

ShopCart for API Users

Confidential Business Information

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Table of Contents

ShopCart Overview	1
Types of Users	1
Planning Your Store.....	2
System Requirements	3
Logging In to ShopCart	3
Shop Settings	5
Previewing and Testing Your Store	9
Order Fulfillment.....	13
Printing Receipts	15
Fulfilling Orders in ShopCart	17
Downloading Orders	19
Deleting Orders.....	22
Incomplete Orders	25
Help	27
Notes:	28

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ShopCart Overview

ShopCart was created by NMSU to provide a centralized service for NMSU departmental web sites to accept credit card payments or donations in a secure manner. Departments holding symposiums, conferences, or wanting to sell informational products such as books, CD's, or videos can utilize the Departmental Web Credit Card System by creating an online store. This system includes products, a shopping cart, and checkout services. For those wanting a more customized and integrated solution, departments can use their own store-front website and connect to the system's checkout services.

Types of Users

As noted above, departments have the option of using the ShopCart system to create their store or developing their own store-front website. Users utilizing ShopCart for all aspects of their store are considered "Basic" users. Those departments utilizing a store-front website are considered "API" or "Advanced" users. The following is a summary of features available to each set of users.

Basic Users:

Basic users have the following functionality available in ShopCart.

- Shop Settings
- Customer View
- Add/Delete/Modify Products
- Photo Management
- Order Fulfillment

API Users:

API users create a separate website that connects to ShopCart on the back-end therefore, not all ShopCart features are required for API users. API users utilize the following areas of ShopCart.

- Shop Settings (limited)
- Add/Delete/Modify Products
- Order Fulfillment

Planning Your Store

Before setting up your shop you'll want to plan how you will offer your products for sale. There are several aspects of your products and fulfillment procedures that you'll want to address. Listed below are a few of the key areas you'll want to consider:

- **Product Name**
Each product you offer online should have a unique name that identifies the product to your customers.
- **Product Image**
As an option, you may want to include an image of the product; particularly if the product's physical appearance is relevant to the customer.
- **Brief Product Description**
The brief product description will show up in search results for the product and gives a small amount of the most relevant information to the customer. The brief product description should be no longer than one or two sentences.
- **Product Description**
The product description provides detailed information about the product. Detailed information may include the physical dimensions of the product, shipping and handling information, and an extended product description, including a description of any product options that may be available.
- **Product Options**
Product options are typically attributes of the product that customers can choose. For example, when selling shirts online you may have both crimson and white colors as available options. Note that options do not include additional costs, therefore if product options incur additional charges they should already be calculated into the price of the product. In addition, customers will only be able to choose one of the product options for each product ordered.
- **Product Categories**
Product categories are used to help customers locate products using the Browse feature in ShopCart. Products can belong to multiple categories or you can choose not to categorize a product.
- **Additional Charges**
Charges for shipping & handling and sales tax cannot be charged separately using ShopCart; therefore you should include these additional charges in the price of your products. In addition, you'll want to consider how to make shipping information available to your customers via product descriptions and confirmation emails. The shipping information may include the name of the carrier, expected ship dates and costs.
- **Fulfillment Procedures**
Once the customer has purchased the product online, you will need to decide how the order will be processed by your staff. Important aspects to consider are returned merchandise, refunds, shipping processes, and customer communications after the sale (e.g. phone calls/email to the customer).

System Requirements

The use of ShopCart requires one of the following Internet browsers.

- Internet Explorer 7.0 or greater
- Mozilla Firefox
- Safari

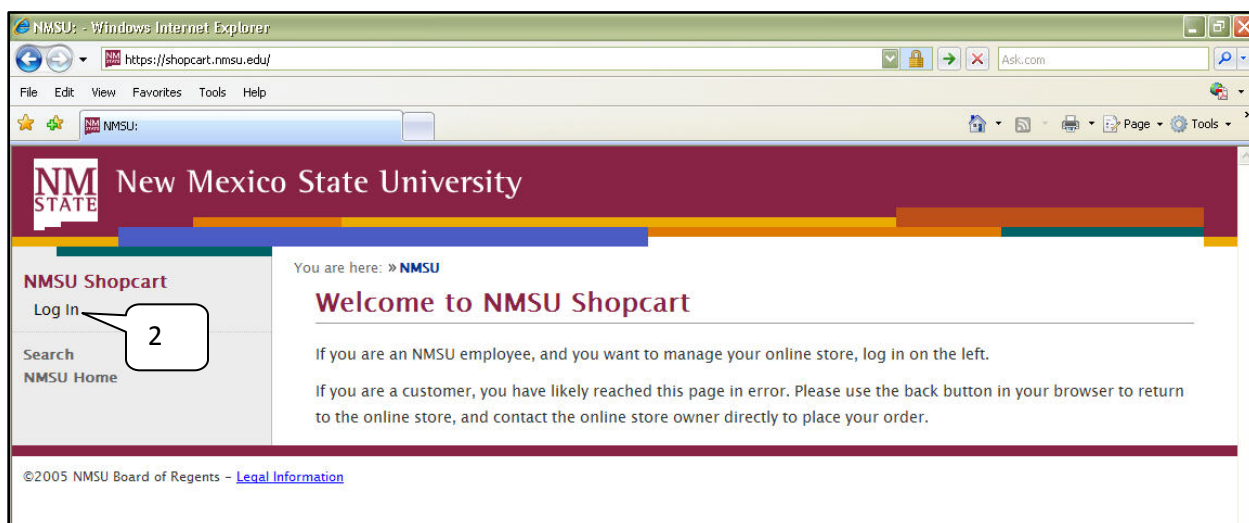
Note: Internet Explorer 6.0 is not supported.

Logging In to ShopCart

ShopCart supports authenticated user access, meaning that the system verifies your credentials and you are given access to the system based on your assigned security. To use ShopCart as an authenticated user, you must successfully log on by providing your credentials: NMSU Username and Password.

