

Shop Stock, Payments and Refunds: What Admins Need to Know

This guide fills in the details the other Shop Admin guides don't cover: how variant prices and stock work, when stock goes down, what each order state means, what the parent is emailed, and how partial and full refunds affect the order and your stock.

Before you start

- This guide assumes you already know how to create a category and a product. See also: [How to Add and Manage Shop Categories](#) and See also: [How To Create Products In The Shop](#).
- Admins manage the shop from **Shop(Admin View)** in the left-hand menu.

Stock, payments, order states and refunds

1. Set variant prices and stock (0:05)

- Click **Add Product** and fill in the name, description and category as usual (see the products guide linked above).
- Choose **Has variants** and set a **Default price**. A variant with no price of its own uses the default price.
- With **Track stock** on, add each variant and set its stock. Parents can't add more than you have in stock.
- Photos: PNG, JPG or WebP, up to 5 MB.
- Make sure **Active** is on, then click **Save Product**.

The screenshot displays the A2B Manager interface. On the left is a sidebar with navigation links: Return to Home, PARENT, ADMIN (Dashboard, Class Management, Shop (Admin View), Products, Orders), Member Management, Financials, Settings Hub, and Quick Links. The main area shows a table of products with columns for PRODUCT, CATEGORY, PRICE, STOCK, STATUS, and ACTIONS. The table lists items like Beginner Badges, Jumper, Mens Shorts, Mens Trousers, Socks, T shirt, Womens Leggings, and Womens Leotard. On the right, a product detail form for 'DEMO T-SHIRT' is visible, featuring a large image placeholder, an 'Add' button, and toggle switches for 'Active' and 'Track stock'. Below these are 'Variants' for 'Small' and 'Medium', each with input fields for PRICE, SALE, and STOCK. The 'Medium' variant's stock is currently set to 3. At the bottom right of the form are 'Cancel' and 'Save Product' buttons.

PRODUCT	CATEGORY	PRICE	STOCK	STATUS	ACTIONS
Beginner Badges > 8 variants	Badges	£5.00	Tracking off	Active	
Jumper > 3 variants	Example Clothing	£20.00 SALE	29 in stock - 3	Active	
Mens Shorts > 3 variants	Example Clothing	£20.00	17 in stock - 3	Active	
Mens Trousers > 3 variants	Example Clothing	£30.00	15 in stock - 3	Active	
Socks Add-on only - Hidden from shop	Example Clothing	£4.98	Tracking off	Active	
T shirt > 3 variants	Example Clothing	£20.00	30 in stock - 3	Active	
Womens Leggings > 3 variants	Example Clothing	£25.00	18 in stock - 3	Active	
Womens Leotard Our A2B Gymnastics women's leotard is designed L...	Example Clothing	£20.00	12 in stock	Active	

2. Check prices and stock (0:45)

- The product list shows the price range (for example £5.00 – £6.00) and the stock level.
- Click a product's name to expand it and see each variant's price and stock. A variant using the default price is marked **default**.
- Stock goes down only when a parent's card payment completes, not when they add an item to their basket.

The screenshot shows the A2B Manager - Demo interface. The left sidebar contains navigation links: Return to Home, PARENT, ADMIN, Dashboard, Class Management, Shop (Admin View), Products (highlighted), Orders, Member Management, Financials, Settings Hub, Quick Links, Documentation, and Logout. The main content area is titled 'Shop Products' and includes a search bar and buttons for 'Manage categories' and '+ Add Product'. Below the search bar, there's a table with columns: PRODUCT, CATEGORY, PRICE, STOCK, STATUS, and ACTIONS. The table shows a product 'Demo T-shirt (test)' with 2 variants. The variants are 'Small' (Price: £5.00, Stock: 3 in stock, Status: Active, marked as default) and 'Medium' (Price: £6.00, Stock: 2 in stock, Status: Active). The bottom of the table shows 'PER PAGE 10' and '1-1 of 1'.

3. Find the paid order (0:59)

- Open **Orders**. An order only appears once the parent's payment has gone through, so every order you see has been paid.
- Parents pay through your club's normal card payments (Stripe), in the same basket and checkout as class bookings.
- New orders start in **Pending orders**.

A2B Manager - Demo

Search by name, email, phone, class or group...

Shop Orders
Track payments, prepare items, and sign off collections. Collection only.

