

## 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.