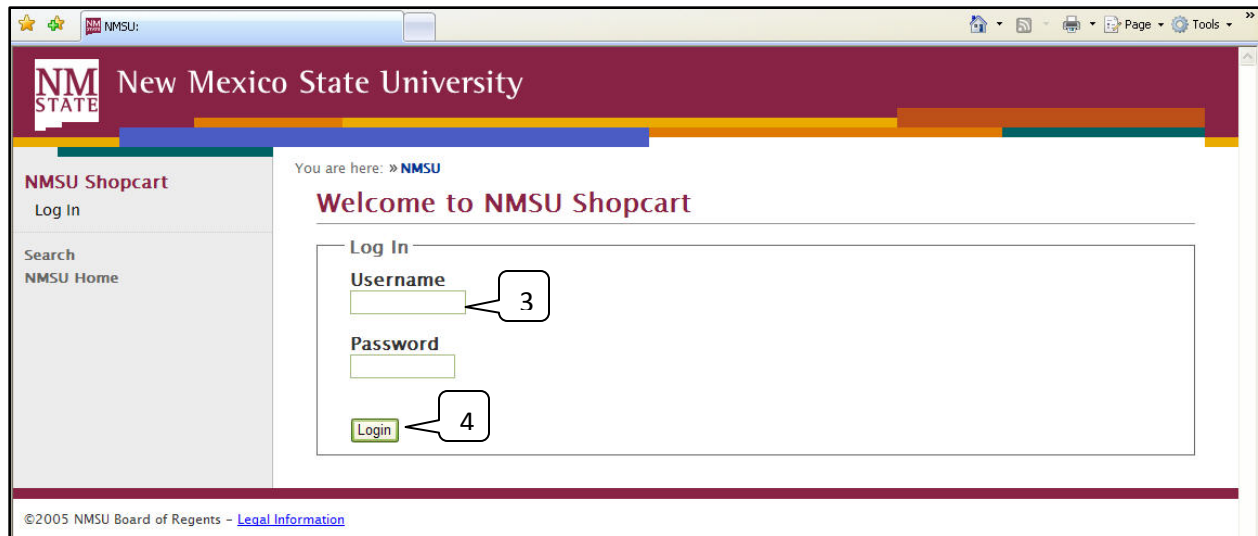
1. Type **http://shopcart.nmsu.edu/** in the address bar of your web browser and press Enter.

The ShopCart home page is displayed.

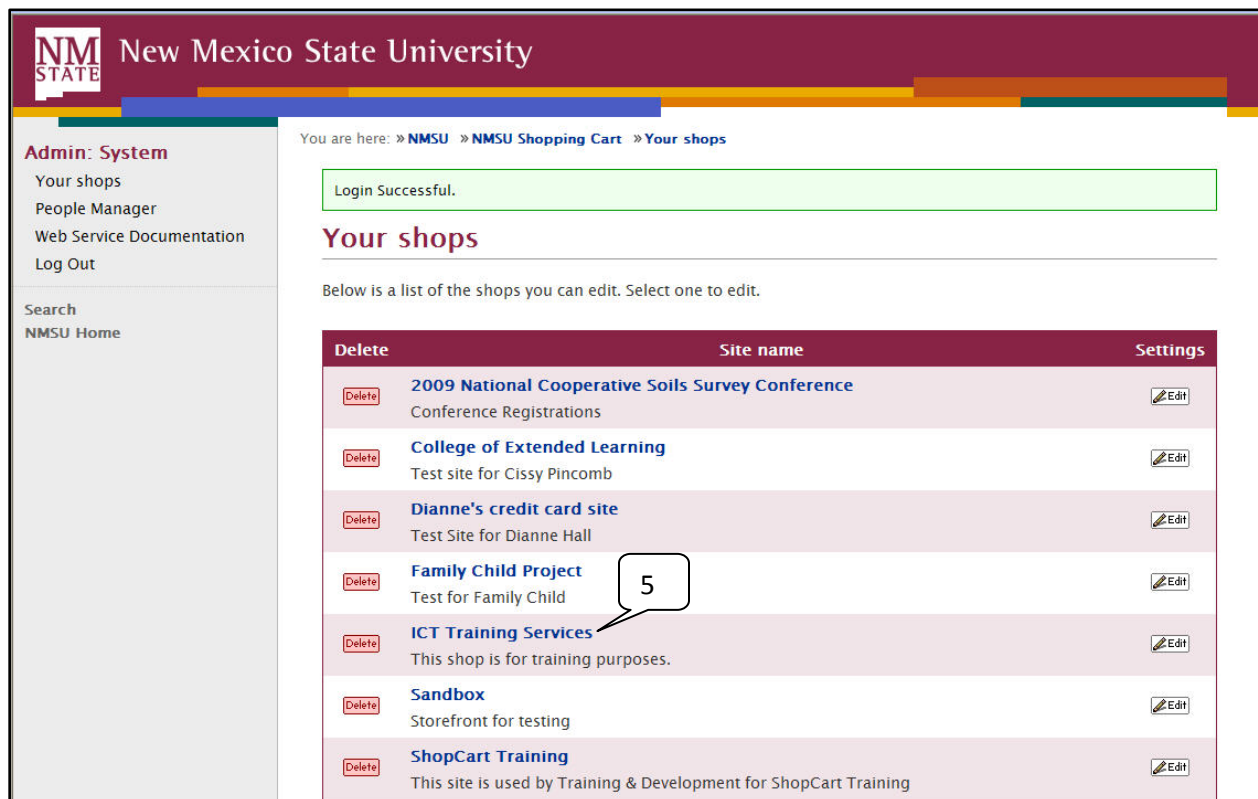


<http://shopcart.nmsu.edu>

2. Click **Log In** from the Navigation Pane.



3. Enter your NMSU **Username** and **Password**.
4. Click **Login**.



The **Your Shops** page displays a list of shops that you have access to edit.

5. To select a shop to edit, click the name of the shop from the list.

Shop Settings

The shop settings determine how your shop will function and the options that are available in your shop. Although API Users have many of these settings set for you through your API site, it is helpful to know what each feature is.

