



# WooCommerce User Manual

By

Design"N"Buy

## Introduction

The world's favorite eCommerce solution that gives you complete control to sell anything. WooCommerce is built to integrate seamlessly with WordPress, which is the world's most popular and powerful method for creating a website.

Transform your WordPress website into a thoroughbred eCommerce store. Delivering enterprise-level quality and features whilst backed by a name you can trust.

This user guide will help you familiarize yourself with all of WooCommerce features. You will also be able to efficiently manage your WooCommerce site.

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## About WooCommerce

WooCommerce is built to integrate seamlessly with WordPress, making it the obvious eCommerce choice for existing WordPress users, and connecting you to the fast-growing WordPress ecosystem.

From real products and digital downloads to subscriptions, content and even your time, you'll be able to set up a WooCommerce store to sell worldwide (or by country, as you wish).

WooCommerce is designed to ensure your store and products look as good on a desktop computer as they do on your customers' mobile phones. You can even turn your existing WooCommerce store into a mobile app with no custom coding by using a few third party tools/services.

## Getting Started

The first step in setting up your WooCommerce powered online store is to install the plugin itself. But before doing so, check the minimum server requirements:

- PHP 5.2.4 or greater
- MySQL 5.0 or greater
- The mod\_rewrite Apache module (for permalinks)
- fsockopen support (for payment gateway IPN access)
- (optional) An SSL certificate if you wish to install direct payment gateways
- (optional) Some plugins for WooCommerce require cURL
- (optional) Some plugins for WooCommerce require SOAP

You should also check [WordPress minimum requirements](#).

<https://wordpress.org/about/requirements/>

## WooCommerce Installation

There is two way of WooCommerce installation; Automatic installation or Manual installation.

### Automatic installation

If you have web hosting already and would like to install WooCommerce using the WordPress Admin to install the plugin is the most straightforward option, as it handles the file transfer without you needing to leave the Web browser.

To install WooCommerce:

1. **Log in** to your WordPress Admin panel
2. **Go to: Plugins > Add New**
3. **Type** 'WooCommerce' into the Search Plugins field and hit Enter. Once found, you can view details such as the the point release, rating and description.
4. **Click** Install Now. After clicking the link, you'll be asked if you're sure you want to install the plugin.
5. **Click** Yes, and WordPress completes the installation.

After clicking that link you will be asked if you're sure you want to install the plugin. Click yes and WordPress will automatically complete the installation process.

## FTP Setup

It's possible at this stage that you'll be taken to a page requesting FTP details of your webserver. This happens if you've not installed a plugin on this particular installation of WordPress. If that's the case, fill in your details to complete installation.

## Manual Installation

The manual installation process involves downloading the plug-in and uploading it to your webserver via your FTP application.

1. Download the WooCommerce plug-in file to your computer and unzip it.
2. Using an FTP program, or your hosting control panel, upload the unzipped plugin folder to your WordPress installation's `wp-content/plugins/` directory.
3. Activate the plugin from the Plugins menu within the WordPress admin.

Upon activation, WooCommerce will install several things that it requires to function correctly:

- Several new pages (My Account > Edit my address, View Order, Cart, Checkout > Pay, Thank you, Track your order)
- Custom post types and taxonomies for orders and products
- Several new widgets and shortcodes
- A 'shop manager' user role for giving shop admin access to users

Do not delete the installed pages unless you know what you are doing – WooCommerce requires these to show elements such as the cart and the checkout process.

## The final step

Once you've finished installation go to the Reading > Permalinks settings in WordPress and resave your permalinks. This will clear up any issues relating to the new Custom Post Types the plugin created during installation process.

## Updating WooCommerce

As with installation you can choose to update WooCommerce automatically or manually.

**Important:** before you update it is recommended that you **backup your current installation** of WooCommerce as well as your WordPress database.

### Automatic Update

After you backup your site go to **Plugins > Installed Plugins** within WordPress to view a list of Plugins you've previously installed. If an update to WooCommerce is available you will see a notice beneath the plugin listing which states the point release which is now available as well as links to view the details of that version and to update automatically.

To update simply click the 'Update Automatically' link. You may be asked for your webserver's FTP details, if that's the case fill them in to complete the update.

### Manual Update

To manually update WooCommerce: First, backup your site then **download the latest version of the plugin** (<https://wordpress.org/plugins/woocommerce/>) from our WordPress plugin page and upload it to the **wp-content/plugins** directory on your web server overwriting the old files.

**Important:** After updating to WC 2.3 go to: **Setting > Permalinks** after updating and **Save** changes.

### The final step

It is recommended that after the upgrade process is complete that you simply de and re-activate WooCommerce

## Uninstall WooCommerce

There are two things to understand when uninstalling WooCommerce.

If you deactivate and delete the plugin from the WordPress Admin, you are deleting WooCommerce settings and database tables, and trashing the pages created when first installed.

If you need to remove **ALL** WooCommerce data, including products, order data, etc., go to: **WooCommerce > System Status > Tools** and enable the Remove post types on uninstall. Doing this deletes all WooCommerce data when you deactivate and delete the plugin from the WordPress Admin.

The screenshot shows the WordPress admin dashboard with the WooCommerce menu expanded. The 'System Status' option is highlighted with a blue arrow. The main content area shows the 'Tools' tab under 'System Status'. The 'Tools' section contains several options with corresponding buttons and descriptions:

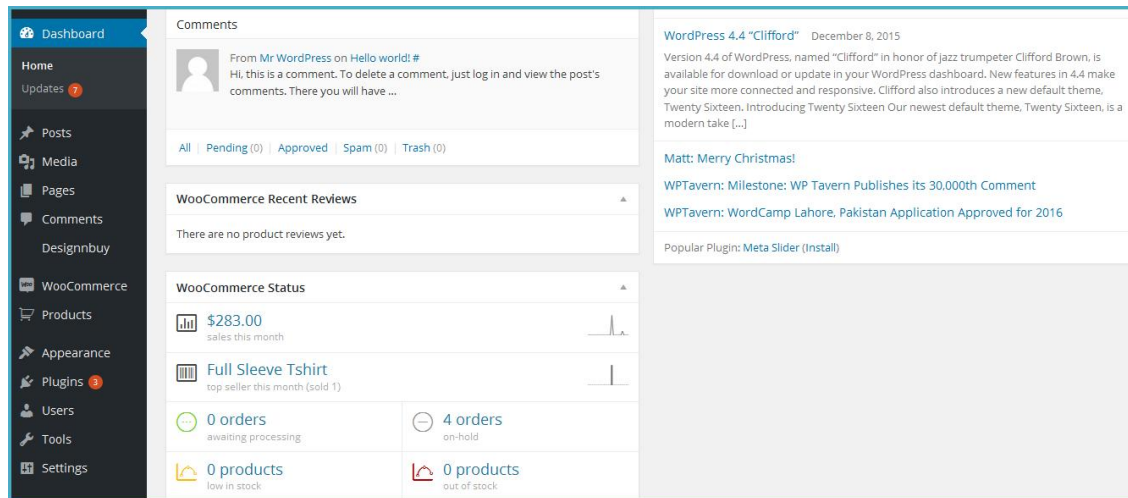
- WC Transients: Clear transients (This tool will clear the p...)
- Expired Transients: Clear expired transients (This tool will cl...)
- Term counts: Recount terms (This tool will recount pro...)
- Capabilities: Reset capabilities (This tool will reset the WooCommerce admin pages.)
- Customer Sessions: Clear all sessions (Warning: This tool wil...)
- Install WooCommerce Pages: Install pages (Note: This tool will install a...)
- Delete all WooCommerce tax rates: Delete ALL tax rates (Note: This option v...)
- Template Debug Mode: ☐ Enabled (This tool will disable template overrides for k...)
- Remove post types on uninstall: ☐ Enabled (This tool will delete all product and order po...)

A blue arrow points to the 'Remove post types on uninstall' checkbox, which is currently unchecked.



## Dashboard Widgets

Upon activation WooCommerce will install several widgets detailing different aspects of your store. Just like any other dashboard widget, they can all be viewed and arranged on your WordPress dashboard.



First of all you will notice that the **Right Now** widget has been enhanced to contain a statistical overview of your WooCommerce store. You can now see product and order totals, as well as stock notifications.

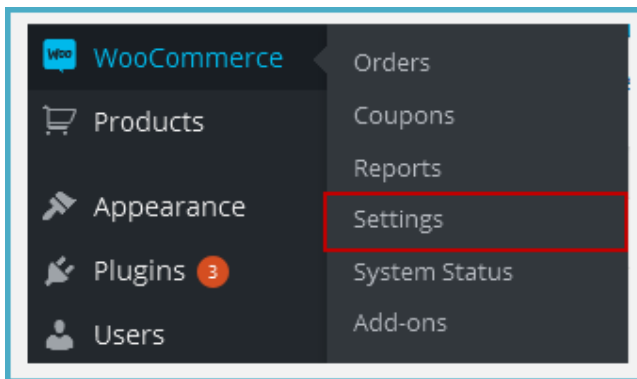
There is also a handy monthly sales graph so that you can monitor your stores performance at a glance.

Finally, you will also find your stores most recent orders and product reviews.

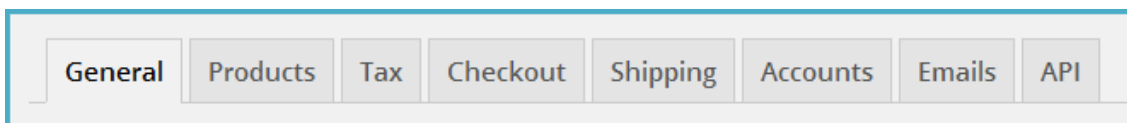
## Configuration

On this page we're going to walk through all the settings available to you in WooCommerce. You'll find information about General WooCommerce settings as well as Product, Tax, Checkout, Shipping, Accounts, Email, and Webhooks settings. Please note this doc is relevant for WooCommerce 2.3 and newer.

To configuring your shop go to **WooCommerce > Settings**. Then walk through the documentation below in each section to get information on every setting.



Welcome to the WooCommerce command center. Inside this panel you'll find all the core WooCommerce settings.



## General

### General Options

Here is where we have some simple and basic settings for every store.

#### Base Location

This defines your shops base country and state (i.e. where you are based as a seller). It determines default tax rates and customer locations.

## Selling Location(s)

Select if you would like to sell to all countries or to specific countries. You can choose multiple specific countries or states.

## Default Customer Address

When a guest initially visits your store we don't know their location when calculating taxes and shipping; this setting lets you choose the location we assume they are in, before they enter it.

- **Shop base address** will let the system assume they are in the same location as your shop.
- **No address** will give them no location – taxes won't be calculated.
- **Geolocate address** will verify where they are currently located and calculate taxes accordingly. (New in WC 2.3+)

## Store Notice

Enable site-wide store notice text by selecting the checkbox then editing your message below. This message will show up across the top of your site and can be stylized with CSS to fit your theme. For example, adding the following to your custom CSS will make the background of the Store Notice white:

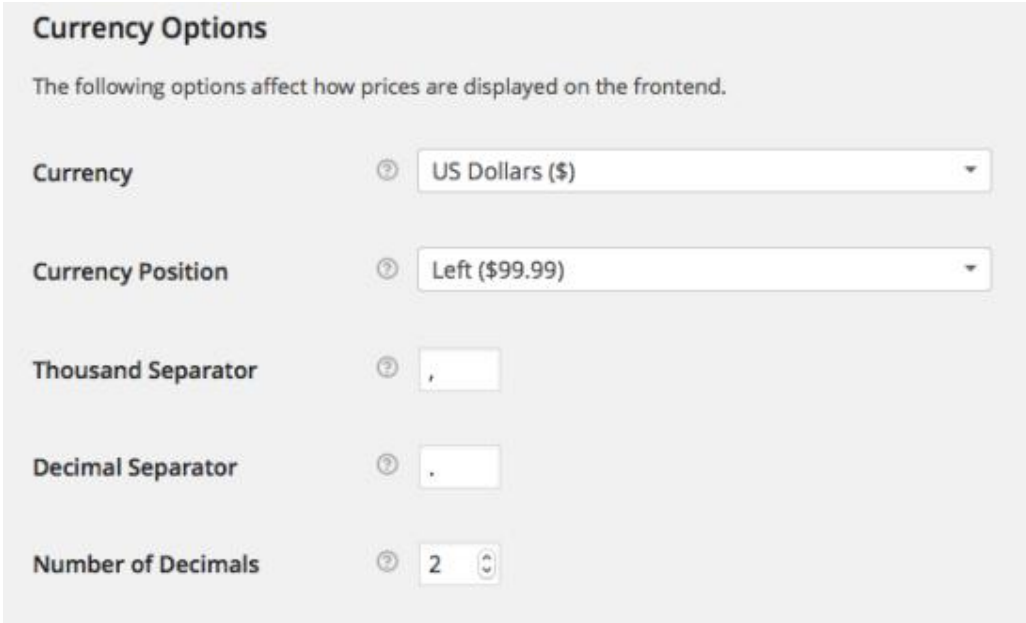
```
p.demo_store {background: white;}
```

## API

Chose to enable the REST API. This API is aimed at developers to use. You can enable it to access your store data from outside of WordPress, for example from our iOS app or other external apps. [More details on the REST API can be found here.](#)

## Currency Options

The following options affect how prices are displayed on the front-end.



The screenshot shows the 'Currency Options' settings panel in WooCommerce. It has a title 'Currency Options' and a subtitle 'The following options affect how prices are displayed on the frontend.' Below this are five settings, each with a help icon (question mark in a circle) and a control element:

- Currency:** A dropdown menu showing 'US Dollars (\$)'.
- Currency Position:** A dropdown menu showing 'Left (\$99.99)'.
- Thousand Separator:** A text input field containing a comma (,).
- Decimal Separator:** A text input field containing a period (.).
- Number of Decimals:** A spinner control set to the value '2'.

### Currency

Choose the default currency of the store. Only one default currency may be selected.

