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# Processing Orders - User Guide

## Introduction

Once an order comes into your store - whether it is entered by a customer through the website frontend or you [manually enter it yourself](#) through the admin backend - it needs to be processed. That means these steps need to be taken:

1. Verify that the products are, in fact, in stock and shippable.
2. Process the payment(s) on the order.
3. Package and ship the order.
4. Record the shipment information on the order.

Steps 1 and 3 you would obviously do physically at your stocking location(s). This guide covers how you use your Spree store to manage steps 2 and 4.

## Processing Payments

You have received an order in your store - hooray! Either the items are all in stock, or you have adjusted the order to include only those items you can sell to the customer.

Now you need to process the payment on the order. You know best how your store processes things like checks, money orders, and cash, so this guide will focus on processing credit card payments.

COMPLETED AT ▼	NUMBER	STATE	PAYMENT STATE	SHIPMENT STATE	CUSTOMER E-MAIL	TOTAL	
2013-07-31	<a href="#">R987654321</a>	● COMPLETE	● PAID	● READY	<a href="#">spree@example.com</a>	\$30.29	
2013-07-31	<a href="#">R123456789</a>	● COMPLETE	● BALANCE DUE	● PENDING	<a href="#">spree@example.com</a>	\$22.59	

Pictured above is an order that is ripe for processing. The current order State is “Complete”, meaning that all of the information the customer needs to provide is present. The Payment State is “Balance Due”, meaning that there is an unpaid balance on the order. The Shipment State is “Pending”, because you can’t ship an order

before you collect payment on it.

If you click either the Order Number or the “Edit” icon, you will open the order in Edit mode. Instead, click the “Balance Due” payment state to open the order’s payment info page.

**Order #R123456789** → **Payments** + NEW

**BALANCE DUE: \$22.59**

DATE/TIME	AMOUNT	PAYMENT METHOD	PAYMENT STATE	
August 01, 2013 11:05 PM	\$22.59	<a href="#">Credit Card</a>	<span>●</span> PENDING	<div><div>Capture</div><div><span>✓</span> <span>✕</span></div></div>

As you can see above, we have only a single payment to process, for the full amount (\$22.59). Processing this payment is literally a click away - just click on the “Capture” icon next to the payment.

If the payment is processed successfully, the page will re-load, showing you that the payment state has progressed from “Pending” to “Completed”.

DATE/TIME	AMOUNT	PAYMENT METHOD	PAYMENT STATE	
August 01, 2013 11:05 PM	\$22.59	<a href="#">Credit Card</a>	<span>●</span> COMPLETED	<span>✕</span>

That’s it! Now you can prepare your packages for shipment, then update the order with the shipment information.

## Processing Shipments

Now, when you visit the Order Summary, you can see that there is a new “Ship” button in the middle of the page.


## ADD PRODUCT

NAME OR SKU (ENTER AT LEAST FIRST 4 CHARACTERS OF PRODUCT NAME)

Choose a variant

H87781141738 - READY PACKAGE FROM 'DEFAULT' -

→ SHIP

ITEM DESCRIPTION		PRICE	QUANTITY	TOTAL
	Ruby on Rails Tote	\$15.99	1 x on hand	\$15.99
Shipping: UPS Ground (USD)				\$5.00
No tracking details provided.				



Clicking this button moves the Shipment State from “Ready” to “Shipped”.


## ADD PRODUCT

## ORDER INFORMATION

NAME OR SKU (ENTER AT LEAST FIRST 4 CHARACTERS OF PRODUCT NAME)

Choose a variant

H87781141738 - SHIPPED PACKAGE FROM 'DEFAULT'

ITEM DESCRIPTION		PRICE	QUANTITY	TOTAL
	Ruby on Rails Tote	\$15.99	1 x shipped	\$15.99
Shipping: UPS Ground (USD)				\$5.00
No tracking details provided.				

STATUS: ● COMPLETE

ITEM TOTAL: \$15.99

SHIP TOTAL: \$5.00

TAX TOTAL: \$1.60

TOTAL: \$22.59

SHIPMENT: ● SHIPPED

PAYMENT: ● PAID

DATE COMPLETED: July 31, 2013 11:05 PM



The only thing that remains to do now is to click the “Edit” icon next to the tracking details line, and provide tracking info for the package(s). Click the “Save” icon to record this information.

Shipping: UPS Ground (USD)

\$5.00

Save



TRACKING NUMBER:

ABC123456AOK

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## About Spree Commerce

Spree Commerce is an automated enterprise solution built specifically for ecommerce. We effectively manage your operations so you can focus on serving your customers and growing your business.

## Take it for a test drive

You can even create your own personal store.

[Try The Demo](#)

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