The screenshot shows the New Mexico State University ShopCart interface. The left navigation pane is titled 'New Mexico State University' and contains several sections: 'ICT Training Services' (Main Page, Browse by Category, Search Products, Your Shopping Cart), 'Admin: ICT Training Services' (Product Listing, **Shop Settings**, Photo Manager, Superuser settings), 'Fulfillment' (Orders, Download Orders as CSV, Incomplete Orders), and 'Admin: System' (Your shops, People Manager, Web Service Documentation, Log Out). A callout box with the number 1 points to the 'Shop Settings' link. The main content area is titled 'Product Listing' and shows a table of products. The breadcrumb trail indicates the user is in 'NMSU » NMSU Shopping Cart » Your shops » ICT Training Services'.

You are here: » [NMSU](#) » [NMSU Shopping Cart](#) » [Your shops](#) » [ICT Training Services](#)

Product Listing

Select a product below to modify or [add a new product](#).

ID	Delete	Photo	Product	Featured?	Price
245	Delete		Designing a WebCT Course Manual	Heavy	\$10.00
246	Delete		Using Respondus to Create Quizzes in WebCT Manual	-	\$25.00

You can also [add a new product](#).

1. Select **Shop Settings** from the Navigation Pane.

You are here: » [NMSU](#) » [NMSU Shopping Cart](#) » [Your shops](#) » [ICT Training Services](#)

Settings for *ICT Training Services*

Use this form to control the settings for the front page of your shop.

Shop Characteristics

Site Name
 2

Introductory Message
This message appears on your shop's main page.
 3
(Supports **Markdown**.)

Categories 4
Enter the list of available categories for products, one per line.

(Text only)

2. **Site Name:** This is the name that will display to your customers. Also called a SHOP NAME, this is the name you indicated when you completed the Request for Departmental Web Credit Card System Use form.
3. **Introductory Message:** enter a brief description of your site. This will be displayed to your customers on the home page of your shop. The information in the introductory message may include a brief description of the types of products found in your shop, contact information and policies.
4. **Categories:** If you want your products to be sorted into categories to enhance searches by customers, enter the category titles you want. Enter each category on a separate line. Categories may contain multiple words such as "training materials" or "multimedia content".



Shop Settings 3 & 4 above do not apply to API Users.

Checkout Message
This message appears when the customer begins the checkout process.

After you click the Proceed to checkout button, you will be redirected to our payment processor Web site (CashNet). Payment options include Visa, Mastercard and American Express. If you have any questions about your order, please contact ICT Training Services at 575.646.5125.

(Supports **Markdown.**)

Confirmation Message

☒ Send an extra confirmation email to the customer

You can enter an extra message below to be included in the confirmation email. It appears after listing the contact phone and email for your shop.

Thank you for your purchase. Your product will be delivered in 7 - 10 business days. If you have any questions about your purchase, please contact ICT Training Services at 575.646.5125.

(Text only.)

Return URL

This is the URL to send visitors to after a purchase.

<http://ict.nmsu.edu/~training>

Leave blank to return back to the storefront.

5. **Checkout Message:** type a message that will appear when the customer begins the checkout process. Information in this field may include contact information or shipping details.
6. **Confirmation Message:** Click the checkbox for **Send an extra confirmation email to the customer**, if desired. This email will be in addition to the generic email from CashNet. In the **Confirmation Message** text box, type the additional information that you would like to send to the customer in the confirmation email message. The confirmation message may include a thank you note, shipping details or information about other products and services.
7. **Return URL:** type the web address (including http://) where the customer will be redirected after purchasing the product. This may be back to your shop for additional purchases, the NMSU home page, your departmental home page, or any other page that may be appropriate to your situation.

The screenshot shows the ShopCart settings interface. At the top is a pink decorative border. Below it, the 'Notification Settings' section is highlighted with a light blue background. It contains a 'Notification emails' field with the text 'cavotta@nmsu.edu' and a callout bubble labeled '8'. Below this is a 'Notification URL' field with a callout bubble labeled '9'. The 'Web Service Settings' section is also highlighted with a light blue background. It contains 'Web Service API Settings' with a shop ID of '11' and an API key 'c1448ca54d6d87e5e457e2da8d895898'. Below this is a 'Storefront Availability' section with a checkbox labeled 'Close default storefront' and a callout bubble labeled '10'. At the bottom right of the settings area are 'Cancel' and 'Save changes' buttons. A red bar at the bottom contains an 'Information' link.

Notification Settings

Notification emails

These email addresses will be sent notifications when orders come in

cavotta@nmsu.edu

Enter email addresses, separated by commas.
Leave blank for no emails to be sent.

Notification URL

If you enter a URL below, it will get called whenever an order is finalized (either because the payment failed or because it was completed).

Leave blank to not notify any site.

Web Service Settings

Web Service API Settings

Your shop ID is: 11

Your API service key is: c1448ca54d6d87e5e457e2da8d895898 [What's this?](#)

If you suspect your API service key has been compromised, you can [generate a new one](#). You will have to change the API service key in all your code.

Storefront Availability

☐ Close default storefront

If you are using the API to manage your purchases, you should probably close the default storefront so that visitors cannot use the default storefront that ShopCart creates for you.

Cancel Save changes

[Information](#)

8. **Notification Emails:** enter the email addresses (separated by commas) of the people you would like to receive notifications of purchases through your store.
9. **Storefront Availability:** If you want to close your store, check this box. Closing your store makes it unavailable to customers to purchase your products.
10. Click the **Save Changes** button.

Team Tip:



API users should consider “closing their store” in ShopCart so customers do not inadvertently access the store through ShopCart rather than the custom web site created.

Previewing and Testing Your Store

In order to ensure that your product information will display correctly to your customers, it is recommended that you preview and test your store using the following steps. API users should test their shop from the custom website – not ShopCart since ShopCart will not be used as the customer view.

1. Select a product from your store.
2. Click **Add to Cart**.
3. Update **Quantity**, if desired.
4. Click **Proceed to Checkout**. You will be transferred to CashNet, a third party vendor to complete the transaction.

checkout : sign out

NM STATE New Mexico State University Web Payment System

Enter credit card information Total Amount: \$25.00

Credit Card Number: 4111111111111111 5

Expiration Month: 07 6

Expiration Year: 2010 6

Cardholder Name: Jennifer Gabel 7

Address: Training & Development, Academic Rese. Enter the address where you receive the bill for this card.