### Currency Position

Choose the default currency position for your prices: Left, Right, Left/Right with space

### Thousand Separators

choose the symbol to use for the thousand separators: ex. 1,000

### Decimal Separator

Choose the symbol to use for the decimal separator: ex. 100.00

### Number of Decimals

Choose how many numbers to display to the right of the decimal when displaying prices. ex.  
2 = 100.00

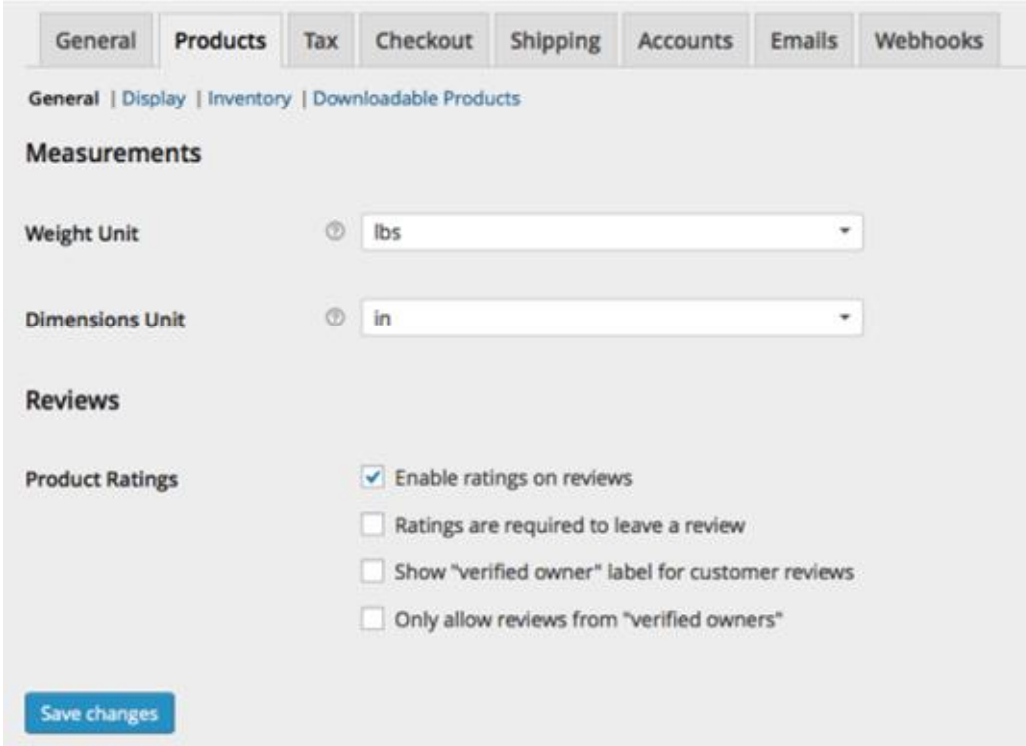
Note: The Style & Scripts settings are now in their own plugin called [WooCommerce Colors](#), which integrates with the WordPress customizer. Most themes provide their own styling, but if you'd like those settings back use our **FREE** [WooCommerce Colors](#) plugin.

## Products

Here you will find the settings for your products and how they are displayed, including product image sizes, inventory, and downloadable product settings.

### General

In the general sub navigation section we have our **Measurements** and **Reviews** options. Select the weight and dimensions units for your products, as well as enable or disable ratings on your product reviews.



The screenshot shows the 'Products' tab selected in the WooCommerce settings. Under the 'General' sub-tab, the 'Measurements' section has 'Weight Unit' set to 'lbs' and 'Dimensions Unit' set to 'in'. The 'Reviews' section has 'Enable ratings on reviews' checked, while the other three options are unchecked. A 'Save changes' button is at the bottom left.

| General   | Products | Tax   | Checkout | Shipping | Accounts | Emails | Webhooks |
|---|----------|---|----------|----------|----------|--------|----------|
| General   Display   Inventory   Downloadable Products |          |   |          |          |          |        |          |
| <b>Measurements</b>                                   |          |   |          |          |          |        |          |
| Weight Unit   |          | lbs   |          |          |          |        |          |
| Dimensions Unit                                       |          | in  |          |          |          |        |          |
| <b>Reviews</b>  |          |   |          |          |          |        |          |
| Product Ratings                                       |          | <input checked="" type="checkbox"/> Enable ratings on reviews             |          |          |          |        |          |
|   |          | <input type="checkbox"/> Ratings are required to leave a review           |          |          |          |        |          |
|   |          | <input type="checkbox"/> Show "verified owner" label for customer reviews |          |          |          |        |          |
|   |          | <input type="checkbox"/> Only allow reviews from "verified owners"        |          |          |          |        |          |
| <a href="#">Save changes</a>                          |          |   |          |          |          |        |          |

### Product Ratings

Options include:

- Enable ratings on reviews.
- Ratings are required to leave a review.
- Show "verified owner" label for customer reviews. If a customer is logged in with their account and have purchased this product on their account they will be labeled as a 'verified owner'.
- Only allow reviews from "verified owners". Only customers that are logged in with the account they used to purchase the product can leave a product review.

## Display

General | **Products** | Tax | Checkout | Shipping | Accounts | Emails | Webhooks

General | **Display** | Inventory | Downloadable Products

### Shop & Product Pages

Shop Page ⓘ Shop × ▾

*The base page can also be used in your [product permalinks](#).*

Shop Page Display ⓘ Show products ▾

Default Category Display ⓘ Show products ▾

Default Product Sorting ⓘ Default sorting (custom ordering + name) ▾

Add to cart behaviour

☐ Redirect to the cart page after successful addition

☒ Enable AJAX add to cart buttons on archives

### Shop Page / Product Archive

select what page you would like to be the default shop page.

### Shop Page Display

Select to show products, subcategories or both.

### Default Category Display

Select to show products, subcategories or both.

### Default Product Sorting

Select the default product sorting, options include:

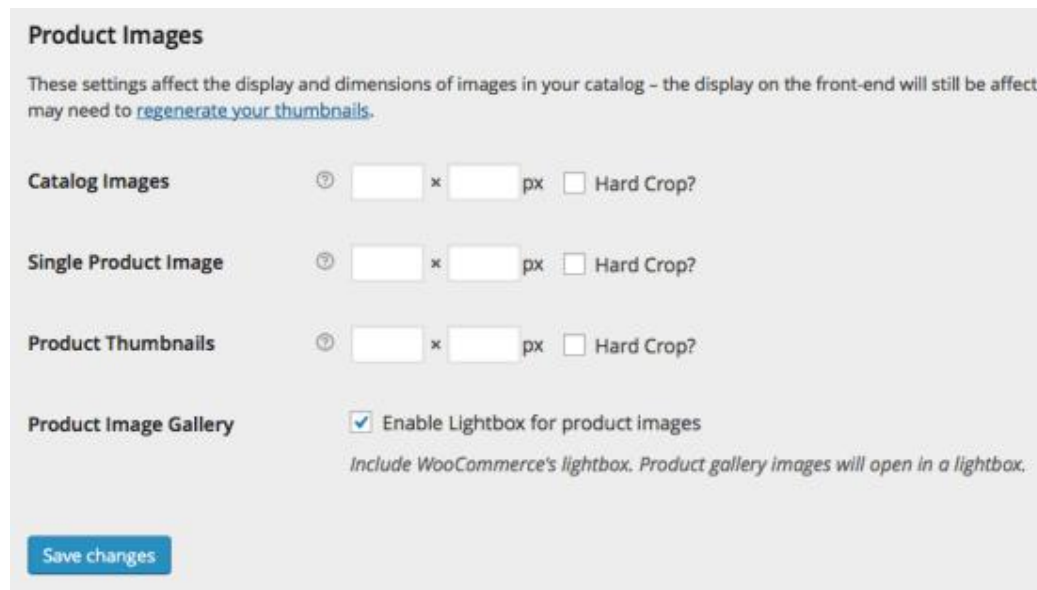
- Default product sorting (custom ordering + name)
- Popularity (sales)
- Average rating
- Sort by most recent
- Sort by price (asc/dec)

## Add to cart behavior

Options include:

- **Redirect to the cart page after successful addition** – this will automatically take your customer to the cart page upon adding a product.
- **Enable AJAX add to cart buttons on archives** – this will add the 'Add to Cart' option to your shop archive pages.

## Product Image Sizes



The screenshot shows the 'Product Images' settings page in WooCommerce. At the top, it says 'Product Images' and 'These settings affect the display and dimensions of images in your catalog – the display on the front-end will still be affected. You may need to [regenerate your thumbnails](#).' Below this are four sections: 'Catalog Images', 'Single Product Image', 'Product Thumbnails', and 'Product Image Gallery'. Each of the first three sections has a help icon, a width input field, an 'x' separator, a height input field, a 'px' unit, and a 'Hard Crop?' checkbox. The 'Product Image Gallery' section has a checked checkbox for 'Enable Lightbox for product images' and a note: 'Include WooCommerce's lightbox. Product gallery images will open in a lightbox.' At the bottom left is a 'Save changes' button.

These settings effect the actual dimensions of images saved in your catalog once you upload an image – the display on the front-end will be overridden by CSS styles if applied. If you were to change these settings you would need to [regenerate your thumbnails](#) if you had previously uploaded images, in order for the new image size settings to be applied.

Image size options include:

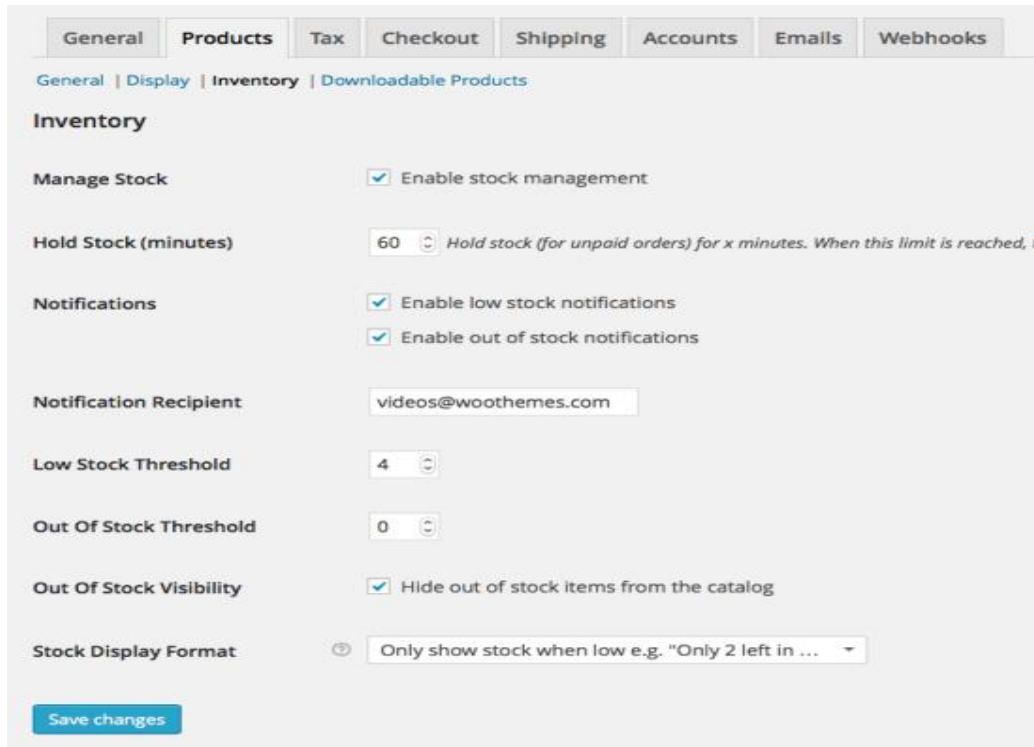
- Catalog Images
- Single Product Image
- Product Thumbnails

Learn more about how to [add WooCommerce product images and galleries](#).

If you are having trouble with blurry product images, please review [Using the Appropriate Product Image Dimensions](#).

## Inventory Options

To edit your shop's inventory options go to: **WooCommerce > Settings > Product > Inventory**.



The screenshot shows the 'Inventory' settings page in WooCommerce. At the top, there are tabs for 'General', 'Products', 'Tax', 'Checkout', 'Shipping', 'Accounts', 'Emails', and 'Webhooks'. Below these, there are sub-tabs for 'General', 'Display', 'Inventory', and 'Downloadable Products'. The 'Inventory' sub-tab is active. The settings are organized into sections: 'Manage Stock' with a checked 'Enable stock management' checkbox; 'Hold Stock (minutes)' with a spinner set to 60 and a description; 'Notifications' with checked checkboxes for 'Enable low stock notifications' and 'Enable out of stock notifications'; 'Notification Recipient' with a text field containing 'videos@woothemes.com'; 'Low Stock Threshold' with a spinner set to 4; 'Out Of Stock Threshold' with a spinner set to 0; 'Out Of Stock Visibility' with a checked checkbox for 'Hide out of stock items from the catalog'; and 'Stock Display Format' with a dropdown menu showing 'Only show stock when low e.g. "Only 2 left in ...' and an information icon. A 'Save changes' button is at the bottom left.

Here you can choose whether you want to enable stock management or not. If selected you have the following options available:

- **Hold Stock (minutes)** – Hold stock (for unpaid orders) for x minutes. When this limit is reached, the pending order will be cancelled. Leave blank to disable.
- **Enable low stock notifications**
- **Enable out of stock notifications**
- **Notification Recipient** – set the email for low and out of stock notifications.
- **Low Stock Threshold** – set the number of products to trigger the low stock notification.
- **Out Of Stock Threshold** – set the number of products to trigger out of stock status.
- **Out Of Stock Visibility** – Choose to hide out of stock items from the catalog.
- **Stock Display Format** – Options include:
  - Always show stock – eg. "12 in stock"
  - Only show stock when low – eg. "Only 2 left in stock" vs. "In stock"
  - Never show stock amount



## Downloadable Products

The screenshot shows the 'Downloadable Products' settings in the WooCommerce admin panel. The 'Products' tab is selected. The 'Downloadable Products' section has two main areas: 'File Download Method' and 'Access Restriction'. The 'File Download Method' is set to 'Force Downloads'. The 'Access Restriction' section has two checked options: 'Downloads require login' and 'Grant access to downloadable products after payment'. A 'Save changes' button is located at the bottom left of the settings area.

### File Download Method

This option controls how your store will serve downloadable files to purchasers. Options include:

- **Force Downloads** – Files are ‘forced’ to download via a PHP script. The files shouldn’t be accessible to anyone but purchasers and direct links are hidden.
- **X-Accel-Redirect/X-Sendfile** – This is similar to ‘forced’ above, however it has much better performance and can support larger files. This option requires that your hosting provider supports either X-Sendfile or X-Accel-Redirect so you will need to check with them first.
- **Redirect only** – Download links simply link the user to the file. Files are not protected from outside access.

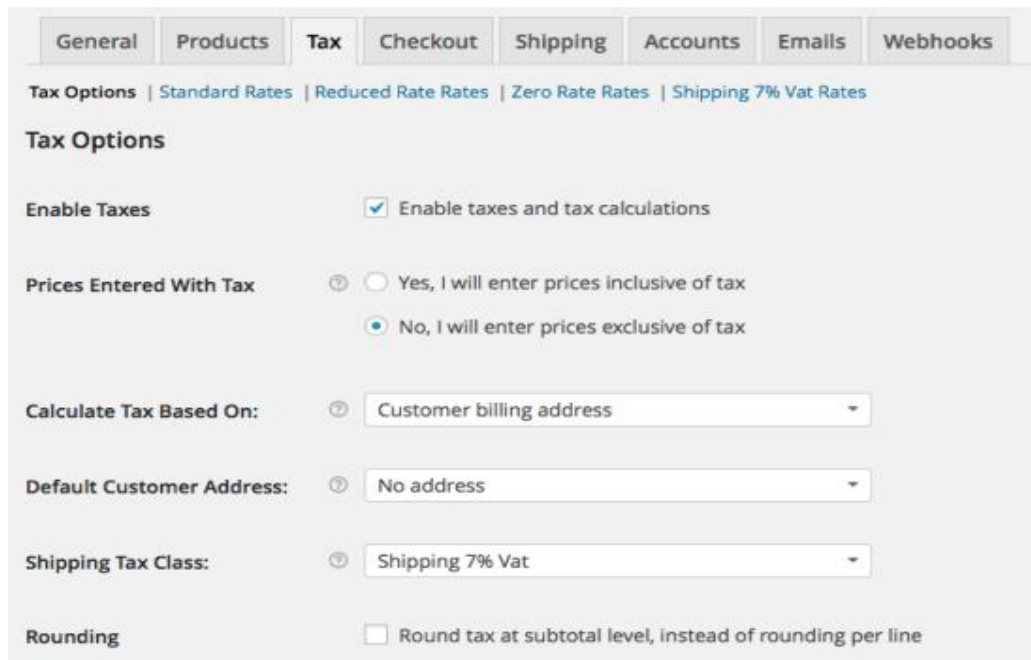
Most stores will want to use one of the top 2 methods as these keep your files safe from outside access. Redirect should only be used if you encounter problems or don’t mind downloads being insecure.

