

# Orders

Admin Menu Category: **Orders**

The menu category holds pages dealing with existing orders, and individual order items contained in those orders.

## Manage Items vs Manage Orders

The main difference: **Manage Orders is for money**, while **Manage Items is for screening things** before they go live.

If you want to make sure you received payment for an order, you want **Manage Orders**. If you want to make sure a listing is not Spam, or that a listing does not contain inappropriate materials, etc, you want **Manage Items**.

If you don't like something in an order, don't cancel the order since it may have more than just that item in it. Instead, you approve the order on **Manage Orders**, then go over to **Manage Items** and decline the actual item in the order. Likewise, if you never received payment for an item, don't decline the item, instead set the order the item is in to canceled or other appropriate *declined* status type. An order that is set to a *declined* status type will have all order items in that order declined as well.

## Something Pending in System, help!

If a user on your site gets a message saying they cannot perform a listing renewal, listing upgrade, listing edit, subscription renewal, etc. because there is already something in the system that is pending admin review:

1. Look in **Manage Orders** to see if there are any pending orders. If you do not see any pending orders for the user, change the *filters* at the top of the page to view *pending payment* orders.
  - If you find any pending orders, and have received payment for the order already, then change the status to **active** to allow the items in that order to be processed.
  - If you do not find any pending orders for the user, proceed to the next step.
2. Now, look in **Manage Items** to see if there are any individual *order items* for the user that need to be approved.
  - If you find the pending order item for the user, either approve the item or decline it.
3. If you do not find it in either place, check to make sure the listing is not currently being edited by the admin user. If the admin user starts to edit a listing but does not complete the edit process, it will create an incomplete order in the system that will block further actions on that listing. When this happens, simply log in as the admin user on the client side, go to "view cart". Delete the listing edit from the cart if you see it there, or cancel the edit if it is still in middle of editing the listing.
4. The user should now be able to complete whatever it was that the system was blocking them from doing before.

Note that any orders, and any order items you see during step 1 or 2 that are set to pending, can potentially be blocking a user from doing something (depending on what the item is). Below are a few scenarios to illustrate this further.

## Subscription Renewal

This specific scenario is just one of many that can lead to a something being blocked due to another pending item in the system. This is only meant for illustration purposes, for instructions on what will work in any scenario where the user is being blocked from doing something, see the main [Something Pending in System, help!](#) section.

1. User purchases a subscription, and uses a manual payment type. The order is then set to a status of "pending".
2. The user forgets he already purchased a subscription, or is perhaps impatient, and tries to purchase another subscription.
  - This time, the user is not allowed to purchase a subscription, because the order the subscription is in is still "pending".
  - You can allow further subscriptions to be purchased by that user, by setting the status of the order the subscription is in, to be either active, or one of the declined status types (such as Canceled).

## Subscription with Recurring Billing

1. The user places an order for *recurring billing enabled* subscription using an off-site payment processor such as Paypal.
2. Once the user gets to the Paypal site to make the payment, the user stops deciding to "finish it later", or perhaps the user realizes something was entered wrong and needs to be ordered again.
3. The user later comes back to try to place the order again
  - This time, the user is not allowed because there is still the original recurring billing, in an order that is still pending awaiting payment signal from Paypal.
  - You can allow further recurring billing subscriptions to be purchased by that user, by setting the status of the order the recurring billing subscription is in, to be either active, or one of the declined status types (such as Canceled).
  - In this scenario, **do not** attempt to change the status or cancel a recurring billing directly if the status of the recurring billing is set to pending. Instead, as mentioned above, cancel or approve the order that the recurring billing is in.

## Listing Edit

This specific scenario is just one of many that can lead to a something being blocked due to another pending item in the system. This is only meant for illustration purposes, for instructions on what will work in any scenario where the user is being blocked from doing something, see the main [Something Pending in System, help!](#) section.

This scenario would be very similar for Renewing or Upgrading a listing as well.

1. In the admin, under **Pricing > Price Plans Home > Edit Price Plan > Cost Specifics** you have checked the box for "requires admin approval" for listing edits.

2. A user with that price plan, edits a listing.
3. The edit does not go "live" right away, since you have elected to require admin approval for a listing edit.
4. The user thinks something went wrong<sup>1)</sup>, so they edit the listing again.
  - This time, the user is not allowed to edit the listing, because they already have another edit listing in the system that is waiting for admin approval.
  - In this case, to allow the user to edit that listing again, go to [Manage Items](#) and you will see a pending listing edit. Either approve or decline the listing edit, and the user will be able to edit the listing further.

<sup>1)</sup>

because we all know users don't read our carefully worded messages, in this case informing them that editing a listing does not go live until we have reviewed the edit

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