City: Las Cruces

State/Province/Region: NM

Zip/Postal Code: 88003

Country: United States 8

Card ID Code: 000 Enter the three or four digit code from your card. [Help](#)


Email Address: jgabel@nmsu.edu 9

(You'll have a chance to review this order before it's final)

Continue Checkout

5. Enter credit card number **4111111111111111** (fifteen 1's).
6. Select **07** for the expiration month and **2010** for the expiration year.
7. Type your name in the cardholder name field.
8. Enter **000** in the security code field.
9. Click **Continue Checkout**.

[checkout](#) : [sign out](#)

 **New Mexico State University** Web Payment System

Please confirm the information below. To submit your payment, click on the 'Submit Payment' button.

Items selected

1 Web Payment	\$25.00
Using Respondus to Create Quizzes in WebCT Manual	
Web Payment	\$0.00
Store ID: 11	
Tracking ID: 1100	
Total Amount	\$25.00

Payment information


Credit Card Number:	XXXXXXXXXXXX1111
Expiration Date:	0709
Cardholder Name:	Jennifer Gabel
Address:	ARC B, 106B
City:	Las Cruces
State/Province/Region:	NM
Zip/Postal Code:	88001
Country:	United States
Email Address:	jgabel@nmsu.edu

10

Submit Payment

10. Review the information for accuracy and click **Submit Payment**.

[sign out](#) 11

 **New Mexico State University** Web Payment System

Transaction Approved

Receipt Number: 709388
Department Web sites
03/13/2009

Description	Amount
1 Web Payment Using Respondus to Create Quizzes in WebCT Manual	25.00
Web Payment Store ID: 11 Tracking ID: 1100	0.00
Total	25.00

Payments Received	Amount
Credit Cards Visa XXXXXXXXXXXX1111 Authorization # TEST88	25.00
Total	25.00

Thank you for your payment.

Your receipt has been emailed to jgabel@nmsu.edu

[Email Another Receipt](#)

[View Printable Receipt](#)

(web7)

11. The confirmation screen appears. Click the **Sign Out** button. You should be redirected to the Web site that you set in your shop settings (**Return URL** field).

After you have tested your site, you will receive a few e-mail messages regarding this purchase. The exact number of e-mail messages received is determined by ShopCart settings.

1. E-mail message from **UAR** which details the transaction. This message is sent to customers.

From:	UAR@nmsu.edu
To:	jgabel@nmsu.edu
Cc:	
Subject:	Thank you for your payment

=====	
Receipt Number: 709388	
Customer: WEB CHECK OUT TRANSACTIONS	
Department Web sites	
03/13/2009	
Description	Amount

1 Web Payment	25.00
Using Respondus to Create Quizzes in WebCT Manual	
Web Payment	0.00
Store ID: 11	
Tracking ID: 1100	
Total	25.00
Payments Received	Amount

Credit Cards	25.00
Visa XXXXXXXXXXXX1111	
Authorization # TEST88	
Total	25.00
Thank you for your payment.	

2. Optional: E-mail message from you to your customer with additional order information. This e-mail is only sent if you set up the **Confirmation Message** area of your ShopCart Settings.

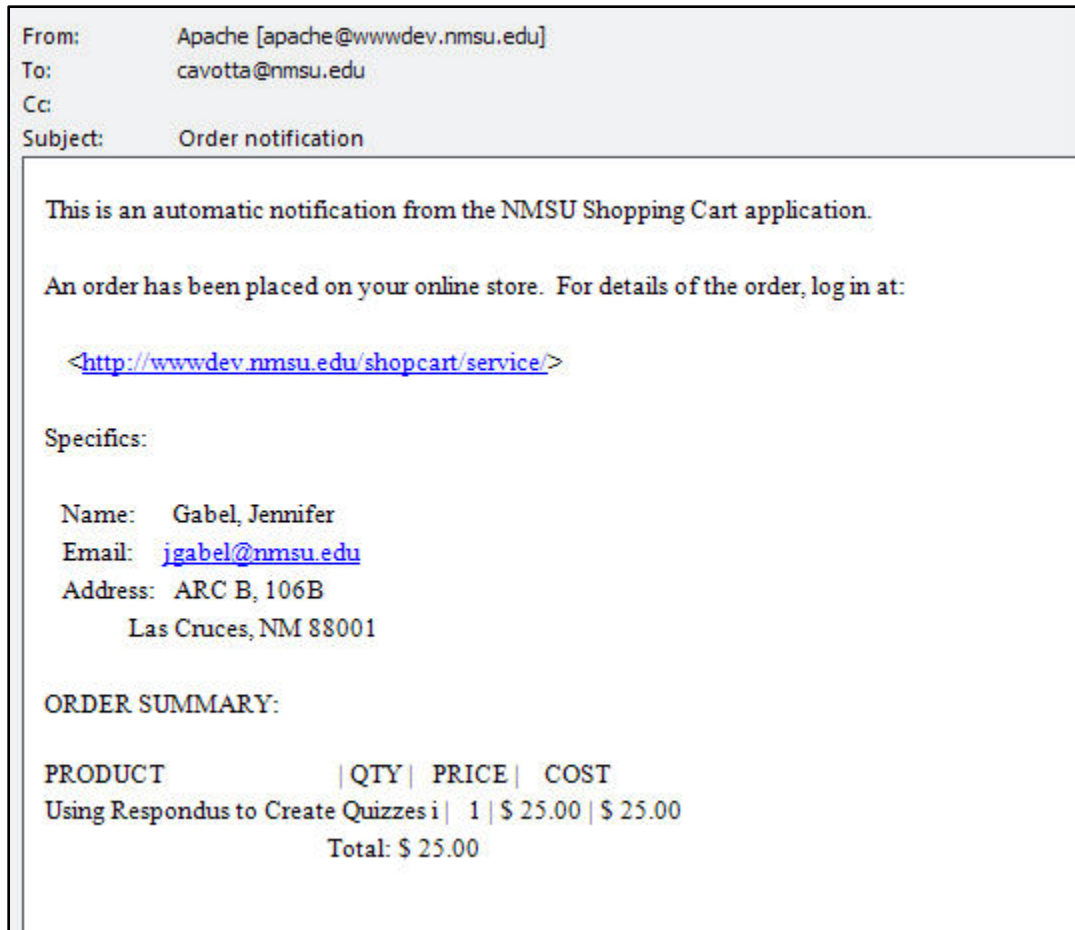
From:	cavotta@nmsu.edu	Sent: Fri 3/13/2009
To:	jgabel@nmsu.edu	
Cc:		
Subject:	Purchase Confirmation	

Your online payment has been received.

