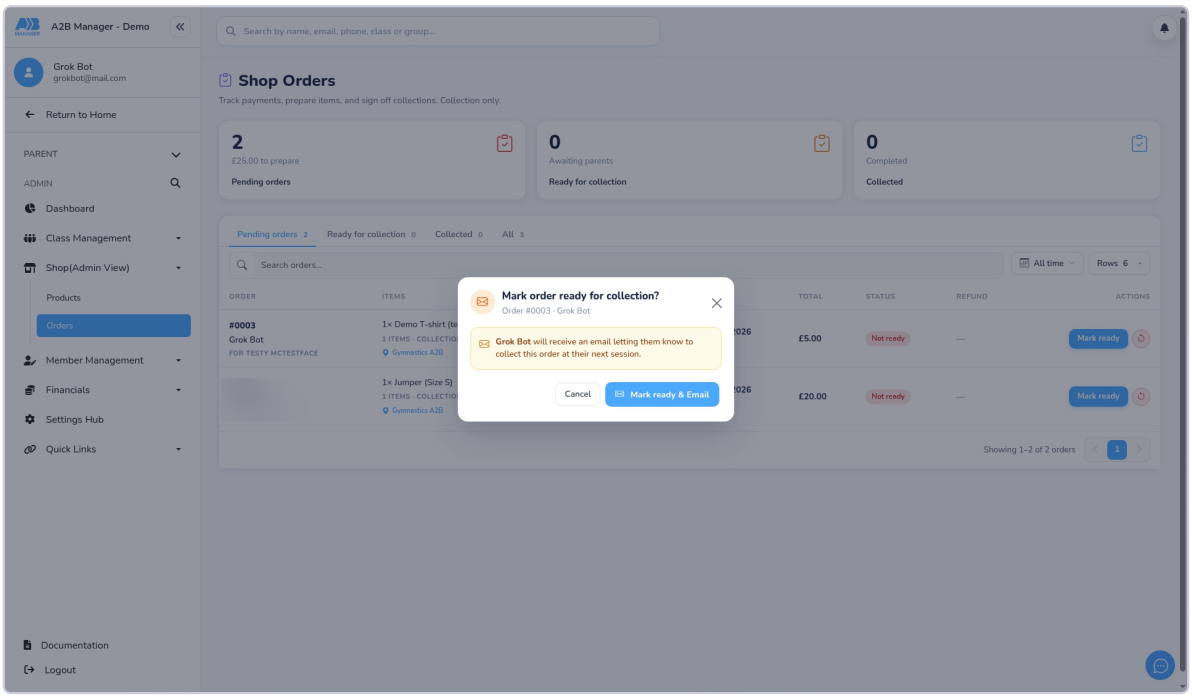
How to Mark Shop Orders Ready and Collected

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

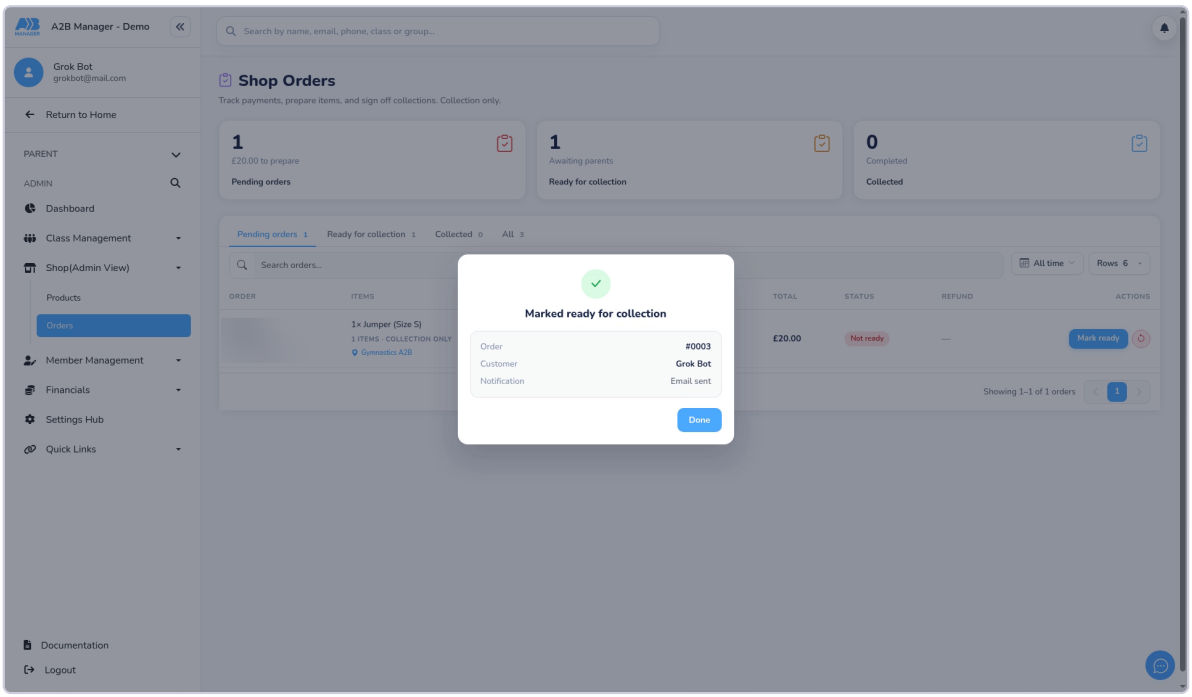
1. Open Shop Orders (0:00)