### Access Restriction

Options include:

- **Select if downloads require login** – This setting does not apply to guest purchases.
- **Grant access to downloadable products after payment** – Enable this option to grant access to download when orders are “processing”, rather than “completed”.

## Tax



The screenshot shows the 'Tax' tab in the WooCommerce settings. At the top, there are tabs for General, Products, Tax, Checkout, Shipping, Accounts, Emails, and Webhooks. Below the tabs, there are links for 'Tax Options', 'Standard Rates', 'Reduced Rate Rates', 'Zero Rate Rates', and 'Shipping 7% Vat Rates'. The 'Tax Options' section includes: 'Enable Taxes' with a checked checkbox and the text 'Enable taxes and tax calculations'; 'Prices Entered With Tax' with two radio buttons, 'No, I will enter prices exclusive of tax' being selected; 'Calculate Tax Based On:' with a dropdown menu set to 'Customer billing address'; 'Default Customer Address:' with a dropdown menu set to 'No address'; 'Shipping Tax Class:' with a dropdown menu set to 'Shipping 7% Vat'; and 'Rounding' with an unchecked checkbox and the text 'Round tax at subtotal level, instead of rounding per line'.

Taxes are complex enough to warrant their own separate section explaining how to set them up and how they work.

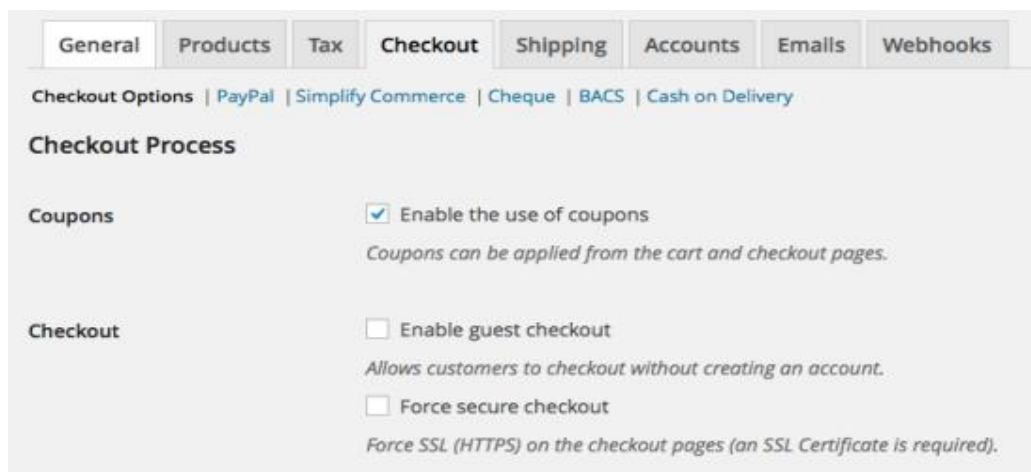
Learn more about [WooCommerce Tax Settings here](#).

<https://docs.woothemes.com/document/setting-up-taxes-in-woocommerce/>

## Checkout

Here you can control settings for your checkout pages and coupon usage as well as your payment gateway settings.

### Checkout Options



The screenshot shows the 'Checkout' tab in the WooCommerce settings. At the top, there are tabs for General, Products, Tax, Checkout, Shipping, Accounts, Emails, and Webhooks. Below the tabs, there are links for 'Checkout Options', 'PayPal', 'Simplify Commerce', 'Cheque', 'BACS', and 'Cash on Delivery'. The 'Checkout Process' section includes: 'Coupons' with a checked checkbox and the text 'Enable the use of coupons' and 'Coupons can be applied from the cart and checkout pages.'; 'Checkout' with two unchecked checkboxes, 'Enable guest checkout' and 'Force secure checkout', with the text 'Allows customers to checkout without creating an account.' and 'Force SSL (HTTPS) on the checkout pages (an SSL Certificate is required).' respectively.

Under the Checkout Options sub navigation section there are options for the general checkout process of your store.

## Checkout Process

### Coupons

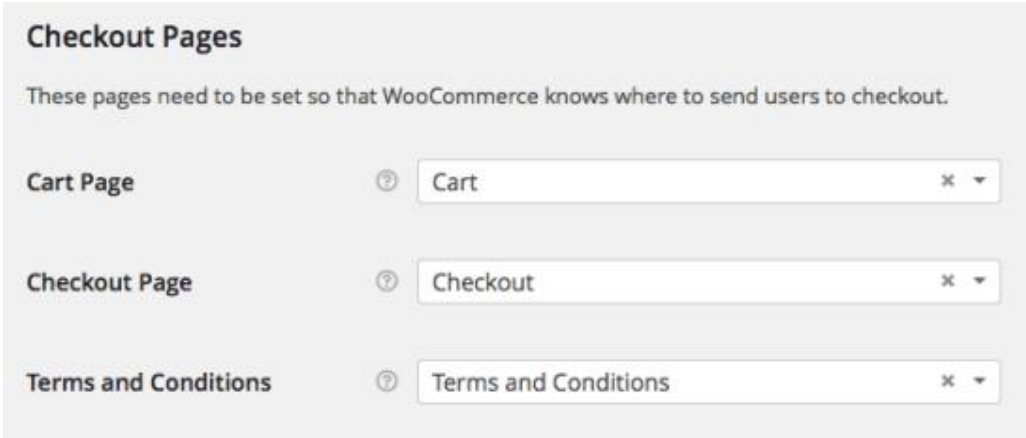
select to **enable the use of coupons** – Coupons can be applied from the cart and checkout pages.

### Checkout

Options include:

- **Enable guest checkout** – Allows customers to checkout without creating an account.
- **Force secure checkout** – Force SSL (HTTPS) on the checkout pages (an SSL Certificate is required).
- **Force HTTP when leaving the checkout** – Forces pages to load over HTTP instead of (SSL) HTTPS like the checkout pages. Useful for certain gateways that may require this.

## Checkout Pages



**Checkout Pages**

These pages need to be set so that WooCommerce knows where to send users to checkout.

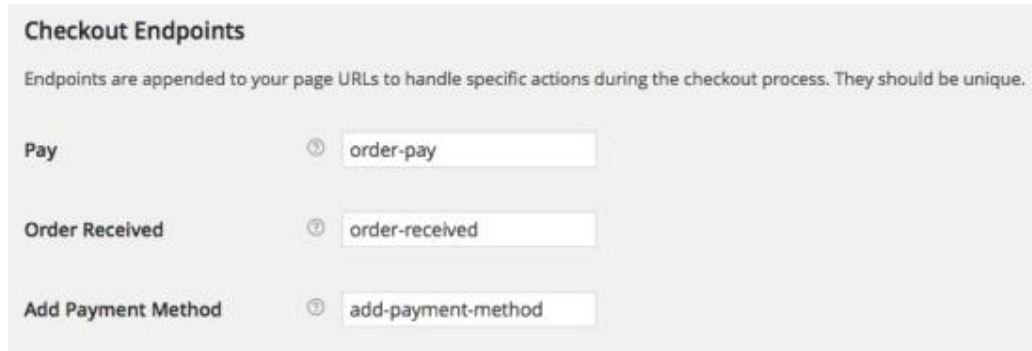
|                      |   |                      |   |
|----------------------|---|----------------------|---|
| Cart Page            | ? | Cart                 | x |
| Checkout Page        | ? | Checkout             | x |
| Terms and Conditions | ? | Terms and Conditions | x |

These pages need to be set so that WooCommerce knows where to send users to checkout:

### Cart Page, Checkout Page, and Terms and Conditions

The cart and checkout pages will automatically be installed with WooCommerce. If you want a Terms and Conditions page you will need to create your own custom page, then select the page in the settings as shown above.

## Checkout Endpoints



**Checkout Endpoints**

Endpoints are appended to your page URLs to handle specific actions during the checkout process. They should be unique.

Pay

Order Received

Add Payment Method

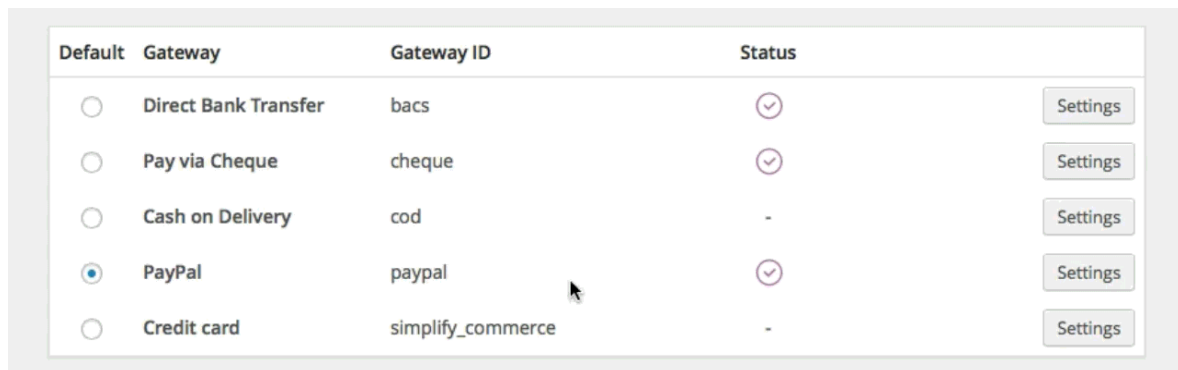
Endpoints are appended to your page URLs to handle specific actions during the checkout process. They should be unique.

Learn more about [endpoints in WooCommerce here](#).

<https://docs.woothemes.com/document/woocommerce-endpoints-2-1/>

## Payment Gateways

Installed gateways are listed here. You can drag and drop the gateways to control the order they display in on the front end.



| Default                          | Gateway              | Gateway ID        | Status |          |
|----------------------------------|----------------------|-------------------|--------|----------|
| <input type="radio"/>            | Direct Bank Transfer | bacs              | ✓      | Settings |
| <input type="radio"/>            | Pay via Cheque       | cheque            | ✓      | Settings |
| <input type="radio"/>            | Cash on Delivery     | cod               | -      | Settings |
| <input checked="" type="radio"/> | PayPal               | paypal            | ✓      | Settings |
| <input type="radio"/>            | Credit card          | simplify_commerce | -      | Settings |

Learn more about [Premium Payment Gateway options here](#).

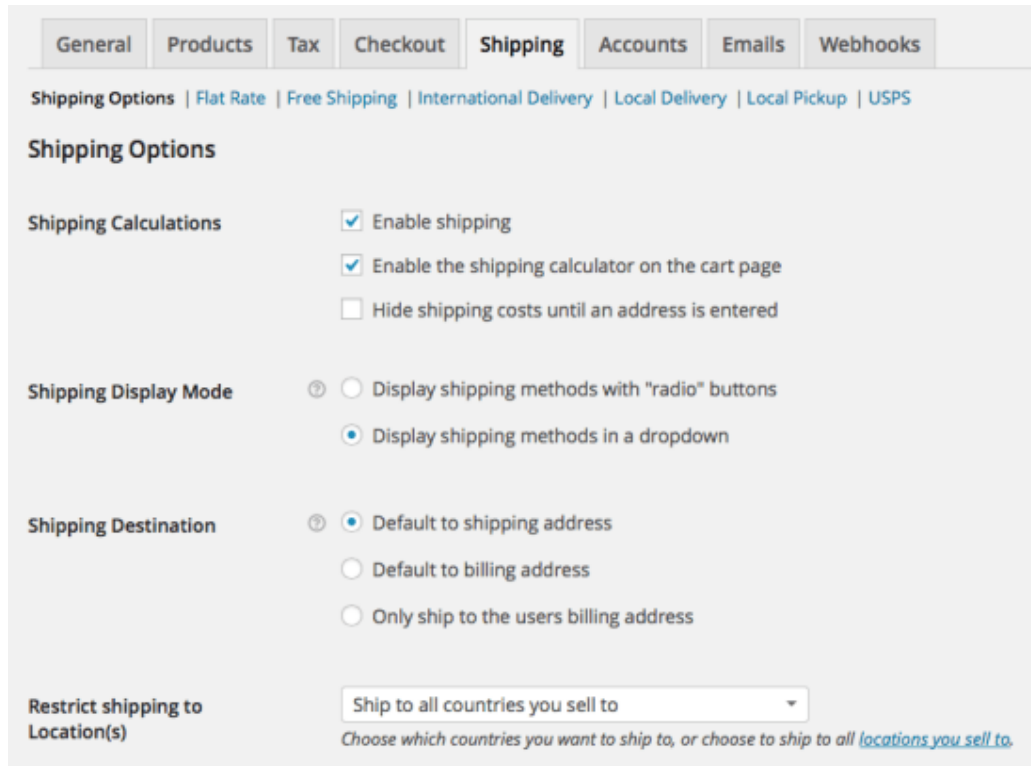
<https://docs.woothemes.com/document/premium-payment-gateway-extensions/>

Learn more about the [core payment options included in WooCommerce for free here](#).

<https://docs.woothemes.com/documentation/plugins/woocommerce/getting-started/sell-products/core-payment-options/>

## Shipping

### Shipping Options



The screenshot shows the 'Shipping' tab in the WooCommerce settings. At the top, there are tabs for General, Products, Tax, Checkout, Shipping (selected), Accounts, Emails, and Webhooks. Below the tabs, there are links for Shipping Options, Flat Rate, Free Shipping, International Delivery, Local Delivery, Local Pickup, and USPS. The 'Shipping Options' section is expanded, showing the following settings:

- Shipping Calculations:**
  - ☒ Enable shipping
  - ☒ Enable the shipping calculator on the cart page
  - ☐ Hide shipping costs until an address is entered
- Shipping Display Mode:**
  - ☐ Display shipping methods with "radio" buttons
  - ☒ Display shipping methods in a dropdown
- Shipping Destination:**
  - ☒ Default to shipping address
  - ☐ Default to billing address
  - ☐ Only ship to the users billing address
- Restrict shipping to Location(s):**
  - A dropdown menu is set to 'Ship to all countries you sell to'.
  - Below the dropdown, it says: 'Choose which countries you want to ship to, or choose to ship to all [locations you sell to](#).'

### Shipping Calculations

- Enable shipping
- Enable the shipping calculator on the cart page
- Hide shipping costs until an address is entered

### Shipping Display Mode

Display shipping methods with “radio” buttons or in a dropdown.

