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

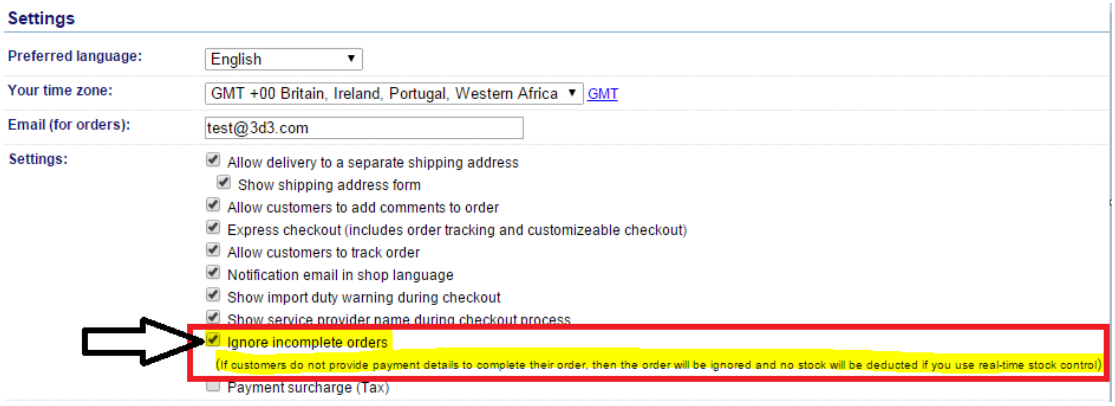
https://app.santu.com/buynow/profile/checkout

- 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*



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

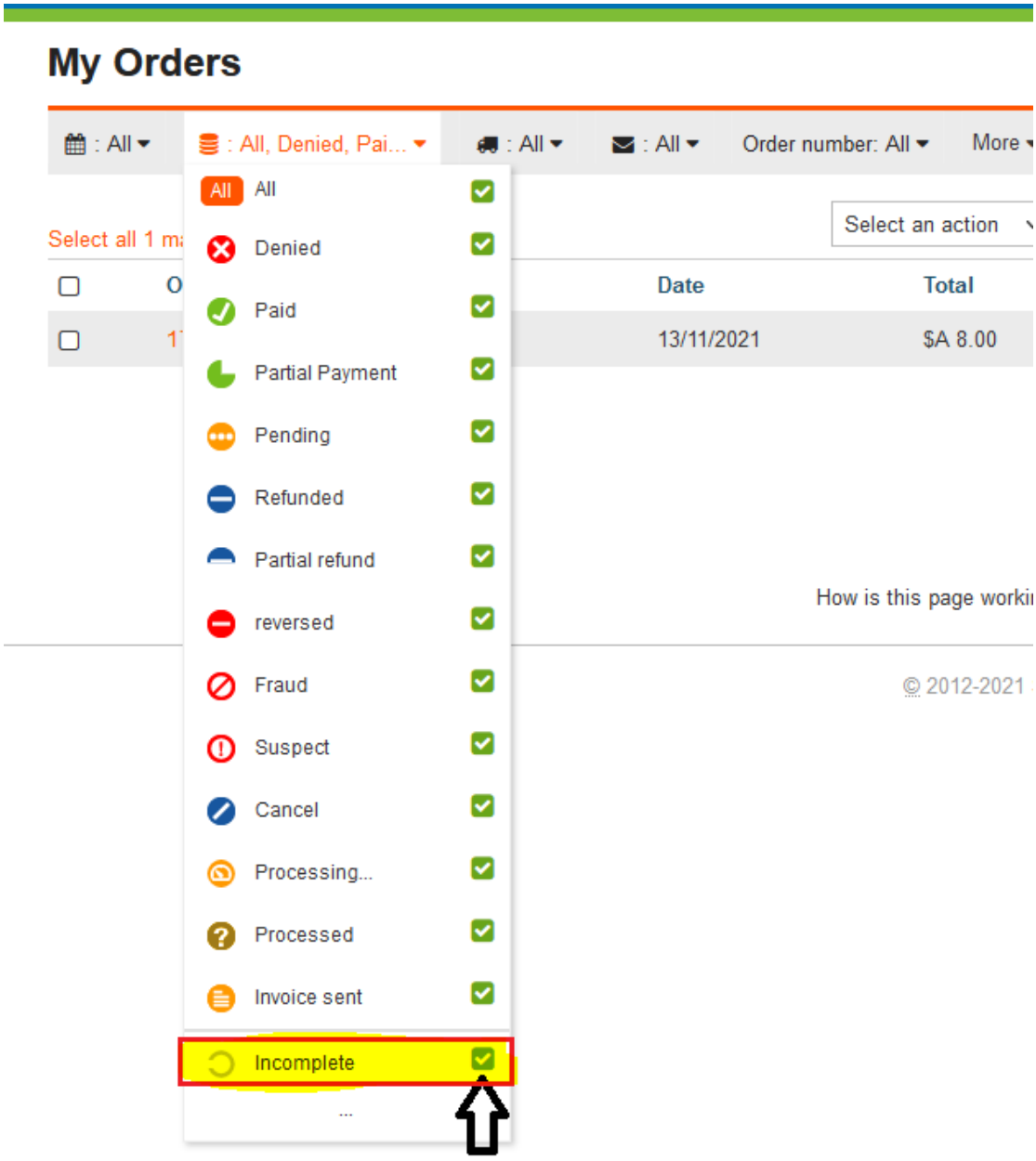
How do I view INCOMPLETE orders?

- 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



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.



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

i. Stock control is deducted straight away

ii. Order emails (both notification and confirmation) should show Payment Status: Paid

iii. Setting the order to paid again, should not deduct the stock again

c. For orders placed using a Manual payment option – payment status: waiting

i. Stock Control is deducted straight away

ii. If order is set to paid, the stock should not be deducted again

iii. 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.)