

Vendor Setup Guide

PART 5

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A complete reference for configuring your vendor store — from sign-in to your first sale.

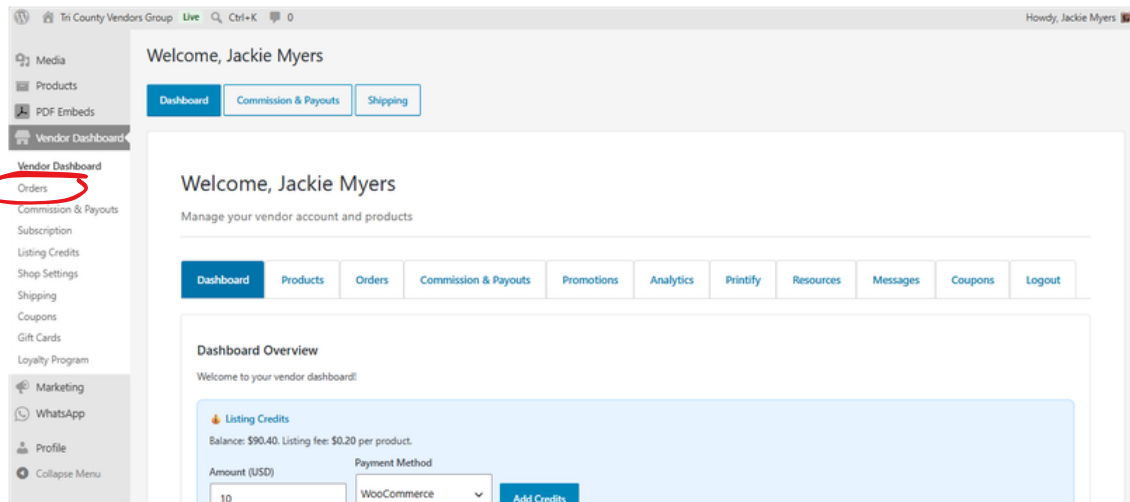
Processing Orders

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Part 5 covers everything you need to know about managing your orders through the Vendor Dashboard. From viewing incoming orders to updating statuses and communicating with customers, this guide will walk you through each step of the order process.

Section 1: Accessing Your Orders

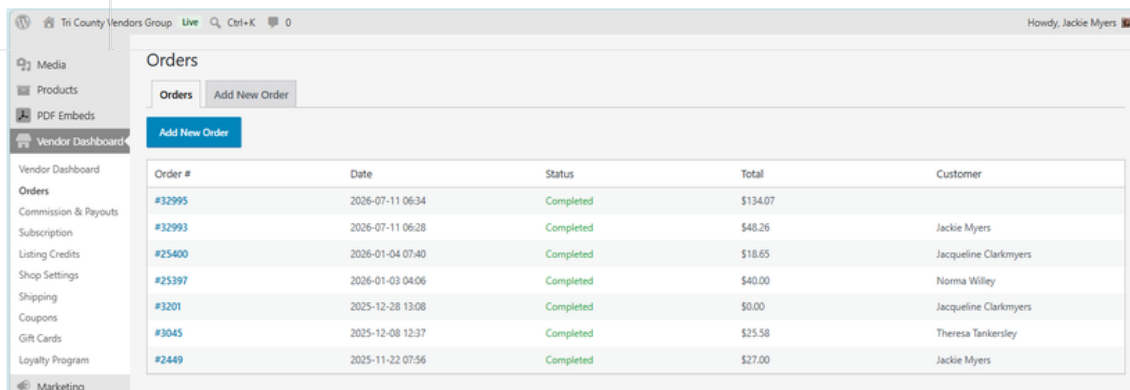
Your Orders section is where you can view and manage all orders placed in your store. To access it, look for **Orders** in the left-hand menu of your Vendor Dashboard and click on it.



Section 2: Understanding the Orders Page

When you click on **Orders**, you will see a list of all orders associated with your store. Each row in the list represents one order and displays the following information:

Field	Description
Order #	The unique order number assigned to each purchase. Click on the order number to open the full order details.
Date	The date and time the order was placed.
Status	The current status of the order. See <i>Section 4: Understanding Order Statuses</i> below for a full explanation of each status. The total dollar amount of the order.
Total	The name of the customer who placed the order. Some orders may not display a customer name if the customer checked out as a guest.
Customer	



