

How To Guide - Inactive Orders

"**Inactive**" orders are those that have been **entered into the system** and **no payment is received**. To configure your system so that new orders are "**Inactive**" by default you will need to edit the "**Application Profile**" and set the "**Default Order Status**" to be "**Inactive**".

What this means is that when an order is entered into the system it's status will be set to "**Inactive**" and when payment is made the status will be changed to "**Paid**". The "**Inactive**" orders are not included in any Supplier Orders or Delivery Reports and can be easily deleted if payment is not received.

You can also configure the system to automatically delete the "**Inactive**" orders after a specified time period, such as 24 hours or 3 days or even 4 days, thus giving parents time to process payment. This setting is also in the "**Application Profile**".

It is recommended that you enter an email message into the schedule record so that when someone places an order an email is sent thanking them for the order and telling them that they have to make payment within the specified time frame or the order will be deleted. They will receive an email telling them that their order has been deleted and you enter this email text into the "**Inactive Order Deleted Email**" field of the "**Application Profile**".

You can also manually delete "**Inactive**" orders by going to the "**Schedule Summary and Reports**" page, clicking on the "**View Orders**" button and then clicking the "**Inactive**" button to view the inactive orders. At the bottom of the list of orders is a large button to "**Delete Inactive Orders**".

Note: The automatic deletion of orders will only work for "**Inactive**" orders, not for "**Unpaid**" orders.