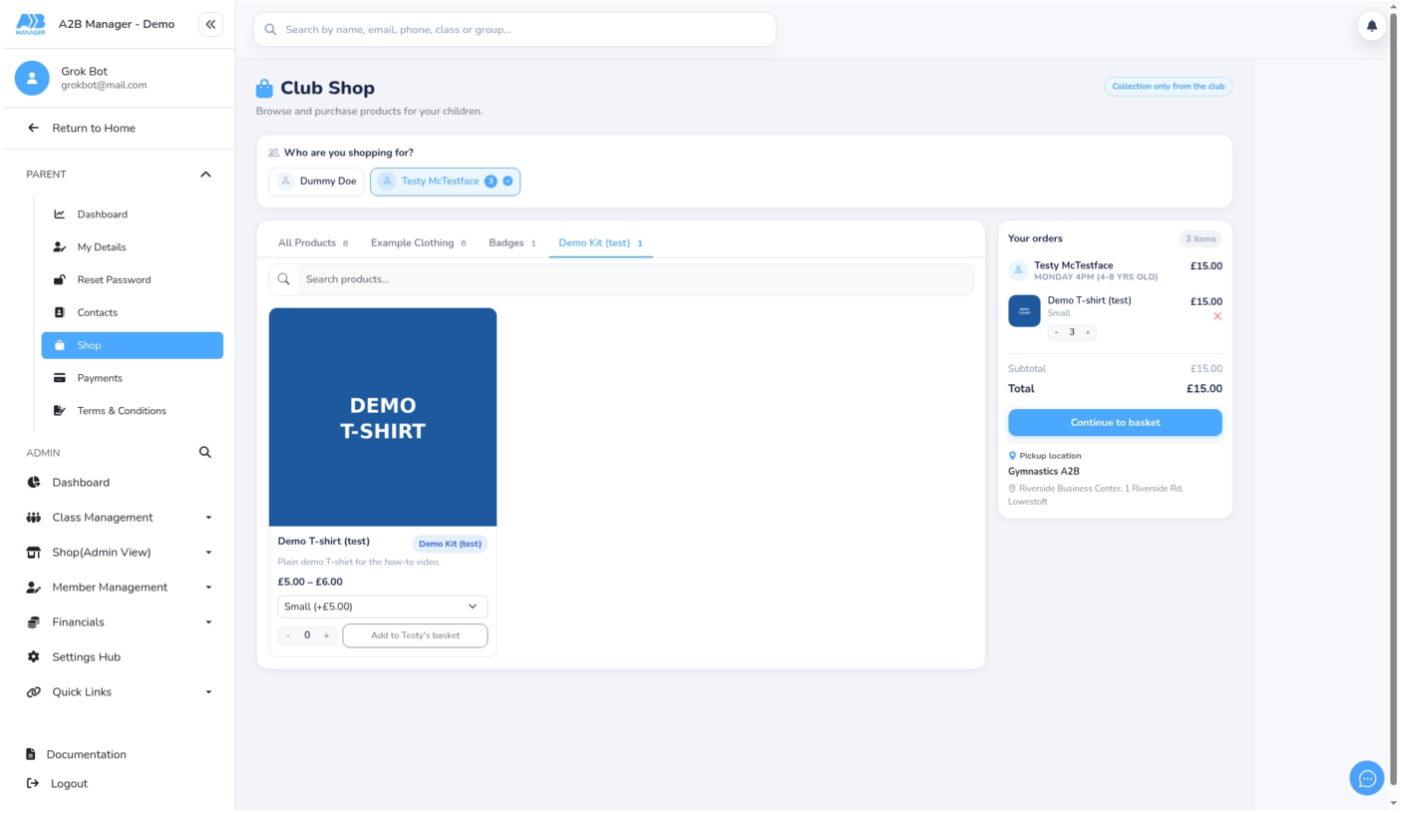
- You can't add more of an item than the club has in stock. The quantity just stops at the limit, and it counts what's already in your basket.
- If stock runs out while you're shopping (for example, someone else buys the last one), you may see **Not enough stock available.** when you add the item or change the quantity. Lower the quantity or choose another size.



Step 1: The quantity stops at the stock limit

Step 2: Your basket (0:24)

