

Viewing Orders

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The **Orders** screen lists every sale the store has rung up. Use it to look up a past sale, check who the cashier was, see how it was paid, and reprint or email a receipt.

Open Orders

In the drawer, tap **Orders**. You get a list of orders with columns for:

- Order number
- Date created, modified, completed, and paid
- Customer and billing details
- Status (completed, processing, refunded, etc.)
- Total
- Payment method
- Cashier
- Receipt

Use the filter bar at the top to narrow the list by date range or other criteria, and tap any order to open its full detail view.

Reprint or email a receipt

From the **Orders** list, the **Receipt** column has an action for each order:

- **Print** — sends the receipt to your connected receipt printer (see *Troubleshooting* → *Hardware* if it doesn't print).
- **Email** — opens a dialog where you can enter the customer's email address. If the order already has a customer attached, the address is pre-filled.

You can also reach the Receipt action from inside the order detail view.

Refunding an order

The Spectre POS app shows order history but does not currently process refunds. To refund a sale, the store administrator runs the refund from WooCommerce in the WordPress admin (under **WooCommerce** → **Orders**). The refund then shows up on this list as a separate refund line tied to the original order.

Troubleshooting

- **An order I just rang up isn't on the list.** Pull down to refresh, or check that you're online (see *Troubleshooting* for offline behavior — pending sales sync when you reconnect).
- **The cashier column is blank or wrong.** The cashier is recorded from whoever was signed in at checkout. Make sure each cashier signs in under their own account rather than sharing a login.

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