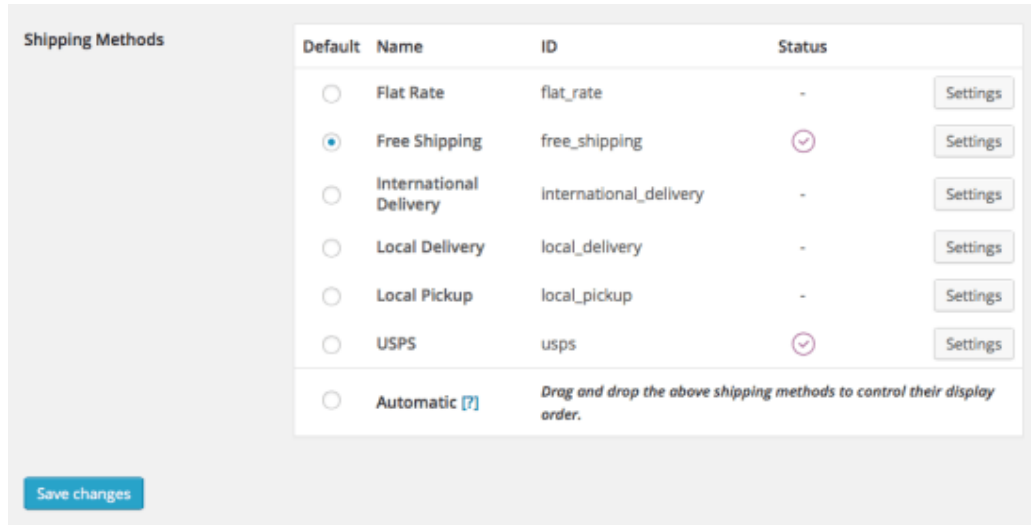
### Shipping Destination

Ship to billing address by default or only ship to the users billing address.

### Restrict shipping to Location(s)

Ship to all countries you sell to to specify certain countries you will not ship to.

## Shipping Methods



The screenshot shows the 'Shipping Methods' settings page. It features a table with columns: Default, Name, ID, Status, and a Settings button. The table lists several shipping methods: Flat Rate, Free Shipping (selected), International Delivery, Local Delivery, Local Pickup, USPS, and Automatic. Each method has a radio button for selection and a 'Settings' button. The 'Automatic' method has a note: 'Drag and drop the above shipping methods to control their display order.' A 'Save changes' button is located at the bottom left.

| Default                          | Name                        | ID   | Status |          |
|----------------------------------|-----------------------------|--|--------|----------|
| <input type="radio"/>            | Flat Rate                   | flat_rate  | -      | Settings |
| <input checked="" type="radio"/> | Free Shipping               | free_shipping  | ✓      | Settings |
| <input type="radio"/>            | International Delivery      | international_delivery   | -      | Settings |
| <input type="radio"/>            | Local Delivery              | local_delivery   | -      | Settings |
| <input type="radio"/>            | Local Pickup                | local_pickup   | -      | Settings |
| <input type="radio"/>            | USPS                        | usps   | ✓      | Settings |
| <input type="radio"/>            | Automatic <a href="#">?</a> | Drag and drop the above shipping methods to control their display order. |        |          |

Save changes

Here you can choose which shipping option is default or enabled and you can drag and drop to reorder these in whatever order you prefer.

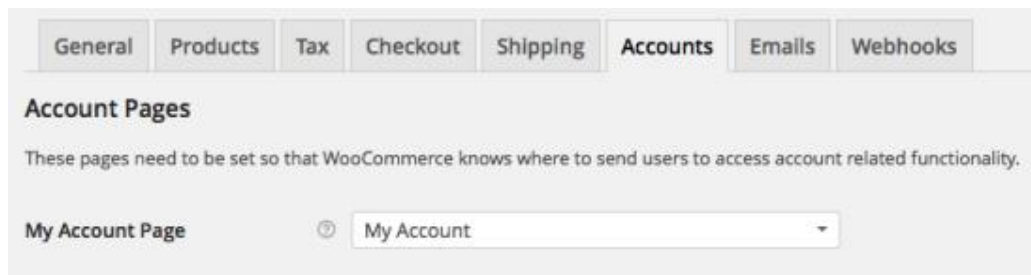
To learn more about the core shipping settings see our documentation here:

[WooCommerce Shipping Documentation](#)

<https://docs.woothemes.com/documentation/plugins/woocommerce/getting-started/shipping/>

## Accounts

### Account Pages



The screenshot shows the 'Accounts' settings page. It has a tabbed interface with tabs for General, Products, Tax, Checkout, Shipping, Accounts (selected), Emails, and Webhooks. The 'Account Pages' section contains a text box stating: 'These pages need to be set so that WooCommerce knows where to send users to access account related functionality.' Below this, there is a label 'My Account Page' and a dropdown menu currently showing 'My Account'.

These pages need to be set so that WooCommerce knows where to send users to access account related functionality.

### My Account Page

Select the page from the dropdown that you want to use for the My Account page.

## My Account Endpoints

### My Account Endpoints

Endpoints are appended to your page URLs to handle specific actions on the accounts pages. They should be unique.

|               |  |
|---------------|--|
| View Order    | <input type="text" value="view-order"/>      |
| Edit Account  | <input type="text" value="edit-account"/>    |
| Edit Address  | <input type="text" value="edit-address"/>    |
| Lost Password | <input type="text" value="lost-password"/>   |
| Logout        | <input type="text" value="customer-logout"/> |

Endpoints are appended to your page URLs to handle specific actions on the accounts pages. They should be unique. Options include:

- View Order
- Edit Account
- Edit Address
- Lost Password
- Logout

Learn more about [endpoints in WooCommerce here](#).

<https://docs.woothemes.com/document/woocommerce-endpoints-2-1/>

## Registration Options

### Registration Options

|                     |  |
|---------------------|--|
| Enable Registration | <input checked="" type="checkbox"/> Enable registration on the "Checkout" page                       |
|                     | <input checked="" type="checkbox"/> Enable registration on the "My Account" page                     |
|                     | <input checked="" type="checkbox"/> Display returning customer login reminder on the "Checkout" page |
| Account Creation    | <input type="checkbox"/> Automatically generate username from customer email                         |
|                     | <input type="checkbox"/> Automatically generate customer password                                    |

Save changes

## Enable Registration

- Enable registration on the “Checkout” page
- Enable registration on the “My Account” page
- Display returning customer login reminder on the “Checkout” page

## Account Creation

Options include:

- Automatically generate username from customer email
- Automatically generate customer password

## Emails

Here you can find the email settings and templates to edit.

General Products Tax Checkout Shipping Accounts **Emails** Webhooks

Email Options | New order | Cancelled order | Processing order | Completed order | Customer invoice | Customer New account

### Email Sender Options

The following options affect the sender (email address and name) used in WooCommerce emails.

"From" Name:

"From" Email Address:

## Email Sender Options

Set the ‘From’ name and email for the sender used in WooCommerce emails.

## Email Templates

### Email Template

This section lets you customise the WooCommerce emails. [Click here to preview your email template.](#) For more advanced control copy `woocommerce/templates/emails/` to `yourtheme/woocommerce/emails/`.

Header Image:  Enter a URL to an image you want to show in the email's header. Upload your image using the [media uploader](#).

Email Footer Text:

Base Colour:  The base colour for WooCommerce email templates. Default: `#557da1`.

Background Colour:  The background colour for WooCommerce email templates. Default: `#f5f5f5`.

Email Body Background Colour:  The main body background colour. Default: `#fdfdfd`.

Email Body Text Colour:  The main body text colour. Default: `#505050`.

[Save changes](#)



This section lets you customize the WooCommerce emails. For more advanced control copy the **woocommerce/templates/emails/** folder to **yourchildtheme/woocommerce/emails/**.

It is best if you keep this customization in a child theme so your changes are not overwritten when you update your theme.

## Header Image

Enter a URL to an image you want to show in the email's header. You can upload your image using the media uploader.

## Email Footer Text

the text to appear in the footer of WooCommerce emails.

- **Base Colour** – The base colour for WooCommerce email templates.
- **Background Colour** – The background colour for WooCommerce email templates.
- **Email Body Background Colour** – The main body background colour.
- **Email Body Text Colour** – The main body text colour.

## Editing Individual Email Templates

The screenshot shows the 'Emails' tab in the WooCommerce settings. Under the 'New order' section, there are several options to configure the email notification. The 'Enable/Disable' section has a checked box for 'Enable this email notification'. The 'Recipient(s)' field is empty, with a note that it defaults to 'ryannay@me.com'. The 'Subject' field contains a default subject line using placeholders like {{site\_title}} and {{order\_number}}. The 'Email Heading' field also has a default heading. The 'Email type' is set to 'HTML'. At the bottom, there is a section for the 'HTML template' with instructions on how to override the default template by copying files to a child theme. There are buttons for 'Copy file to theme', 'View template', and 'Save changes'.

Just beneath the Email tab you will see options for the following email templates:

**New order | Processing order | Completed order | Customer invoice | Customer note | Reset password | New account**

Each email template will have the following options that you can edit:

## Enable/Disable

Enable this email notification.

## Recipient(s)

Enter recipients (comma separated) for this email. Defaults to info@woothemes.com.

## Subject

this controls the email subject line. Leave blank to use the default subject:

`{{site_title}} New customer order ({{order_number}}) - {{order_date}}`

## Email Heading

this controls the main heading contained within the email notification. Leave blank to use the default heading.

## Email type

Choose which format of email to send. Options include:

- Plain Text
- HTML
- Multipart

If using Plain Text emails, please keep in mind that text fields are limited to 155 characters. If your products have long names and/or numerous variations/add-ons, the field may be truncated.

## HTML template

to override and edit this email template copy **woocommerce/templates/emails/admin-new-order.php** to your theme folder: **yourchildtheme/woocommerce/emails/admin-new-order.php**. You also have the option to copy the template file or view on this setting screen.

## Webhooks

Webhooks in WooCommerce now have a nice UI to help manage them. We have a separate doc on using those now, head there to learn more about [Webhooks](#).

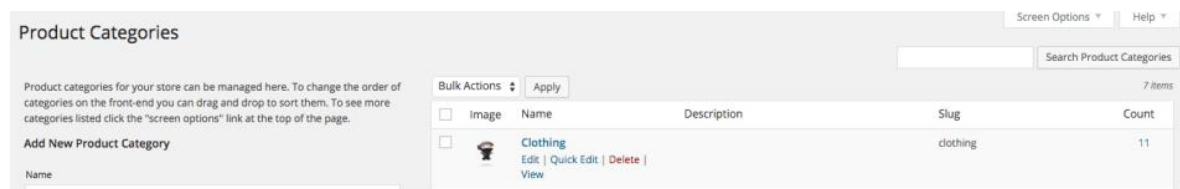
<https://docs.woothemes.com/document/webhooks/>

## Managing Product Categories, Tags and Attributes

### Product Categories

Similar to categories on your posts in WordPress, you can add, delete, and edit your product categories here. There are some added options on top of the normal category fields, you can also upload an image to be associated with the category:

Categories are managed from the **Products > Categories** screen.



Categories can also be reordered by dragging and dropping – this order will be used by default on the front end whenever the categories are listed. This includes both widgets and the subcategory view on product pages.

The taxonomy is 'product\_cat'.

### Product Tags

Product tags work in exactly the same way as post tags. See

[http://codex.wordpress.org/Posts\\_Tags\\_Screen](http://codex.wordpress.org/Posts_Tags_Screen)

The taxonomy is 'product\_tag'.

### Product Attributes

Attributes are pieces of data that can add more technical information to a product and help users refine your catalog while browsing/searching.

Creating an attribute set is done in a similar way to a category (explained later). For now we'll describe attributes and their primary benefit with a hypothetical example.

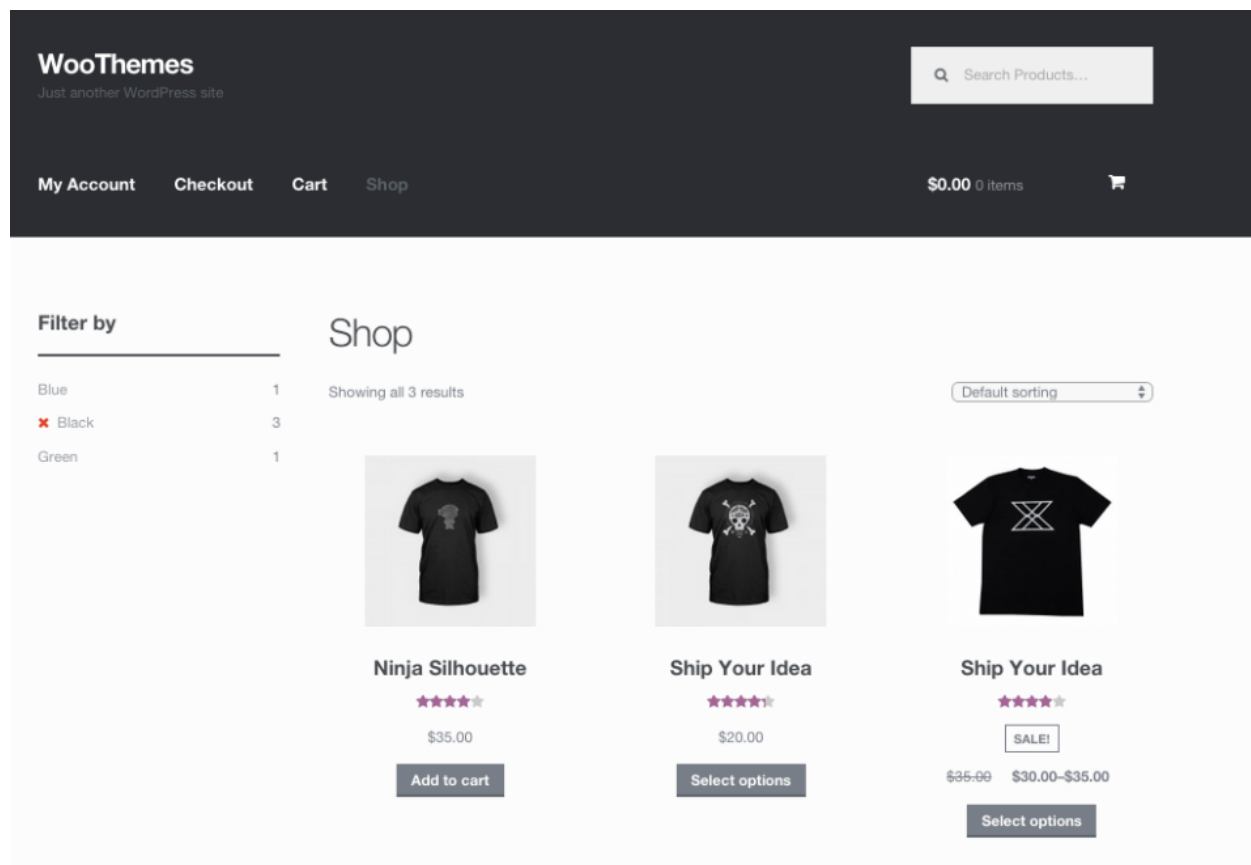
Additionally, attributes are a key component of authoring **variable products**

<https://docs.woothemes.com/document/variable-product/>

## Usage scenario

Say you're opening a clothing store, selling all the latest fashions. In this case, a top level product category will most likely be Clothing, inside of which, the majority of your catalog will reside.

Now, you could very easily create subcategories for different sizes, colors and so on, but this information is better suited as attributes. Why? Because a user can select concurrent attributes while refining their search.



## Layered navigation for the “Color” attribute

Example: A customer is looking for all black clothing. This is as simple as selecting the “Black” attribute from a sidebar widget. As you'd expect, this will refresh the page so that it only displays clothing that's been linked to the black attribute.