If you experience problems with your purchase, please contact <cavotta@nmsu.edu> or call 1-575-646-5462.

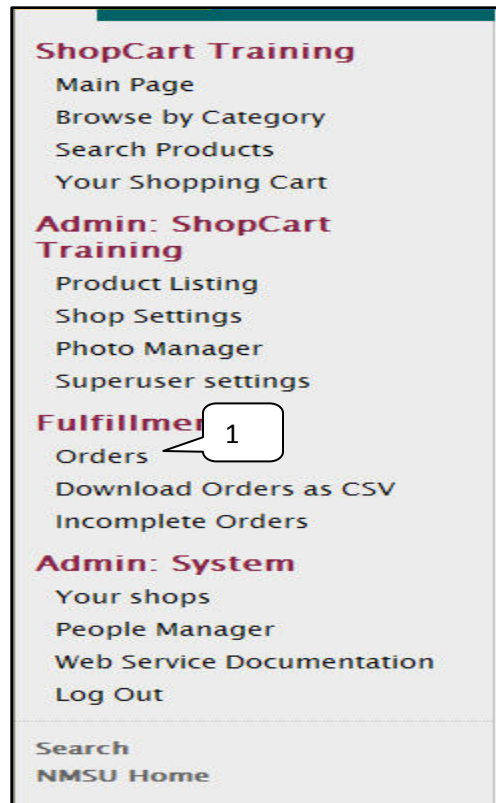
Thank you for your purchase. Your product will be delivered in 7 - 10 business days. If you have any questions about your purchase, please contact ICT Training Services at 575.646.5125.

3. E-mail message to shop owners detailing the transaction. This message is sent to those whose e-mail addresses were listed in the **Notifications E-Mail** field of the ShopCart Settings.



Order Fulfillment

The procedure that you will use to fulfill orders will largely be determined by internal department procedures. For most shop owners, the process of fulfillment will begin by printing receipts of orders followed by the physical processing of the orders (e.g. shipping) and finally completion of order fulfillment in ShopCart. After the order has been fulfilled, you may need to reconcile your transaction with Banner to ensure that the financial records have been properly audited. In order to do so, ShopCart provides tools that allow you to download the order data to CSV format, which can be opened in common spreadsheet applications such as Microsoft Excel. The following information details a typical process for fulfilling orders; however each department may have their own department-specific fulfillment procedures.



1. Select **Orders** from the Navigation Pane. After a customer purchases products from your Shop, shop owners will see a list of pending orders in the orders area of ShopCart.

You are here: » [NMSU](#) » [NMSU Shopping Cart](#) » [Your shops](#) » [ICT Training Services](#)

Order Listing

Here is a listing of orders which need fulfillment attention.

Confirmed Purchases

This list of orders are ones which have been completed, and need to be fulfilled.

ID	Name	Created	Amount	T#	Cleared Banner?
<input type="checkbox"/> 1100	Gabel, Jennifer	2009-03-13	\$25.00	709388	
Select All		With selected: <input type="text" value="Download as CSV"/> <input type="button" value="Go"/>			

Mismatched Purchases

Below are orders which paid a different amount than is expected for the cost of the items. This may represent an attempt at fraud, or it may simply be that the price of the product changed while the person was completing the information for his or her order. Either way, you should probably look into it before fulfilling the order.

(There are no orders of type Mismatched currently.)

Fulfilled Purchases

This list of orders are ones which have been fulfilled. When you no longer need to refer to them, you can delete them (we recommend downloading them as a CSV before deleting them as a backup).

(There are no orders of type Fulfilled currently.)

2. There are two areas in which processed orders are initially placed.
 - a. **Confirmed Purchases:** Confirmed purchases are orders that have been processed and need to be fulfilled by your staff.
 - b. **Mismatched Purchases:** Mismatched purchases are purchases where the amount paid and product price do not match. The most common reason for a price mismatch is that the product price had changed while the customer was purchasing the product. Special attention should be given to mismatched purchases to ensure that the order details are accurate.

Printing Receipts

Printable receipts can be used to help process and fulfill orders. For example, you can use a printable receipt as a packaging slip or as a printable record to keep in your files. You will only see printable receipts for orders that are Confirmed, Mismatched, or Fulfilled. Once the order is deleted, the printable receipts will not be available.

Order Listing

Here is a listing of orders which need fulfillment attention.

Confirmed Purchases

This list of orders are ones which have been completed, and need to be fulfilled.

ID	Name	Created	Amount	T#	Cleared Banner?
<input type="checkbox"/> 1100	Gabel, Jennifer	2009-03-13	\$25.00	709388	

[Select All](#)

With selected: Download as CSV Download as CSV **Print Receipts** Mark order as fulfilled Permanently delete order reference Go

Mismatched Purchases

1. Click on the checkbox for each order you would like to print.
2. If you want to print all orders, click the **Select All** link.
3. From the **With Selected** drop-down list, select **Print Receipts**.
4. Click the **Go** button.