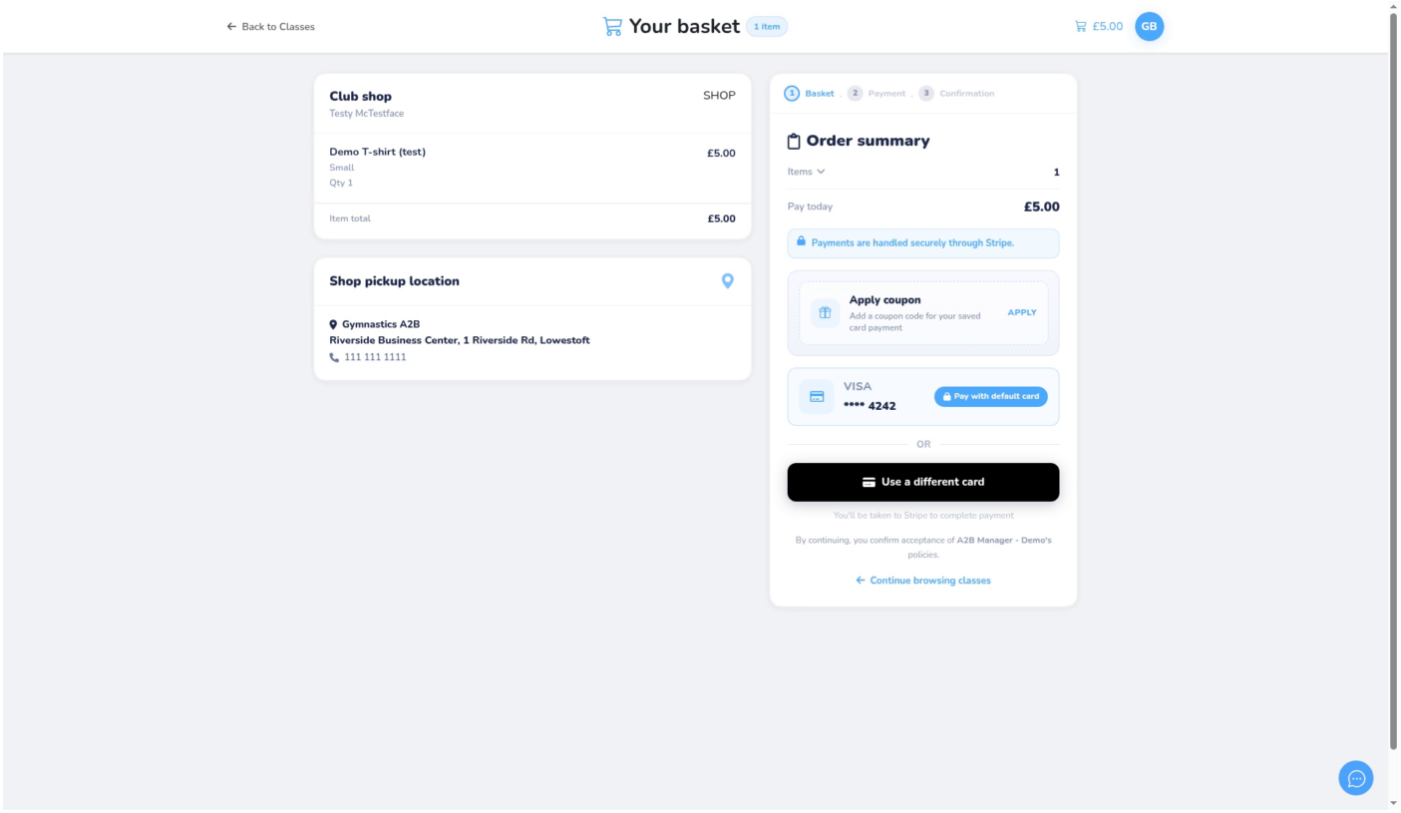
- The panel on the right of the shop is your basket, grouped by child. Use **+** and **-** to change quantities. **+** stops working at the stock limit.
- Each shop order is for one child.



Step 2: The basket panel, grouped by child

Step 3: Choose how to pay (0:34)

- Click **Continue to basket**. Shop items sit in the same basket as any class bookings, so you pay for everything together.
- Choose **Pay with default card** to use the card you've saved with the club, or **Use a different card** to pay on Stripe's secure page.

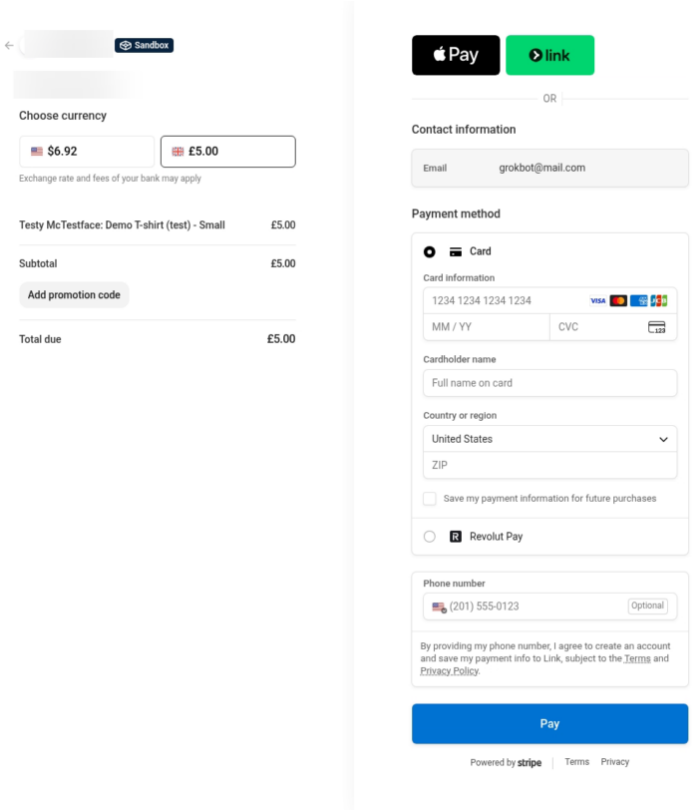


Step 3: Payment options on the basket page

Step 4: Pay on Stripe's secure page (0:47)

- Stripe may show the price in another currency first. Choose the **£** option to pay in pounds.
- Enter your card details and click **Pay**.
- If you leave the Stripe page without paying, your basket stays locked. Go back to your basket and click **Change basket** to unlock it.