2 Pending orders
£25.00 to prepare

0 Ready for collection
Awaiting parents

0 Completed
Collected

Pending orders 2 Ready for collection 0 Collected 0 All 2

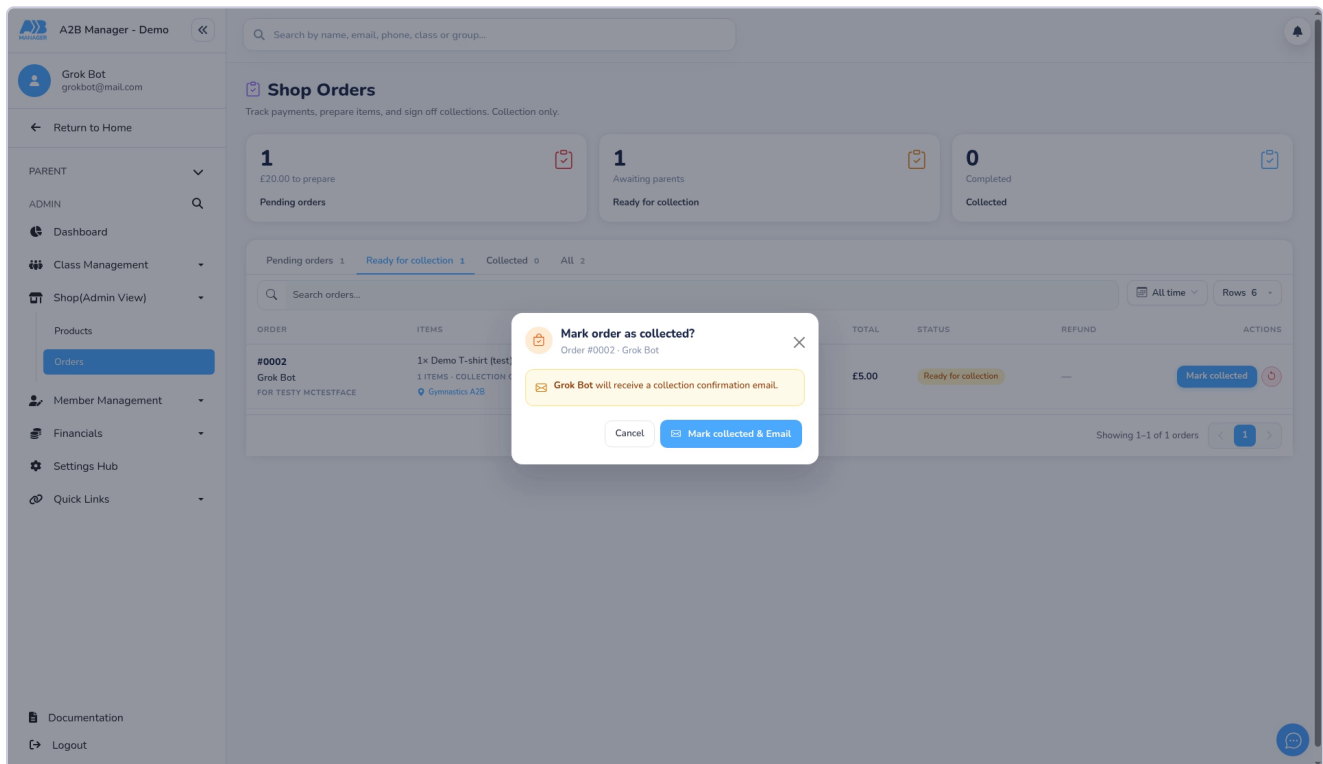
Search orders...

ORDER	ITEMS	CLASS	GROUP	DATE	TOTAL	STATUS	REFUND	ACTIONS
#0002 Grok Bot FOR TESTY MCTESTFACE	1x Demo T-shirt (test) (Small) 1 ITEMS - COLLECTION ONLY Gymnastics A2B			19 Oct 2026 1m ago	£5.00	Not ready	—	Mark ready

Showing 1–2 of 2 orders

4. Mark it ready, then collected (1:06)

- Click **Mark ready**. The pop-up shows who will be emailed. Confirm with **Mark ready & Email** and the order moves to **Ready for collection**.
- When it's picked up, open the **Ready for collection** tab and click **Mark collected**, then **Mark collected & Email**. The order moves to **Collected**.
- The parent is emailed at each stage only if the matching email template (Order Ready to Collect, Order Collected) is active. The confirmation shows **Email sent** when it goes.
- See also: [How to Mark Shop Orders Ready and Collected](#).



5. Give a partial refund (1:32)

- Click the refund button on the order, enter any amount up to what's left to refund, then confirm.
- After a partial refund, the order keeps its current status (for example **Collected**) and the Refund column shows the amount refunded, such as **-£1.00**. You can refund again later.