## Adding attributes to your store

Setting up attributes themselves uses an interface you are familiar with. It's recommended that you set up any attributes you will use over and over in this way. Navigate to **Products > Attributes** where you'll find the following screen:

| Name  | Slug  | Type            | Order by        | Terms   |
|-------|-------|-----------------|-----------------|---|
| Color | color | Select (Public) | Custom ordering | Black, Blue, Green  |
| Level | level | Select          | Custom ordering | 1, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 2, 20, 21, 22, 3, 4, 5, 6, 7, 8, 9 |
| Size  | size  | Select          | Custom ordering | Large, Medium, Small, X-Large   |

Here you can quickly and easily add attributes and their terms.

You also have the option to create attributes on a per product basis. This is useful should you want to display extra information about a product that is unlikely to apply to another. For example, you may sell a one-off Japanese game to an English audience. You could make a 'Language' attribute for that one product and display in the product data section on the front end.

## Sorting Attributes

Attribute terms can be ordered by Name, Name (Numeric), Term ID or based on a custom order you decide (by dragging and dropping the terms in the list when configuring the terms).

|       |       |        |                 |   |  |
|-------|-------|--------|-----------------|---|--|
| Level | level | Select | Custom ordering | 1, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 2, 20, 21, 22, 3, 4, 5, 6, 7, 8, 9 |  |
| Level | level | Select | Name (numeric)  | 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22 |  |

## Adding and Managing Products

Now for the fun stuff, adding your products! But before diving into your first product, you should familiarize yourself with how product categories, tags and attributes work.

### Taxonomies

Categories and tags work in much the same way as any other post type categories and tags. They can be applied before or during the creation of a product.

**Attributes**, on the other hand, are different – they can be added per product, or you can set up global attributes for the entire store to use (for example, in layered navigation).

To learn more, see: **Managing Product Categories, Tags and Attributes**

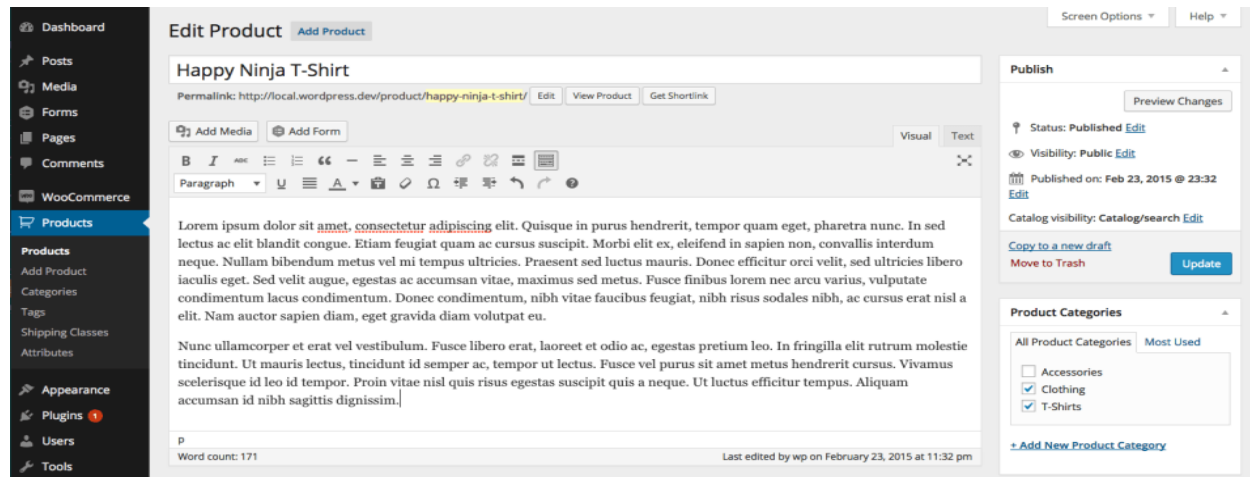
### Product Types

With attributes and categories set up and stock management configured, we can begin adding products. When adding your product, the first thing to decide is what type of product it is.

- The **Simple** product type covers the vast majority of any products you may sell. Simple products are shipped and have no options. For example, a can of drink.
- A **Grouped** product is a collection of related products which can be purchased individually and can only consist of simple products. For example, a PS3 could be a grouped product as there are 80GB, 120GB and 200GB variations of that same parent product.
- An **External** or **Affiliate** product is one that you list and describe on your website, but is sold elsewhere.
- A **Variable** product is a product that has different variations, each of which may have a different SKU, price, stock options etc. For example, a t-shirt available in several different colours and/or sizes.

## Adding a simple product

Adding a simple product is a straightforward process and similar to authoring a standard WordPress post. In the Products menu, click Add Product. You will be presented with a familiar interface and should immediately see where to type the product title and full description.

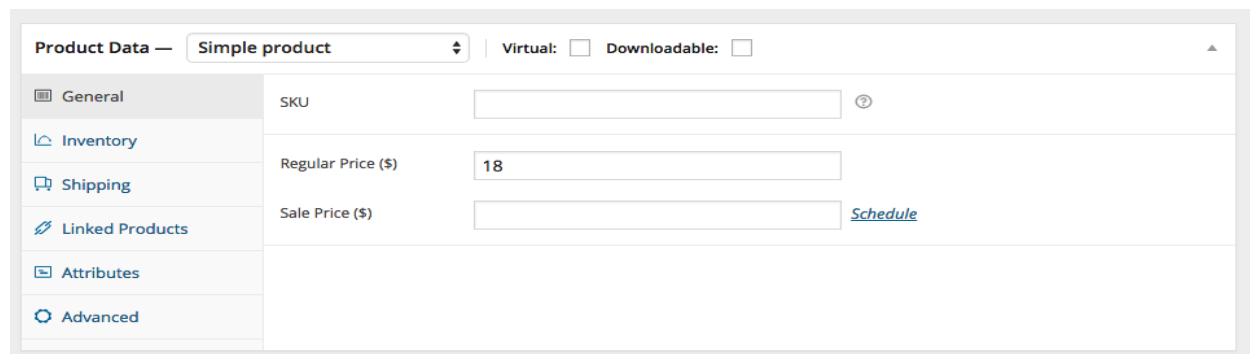


A familiar interface for adding product information

Under the main dialog box is the Product Type panel. Here you define the product type (as outlined above) and whether it is a **downloadable** (digital) or **virtual** (service) product. Virtual products don't require shipping – an order containing virtual products won't calculate a shipping cost

## Product data

Next is the Product Data tab set. This is where the majority of the product data is input.



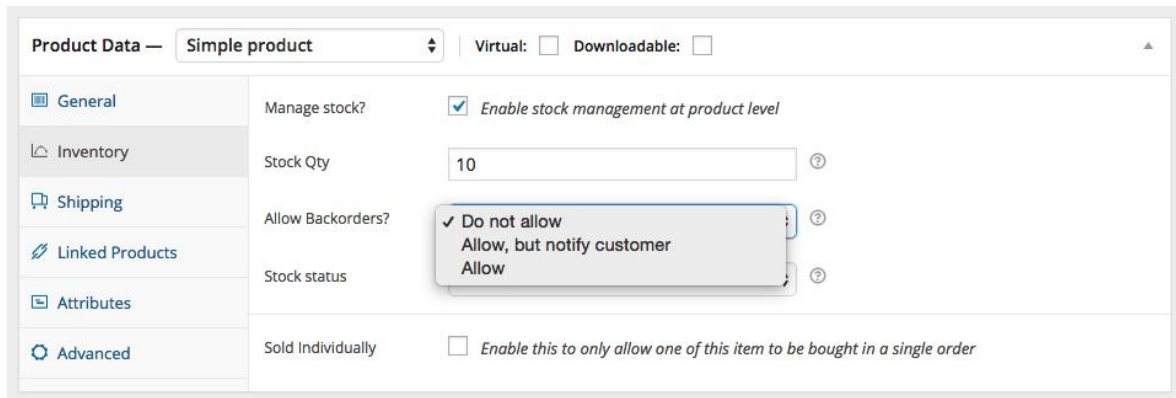
Product data is added from this panel

## General tab

- **SKU** – stock keep unit, used to track products. Must be unique, and should be named so it does not clash with post IDs.
- **Price:**
  - **Regular Price** – Item’s main price.
  - **Sale Price** – Item’s sale price.

## Inventory tab

The inventory tab allows you to manage stock for the product individually and define whether to allow back orders. If stock management is disabled from the settings page, only the ‘stock status’ option will be visible.



The screenshot shows the 'Inventory' tab in the WooCommerce product edit interface. On the left is a sidebar with tabs: General, Inventory (selected), Shipping, Linked Products, Attributes, and Advanced. The main area has a top section with 'Product Data' set to 'Simple product', and checkboxes for 'Virtual' and 'Downloadable'. Below this, the 'Inventory' section contains: 'Manage stock?' with a checked checkbox and a note 'Enable stock management at product level'; 'Stock Qty' with a text input field containing '10'; 'Allow Backorders?' with a dropdown menu showing 'Do not allow' (selected), 'Allow, but notify customer', and 'Allow'; 'Stock status' with a dropdown menu; and 'Sold Individually' with an unchecked checkbox and a note 'Enable this to only allow one of this item to be bought in a single order'.

Checking the **Sold Individually** box limits the product to 1 per order.

## Shipping tab

- **Weight** – Weight of the item.
- **Dimensions** – Length, width, and height for the item.
- **Shipping Class** – Shipping classes are used by certain shipping methods to group similar products.

## Linked Products tab

Using up-sells and cross-sells you can cross promote your products with one another. They can be added by searching for a particular product and selecting the product from the dropdown list:



The screenshot shows the 'Product Data' meta-box for a 'Simple product'. The 'Up-Sells' field contains the text 'silh'. Below it, a dropdown menu is open, showing a list of products, with '#21 - Ninja Silhouette T-Shirt' selected. The 'Cross-Sells' and 'Grouping' fields are also visible, with 'Cross-Sells' showing a search bar and 'Grouping' showing a dropdown menu.

After adding them, they will be listed in the input field:

The screenshot shows the 'Product Data' meta-box for a 'Simple product'. The 'Up-Sells' field now displays a list of selected products, including '#21 - Ninja Silhouette T-Shirt'. The 'Cross-Sells' field shows a search bar with the text 'Search for a product...'. The 'Grouping' field shows a dropdown menu with the text 'Choose a grouped product...'.

**Up-sells** are displayed on the product details page. These are products that you may wish to encourage users to upgrade; based on the product they are currently viewing. For example, if the user is viewing the coffee product listing page, you may want to display tea kettles on that same page as an up-sell.

The section is titled 'You may also like...'. It displays two product cards. The first card shows a grey t-shirt with a yellow and black graphic, titled 'Happy Ninja T-Shirt' with a price of \$18.00 and an 'Add to cart' button. The second card shows a black t-shirt with a white graphic, titled 'Ninja Silhouette T-Shirt' with a price of \$20.00 and an 'Add to cart' button.

**Cross-sells** are products that are displayed with the cart and related to the user's cart contents. As an example, if the user adds a Nintendo DS to their cart, you may want to suggest they purchase spare Styluses when they arrive at the cart page.

**Grouping** – Set this option to make a product part of a grouped product.

## Attributes tab

On the attributes tab, you can assign attributes to a product. You will see a select box containing global attribute sets you created (e.g., platform). See **Managing Product Categories, Tags and Attributes** for help on setting these up.

Once you have chosen an attribute from the select box, click add and you can apply the terms attached to that attribute (e.g., Nintendo DS) to the product. You can hide the attribute on the frontend by leaving the visible checkbox unticked.

Custom attributes can also be applied by choosing 'Custom product attribute' from the select box. These are added at the product level and won't be available in the layered navigation.

## Advanced tab

- **Purchase note** – Enter an optional note to send the customer after purchase.
- **Menu order** – Custom ordering position for this item.
- **Enable Reviews** – Enable/Disable customers reviews for this item

## Excerpt

Finally, you can add an excerpt that should be a short product description. Typically this appears next to the product imagery on the listing page, and the long description appears in the Product Description tab.

## Taxonomies

On the right hand side of the Add New Product panel, there are product categories in which you can place your product, similar to a standard WordPress post. You can also assign product tags in the same manner.

### Product Categories

All Product CategoriesMost Used

☐ Accessories  
☒ Clothing  
☒ T-Shirts

[+ Add New Product Category](#)

— Parent Product Category —

Add New Product Category

### Product Tags

Add

Separate Product Tags with commas

Ninja

[Choose from the most used Product tags](#)

## Product images

You can add both a main image and a gallery of images

### The featured image

The featured post image is the main image for your product. It is the image which will be displayed within your product loops (IE on product categories, up sells, related products etc) and the initial focus of the image gallery on your product details page.



## Adding product galleries



Product galleries simply display all images attached to a product, with the Featured Image being the primary image.

You can create a product gallery using the same method as adding a featured image, rather using the Product Gallery Meta box instead.

## Re-order and removing images from product galleries

Images in the product gallery can be re-ordered easily via drag and drop. Simply re-order your images by moving them around.

To remove an image from the product gallery, hover over the image and click on the red “x”.

## Image dimension settings

On the catalog tab, **WP Dashboard > WooCommerce > Settings > Products > Display > Product Images**, of the WooCommerce settings you’ll see three image dimension inputs.

### Product Images

These settings affect the display and dimensions of images in your catalog – the display on the front-end will still be affected by CSS styles. After changing these settings you may need to [regenerate your thumbnails](#).

|                       |  |  |
|-----------------------|--|--|
| Catalog Images        | <input type="text" value="150"/> × <input type="text" value="150"/> px   | <input checked="" type="checkbox"/> Hard Crop? |
| Single Product Image  | <input type="text" value="300"/> × <input type="text" value="300"/> px   | <input checked="" type="checkbox"/> Hard Crop? |
| Product Thumbnails    | <input type="text" value="90"/> × <input type="text" value="90"/> px   | <input checked="" type="checkbox"/> Hard Crop? |
| Product Image Gallery | <input checked="" type="checkbox"/> Enable Lightbox for product images<br><i>Include WooCommerce's lightbox. Product gallery images will open in a lightbox.</i> |  |

Save changes

- **Catalog Images** appear on your shop loops. Product categories, up sells / cross sells etc
- **Single Product Image** is the main image on your product details page
- **Product thumbnails** are the gallery thumbnails on your product details page (if you have a gallery)



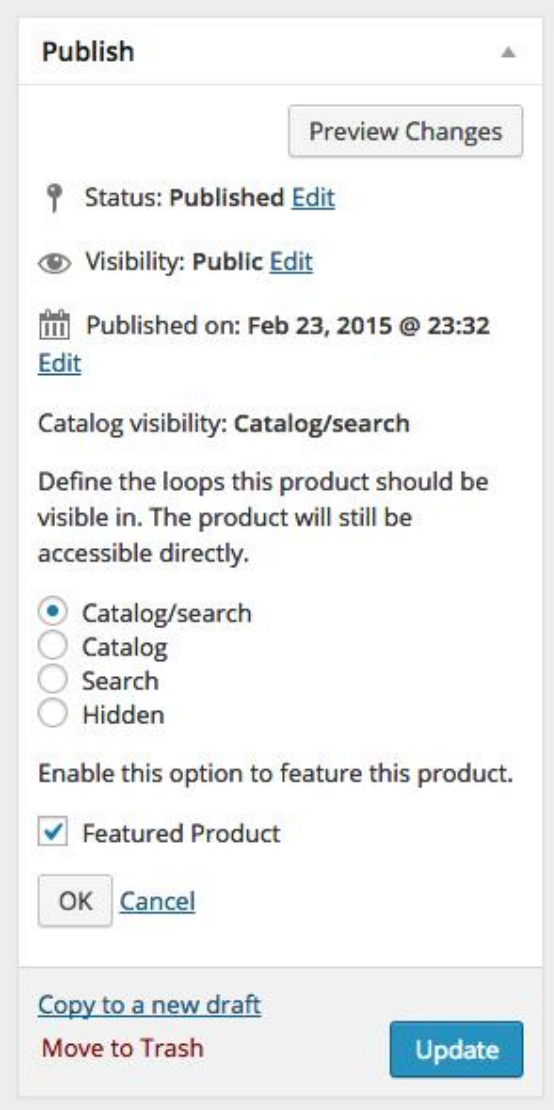
The images you upload will be resized to match the values your input here accurately as possible. IE if your settings are 100×100 and you upload a 300×600 image it will be resized to 100×200. You can also choose to ‘hard crop’ your images which will force them to be the size specified in these settings, regardless of the raw image you upload, but will be cropped rather than distorted in scale.