Note

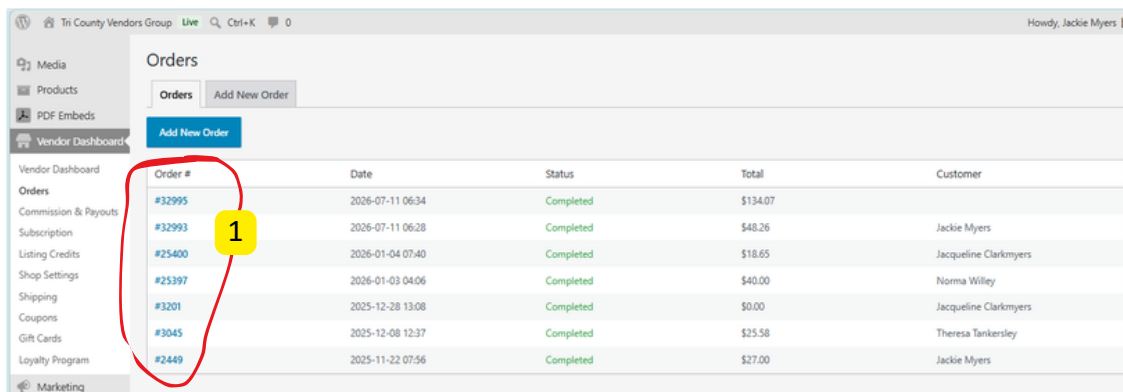
At the top of the Orders page you will also see an **Add New Order** button, which allows you to manually create an order. This is covered in Section 7 of this guide.

Section 3: How to View an Order

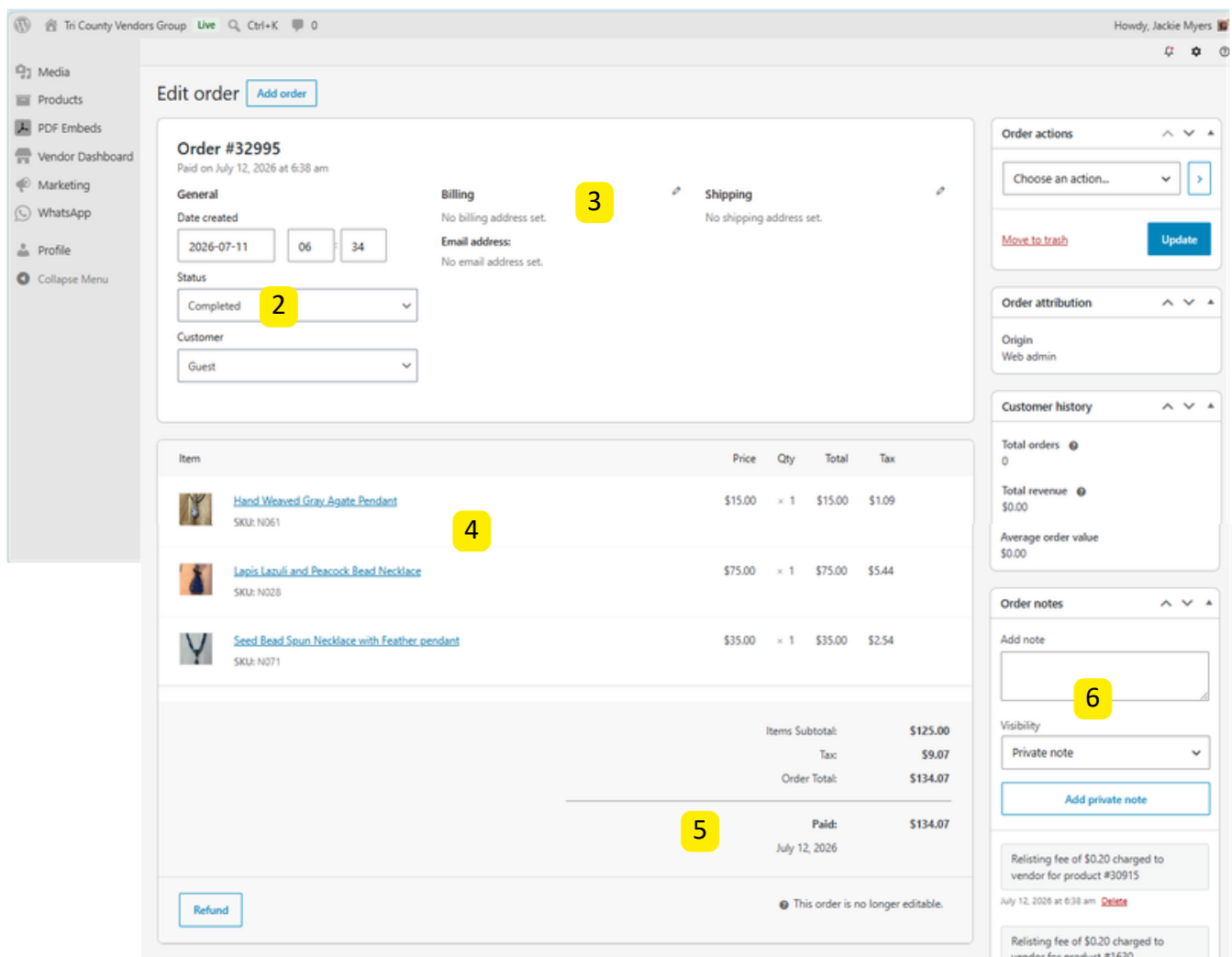
To see the full details of an order, click on the **Order #** in the Orders list. This will open the order detail page, which contains all the information you need to fulfill the order.

