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

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### "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:

Your time zone:  GMT

Email (for orders):

Settings:

- ☒ Allow delivery to a separate shipping address
- ☒ Show shipping address form
- ☒ Allow customers to add comments to order
- ☒ Express checkout (includes order tracking and customizable checkout)
- ☒ Allow customers to track order
- ☒ Notification email in shop language
- ☒ Show import duty warning during checkout
- ☒ Show service provider name during checkout process
- ☒ **Ignore incomplete orders**  
(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)
- ☐ 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 with a 'Payment' dropdown menu open. The menu lists various order statuses, each with a corresponding icon and a green checkmark indicating it is selected. The 'Incomplete' status at the bottom is highlighted with a yellow box and a red border, and a black arrow points to its checkmark. The background shows a table with columns 'Date' and 'Total', and a row with '13/11/2021' and '\$A 8.00'.

Date	Total
13/11/2021	\$A 8.00

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.

The screenshot shows the 'Orders' section of a software interface. At the top, there are tabs for 'Central', 'Orders', 'Statistics', 'Customers', 'Services', 'Settings', 'Help', and 'Logout'. Below these are links for 'Download orders', 'PostNL Shipping', and 'Export addresses'. The 'Orders' section has a search bar and a 'List orders by:' dropdown menu. The dropdown menu is open, showing a list of payment statuses: 'All Orders', 'Denied', 'Paid', 'Partial Payment', 'Waiting for authorization', 'Refunded', 'Fraud suspected', 'Suspect', and 'View Incomplete Orders'. The 'View Incomplete Orders' option is highlighted in yellow. Below the dropdown menu is a table with columns: 'Order', 'Name', 'Date', 'Amount', 'Email', 'Payment method', 'Shipping status', and 'Payment status'. Two orders are listed: 66891 and 66890. Order 66891 has a date of 12/Dec/13, an amount of € 29,96, and a payment status of 'Paid'. Order 66890 has a date of 12/Dec/13, an amount of € 29,96, and a payment status of 'Waiting for authorization'.

**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.)