- 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.



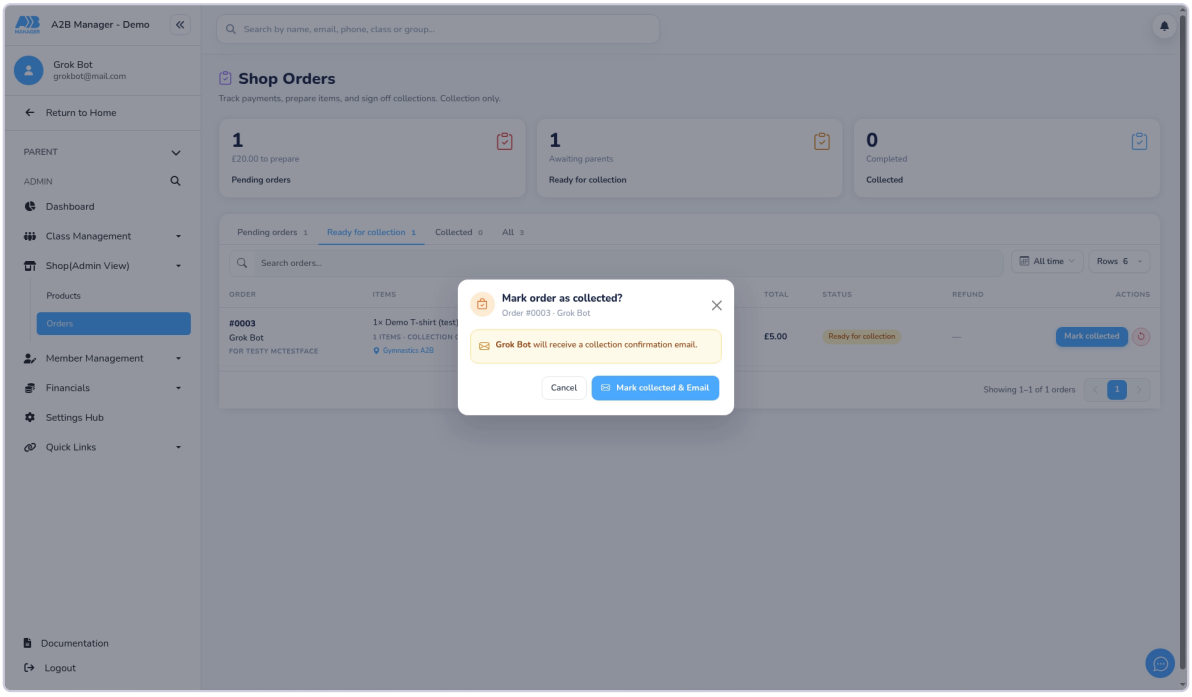
2. Mark the order ready (0:09)

- 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**.