On the order detail page you will find:

1. Order number and date
2. Current order status
3. Customer billing and shipping information
4. A list of the items ordered, including product name, quantity, and price
5. Order totals including subtotal, shipping, and total
6. Order Notes — any notes from the customer or from the system



Order #	Date	Status	Total	Customer
#32995	2026-07-11 06:34	Completed	\$134.07	
#32993	2026-07-11 06:28	Completed	\$48.26	Jackie Myers
#25400	2026-01-04 07:40	Completed	\$18.65	Jacqueline Clarkmyers
#25397	2026-01-03 04:06	Completed	\$40.00	Norma Willey
#3201	2025-12-28 13:08	Completed	\$0.00	Jacqueline Clarkmyers
#3045	2025-12-08 12:37	Completed	\$25.58	Theresa Tankersley
#2449	2025-11-22 07:56	Completed	\$27.00	Jackie Myers



Edit order [Add order](#)

Order #32995
Paid on July 12, 2026 at 6:38 am

General
Date created: 2026-07-11 06:34
Status: **Completed**
Customer: **Guest**

Billing
No billing address set.
Email address: No email address set.

Shipping
No shipping address set.

Order actions
Choose an action... [Move to trash](#) [Update](#)

Order attribution
Origin: Web admin

Customer history
Total orders: 0
Total revenue: \$0.00
Average order value: \$0.00

Order notes
Add note:
Visibility: **Private note**
[Add private note](#)

Item

Item	Price	Qty	Total	Tax
 Hand Woven Gray Agate Pendant SKU: N061	\$15.00	x 1	\$15.00	\$1.09
 Lapis Lazuli and Peacock Bead Necklace SKU: N028	\$75.00	x 1	\$75.00	\$5.44
 Seed Bead Spun Necklace with Feather pendant SKU: N071	\$35.00	x 1	\$35.00	\$2.54

Order totals

Items Subtotal:	\$125.00
Tax:	\$9.07
Order Total:	\$134.07
Paid:	\$134.07

[Refund](#)

This order is no longer editable.

Relisting fee of \$0.20 charged to vendor for product #30915
July 12, 2026 at 6:38 am [Delete](#)

Relisting fee of \$0.20 charged to vendor for product #1630

Section 4: Understanding Order Statuses

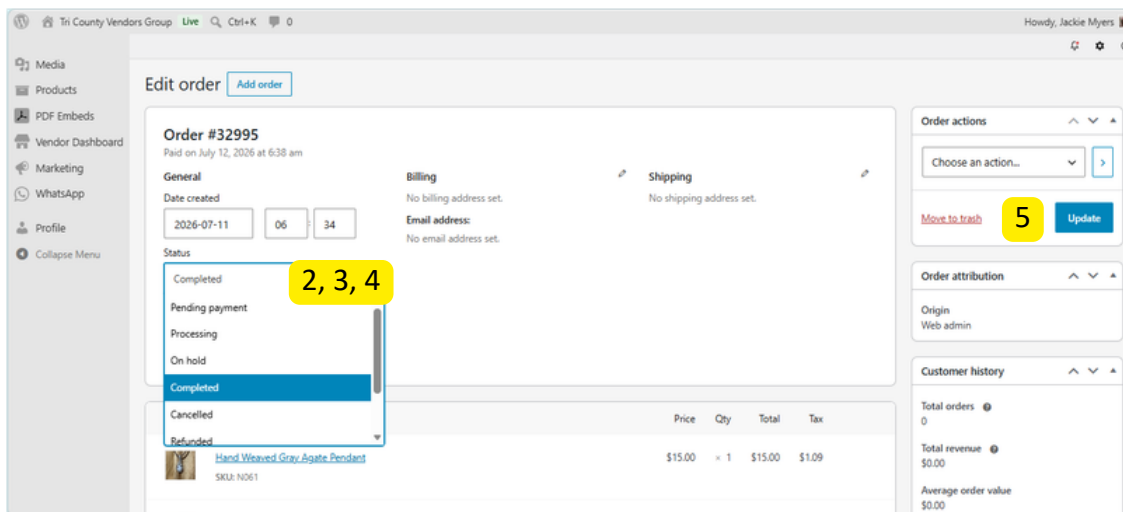
Every order has a status that tells you where it is in the fulfillment process. Below is a breakdown of each status and what it means for you as a vendor:

