

## 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.