

When a new order is received, you will see a notification on the homepage of Global Office with details of the order.

Recent Events				
Recent Shop Orders				
Order Number	Date Ordered	Value	Status	Customer
Order 1000	February 3rd 2008 at 18:44	27.53	Processing	Fred Merrick

When viewing an order you will be able to cancel or dispatch individual items or the whole order. The shop contains an audit trail which logs all the changes made to an order and this will be displayed at the bottom of the order.

**Order Details**

[Print Invoice](#)      **Date Ordered :** 3rd February 2008 at 18:44

**Order # :** 1000      **Order Total :** £27.53

**Customer :** Fred Merrick      **Order Status :** Processing

**Delivery Address :** 78 Helmford Road  
Tunbridge Wells  
Kent  
TN4 0DK  
United Kingdom      **Order Actions :** [Cancel Order](#)  
[Dispatch Order](#)

Product	Price	Quantity	Total
FireStart Book	£4.00	1	£4.00
The Book	£5.00	1	£5.00
Hungry Book	£8.51	1	£8.51

**Delivery :** £5.91  
**Sub Total :** £23.42  
**Tax :** £4.11  
**Total :** £27.53

**Audit History**

Date	Administrator	Action
3rd February 2008 at 18:44		Customer placed order

### Cancel Order

To cancel the order click on 'Cancel Order' and select if the whole order is to be cancelled or individual items.

The value of the cancelled items will then be displayed and you will see how much you need to refund to the customer.

### Dispatch Order

When the order or part of the order is ready to be dispatched then you can click on 'Dispatch Order'. If you have any comments on the order to be recorded in the audit history then you should enter these here.

### Closed Orders

Once an order has been fully closed then it will be displayed under the 'Closed Orders' which can be found from the order menu. If an order has been completely cancelled then this is displayed under 'Cancelled Orders'