Status	What It Means & What To Do
Pending Payment	The order has been placed but payment has not yet been received or confirmed. No action is needed from you yet — wait for the status to update before preparing the order.
Processing	Payment has been received and the order is ready for you to prepare and fulfill. This is your signal to start working on the order.
On Hold	The order is paused, usually because payment needs to be verified. Do not fulfill the order until the status changes.
Completed	The order has been fulfilled and delivered. This is the final status for a successfully processed order.
Cancelled	The order was cancelled, either by the customer or by an admin. No fulfillment is needed.
Refunded	A refund was issued for this order. Contact your admin if you have questions about a refunded order.
Failed	The payment attempt failed or was declined. The customer will need to place a new order.

Section 5: How to Update an Order Status

As you work through an order, you will need to update its status to reflect where it is in the fulfillment process. For example, once you have prepared and shipped an order, you should mark it as **Completed**.

1. From the **Orders** list, click on the **Order #** to open the order detail page. (SEE PAGE 4)
2. Locate the **Order Status** section on the page.
3. Click the **status dropdown** and select the appropriate new status.
4. Click **Save Order** or **Update** to save the change.
5. The customer will automatically receive an **email notification** when the status changes, so always make sure the status reflects the true state of the order.



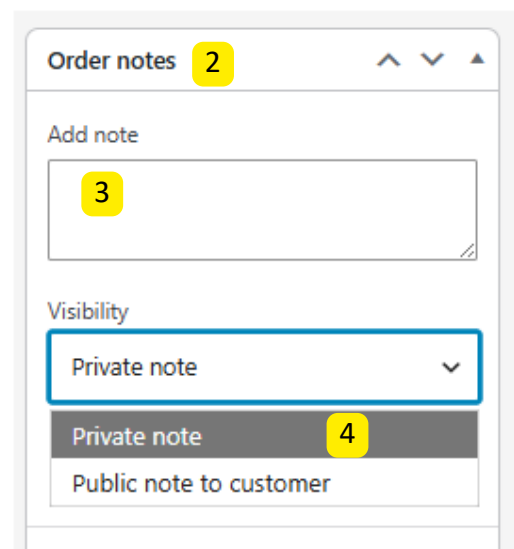
Tip

Always update the order status promptly after fulfilling an order. Keeping statuses current helps customers stay informed and reduces support questions sent to your store.

Section 6: Adding a Note to an Order

Order notes allow you to add internal comments or send a message to the customer about their order. This is useful for communicating shipping updates, letting a customer know their item is being prepared, or leaving internal reminders for yourself.

1. Open the order detail page by clicking the **Order #** from the Orders list.
2. Scroll down to the Order Notes section.
3. In the text box, type your note.
4. From the note type dropdown, choose one of the following:
 - a. Private Note — Only visible to you and the admin. The customer will not see this note.
 - b. Note to Customer — This note will be sent to the customer by email and will be visible in their order history.
5. Once an option is made, click **Add Private Note** or **Send Note to Customer** to save the note.



Section 7: How to Create a Manual Order

If a customer places an order in person, over the phone, or through a direct message, you can manually create an order in your dashboard so it is tracked in the system. This is also useful for custom orders or special arrangements made outside of the online store.

1. From the **Orders** page, click the **Add New Order** button at the top of the page.
2. Fill in the following details:
 - a. **Customer** — enter the customer information manually.
 - b. **Line Items** — Choose item(s) from the dropdown (add more lines if needed).
 - c. Add **Quantity**
 - d. **Shipping Method and Shipping Total** (if applicable)
 - e. **Notes** - Make notes here regarding the order
3. Check the **Visible to customer** box if you want them to see the order.
4. Click **Add Order**

The screenshot shows the 'Add New Order' form in the Tri County Vendors Group dashboard. The form is divided into sections: Customer, Line Items, Shipping, and Notes. Yellow callouts A through E highlight specific fields: A (Customer Email), B (Line Item dropdown), C (Quantity), D (Shipping Method), and E (Notes text area). A 'Visible to customer' checkbox is checked. The 'Add Order' button is at the bottom.