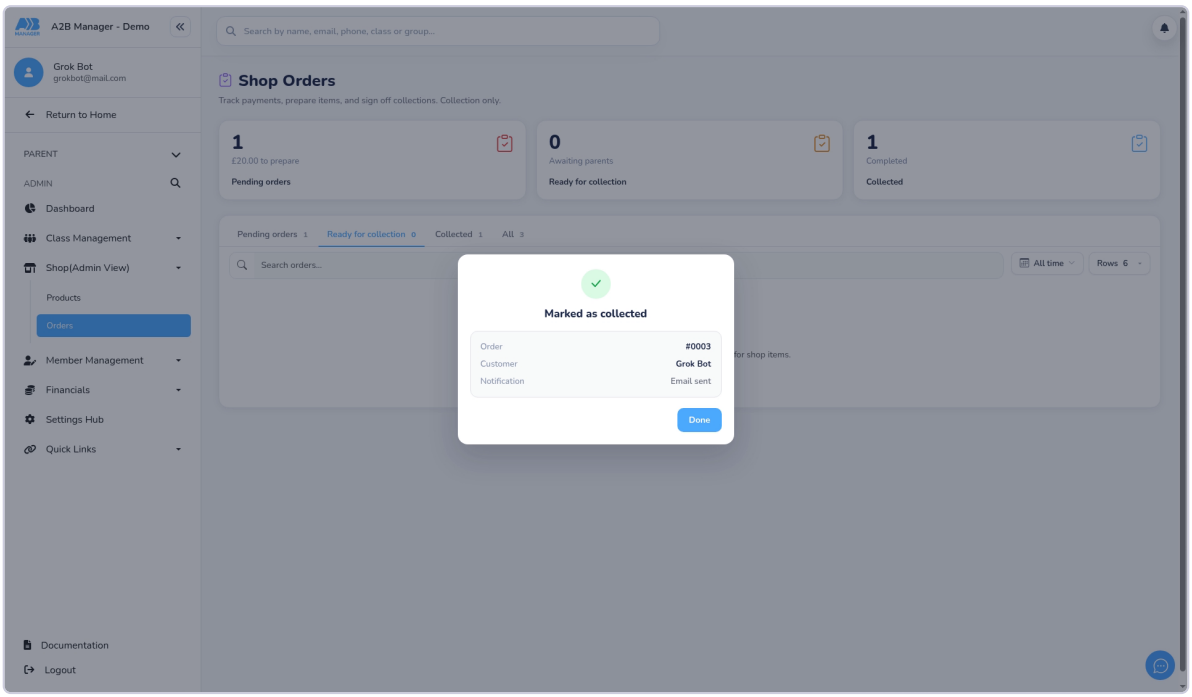
3. Open Ready for collection (0:27)

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



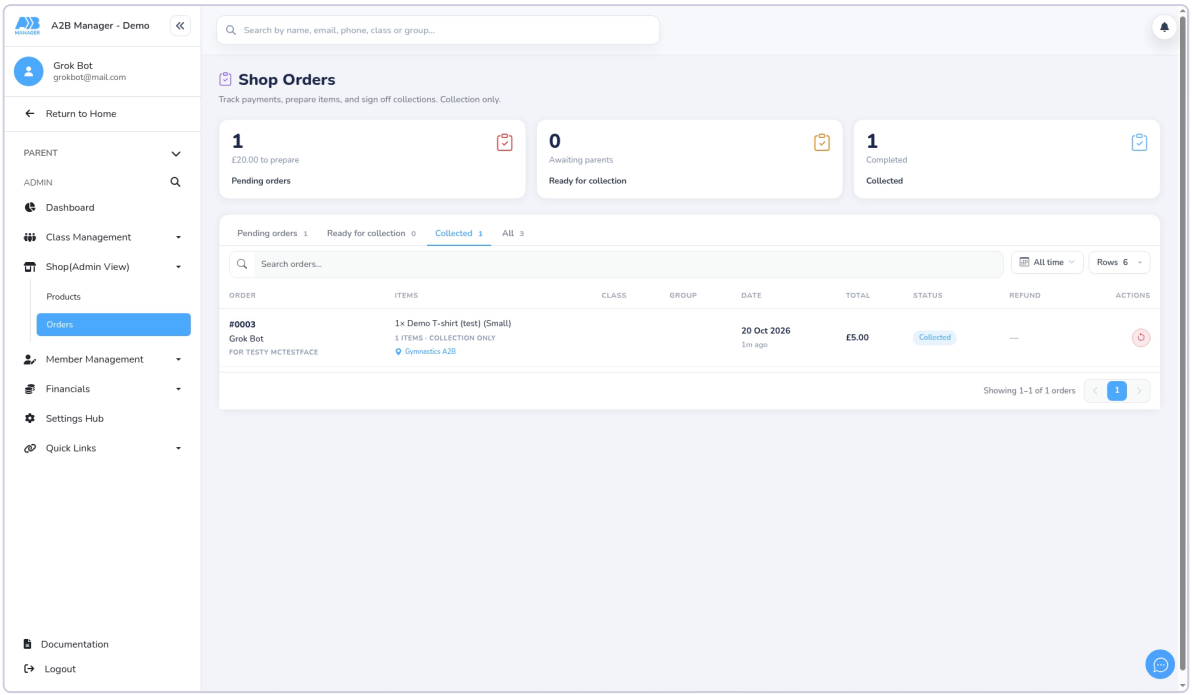
4. Mark the order collected (0:38)

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



5. Check the Collected tab (0:54)

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