

# Getting Started with Orders

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After [setting up your products](#) and [configuring your online store](#), the next aspect of your Farmbrite Market to learn about is Orders. This tab houses all of your past orders and gives you the ability to create new ones manually. You'll also make updates to your orders here as they progress through your process. You can pick them from your inventory, add shipping fees or discounts, and update them when they have been shipped, delivered, or paid for. You can also send invoices for orders due or print receipts for orders already paid for.

*This article provides a high level overview of working with Orders. We encourage you to read through it to become familiar with the overall concepts, and then click through individually linked articles to dive deeper into each aspect.*

## Viewing Your Orders

When you first land on the Orders page, you'll see a list of your existing orders. You'll also see tags and statuses on the orders to know their progress at-a-glance. This list can be searched, sorted, and filtered to find just the ones you are looking for.

ID	Ordered	Status	Customer	Amount
4a933cbef6	Mar. 13, 2023	Complete Paid	Maurice Syzlak moe@springfieldbutchers.com	\$6.99
bde6a436ad	Mar. 05, 2023	Delivered Payment Due Delivery Due: Mar. 21, 2023	Frank Grimes frankgrimes@springfieldnuclear.com	\$159.94
dd342e46ab	Mar. 05, 2023	Delivered Payment Due Delivery Due: Mar. 23, 2023	Gary Chalmers chrismasella@gmail.com	\$194.98
37b3d31e0f	Mar. 15, 2023	Delivered Payment Due Due: Mar. 17, 2023	Frank Grimes frankgrimes@springfieldnuclear.com	\$112.49
14ef424d9d	Mar. 01, 2023	Complete Paid Delivery Due: Mar. 06, 2023	Maurice Syzlak moe@springfieldbutchers.com	\$91.20
bf319883dc	Feb. 24, 2023	Delivered Payment Cancelled Pick up	Tim Armstrong Tim@epitaphfarms.com	\$599.99
486a4318a1	Feb. 20, 2023	Ordered Payment Due Pick up	Frank Grimes frankgrimes@springfieldnuclear.com	\$27.99
7c727cb33a	Feb. 17, 2023	Ordered Payment Due	Chris Kenneth	<10.00

## Creating Orders

While many of your orders may be submitted through your online store, if you take orders in person or over the phone, you can [create them by clicking the Create New button](#). You'll supply basic information about the order- the customer's information, the date the order was submitted, what products were ordered, the current payment status, and much more.

**Orders/Invoices**

Create New

Search

Criteria: Order Status: Draft or Ordered or Pe... Filter

ID	Ordered	Status	Customer	Amount
fb5386c8aa	Feb. 24, 2023	Ordered Payment Due Pick up	Mike Burkett mike@epitaphfarms.com	\$6.99
bf319883dc	Feb. 24, 2023	Ordered Payment Due Pick up	Tim Armstrong Tim@epitaphfarms.com	\$599.99
486a4318a1	Feb. 20, 2023	Ordered Payment Due Pick up	Frank Grimes frankgrimes@springfieldnuclear.com	\$27.99
2cf72cb33a	Feb. 17, 2023	Ordered Payment Due Pick up	Chris Kenneth chris@mallinator.com	\$16.90
69cfe62d4c	Feb. 17, 2023	Delivered Payment Due Delivery Due: Feb. 18, 2023	Maurice Syzlak moe@springfieldbutchers.com	\$129.90
c9986ba8a8	Feb. 15, 2023	Ordered Payment Due Pick up	Michael Burkett mike@epitaphfarms.com	\$6.95

## Updating Orders

You'll work with your existing orders to [update their status and track their progress](#). You might want to change the status to reflect that you're picking the order, that it's been packaged, or that it was shipped to your customer. You could also make changes to the payment status to reflect that you received a check or purchase order for the order. This same process let's you [discount the order and add shipping and delivery fees](#) if needed.

#4a933cbef6

Ordered: Mar. 13, 2023

In Progress Admin Payment Due Created by: Chris

Product	Price	QTY	Total
Diablo Dragon Hot Sauce	\$6.99	24.0	\$167.76
		Products	\$167.76
		Discount	-\$0.00
		Subtotal	\$167.76
		Shipping & Delivery	\$0.00
		Taxes	\$0.00
		<b>Total Due</b>	<b>\$167.76</b>

Billed To  
Maurice Syzlak  
moe@springfieldbutchers.com  
(303) 555-8526  
Springfield AL

## Picking Orders

If you use Farmbrite's Inventory System, you can integrate it with your products and store [topick your orders](#). This can help you locate your items and package them correctly, ensuring your customers get what they ordered. This is something you can print or access on a mobile device to collect the products for the order from your warehouse.