After you click add order, you will be taken to the main orders page. Click on the order number. Complete the processing order instructions to finish your order.

The screenshot shows the 'Orders' page with a table of orders. The first order is highlighted with a red circle around the order number #33598.

Order #	Date	Status	Total	Customer
#33598	2026-08-08 17:45	Processing	\$10.00	Jacqueline Clarkmyers

Note

Manual orders allow you to keep your sales records complete even for transactions that happen outside of the online store. Always create a manual order any time a sale takes place outside the platform so your inventory and sales history remain accurate.

Section 7: An alternate method to Create a Manual Order

If a customer places an order in person, over the phone, or through a direct message, you can manually create an order in your dashboard so it is tracked in the system. This is also useful for custom orders or special arrangements made outside of the online store.

1. From the **Orders** page, click on an existing order number.
2. At the top of the page click the **Add Order** button.
3. Verify the order date
4. If you have a customer listed in the dropdown, add them otherwise fill in their information along with shipping information.
5. The order status needs to be filled in
6. The next block has the product:
 - a. Click add Item(s)
 - b. Click add product(s)
 - c. Search the item(s) to add to the cart then the quantity
 - d. Click the ADD button
7. To add a coupon to the order:
 - a. Click Apply Coupon
 - b. type in the coupon code in the popup
 - c. Click Ok
8. Create order by clicking the Create button
9. Update Status of the order and Update
10. To apply a Refund (BUTTON WILL BE VISIBLE AFTER THE ORDER IS CREATED)
 - a. Click Refund
 - b. Type in refund amount (make sure the item listed is correct) *see next page*
 - c. Note reason for refund (optional) *see next page*
 - d. Click Refund \$ amount manually *see next page*
11. Always update the order after making a change
12. Adding notes to the customer or privately can be done manually at any time

The screenshot displays the 'Add new order' interface. The main form includes sections for General (Order #33617, Date: 05-05-06, Status: Pending payment, Customer: Guest), Billing (No billing address set, Email address: No email address set), and Shipping (No shipping address set). Callouts 1-12 are placed throughout the interface to guide the user. Callout 1 points to the 'Add Order' button. Callout 2 points to the 'Add Item(s)' button. Callout 3 points to the 'Apply coupon' button. Callout 4 points to the 'Add product(s)' button. Callout 5 points to the 'Add fee' button. Callout 6 points to the 'Add shipping' button. Callout 7 points to the 'Add tax' button. Callout 8 points to the 'Cancel' button. Callout 9 points to the 'Save' button. Callout 10 points to the 'Refund' button. Callout 11 points to the 'Refund \$' button. Callout 12 points to the 'Add private note' button. Two inset windows are shown: a coupon code entry window (labeled 7a, b) and a product selection window (labeled 6b, 6c, 6d). The product selection window shows a search bar, a list of products, and a quantity selector (labeled 6d) with a red circle around the '1'.

Refund popup

Restock refunded items: ☒

Amount already refunded: -\$0.00

Total available to refund: \$0.00

10a Refund amount:

10b Reason for refund (optional):

Cancel

10c Refund \$0.00 manually

13. If the order is a downloadable item, you will need to grant access to the customer
- Search the item and click on it when it shows up
 - grant access
 - Once access is granted you will be able to do the following:
 - Update Downloads remaining
 - Update Access expires date
 - Copy Link (to send to the customer)
 - View Customer download log report
 - Revoke Access

Downloadable product permissions

Search for a downloadable product... [Grant access](#)

There are no notes yet.

Downloadable product permissions

A

× An Original "If That's What Love is Like" (#463)

[Grant access](#) B

Downloadable product permissions

#463 — An Original "If That's What Love is Like" — If-thats-what-love-is-like-pqstki.mp3: If-thats-what-love-is-like-pqstki.mp3 — Downloaded 0 times

Cv [Revoke access](#)

Ci Downloads remaining: Unlimited

Cii Access expires: Never

Ciii Customer download link: [Copy link](#)

Civ Customer download log: [View report](#)

Search for a downloadable product... [Grant access](#)

Related Guide:

For questions about payments and commissions on your orders, refer to Part 3 of the Vendor Setup Guide — Step 8: Commission & Payouts.

Disclaimer: *This guide was created with the assistance of AI. While every effort has been made to ensure accuracy, some information may contain errors or may not reflect the most current platform features. If you notice any inaccuracies, please notify your admin so they can be reviewed and corrected promptly. Thank you for helping keep this guide accurate for all vendors.*