Order Receipt #1100

Customer Information

Jennifer Gabel (jgabel@nmsu.edu)
 ARC B, 106B
 Las Cruces, NM 88001

Products Ordered:

Product	Price	Quantity	Cost
Using Respondus to Create Quizzes in WebCT Manual	\$25.00	1	\$25.00
			Total: \$25.00

If you have problems with your order, please contact us:

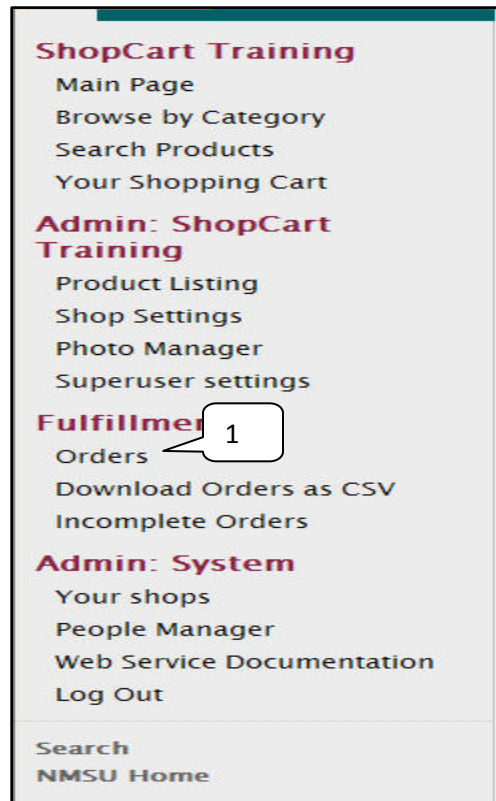
- Phone: 1-575-646-5462
- Email: cavotta@nmsu.edu

5. A printable view will display. Use your browser's **Print** function to print the receipts to a printer.
 - a. Using Firefox or Safari: From the menu bar, select File; Print
 - b. Using Internet Explorer 7: From the command bar, click the Print button.

Note: each order will print on an individual sheet of paper.

Fulfilling Orders in ShopCart

Once you have printed, processed, and shipped an order to your customer, you should fulfill the order in ShopCart. This process will move orders from the Confirmed or Mismatched view to the Fulfilled view to ensure you do not process orders more than once.



1. Select **Orders** from the Navigation Pane. After a customer purchases products from your Shop, shop owners will see a list of pending orders in the orders area of ShopCart.

Order Listing

Here is a listing of orders which need fulfillment attention.

Confirmed Purchases

This list of orders are ones which have been completed, and need to be fulfilled.

ID	Name	Created	Amount	T#	Cleared Banner?
<input type="checkbox"/> 1100	Gabel, Jennifer	2009-03-13	\$25.00	709388	

[Select All](#)

With selected:

- Download as CSV
- Download as CSV
- Print Receipts
- Mark order as fulfilled
- Permanently delete order reference

Go

Mismatched Purchases

- Click on the checkbox for each order you would like to fulfill.
- If you want to fulfill all orders, click the **Select All** link.
- From the **With Selected** drop-down list, select **Mark Order as Fulfilled**.
- Click the **Go** button.

Fulfillment request complete.

6

Order Listing

Here is a listing of orders which need fulfillment attention.

Confirmed Purchases

This list of orders are ones which have been completed, and need to be fulfilled.

(There are no orders of type Confirmed currently.)

Mismatched Purchases

Below are orders which paid a different amount than is expected for the cost of the items. This may represent an attempt at fraud, or it may simply be that the price of the product changed while the person was completing the information for his or her order. Either way, you should probably look into it before fulfilling the order.

(There are no orders of type Mismatched currently.)

Fulfilled Purchases

7

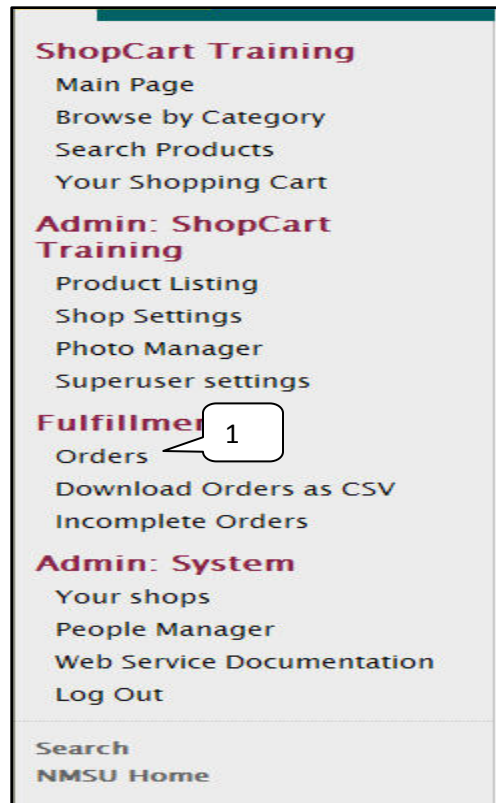
This list of orders are ones which have been fulfilled. When you no longer need to refer to them, you can delete them (we recommend downloading them as a CSV before deleting them as a backup).

ID	Name	Created	Amount	T#	Cleared Banner?
<input type="checkbox"/> 1100	Gabel, Jennifer	2009-03-13	\$25.00	709388	
Select All		With selected: <input type="text" value="Download as CSV"/> <input type="button" value="Go"/>			

6. Message received the **Fulfillment Request Complete**.
7. Orders are moved from Confirmed Purchases to **Fulfilled Purchases**.

Downloading Orders

In order to maintain an offline and permanent record of your orders that you can also use to reconcile your account in Banner, you can download your order data to CSV format. CSV format can be easily imported into spreadsheet programs such as Microsoft Excel.



1. Select **Orders** from the Navigation Pane. After a customer purchases products from your Shop, shop owners will see a list of pending orders in the orders area of ShopCart.