Remember if you change these settings **after** uploading product imagery you will need to regenerate your thumbnails within WordPress for the changes to be applied to your current imagery. To do this we recommend using the Regenerate Thumbnails plugin.

To learn more about using the proper image dimensions please read further documentation here:  
Using the Appropriate Product Image Dimensions

## Setting catalog visibility and feature status

In the publish panel, you can set catalog visibility for your product.



The screenshot shows the 'Publish' panel in WooCommerce. At the top, there is a 'Publish' title and a 'Preview Changes' button. Below this, the status is 'Published' with an 'Edit' link. The visibility is set to 'Public' with an 'Edit' link. The product was published on 'Feb 23, 2015 @ 23:32' with an 'Edit' link. The 'Catalog visibility' is set to 'Catalog/search'. A description states: 'Define the loops this product should be visible in. The product will still be accessible directly.' There are four radio button options: 'Catalog/search' (selected), 'Catalog', 'Search', and 'Hidden'. Below these, there is a checkbox for 'Featured Product' which is checked. At the bottom of the panel, there are 'OK' and 'Cancel' buttons. Below the panel, there are links for 'Copy to a new draft', 'Move to Trash', and an 'Update' button.

**Publish**

[Preview Changes](#)

Status: **Published** [Edit](#)

Visibility: **Public** [Edit](#)

Published on: Feb 23, 2015 @ 23:32 [Edit](#)

Catalog visibility: **Catalog/search**

Define the loops this product should be visible in. The product will still be accessible directly.

☒ Catalog/search  
☐ Catalog  
☐ Search  
☐ Hidden

Enable this option to feature this product.

☒ Featured Product

[OK](#) [Cancel](#)

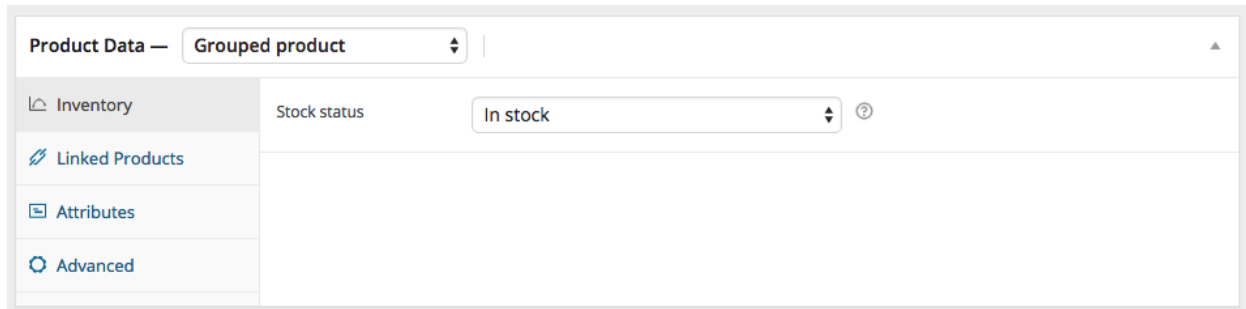
[Copy to a new draft](#)  
[Move to Trash](#) [Update](#)

Visibility can be set to:

- **Catalog and search** – visible everywhere
- **Catalog** – visible in catalog loops, but not search
- **Search** – visible in search results, but not in the catalog (categories/shop page)
- **Hidden** – only visible on the single product page – not in any product loops

## Adding a grouped product

A grouped product is created in much the same way as a simple product. The only difference is you will select **Grouped** from the Product Type dropdown in the General product tab details, as shown below:



The screenshot shows the 'Product Data' tab in the WooCommerce product editor. The 'Product Data' dropdown is set to 'Grouped product'. On the left sidebar, the 'Inventory' tab is selected. The main content area shows the 'Stock status' dropdown set to 'In stock'. Other tabs like 'Linked Products', 'Attributes', and 'Advanced' are visible in the sidebar.

To create your parent product select 'Grouped' from the Product Type Dropdown.

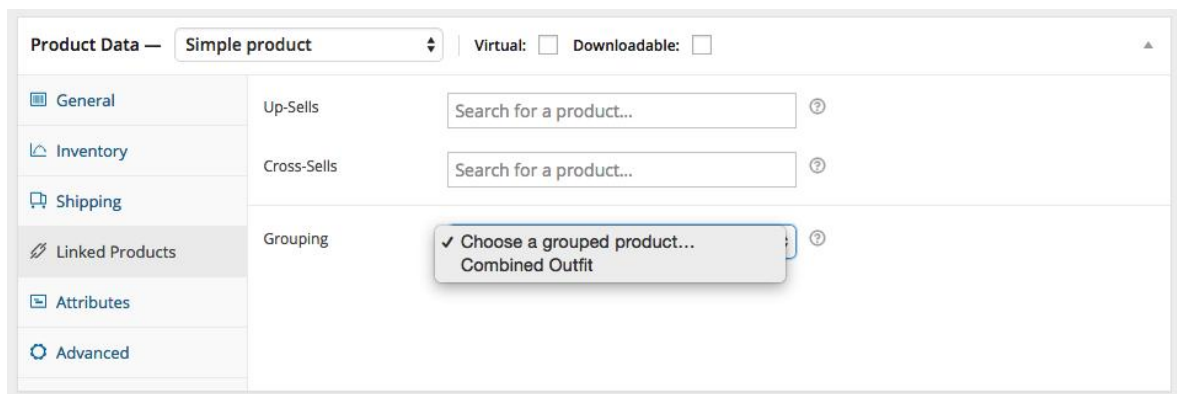
Upon setting the parent product as Grouped, the price and several other fields will disappear. This is fine because you'll be adding this information to individual child products. Once you're finished with the parent product, publish it and come back to the **Add New Product** page.

## Create a Child Product inside a group

To create a child product, go to: **Products > Add New** to add a new product. The only information you're required to enter is:

- Title
- Product Type = Simple

You can also add your price and other product details, as needed. Now go to **Linked Products** to select the parent product from the **Grouping** dropdown, as shown below:



The screenshot shows the 'Linked Products' tab in the WooCommerce product editor. The 'Product Data' dropdown is set to 'Simple product'. The 'Virtual' and 'Downloadable' checkboxes are unchecked. The 'Linked Products' sidebar is active. The 'Up-Sells' and 'Cross-Sells' sections have search boxes. The 'Grouping' section has a dropdown menu with the option 'Choose a grouped product... Combined Outfit' selected.

If you wish to control the order in which products are shown within a group, edit the Menu Order option under the advanced section in product data.

## Adding a virtual product

When adding a simple product, you can check the **virtual** box in the product type panel. This will remove unnecessary fields, such as dimensions.

## Adding a downloadable product

When adding a simple product, you can check the **downloadable** box in the product type panel. This will add two new fields:

1. File path – path or url to your downloadable file.
2. Download limit – a limit for the number of times the customer can download the file.

Left blank for unlimited downloads.

For maximum flexibility, downloadable products also incur a shipping cost (if, for example, you were offering both a packaged and a downloadable version of a product, this would be ideal). You can also check the Virtual box if the downloadable product is not shippable.

## Adding an external product

Choose 'External/Affiliate' from the product type dropdown. This removes unnecessary tabs, such as tax and inventory, and inserts a new product URL field. This is the destination where users can purchase the product. Rather than Add to Cart buttons, they see a Read More button directing them to this URL.

## Adding a variable product

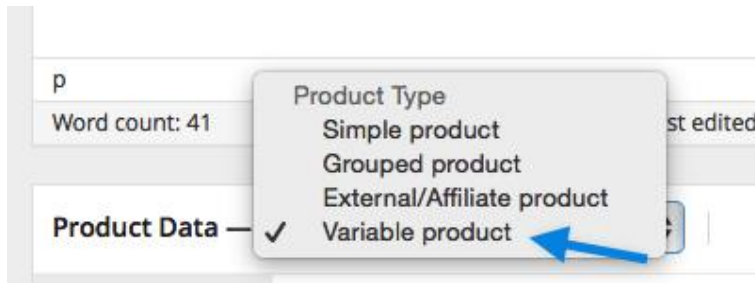
Variable products are arguably the most complex of product types. They let you define variations of a single product where each variation may have a different SKU, price or stock level.

**Variable products** are a product type in WooCommerce that lets you offer a set of variations on a product with control over prices, stock, image, and more for each variation. They can be used for a product like a shirt where you can offer a large t-shirt vs a small t-shirt.

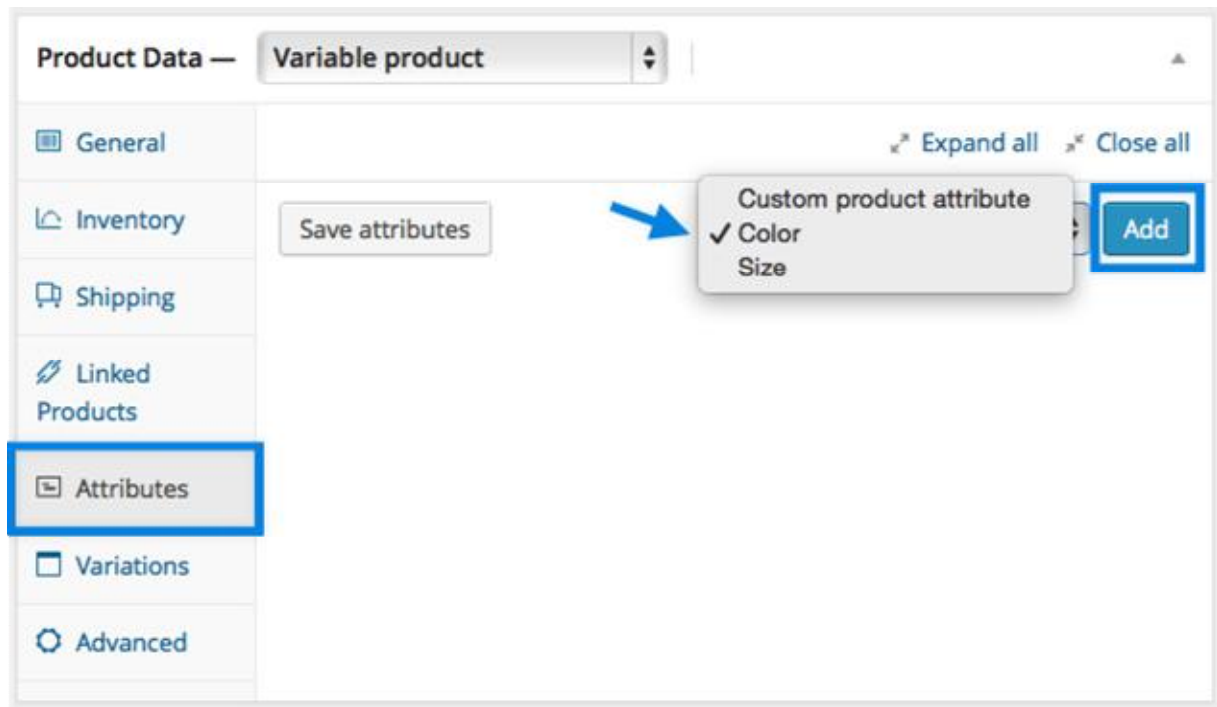


## Adding attributes for variations

To add a variable product, either edit an existing product or create a new one by going to: **Products > Products**. You can select the Add Product button or edit an existing product from there. Once in a product select the **Variable product** from the **Product Data** dropdown.



In the attributes section, you'll need to add attributes first before we can create variations – you can use global attributes or define custom ones specific to each product. To use a global attribute select it from the dropdown and then select **Add**. Make sure to select the **Select all** button to add all of the attribute to the variable product, and select the **Used for variations** checkbox to tell WooCommerce it's for your variations:



Adding Global Attributes to a Product

The screenshot shows the 'Product Data' tab for a 'Variable product'. The left sidebar has 'Attributes' selected. The main area shows an attribute named 'Color' with values 'Black', 'Blue', and 'Green'. The 'Used for variations' checkbox is checked. The 'Select all' button is highlighted with a blue box, and a blue arrow points to the 'Value(s):' field. Other buttons like 'Save attributes', 'Custom product attribute', and 'Add' are also visible.

## Setting up Global Attributes

If you are adding new attributes select **Custom product attribute** then select **add**.

The screenshot shows the 'Product Data' tab for a 'Variable product'. The left sidebar has 'Attributes' selected. The main area shows a 'Save attributes' button. A dropdown menu is open, showing 'Custom product attribute' selected, with 'Color' and 'Size' listed below it. The 'Add' button is highlighted with a blue box, and a blue arrow points to the dropdown menu.

## Adding Custom Attributes to a Product

You'll then need to name the attribute, for example **Size**. Set the values separated by a vertical pipe, in this instance **small | medium | large**. Finally select the **Used for variations** checkbox to use these in the Variations section. Select **Save attributes!**



The screenshot shows the 'Size' attribute creation form. The 'Name' field contains 'Size' and the 'Value(s)' field contains 'small | medium | large'. The 'Used for variations' checkbox is checked, indicated by a blue arrow. The 'Save attributes' button is also highlighted with a blue arrow. A 'Remove' button is visible in the top right corner. At the bottom, there is a 'Custom product attribute' dropdown and an 'Add' button.

Be sure you selected the **Save attributes** button once you've created your custom attributes

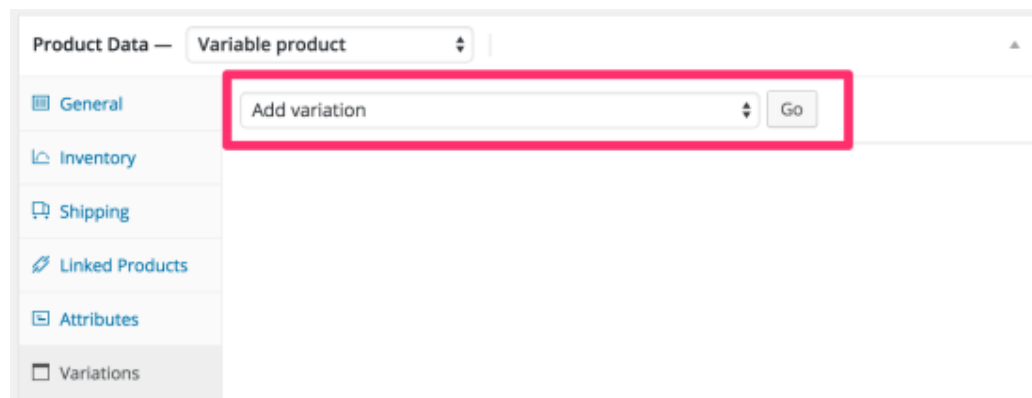
## Add variations

After saving your variations, you can begin applying them a product.

