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Order status is "Incomplete" when buyer does not complete payment at checkout

Jobelle C. - 2021-11-16 - [Order Management](#)

"Ignore Incomplete Orders" function in ShopFactory Cloud

When a buyer abandons their shopping carts without completing payment when redirected to the secure payment page, the order still appears in SF Cloud with "Incomplete" payment status.

NOTE: To use this option, a merchant must have a paid SF Cloud or Total Care/GlobeCharge account where orders are securely stored on the PCI-compliant server.

With any realtime payment processor such as PayPal, Stripe, or iDEAL, the Order Confirmation email will not be sent out to customers (and if you have realtime stock control, stock level will not be deducted) when a customer does NOT complete payment during checkout.

1. Order emails are NOT sent out for incomplete orders
2. Stock is NOT deducted if customer does not complete order at the payment provider page

Ignore Incomplete Orders setting in SF Cloud

- Open ShopFactory editor and click [ShopFactory Cloud](#) in ShopFactory Central page.
 - Your default browser opens up ShopFactory Cloud interface, select Account -> Account -> Checkout Settings
<https://app.santu.com/buynow/profile/checkout>
 - Tick "*Ignore Incomplete Orders*" checkbox
 - Click **Save** button on top-right
-

Or you can switch to the old Total Care interface

- Tick "*Ignore Incomplete Orders*" checkbox option under *SETTINGS->Account Settings*

Settings	
Preferred language:	English
Your time zone:	GMT +00 Britain, Ireland, Portugal, Western Africa GMT
Email (for orders):	test@3d3.com
Settings:	<input checked="" type="checkbox"/> Allow delivery to a separate shipping address <input checked="" type="checkbox"/> Show shipping address form <input checked="" type="checkbox"/> Allow customers to add comments to order <input checked="" type="checkbox"/> Express checkout (includes order tracking and customizable checkout) <input checked="" type="checkbox"/> Allow customers to track order <input checked="" type="checkbox"/> Notification email in shop language <input checked="" type="checkbox"/> Show import duty warning during checkout <input checked="" type="checkbox"/> Show service provider name during checkout process
<input checked="" type="checkbox"/> Ignore incomplete orders <small>(If customers do not provide payment details to complete their order, then the order will be ignored and no stock will be deducted if you use real-time stock control)</small>	
<input type="checkbox"/> Payment surcharge (Tax)	

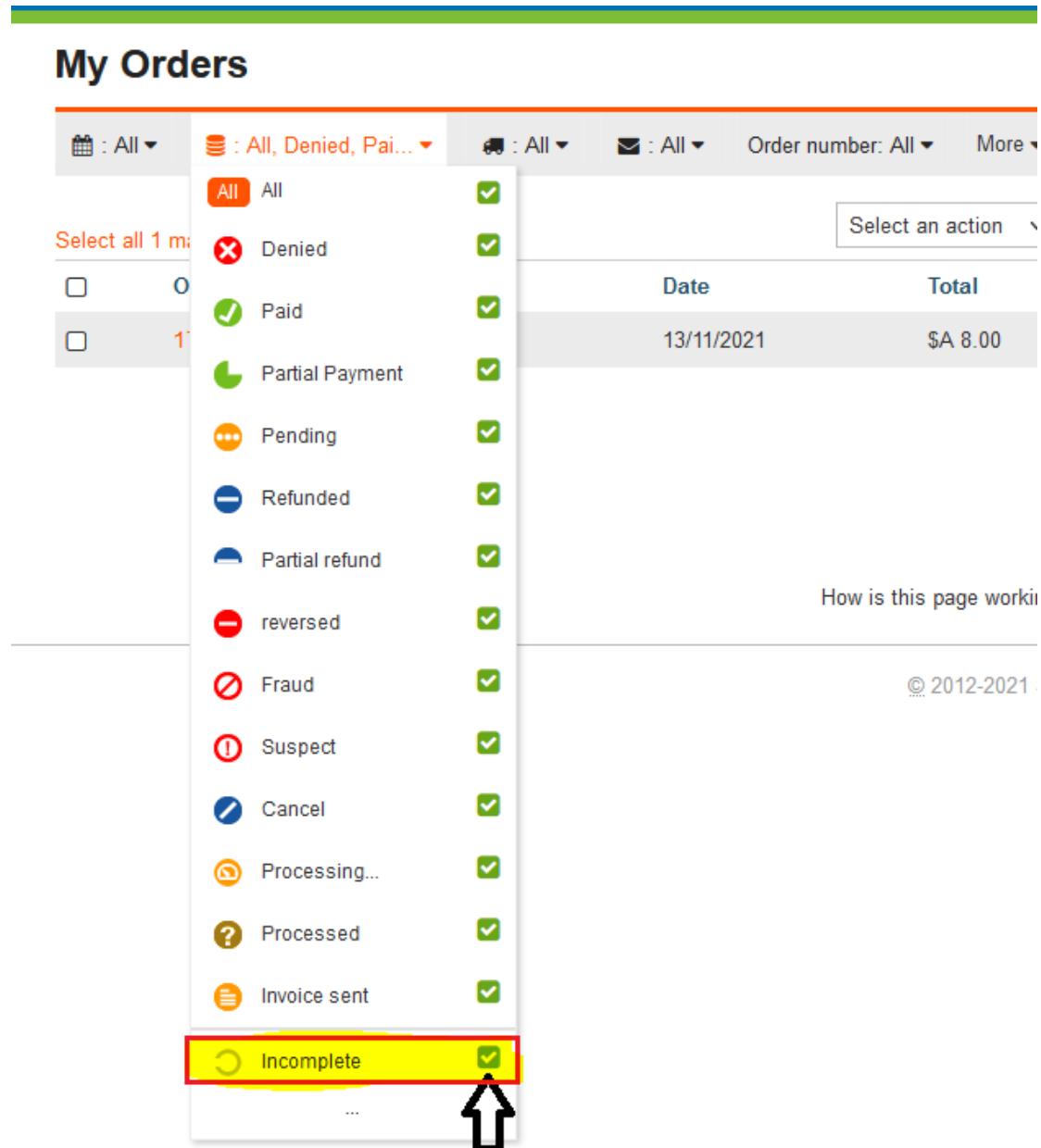
a. For orders placed using a realtime payment with "Incomplete" order status (abandoned purchase)