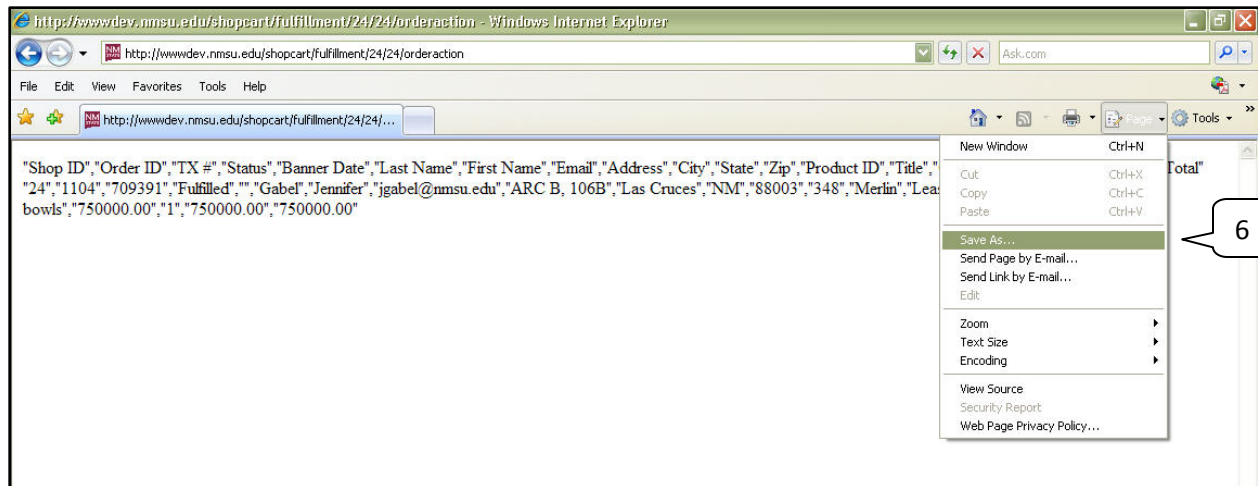
Fulfilled Purchases

This list of orders are ones which have been fulfilled. When you no longer need to refer to them, you can delete them (we recommend downloading them as a CSV before deleting them as a backup).

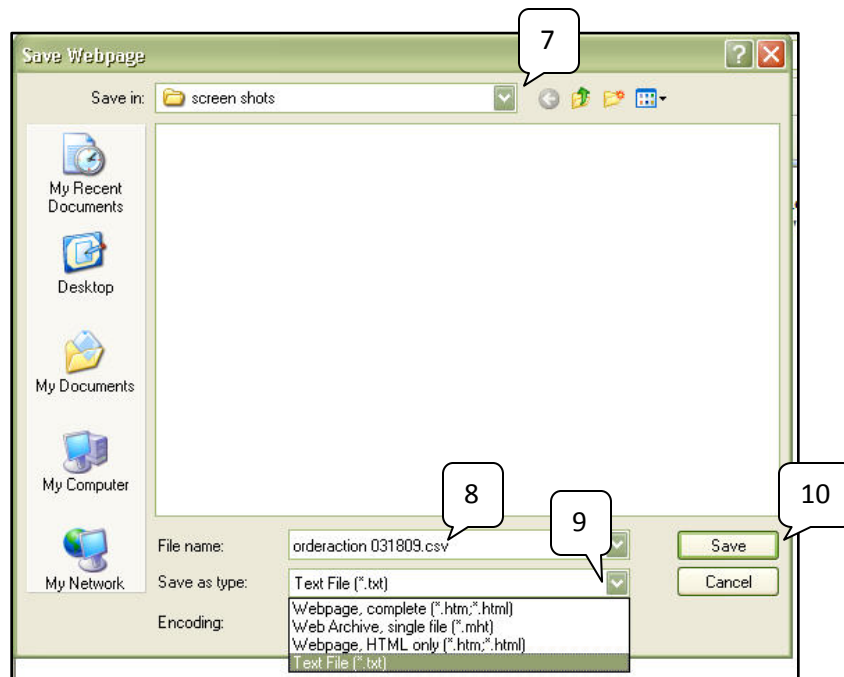
	ID	Name	Created	Amount	T#	Cleared Banner?
<input type="checkbox"/>	1100	Gabel, Jennifer	2009-03-13	\$25.00	709388	

[Select All](#) With selected:

2. Click on the checkbox for each order you would like to download.
3. If you want to download all orders, click the **Select All** link.
4. From the **With Selected** drop-down list, select **Download as CSV**.
5. Click the **Go** button.



6. Use your browser's save function to save the information to your computer.
 - a. Internet Explorer 7 (shown above): Click the **Page** icon and select **Save As...**
 - b. Firefox: From the menu bar, select **File, Save Page As**
 - c. Safari: From the menu bar, select **File, Save As**



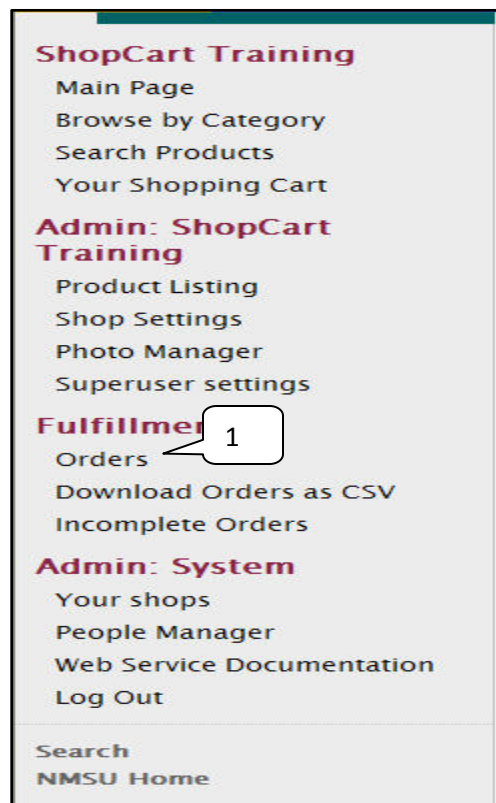
7. Select the folder where you want to save the file.
8. Type an appropriate file name; add **.CSV** to end of file name.
9. Select **Text File** as save as type.
10. Click **Save**.

Shop ID	Order ID	TX #	Status	Banner Da	Last Name	First Name	Email	Address	City	State	Zip	Product ID	Title	Option	Price	Quantity	Cost
24	1104	709391	Fulfilled		Gabel	Jennifer	jgabel@nn	ARC B, 10 Las Cruces	NM		88003	348	Merlin	Leash, Cre	750000	1	

CSV file opened in Excel.

