

# Manage Items

**Statuses on this page are specific for 4.0.0 RC8 and higher.**

**Status names used before Geo 4.0.0 RC8:**

- New status name = *old status name, used before Geo 4.0 RC8*
- declined = *needs alteration*
- pending = *inactive*

(see why they have been changed? 😊)

This page allows you to manage *order items* that are in the system. On this page, you will **only be able to see order items that are attached to active orders**. If you are looking for a particular order item and do not find it here, check on the [Manage Orders](#) page in your admin to see if the order it is attached to is activated or not.

This page will look something like this in your admin:



If you have selected to **require admin approval** for any price plan item settings, this page is where you will be doing that approval.

After reviewing each *Pending* item you will want to set its status to either *active*, *declined*, or delete the item by choosing *delete*. Do not leave an order item as pending for any extended length of time as it can "block" certain things from being allowed, depending on what the order item is for.

## Status Meanings

**Status names used before Geo 4.0.0 RC8:**

- New status name = *old status name, used before Geo 4.0 RC8*
- declined = *needs alteration*
- pending = *inactive*

(see why they have been changed? 😊)

For order items, there are 3 main statuses, along with "delete" which is not a status, but results in the order item being permanently deleted from the system.

- **Active:** The order item has been auto-activated by the system, or it has been approved by the admin user if the item requires admin approval.
- **Pending:** The item is waiting for the admin to activate or decline the order item. This is the status set by the system if the order item requires admin approval. **Do not leave an item's status as pending**, either change it to active or declined, or delete the item.
- **Declined:** The item has been declined by the admin, and has been left in the system for record keeping purposes.
- **Delete:** This is not a status, but rather it permanently deletes the order item from the system.

This is **not recommended for items that cost money**, as it will result in inaccuracies in the order total. Selecting this will result in the item first being declined (if currently active), then deleted from the system.

<tip c h> **Refunds for Declined Items:** If an order item is declined or deleted, and the user has paid for this item, it is up to the admin to resolve the issue as nothing is done money-wise at the point the admin user approves or declines an individual order item. You as the admin can resolve it by either having a "no refund" policy for inappropriate material, or initiating a refund outside of the Geo system, or you can elect to add the amount to the user's account balance if the site is using account balances.</tip>

From:

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Last update: 2014/09/25 16:55

