

How Orders and Order Items Work

For the main explanation of how **Orders** and **Order Items** relate to each other, see [Manage Items vs Manage Orders](#).

How Admin Approval Works

Managing Orders

Note: Order approval is only for whether payment has been received. To allow/deny a specific item in an order, that has to be done after the order as a whole has been approved.

Show Orders Set to:

Active *

 Using:

Any Gateway *

Narrow Selection

Order	User	Date	Invoice	Gateway	Order Total	Still Due	Status	Approve
<input type="checkbox"/> 162	johnnyd1	Feb 4, 2010	203	Free	\$0.00 US	\$0.00 US	<div>Active *</div>	<div>> Set</div> <div>Approve</div>
<input type="checkbox"/> 160	johnnyd1	Feb 2, 2010	202	Free	\$0.00 US	\$0.00 US	<div>Active *</div>	<div>> Set</div> <div>Approve</div>
<input type="checkbox"/> 159	johnnyd1	Feb 1, 2010	201	Free	\$0.00 US	\$0.00 US	<div>Active *</div>	<div>> Set</div> <div>Approve</div>
<input type="checkbox"/> 158	johnnyd1	Feb 1, 2010	200	Free	\$0.00 US	\$0.00 US	<div>Active *</div>	<div>> Set</div> <div>Approve</div>
<input type="checkbox"/> 157	johnnyd1	Jan 27, 2010	199	Free	\$0.00 US	\$0.00 US	<div>Active *</div>	<div>> Set</div> <div>Approve</div>
<input type="checkbox"/> 156	johnnyd1	Jan 27, 2010	198	Free	\$0.00 US	\$0.00 US	<div>Active *</div>	<div>> Set</div> <div>Approve</div>
<input type="checkbox"/> 155	johnnyd1	Jan 27, 2010	197	Free	\$0.00 US	\$0.00 US	<div>Active *</div>	<div>> Set</div> <div>Approve</div>
<input type="checkbox"/> 154	johnnyd1	Jan 27, 2010	196	Free	\$0.00 US	\$0.00 US	<div>Active *</div>	<div>> Set</div> <div>Approve</div>
<input type="checkbox"/> 153	johnnyd1	Jan 27, 2010	195	Free	\$0.00 US	\$0.00 US	<div>Active *</div>	<div>> Set</div> <div>Approve</div>
<input type="checkbox"/> 152	johnnyd1	Jan 27, 2010	194	Free	\$0.00 US	\$0.00 US	<div>Active *</div>	<div>> Set</div> <div>Approve</div>

With selected:

--Choose--

Apply

Refresh Orders

When you were looking at the orders on the [Orders > Manage Orders](#) page and it says "\$0 due" and that the order is active, that means payment for the overall order went through.

To see the details of the order, click on the order number. The order details page will look something like this:

Order Details for Order #162

Username johnnyd1

Date Thursday February 4 2010 03:02:14 PM

Gateway free

Status Active *

Invoice 203

Order Total \$0.00 US

Still due \$0.00 US

Summary of Order Items: [Listing Edit] - Edit Listing: 2010 Chevrolet Corv...

Apply changes to attached items ☒

Send Email Notifications ☒

Save

Itemized Order Items

Item	Type	Item Status	Cost
# 228 - Edit Listing: 2010 Chevrolet Corv...	Listing Edit	active	\$0.00 US
Order Total:			\$0.00 US

At the bottom, it gives an "itemized order item view" - you can see all the items in the order. If you see any that are pending, that means either the containing order is not active (meaning payment has not been received or verified), or the admin needs to approve that order item.

<tip c n>**Note:** An order can be active, and still have individual "order items" that still need to be reviewed by the admin. This will happen if you have check the "requires admin approval" box for that "item type" in the [plan item price plan settings](#).</tip>

Ok, so the payment went through (assuming the order is active), but perhaps one of the individual order items listed in the order is shown as "pending". That means in the price plan settings, you have the [require_admin_approval](#) checkbox checked, so that it does not automatically go active when the order goes active. You will need to review that item and approve or decline it. You can click on the order item to view the details and approve/decline it¹⁾. Another way to see all the pending order items (not just the ones in a certain order), go to the [Orders > Manage Items](#) page, the default filters are set up to display all pending order items. (TODO: Screenshot of pending order items)

You will see the same pending order item there, you can click on the ID/name of the order item to see more details of the order item.

Items

Show Billing Set to: Pending Using: Any Type * Narrow Selection

Item	Date	User	Type	Status
<input type="checkbox"/> Edit Listing: 2010 Chevrolet Corv...	Feb 4, 2010	johnnyd1	Listing Edit	Pending > Apply
<input type="checkbox"/> [Renew] 2010 Chevrolet Co...	Feb 2, 2010	johnnyd1	Listing Renew/Upgrade	Pending > Apply
<input type="checkbox"/> 2010 Chevrolet Co...	Feb 1, 2010	johnnyd1	Auction	Pending > Apply
<input type="checkbox"/> [Renew] Heart-Shaped Ring	Feb 1, 2010	johnnyd1	Listing Renew/Upgrade	Pending > Apply
<input type="checkbox"/> 2007 Aston Martin...	Jan 27, 2010	johnnyd1	Classified	Pending > Apply
<input type="checkbox"/> [Upgrade] Heart-Shaped Ring	Jan 27, 2010	johnnyd1	Listing Renew/Upgrade	Pending > Apply
<input type="checkbox"/> Heart-Shaped Ring	Jan 27, 2010	johnnyd1	Auction	Pending > Apply
<input type="checkbox"/> Bulova Watch with...	Jan 27, 2010	johnnyd1	Classified	Pending > Apply
<input type="checkbox"/> IPOD Touch 8GB	Jan 27, 2010	johnnyd1	Auction	Pending > Apply
<input type="checkbox"/> Beautiful Home	Jan 27, 2010	johnnyd1	Classified	Pending > Apply

With selected: --Choose-- Apply

Now, if you are asking yourself "why didn't this automatically get approved when the order went active?". To find out, click on the order item ID to see the [order item details page](#), it will look something like below:

General Item Info

Item ID 228

Attached to Order # 162

Price Plan Settings [Silver Auctions Plan](#)

Item last modified Feb 4, 2010

User [johnnyd1](#)


Item Type Edit Listing

Status Pending > Apply

☒ Send E-Mail Notifications

The item details page will help you answer why the order item was not auto-approved. On that page, you will see [Price Plan Settings](#), where it will display the price plan used (what the arrow is pointing to in the illustration above), and it links directly to the settings where you can review which "plan items" are set to [Require Admin Approval](#).

On that page, you will see that the order item type has the [Require Admin Approval](#) checked. There's the answer to why the order item was not auto-approved when the order went active, because it is set to need admin approval.

Price Plan Items 		
Stop requiring admin approval	Auction Final Fees	
Require admin approval	Auction	Configure
Stop requiring admin approval	Classified	
Require admin approval	Edit Listing	
Require admin approval	Storefront Subscription	Configure
Require admin approval	Account Balance	
Require admin approval	Listing Changed by Admin	
Require admin approval	Listing Renew/Upgrade	Configure
Require admin approval	Subscription	
	Images	Configure

For more details, see [Something Pending in System, Help!](#)

1)
As long as the order that the order item is contain in is active. If the main order is not active, the order items in that order cannot be activated.

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