To add a variation, go to the Variation section in the **Product Data** Meta box.

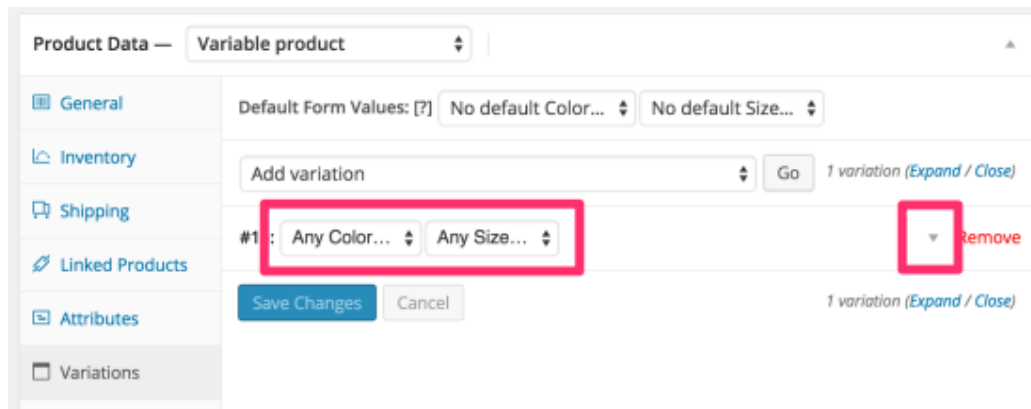
## Manually Adding a Variation

Select **Add variation** from the dropdown menu and click **Go**



The screenshot shows the 'Product Data' meta box with the 'Variable product' dropdown selected. The 'Add variation' button is highlighted with a red box, along with the 'Go' button next to it. The left sidebar shows the 'Variations' section selected.

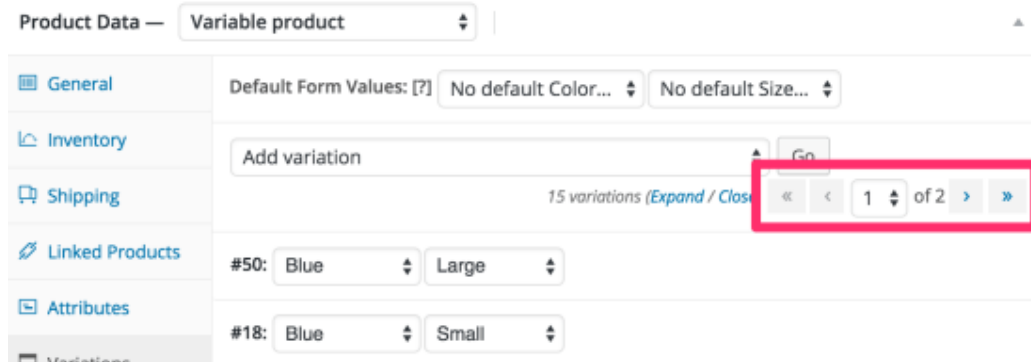
Select attributes for your variation. To change additional data, click the triangle icon to expand the variation.



Edit any of the available data. The only required field is **Regular Price**

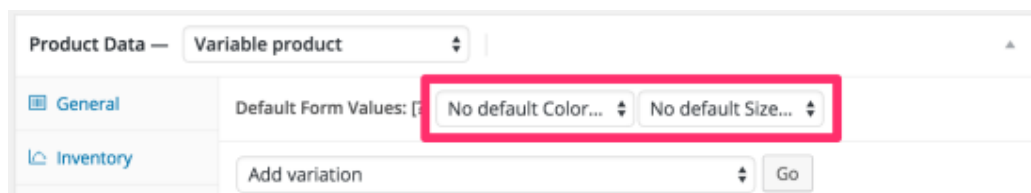
## Editing Many Variations

If you have more than 10 variations, you must use the buttons to navigate forwards and backwards through the list of variations. Every time you navigate to a new set of variations the previous set are saved. This ensures that all data is saved.



## Setting Defaults

We recommend setting defaults you prefer on the variations. In our example, we don't have any defaults set, so users can pick any color and size right away from the product page.



If you want a certain variation already selected when a user visits the product page, you can set those here. This also enables the Add to Cart button to appear automatically on variable product pages.

You can only set defaults after at least one variation has been created.

## Variation Data

Each variation may be assigned the following data:

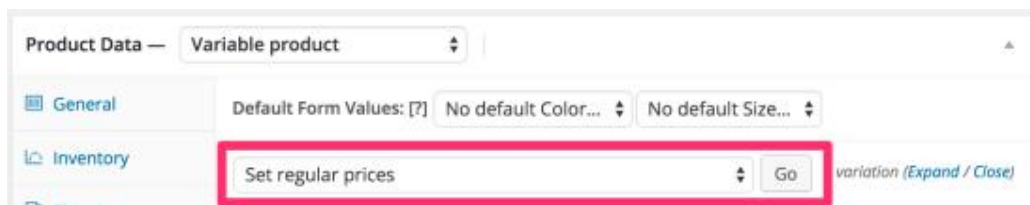
- **An image** – Select the placeholder icon to see the image uploader. After you choose an image, select **Set Variation Image**.
- **SKU** – If you use SKUs, set the SKU for the variation, or leave blank to use the variable product's SKU.
- **Enabled** – Enable or disable the variation.
- **Downloadable** – If this a downloadable variation.
- **Virtual** – If this product isn't shipped, shipping settings for the variation are removed.
- **Manage Stock** – Manage stock on the variation level.
- **Stock quantity** – Stock for the particular variation, or left blank to use the variable product's stock settings.
- **Regular Price** – Set the price for this variation. **Required**
- **Sale Price** – Set a price for this variation when on sale. Optional
- **Stock Qty** – Shows if Manage Stock is selected. Input the quantity you have.
- **Allow Backorders** – Choose how to handle backorders.
- **Stock Status** – Set the status of your variations stock.
- **Weight** – Weight for the variation, or left blank to use the variable product's weight.
- **Dimensions** – Height, width and length for the variation, or left blank to use the variable product's dimensions.
- **Shipping class** – Shipping class can affect shipping. Set this if it differs from the variable product.
- **Tax class** – A tax class for this variation. Useful if you are offering variations spanning different tax bands.

- **Downloadable Files** – Shows if **Downloadable** is selected. Add file(s) for this variation for customers to download
- **Download Limit** – Shows if **Downloadable** is selected. Set how many times a customer can download the file(s). Leave blank for unlimited.
- **Download Expiry** – Shows if **Downloadable** is selected. Set the number of days for the download to expire after purchase.

If the SKU, weight, dimensions and stock fields are not set, then it inherits values assigned to the variable product. **Price fields must be set per variation.**

## Bulk editing

You can bulk edit variations by selecting the specific piece of data you want from the dropdown. In this case I want to edit prices for all variations.



## Linking possible variations

You can select **Create variations from all attributes** to have WooCommerce create every possible combination of variations.




If your example had 2 attributes – color (with values blue and green) and size (with values large and small), it creates the following variations:

- Large Blue
- Large Green
- Small Blue
- Small Green

## Frontend

On the frontend, when viewing a variable product, the user will be presented with dropdown boxes to select the variation options; selecting options will reveal the stock, price and add to cart button for the variation so the user can purchase the product.



Ship Your Idea

(3 customer reviews) ★★★★★

\$15.00

Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Vestibulum tortor quam, feugiat vitae, ultricies eget, tempor sit amet, ante. Donec eu libero sit amet quam egestas semper. Aenean ultricies mi vitae est. Mauris placerat eleifend leo.


Color

Choose an option...

Size

Choose an option...

SKU: N/A. Categories: [Clothing](#), [Hoodies](#).



Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Vestibulum tortor quam, feugiat vitae, ultricies eget, tempor sit amet, ante. Donec eu libero sit amet quam egestas semper. Aenean ultricies mi vitae est. Mauris placerat eleifend leo.

Color

Blue

Size

medium Clear selection

1 Add to cart

SKU: N/A. Categories: [Clothing](#), [Hoodies](#).

## Mark a Product as Featured

To mark a product as featured, go to: **Products > Products** and select the **Star** in the featured column. You can alternatively select the **Quick Edit** option to select the **Featured** option.

The screenshot shows the WooCommerce 'Products' page. On the left is a sidebar with navigation links. The main area displays a table of products. The product 'Woo Single #1' is highlighted, and its 'Quick Edit' form is open below. In the 'Quick Edit' form, the 'Featured' checkbox under the 'Visibility' section is checked, indicated by a blue arrow. The 'Product Categories' section on the right shows 'Music' and 'Albums' selected.

|                          | Name          | SKU | Stock    | Price         | Categories     | Tags | Star                                | Date                 |
|--------------------------|---------------|-----|----------|---------------|----------------|------|-------------------------------------|----------------------|
| <input type="checkbox"/> | Woo Single #2 | -   | In stock | \$3.00 \$2.00 | Music, Singles | -    | <input type="checkbox"/>            | 2013/06/07 Published |
| <input type="checkbox"/> | Woo Album #4  | -   | In stock | \$9.00        | Albums, Music  | -    | <input type="checkbox"/>            | 2013/06/07 Published |
| <input type="checkbox"/> | Woo Single #1 | -   | In stock | \$3.00        | Music, Singles | -    | <input checked="" type="checkbox"/> | 2013/06/07 Published |
| <input type="checkbox"/> | Woo Album #3  | -   | In stock | \$9.00        | Albums, Music  | -    | <input type="checkbox"/>            | 2013/06/07 Published |

**QUICK EDIT**

Title: Woo Album #2  
Slug: woo-album-2  
Date: 06-jun 07, 2013 @ 11:34  
Password: -OR- Private  
Product Tags:   
Status: Published  
Allow Comments: ☒  
Product Categories:   
☐ Clothing  
☐ Hoodies  
☐ T-shirts  
☒ Music  
☒ Albums  
☐ Singles  
☐ Posters  
Shipping Classes:   
Tax Status: Taxable  
Tax Class: Standard  
Weight: 0.00  
L/W/H: Length Width Height  
Visibility: Catalog & search ☒ Featured  
In stock? In stock ☐ Manage stock?  
Backorders: Do not allow  
Cancel Update

## Setting a Featured Product

### Backorders Out of Stock

If you are managing stock on an order and allow backorders in your product inventory settings, most all payment gateway options will charge immediately. You can use the Advanced Notifications extension to help notify someone other than the shop admin of backorders.



Product Data — Simple product Virtual: ☐ Downloadable: ☒

**General**

**Inventory**

Manage stock? ☒ *Enable stock management at product level*

Stock Qty

Allow Backorders?

Stock status

**Shipping**

**Linked Products**

**Attributes**

**Advanced**

Sold Individually ☐ *Enable this to only allow one of this item to be bought in a single order*

If you want to wait to charge customers for an item until the item is back in stock, you can use the **Waitlist** extension <https://www.woothemes.com/products/woocommerce-waitlist/> that emails all users, notifying them that the item is back in stock and includes a link to purchase it.

## Managing Orders

Orders are created when a customer completes the checkout process and are visible by Admin and Shop Manager Users only. Each order is given a unique **Order ID**.

An order also has a **status**. The order statuses let you know how far along the order is, starting from pending and ending with complete. The following order statuses are used:

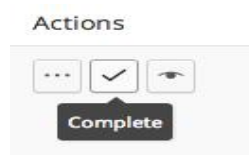
- **Pending payment** – Order received (unpaid)
- **Failed** – Payment failed or was declined (unpaid). Note that this status may not show immediately and instead show as pending until verified (i.e., PayPal).
- **Processing** – Payment received and stock has been reduced- the order is awaiting fulfillment
- **Completed** – Order fulfilled and complete – requires no further action
- **On-Hold** – Awaiting payment – stock is reduced, but you need to confirm payment
- **Cancelled** – Cancelled by an admin or the customer – no further action required
- **Refunded** – Refunded by an admin – no further action required

## Viewing orders

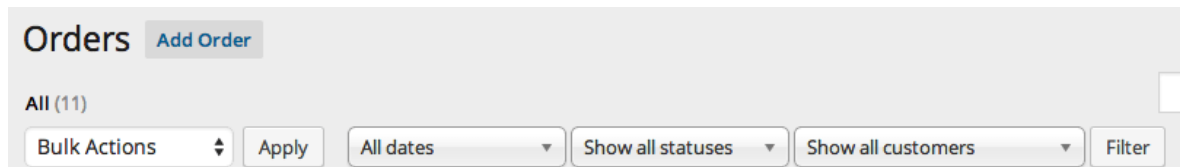


When you start taking orders the order management page will begin to fill up. You can view these orders by going to **WooCommerce > Orders** in the left hand admin menu.

Each order row displays useful details, such as the customer's address, email, telephone number, and the order status. You can click the order number or the 'view order' button to see the single order page (this is also where you can edit the order details and update the status).



Order rows also have some handy shortcut buttons to quickly mark orders complete and processing.



You can filter the list of displayed orders by date, status and customer by using the form at the top of the screen.

## Editing/viewing single orders

From the single order page not only can you view all order data, you can edit and update it.

You can:

- Change the order status
- Edit order items – modify the product, prices, and taxes
- Stock – Reduce and restore stock for an order
- Order Actions – Resend order emails to the customer using the drop down menu above the Save Order button. Send New Order, Processing Order, Completed Order or Customer Invoice emails – very handy if manually creating an order for your customers
- Modify product **Meta** to edit product variations by removing and adding meta.

## Order Data

The order data panel lets you modify the order status, view (or change) the customer's order note, and change which user the order is assigned to.

You'll also find the customers billing and shipping addresses, along with a link to view other purchases the customer may have had in the past. To edit addresses, click 'edit' and a form will appear. Once saved, the new address will be displayed in a localized format.

## Order #142 Details

Payment via Cheque Payment. Customer IP: 127.0.0.1

### General Details

Order date:

2015-02-06

@ 20 : 45

Order status:

Completed

Customer:

[View other orders →](#)

erica (#1

### Billing Details

Address:

Erica Kuschel  
11 Kingston Vale  
Austin, TX 00000

Email:

Phone:

51200000000

### Shipping Details






Address:

Erica Kuschel  
11 Kingston Vale  
Austin, TX 00000

## Order Items

**Please note:** To edit the order, the status must be set to On Hold or Processing Payment.

The next panel on the order page is the order items panel. This panel lists items which are in the order, as well as quantities and prices.

| Order Items              |  |         |     |         |        |
|--------------------------|--|---------|-----|---------|--------|
| <input type="checkbox"/> | Item ↑   | Cost    | Qty | Total   | Tax    |
| <input type="checkbox"/> |  <a href="#">Happy Ninja</a>      | \$18.00 | 1   | \$18.00 | \$0.90 |
| <input type="checkbox"/> |  <a href="#">Patient Ninja</a>    | \$35.00 | 1   | \$35.00 | \$1.75 |
| <input type="checkbox"/> |  <a href="#">Ninja Silhouette</a> | \$20.00 | 1   | \$20.00 | \$1.00 |
| <input type="checkbox"/> |  <a href="#">Woo Single #2</a>    | \$2.00  | 1   | \$2.00  | \$0.10 |
| <input type="checkbox"/> |  <a href="#">Bookings</a>         | \$63.00 | 1   | \$63.00 | \$3.15 |

The editable parts of line items include:

1. **Tax Class** – Tax class for the line. This may be adjusted if, for example, the customer is tax exempt.
2. **Quantity** – The quantity of the item the user is purchasing
3. **Line Subtotal** – Line price and line tax **before** pre-tax discounts
4. **Line Total** – Line price and line tax **after** pre-tax discounts

5. **Add Meta** – Add and remove meta to change product variable options.
6. **Sorting** – Sort by Item, Cost, Quantity, and Total by clicking on the respective listed items.

