

Paid Previously Step Guide

1. Ask the person if they successfully paid online first. They should have received a **Pay Now email** that led them through a cart payment process where credit card, cash, or check was used.
2. Login at <https://galleryrouteone.org/wp-login> Username: **shopmanager**
Password: not listed here for security
3. Select **Woocommerce > Orders** from the left main navigation menu.
4. **Search** on box title, artist name, winner's account username or email.
*NOTE: If you can't find the order here, it likely means they have not paid yet and need to do so first. See the **Needs Online Payment** walk-through information.*
5. If the order is found, notice the status should say **Processing**. This means the auction was paid (though cash or check would require the appropriate amount received first; see next step below) and is ready to be completed for checkout.
6. Select the link text for the correct auction item to see its details. You can confirm the auction winner's **Customer > account name / email**. The **Item** section beneath shows **auction item title** (artist name – box title) and the **amount paid** and **method of payment**.
7. If **credit card** is shown, they are paid up and ready to receive their box. Otherwise, if the winner chose **Check** or **Cash**, receive the payment first.
8. Finally, under **Status** section drop menu near the top left of the page, select **Completed** and then the **Update** button in the upper right.

A completed confirmation email will be sent to the auction winner.

Needs To Pay Step Guide

1. Ask the person if they successfully paid online first. If not, payment needs to happen first.

Note that the auction winner must be able to access their email to complete this guide.

2. Login at <https://galleryrouteone.org/wp-login>
Username: **shopmanager**
Password: not listed here for security
3. Select **Products** from the left main navigation menu.
4. **Search** on box title or box artist name.
5. Select the link text for the correct auction product to see its details and scroll down to bottom right column for the **Auction status** section.
6. Confirm the winning bidder information account name / email matches the customer.
7. Select the **Resend Winner Email** button. This sends the same email that they would have received after the auction ended. The winner can then receive the new email, select the **Pay Now** button, and choose a payment method in the cart checkout.
8. Afterward, goto to **Woocommerce > Orders** in the backend main left nav and search for the new order that should be listed as **Processing**. Select the order text link and confirm order details such as the correct box artist / title, customer account name and email, payment amount / method.
9. If satisfied and payment has been received, goto the **Status** section drop menu near the top left of the auction detail page, select **Completed** and then the **Update** button in the upper right.

A completed confirmation email will be sent to the auction winner.

Switching to Customer Account to Pay Online

This step guide is for customers who arrive at the gallery and have NOT paid online for their auctions yet and are unable to access their email from their own device in the gallery. I'll show you how to temporarily switch to the customer's account to trigger an online payment. Then, access their Dashboard's Add to cart link to finally select a payment type in the checkout online. This releases the auction to the Orders section where it can be completed.

1. First, log into the **shopmanager** user account on a computer in the gallery.
2. Head to the backend navigation area by selecting the **GALLERY ROUTE ONE** link in top left corner > **Users**.
3. **Search on the username or email** to find the customer's account.
4. Hover over the account user name and select **Switch To**.
*Alternately, select the user name text link and scroll down to select **User Switching** > **Switch To**.*
5. You should see the customer's **Dashboard**, now select the **Auctions** link. Under My Auctions header, you should see the auction won and an **Add to cart** button. Select it.
Alternately, you can visit the auction product page (when switched to the customer's account) and find an Add to cart button there.
6. The page should refresh to the **checkout** for the auction. User **contact information** is required to be entered as well as the payment method below. A valid **credit card** can be entered here or chose **Cash** or **Check** radio buttons, then select the **Place order** button.
Unfortunately, there's no setting for choosing a credit card that you manually run through a card reader in the gallery.
7. You're done with the customer account now and must switch back the shopmanager profile. Do that by scrolling to the bottom of the page and selecting the **Switch back to shopmanager** link.
8. Finally, head over to the GALLERY ROUTE ONE link in top left again > **Woocommerce** > **Orders** section. Find the order by **searching on artist title, box title, customer account name or email**, select the **order text link**, and select **Status** > **Completed** from the drop menu. Select the **Update** button in top right column to finalize the transaction.

A completed confirmation email will be sent to the customer.

LAST RESORT: Bypassing Auction Pay Now & Orders to Pay Manually

When a manual bypass purchase is necessary because a customer HAS NOT paid via their Pay Now link from the email sent after the auction ended AND cannot access their email to remedy payment.

1. Login at <https://galleryrouteone.org/wp-login>
Username: **shopmanager**
Password: not listed here for security
2. Select **Products** from the left main navigation menu.
3. **Search** on box title or box artist name.
4. Select the **auction item link** text for the correct auction product to see its details and scroll down to bottom right column for the **Auction status** section.
5. Confirm that the winning bidder information account name / email matches the customer as well as informing the customer of the listed amount.
6. If both parties are satisfied, enter the amount listed and charge the customer at the POS system (such as credit card payment station or cash register, etc.).
7. **IMPORTANT:** maintain a receipt for the galleries bookkeeping records since the online system cannot not record this transaction.