Deleting Orders

Once an order has been fulfilled and a permanent record of the transaction has been downloaded to your computer, you may want to delete orders that have been made through your store.



1. Select **Orders** from the Navigation Pane. After a customer purchases products from your Shop, shop owners will see a list of pending orders in the orders area of ShopCart.

Fulfilled Purchases

This list of orders are ones which have been fulfilled. When you no longer need to refer to them, you can delete them (we recommend downloading them as a CSV before deleting them as a backup).

ID	Name	Created	Amount	T#	Cleared Banner?
<input type="checkbox"/>	1100	Gabel, Jennifer	2009-03-13	\$25.00	709388

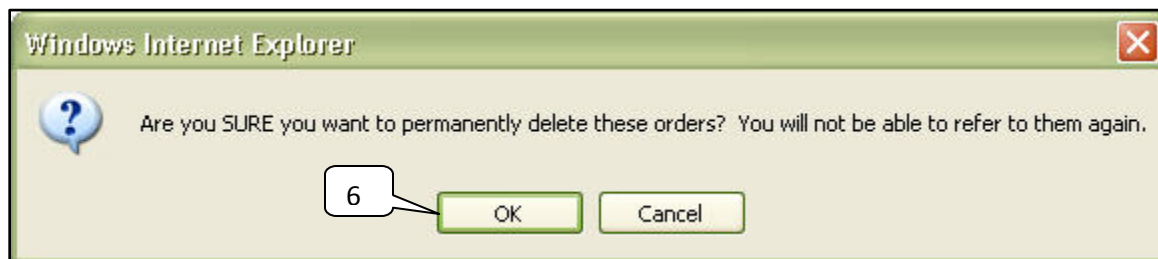
[Select All](#)

With selected: Permanently delete order reference Go

Download as CSV
Print Receipts
Permanently delete order reference

[Information](#)

- Click on the checkbox for each order you would like to delete.
- If you want to delete all orders, click the **Select All** link.
- From the **With Selected** drop-down list, select **permanently delete order reference**.
- Click the **Go** button.



- Click **OK** to delete order.

Deletion request complete.

7

Order Listing

Here is a listing of orders which need fulfillment attention.

Confirmed Purchases

This list of orders are ones which have been completed, and need to be fulfilled.

(There are no orders of type Confirmed currently.)

Mismatched Purchases

Below are orders which paid a different amount than is expected for the cost of the items. This may represent an attempt at fraud, or it may simply be that the price of the product changed while the person was completing the information for his or her order. Either way, you should probably look into it before fulfilling the order.

(There are no orders of type Mismatched currently.)

Fulfilled Purchases

This list of orders are ones which have been fulfilled. When you no longer need to refer to them, you can delete them (we recommend downloading them as a CSV before deleting them as a backup).

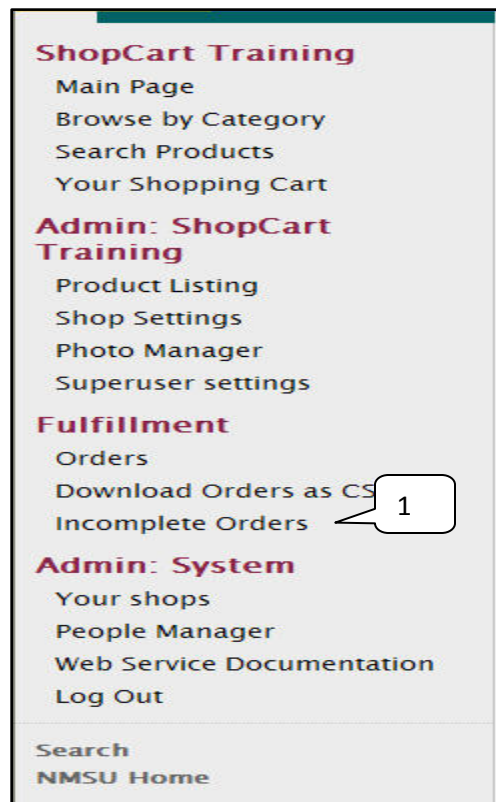
(There are no orders of type Fulfilled currently.)

8

7. Message received **Deletion Request Complete**.
8. Orders are deleted from the **Fulfilled Purchases** area.

Incomplete Orders

Incomplete orders are orders that are currently in progress or orders that were abandoned by the customer before payment. Incomplete orders will be removed automatically approximately 8-9 days after the order was initiated. No action is required on your part to process incomplete orders. You may view incomplete orders following the steps below.



1. Select **Incomplete Orders** from the Navigation Pane.

You are here: » [NMSU](#) » [NMSU Shopping Cart](#) » [Your shops](#) » [ICT Training Services](#)

Pending Orders

Here is a listing of all orders which have not been cleared through the online credit card verification process yet.

Typically, you can just ignore these. Either the order will show up eventually in the main orders section, or the user will abandon the order, and the order will be culled in due time. This is here only so that you can track an order through its entire process if you need to.

Sent Orders

Below are orders which have been sent to the credit card payment site, and are awaiting confirmation that the payment has been completed. They may have been abandoned.

(There are no orders of type Sent currently.)

Unsent Orders

Below are orders which have been formed, but which have not been sent to the credit card payment site. They may have been abandoned.

(There are no orders of type Unsent currently.)

Failed Orders

Below are orders which failed during checkout, most likely due to problems with the credit card entry (declines). These probably can be deleted.

(There are no orders of type Failure currently.)

2. **Sent Orders:** Sent orders are orders which reached the CashNet site but were not completed.
3. **Unsent Orders:** Unsent orders are orders which were cancelled/abandoned by the customer prior to them reaching the Checkout stage.
4. **Failed Orders:** Failed orders are orders that were declined by CashNet.

Help

If you need HELP with ShopCart:

- **Call ICT Product Development Svcs at 646- 2026**
- **For online help, documentation and interactive training demos, go to:**

<http://hr.nmsu.edu/hrs/documents- - demos.html>

For questions regarding payments, refunds, or accounts:

- **Call University Accounts Receivable (UAR) at 646- 4911**

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