- Schedule
- Tasks
- Livestock
- Plantings
- Resources
- Accounting
- Market**
  - Dashboard
  - Products
  - Online Store
  - Orders**
  - Pickup Locations
- Contacts
- Farm Map
- Reports

### Orders/Invoices

[Create New](#)


 Criteria: [Order Status: Draft or Ordered or Pe...](#) [Filter](#)

ID	Ordered	Status	Customer	Amount
f5dd2395e0	Mar. 10, 2023	In Progress <span>Paid</span> <span>Due: Mar. 11, 2023</span>	Michael Burkett mikeburkett@mailinator.com	\$13.98
bde6a436ad	Mar. 05, 2023	Picking <span>Payment Due</span> <span>Delivery</span>	Frank Grimes frankgrimes@springfieldnuclear.com	\$159.94
dd342e46ab	Mar. 05, 2023	Ordered <span>Payment Due</span> <span>Delivery</span>	Gary Chalmers chrismasella@gmail.com	\$194.98
37b3d31e0f	Oct. 01, 2023	In Progress <span>Payment Due</span>	Frank Grimes frankgrimes@springfieldnuclear.com	\$112.49
14ef424d9d	Mar. 01, 2023	Complete <span>Paid</span> <span>Delivery</span> <span>Due: Mar. 06, 2023</span>	Maurice Syzlak moe@springfieldbutchers.com	\$91.20
fb5386c8aa	Feb. 24, 2023	Picking <span>Payment Due</span> <span>Pick up</span>	Mike Burkett mike@epitaphfarms.com	\$6.99
bf319883dc	Feb. 24, 2023	Ordered <span>Payment Due</span> <span>Pick up</span>	Tim Armstrong Tim@epitaphfarms.com	\$599.99
486a4318a1	Feb. 20, 2023	Ordered <span>Payment Due</span> <span>Pick up</span>	Frank Grimes frankgrimes@springfieldnuclear.com	\$27.99

## Sending Invoices and Receipts

You'll want to keep your customers informed about outstanding balances due, and provide documentation for completed orders. You can [send invoices via email](#) or [print receipts](#) to include in your deliveries and shipments.

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  - Products
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  - Pickup Locations
- Contacts
- Farm Map
- Reports

### Orders/Invoices

[Create New](#)

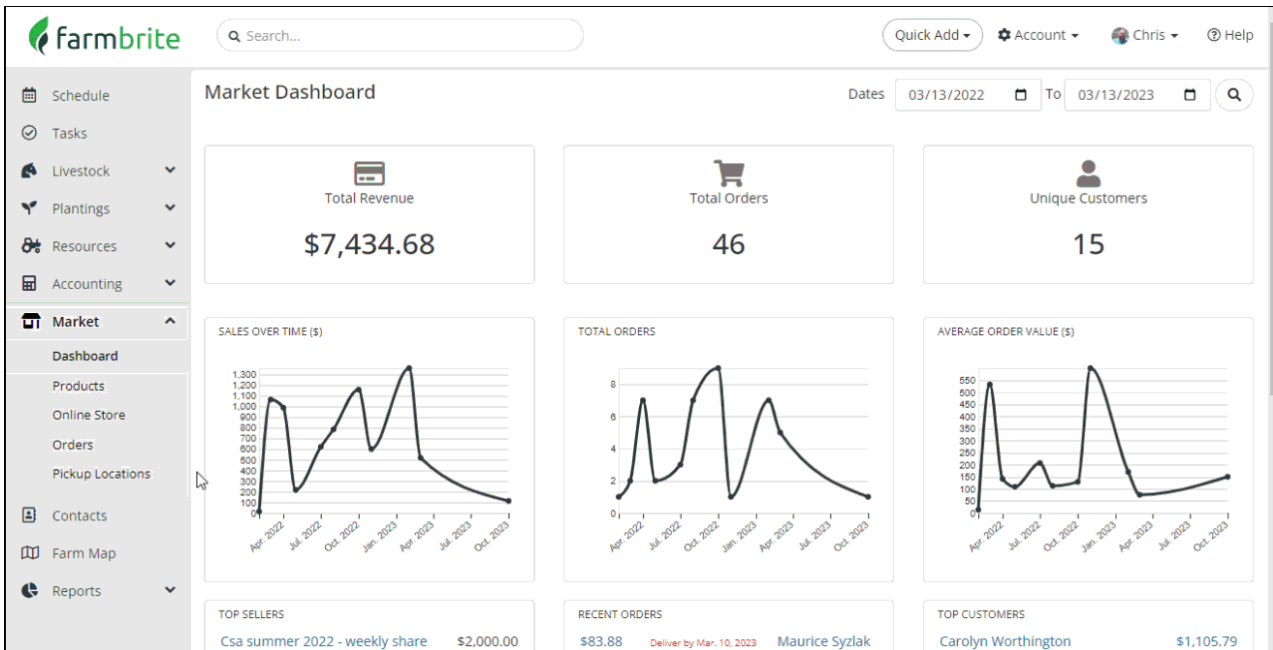

 Criteria: [Order Status: Draft or Ordered or Pe...](#) [Filter](#)

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## Refunds and Cancellations

We know your customers will be satisfied with your awesome products, but if you do need to [cancel an](#)

order or process a refund, we can still help with that! Your credit card transactions are processed through Stripe and you'll be able to refund there directly, but you can also update orders in Farmbrite to reflect that status.



Now that you have a good foundational understanding of Orders, feel free to navigate through the links in this article to learn more!