Here you can also add additional fees for items. Click “Add fee” and fill out the fee name, tax status and amount:

| Item   | Qty | Total    |
|--|-----|----------|
| <input type="checkbox"/> Woo Album #4                      | 2   | \$20     |
| <input type="checkbox"/> Ship Your Idea<br>pa_color: black | 1   | \$10     |
| <input type="checkbox"/> + Fee Name                        | 1   | Total: 0 |

Actions

To add custom meta fields, use the regular Custom Fields metabox:

Custom Fields

Add New Custom Field:

| Name                                    | Value                |
|---|----------------------|
| <input type="text" value="— Select —"/> | <input type="text"/> |

[Enter new](#)

Custom fields can be used to add extra metadata to a post that you can [use in your theme](#).

## Order Totals

The Order Totals panel stores totals and tax for the order. You can enter these values yourself or have them part calculated for you using the ‘calc totals’ button. The totals comprise of the following:

- Cart Discount – pre-tax discounts. Can be auto-calculated.
- Order Discount – post-tax discounts. Need to be input manually.

- Shipping cost – cost excluding tax.
- Shipping method – name of the method.
- Cart tax – cart tax total.
- Shipping tax – shipping tax total.
- Order total
- Payment method – name of the payment method used.

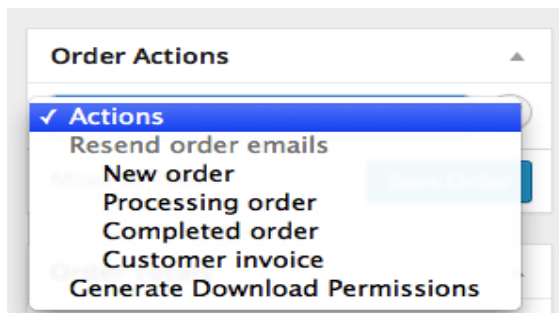
There are two buttons available on this panel – **calc taxes** and **calc totals**. Calculating taxes will use your prices, and calculate the tax based on the customers shipping address. If the customer's address has not been input, it will default to the stores base location.

There is also a section called tax rows. This is where you can define (and name) multiple tax rows. This is useful if, for example, you take multiple taxes or use compound taxes. These values are displayed on the customer invoice.

### Adding an order manually

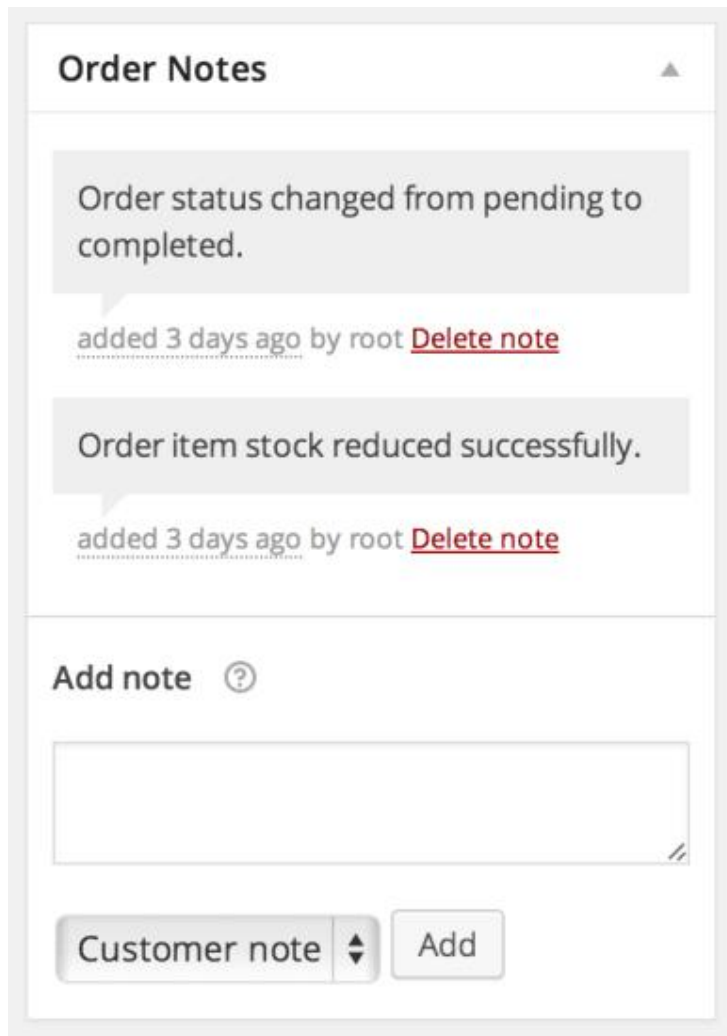
Add an order using the 'Add New' link at the top of the orders page. Once added you can input the customer details, add line items, and calculate the totals. You should set a relevant status for the new order – if it needs to be paid use 'pending'.

After saving, you can use the **Order Actions** dropdown to email the Customer Invoice with payment instructions. To send, be sure to select **Save Order**.



### Order/Customer Notes

The 'Order Notes' panel displays notes attached to the order. These are used for storing event details, such as payment results or reducing stock levels, and for adding notes to the order for customers to view. Some payment gateways also add notes for debugging.



The notes panel – for internal use, or notifying customers

The notes feature can be a very powerful tool for communicating with customers. Need to add a tracking number for shipping? Some stock is delayed? Add a customer note and they will be automatically notified.

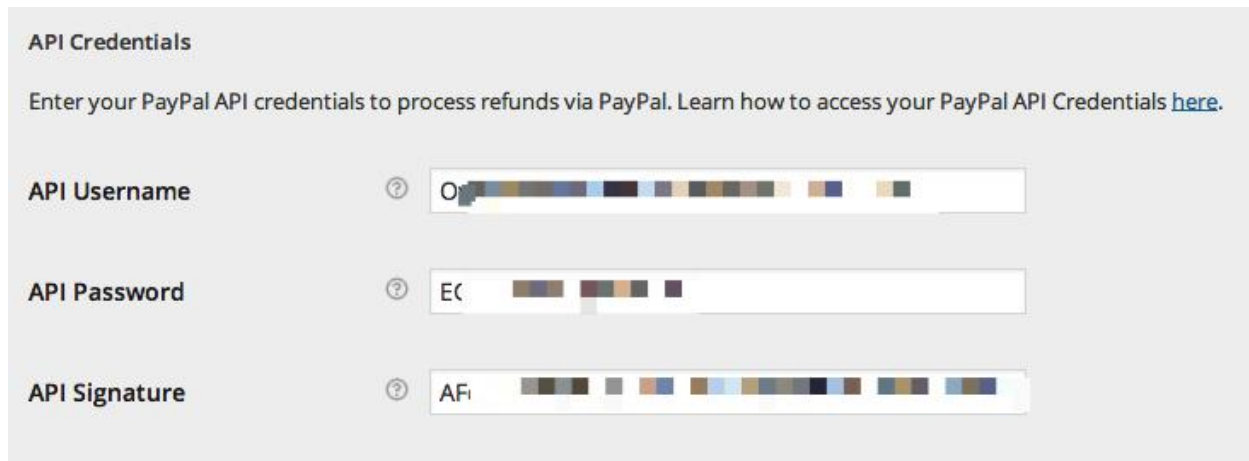
When added, customer notes are highlighted in purple. Customers receive notes via email, but can view them by viewing an order, or using the WooCommerce order tracking page.

## Refunding Orders

Starting with WooCommerce 2.2+, it is now possible to do refunds directly from WooCommerce if your payment gateway allows it.

### Automatic Refunds

If your payment gateway supports automatic refunds, there will be new settings in your gateway's settings to fill in. Make sure those are setup correctly or refunds won't work as they should. Refunds extend to products, taxes, and shipping fees and can be processed through your order page.



The screenshot shows the 'API Credentials' section of a payment gateway settings page. It includes a heading 'API Credentials', a descriptive text 'Enter your PayPal API credentials to process refunds via PayPal. Learn how to access your PayPal API Credentials [here](#).', and three input fields: 'API Username' with a value starting with 'O', 'API Password' with a value starting with 'EC', and 'API Signature' with a value starting with 'AF'. Each field has a help icon (question mark) to its left.

Here is an example of the settings you would see when you go to WooCommerce > Settings > Checkout > Your Payment Gateway if your Payment Gateway supports automatic refunds. Adding the API keys in your Payment Gateway settings will allow for quick, automatic refunds through the WooCommerce admin interface. Next see the steps below on how to process a refund on an order.





#### Video Player

1. Go to: **WooCommerce > Orders**
2. Select the order you wish to refund.
3. Click the grey Refund button to start.
4. Specify the quantity of the product(s) to be refunded in the text box(es) that appear for each line item. The refund amount will automatically adjust based on the products refunded. If inventory levels are not managed, you can also simply enter the Refund amount, without adjusting the product quantity. If the quantities of



items are not set when issuing a refund then the order is not marked as refunded and the email that is sent will say “partial refund.”

5. Add refund notes, if desired.
6. Click Refund \$X via [Your Gateway]

| Order Items   |         |     |                           |
|---|---------|-----|---------------------------|
| <input type="checkbox"/> Item   | Cost    | Qty | Total                     |
| <input type="checkbox"/>  010381 - <a href="#">Sterling Silver 1.1mm Dia Cut 1+3 Figaro Chain</a><br>chainsize: 40CM | \$28.00 | 1   | \$28.00                   |
|   |         | -1  | -\$28.00                  |
| <input type="checkbox"/>  010924 - <a href="#">Sterling Silver 1.1mm Dia Cut 1+3 Figaro Chain</a><br>chainsize: 50CM | \$35.00 | 1   | \$35.00                   |
|   |         | -1  | -\$35.00                  |
| <input type="checkbox"/>  Domestic   |         |     | \$10.00                   |
|   |         |     | -\$10.00                  |
| <input checked="" type="checkbox"/> Refund #9234 - November 20, 2015, 8:39 pm by WooMindy   |         |     | -\$73.00                  |
| Discount [?]:   |         |     | \$0.00                    |
| Shipping [?]:   |         |     | <del>\$40.00</del> \$0.00 |
| Order Total:  |         |     | <del>\$73.00</del> \$0.00 |
| Refunded:   |         |     | -\$73.00                  |
| Actions   |         |     |                           |
| This order has been paid for and is no longer editable  |         |     |                           |





In the Order Items there will be a note that has been added to let you that a refund has been processed. If a refund had been completed for the entire order, the order status will be automatically changed to **refunded**. If a partial refund was awarded, the status will not change.

| Order Notes   |  |
|---|--|
| Payment refunded via IPN. Order status changed from processing to refunded. |  |
| <a href="#">Delete note</a>   |  |
| Refunded 20.00 – Refund ID: Q98834DIAJO09211                                |  |
| <a href="#">Delete note</a>   |  |

When using automatic refunds thru the WooCommerce interface you will **not** need to log into your payment gateway’s dashboard to process the refund as this provides a seamless

## Manual Refunds

Refunding manually allows you to utilize any WooCommerce payment gateway, regardless of automatic refund support. This **will not** automatically send the refund to your payment gateway, but allow you to mark the order as refunded on the order. Refunds extend to products, taxes, and shipping fees and must be processed directly with your Payment Gateway.

| Order Items              |   |   |   |
|--------------------------|---|---|---|
| <input type="checkbox"/> | Item  | Qty   | Total   |
| <input type="checkbox"/> |  <a href="#">Happy Ninja</a> | 1   | \$18.00   |
| <input type="checkbox"/> |  International Delivery      |   | \$2.00  |
| Shipping [?]:            |   |   | \$2.00  |
| Order Discount [?]:      |   |   | \$0.00  |
| Order Total:             |   |   | \$20.00   |
| Refunded:                |   |   | -\$0.00   |
| Actions                  |   |  |   |
|                          |   |   |  <input type="button" value="Refund"/> |

To manually refund an order:

1. Go to: **WooCommerce > Orders**
2. Select the order you wish to refund.
3. Select the Refund button.
4. Enter amount to refund.
5. Add refund notes.
6. Click Refund Manually

| Item  | Qty                            | Total                              |
|---|--------------------------------|------------------------------------|
| <input type="checkbox"/> Happy Ninja            | 1                              | \$18.00                            |
|   | <input type="text" value="1"/> | <input type="text" value="18.00"/> |
| <input type="checkbox"/> International Delivery |                                | \$2.00                             |
|   |                                | <input type="text" value="2.00"/>  |

Restock refunded items: ☒

Amount already refunded: -\$0.00

Total available to refund: \$20.00

Refund amount:

Reason for refund (optional):

The items selected for the refund will be noted as refunded. You will need to manually change the Order Status accordingly if you wish to see the order status changed to “Refunded”.

**Order #2552 details**  
Payment via PayPal. Customer IP: 127.0.0.1

**General Details**

Order date: 2014-09-11 @ 17 : 49

Order status:




- Completed
- Pending payment
- Processing
- On hold
- Completed
- Cancelled
- Refunded**
- Failed

Australia Australia

Email: [ninja@woothemes.com](mailto:ninja@woothemes.com)

Phone: 098-765-4321

Once the refund has been applied to the order it will look like this:

| Order Items   |   |                     |          |
|---|---|---------------------|----------|
| <input type="checkbox"/>  | Item  | Qty                 | Total    |
| <input type="checkbox"/>  |  <a href="#">Happy Ninja</a> | 1                   | \$18.00  |
|   |   | -1                  | -\$18.00 |
| <input type="checkbox"/>  |  International Delivery      |                     | \$2.00   |
|   |   |                     | -\$2.00  |
| <input type="checkbox"/>  | Refund - September 11, 2014, 5:27 pm by <a href="#">ericakuschel</a><br><i>Unhappy customer</i>               |                     | -\$20.00 |
|   |   | Shipping [?]:       | \$2.00   |
|   |   | Order Discount [?]: | \$0.00   |
|   |   | Order Total:        | \$20.00  |
|   |   | Refunded:           | -\$20.00 |
| Actions  |   |                     |          |

**Please note:** This **does not** refund the customer via the payment gateway. Continue on to your payment gateway's dashboard to start the refund process there as well.

## Products Stock

Please note that when processing a refund you have the choice to restock products by checking the following option:

|                               |                                     |
|-------------------------------|-------------------------------------|
| Restock refunded items:       | <input checked="" type="checkbox"/> |
| Amount already refunded:      | -\$0                                |
| Total available to refund:    | \$20                                |
| Refund amount:                | <input type="text"/>                |
| Reason for refund (optional): | <input type="text"/>                |