- i. Stock level is not deducted if shop has realtime stock control
- ii. Order gets hidden - enable Search section and click on "View Incomplete orders" -> Search - you will see the list of incomplete orders

- iii. No order emails are sent out for incomplete orders (customers do not receive order confirmation email)
- iv. Setting the order to paid - stock is deducted and order emails (notification and confirmation) are sent out
- v. Setting the order to paid and set the shipping status to shipped one more time - should not deduct the stock again

How do I view INCOMPLETE orders?

- Open your shop in ShopFactory
- At the ShopFactory Central page, click **MY ORDERS** button
- You will be redirected to the SF Cloud interface, click **ORDERS** menu
- Click the **Payment** dropdown and enable "Incomplete" checkbox to view incomplete orders



The screenshot shows the 'My Orders' page in the SF Cloud interface. At the top, there are several dropdown menus and filters: Date (All), Payment (All, Denied, Paid...), Shipping (All), Email (All), Order number (All), and More. Below these is a 'Select all 1 item' section. A large dropdown menu titled 'Select an action' is open, listing various order statuses with checkboxes. The 'Incomplete' option at the bottom of the list is highlighted with a yellow background and a red border, and a black arrow points upwards towards it from the bottom.

	Date	Total
	13/11/2021	\$A 8.00

How is this page working? © 2012-2021

Alternatively, you can login to the old GlobeCharge/Total Care interface and go to **Orders** page

- Click the **SEARCH** button

- Click on the dropdown button for "List orders by:"
- Select "View Incomplete Orders" and then click the "Search" button. You will then see the incomplete orders listed.

Order	Name	Email	Payment method	Shipping status	Payment status
66891	[REDACTED]	[REDACTED]	PayPal	✓	✓
66890	[REDACTED]	[REDACTED]	PayPal	✗	⚠

b. For orders placed using a realtime payment - paid in the payment page (Completed order)

- Stock control is deducted straight away
- Order emails (both notification and confirmation) should show Payment Status: Paid
- Setting the order to paid again, should not deduct the stock again
- For orders placed using a Manual payment option - payment status: waiting
- Stock Control is deducted straight away
- If order is set to paid, the stock should not be deducted again
- If order is set to paid and shipping status is set to shipped one more time, the stock should not be deducted again

(so regardless of how many times you set the order payment status to 'paid' again - the stock will only be deducted the first time it is set to paid.)