The screenshot displays the A2B Manager - Demo interface. The sidebar on the left contains navigation links for PARENT, ADMIN, Dashboard, Class Management, Shop (Admin View), Products, Orders (highlighted), Member Management, Financials, Settings Hub, and Quick Links. The main content area is titled 'Shop Orders' and includes a search bar and a summary of order statuses: 1 Pending orders, 0 Ready for collection, and 1 Collected. Below this is a table of orders with columns for ORDER, ITEMS, CLASS, GROUP, DATE, TOTAL, STATUS, REFUND, and ACTIONS. The table shows one order with a total of £5.00 and a refund of -£1.00. The bottom of the interface shows 'Showing 1-1 of 1 orders' and a pagination control.

ORDER	ITEMS	CLASS	GROUP	DATE	TOTAL	STATUS	REFUND	ACTIONS
#0002 Grok Bot FOR TESTY MCTESTFACE	1x Demo T-shirt (test) (Small) 1 ITEMS · COLLECTION ONLY Gymnastics A2B			19 Oct 2026 1m ago	£5.00	Collected	-£1.00	

6. Refund the rest (full refund) (1:50)

- Refund the remaining amount the same way.
- The order is then marked **Cancelled** and **Refunded**, with **Full refund** under the amount, and it drops out of the Pending, Ready and Collected counts.
- The **Remaining balance** in the refund confirmation doesn't take earlier refunds into account, so check the order row for the true position.
- Parents aren't emailed about refunds, so let them know yourself.

A2B Manager - Demo

Search by name, email, phone, class or group...

Shop Orders
Track payments, prepare items, and sign off collections. Collection only.

1 Pending orders
£20.00 to prepare

0 Ready for collection
Awaiting parents

0 Completed
Collected

Pending orders 1 Ready for collection 0 Collected 0 **All 2**

Search orders...

ORDER	ITEMS	CLASS	GROUP	DATE	TOTAL	STATUS	REFUND	ACTIONS
#0002 Grok Bot FOR TESTY MCTESTFACE	1x Demo T-shirt (test) (Small) 1 ITEMS - COLLECTION ONLY Gymnastics A2B			19 Oct 2026 2m ago	£5.00	Cancelled Refunded	-£5.00 Full refund	

Showing 1-2 of 2 orders

7. Put stock back yourself (2:11)

- Refunds don't put items back into stock: after this refund, Small still shows 2.
- If the item comes back to you, edit the product and increase the stock yourself.

The screenshot shows the A2B Manager - Demo interface. The sidebar on the left contains navigation links: Return to Home, PARENT, ADMIN, Dashboard, Class Management, Shop (Admin View), Products (highlighted), Orders, Member Management, Financials, Settings Hub, and Quick Links. The main content area is titled 'Shop Products' and includes a search bar, 'Manage categories', and '+ Add Product' button. Below this is a table of products. The first product is 'Demo T-shirt (test)' with 2 variants, categorized under 'Demo Kit (test)', priced at £5.00 - £6.00, and marked as 'Active'. A modal for 'STOCK BY VARIANT' is open, showing 'Small' with 2 units, 'Medium' with 2 units, and a 'Total' of 4 units. The table also shows 'Low - 4 - 2' and 'Active' status. The bottom of the page shows 'PER PAGE 10' and '1-1 of 1'.

8. Check the member's profile (2:21)

- On the child's member profile, scroll down to the **Shop Orders** section to see each order and its status (for example Cancelled and Refunded).
- The email log on the same page shows the order emails that were sent, such as Order Confirmation, Order Ready to Collect and Order Collected.

The screenshot displays the A2B Manager - Demo interface. On the left is a sidebar with a user profile for 'Grok Bot' and a navigation menu including 'Return to Home', 'PARENT', 'ADMIN', 'Dashboard', 'Class Management', 'Shop (Admin View)', 'Member Management', 'Financials', 'Settings Hub', and 'Quick Links'. The main content area features a search bar and a date range selector. Below this is a summary of email statistics: 9 total, 0 pending, 9 delivered, 0 read, and 2 grouped. The email log lists several messages, including 'Order Collected', 'Order Ready to Collect', 'Order Confirmation', 'Cancellation Confirmation', 'Request Cancellation', 'Cancellation Rejection', and 'Email Invoice', each with a timestamp and a 'Delivered' status. On the right side, there are sections for 'Tags', 'Notes', 'Shop Orders' (with a table showing a 'Demo T-shirt (test)' order), and 'Media' (Videos, Photos, and Voice notes).

Good to know

- Order email templates are in your email settings. If a template isn't active, that email isn't sent.
- Emails go from your club's default approved sender address unless the template has its own sender chosen.

See also

- See also: [How to Add and Manage Shop Categories](#)
- See also: [How To Create Products In The Shop](#)
- See also: [How to Mark Shop Orders Ready and Collected](#)
- See also: [How parents order products from your shop](#)

Tip: Turn on **Track stock** for sized kit so parents can't buy sizes you've run out of.