

WordPress – WooCommerce Openpay Order Status, Dispatch & Refunds

Order Status

Please share the information below with your team who looks after **orders, dispatch and refunds**.

- **Processing**
After successful payment order status will be "Processing".
- **Complete**
If the order is shipped or dispatch by admin, they can change the order status to complete.
- **Pending Payment**
If somehow a payment was declined or not completed after order placement, the order will be "Pending Payment". This could be due to a session timeout or also be an abandoned cart. **Do not dispatch Openpay order on this status.**
- **Cancelled**
If the order is cancelled by an admin user.
- **Refunded**
If the order is fully refunded by an admin user, the orders status changes to Refunded.

Dispatch

Dispatch, Shipping and Refund can be done easily from the Admin panel of WordPress.

Admin can mark the shipped goods as Shipped under Status or Order actions and Update the status.

Refund

[Full Refund](#)

[Partial Refund](#)

Full Refund

Choose an Openpay order you wish to fully refund.

(Below is just an example refund amount may vary)

From **WordPress Dashboard** go to **WooCommerce > Orders >** Select the Openpay order you wish to refund > Click on **Refund**

The screenshot shows the 'Order #699 details' page in the WordPress dashboard. The left sidebar contains the 'WooCommerce' menu with 'Orders' selected. The main content area displays order details including 'General', 'Billing', and 'Shipping' information. At the bottom of the order details, a 'Refund' button is highlighted with a red box, and a red arrow points to it from the left sidebar.

Enter the Refund amount > Click on **Refund \$XX.XX via Openpay**
Enter > Reason for refund is (optional).

The screenshot shows the 'Refund' modal form. It includes a table of items to be refunded: 'Light Jumper' (SKU: light-jumper) with a cost of \$120.00 and quantity of 1, and 'Flat rate' (Items: Light Jumper x 1) with a cost of \$10.00 and quantity of 10. Below the table, the 'Total available to refund' is \$130.00. The 'Refund amount' field is set to 130.00 and is highlighted with a red box. The 'Refund \$130.00 via Openpay' button is also highlighted with a red box and a red arrow.

Order is now Refunded Fully

The screenshot shows the 'Orders' list in the WordPress dashboard. The order #699 is shown with a status of 'Refunded' and a total of \$130.00. Red arrows point to the 'Refunded' status and the total amount.

Partial Refund

Choose an Openpay order you wish to fully refund.

(Below is just an example refund amount may vary)

From **WordPress Dashboard** go to **WooCommerce** > **Orders** > Select the Openpay order you wish to refund > Click on **Refund**

The screenshot shows the 'Order #699 details' page in the WordPress dashboard. The left sidebar contains navigation menus for 'WooCommerce' (Orders, Coupons, Reports, Settings, Status, Extensions) and 'Products' (BeRocket, Woo Minicart, Appearance, Plugins, Users, Tools, Settings). The main content area displays order details: 'Order #699 details', 'Payment via Openpay. Paid on November 1, 2019 @ 2:28 am. Customer IP: 210.50.233.54'. It includes sections for 'General' (Date created: 2019-11-01, Status: Completed), 'Billing' (Geet Phanse, 15/520 Collins Street, Melbourne Victoria 3000, Australia, Email: geeto@openpay.com.au, Phone: 0422622725), and 'Shipping' (same address). A table lists items: 'Light_Jumper' (SKU: light-jumper, Cost: \$120.00, Qty: 1, Total: \$120.00) and 'Flat rate' (Items: Light Jumper x 1, Total: \$10.00). Shipping is \$10.00, and the total is \$130.00. A 'Refund' button is highlighted with a red box and a red arrow. The right sidebar shows 'Order actions' (Move to trash, Update) and 'Order notes'.

Enter the Partial Refund amount > Click on **Refund \$XX.XX via Openpay**

Enter the Reason for refund is optional

The screenshot shows the 'Refund' modal form. It includes a table for items with input fields for quantity and price. The 'Light_Jumper' item has a quantity of 1 and a price of 60. The 'Flat rate' item has a quantity of 0 and a price of 10.00. Below the table, there are fields for 'Restock refunded items' (checked), 'Amount already refunded' (-\$0.00), and 'Total available to refund' (\$130.00). The 'Refund amount' field is set to 60.00 and is highlighted with a red box. The 'Reason for refund (optional)' field is empty. At the bottom, there are two buttons: 'Refund \$60.00 manually' and 'Refund \$60.00 via Openpay', with the latter highlighted by a red arrow.

Under **Orders** partially refunded amount is reflected.

The screenshot shows a snippet of the 'Orders' list in the WordPress dashboard. It displays the date 'Oct 22, 2019', the status 'Shipped', and the price '\$130.00 \$70.00'. Red arrows point to the 'Shipped' status and the price change.