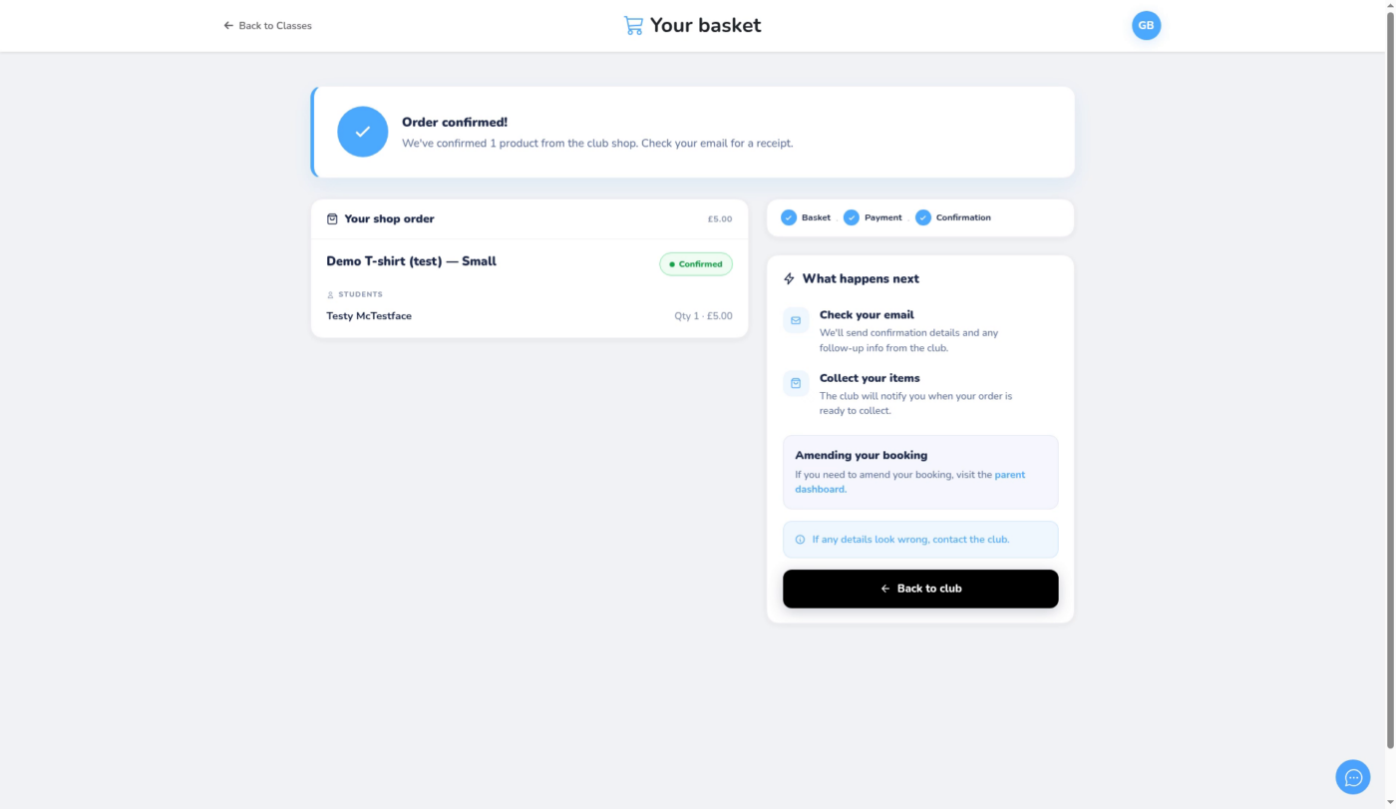
Selecting Change basket unlocks the basket straight away. Otherwise, it unlocks by itself after about an hour.



Step 4: Choosing pounds on the Stripe payment page

Step 5: Your confirmation and order emails (1:05)

- When the payment goes through, you'll see **Order confirmed!**.
- You'll get an order confirmation email. The club may also email you when your order is ready to collect and when it's been collected.
- There's no order history page in the shop, so keep your order emails as your record.



Step 5: The Order confirmed page

After you order

- Collect your order at the club, usually at your child's next session. There's no delivery.
- For questions about an order, including refunds, contact your club.

See also

- See also: How parents order products from your shop

Download the PDF guide (optional)