

## How to process a pending purchase

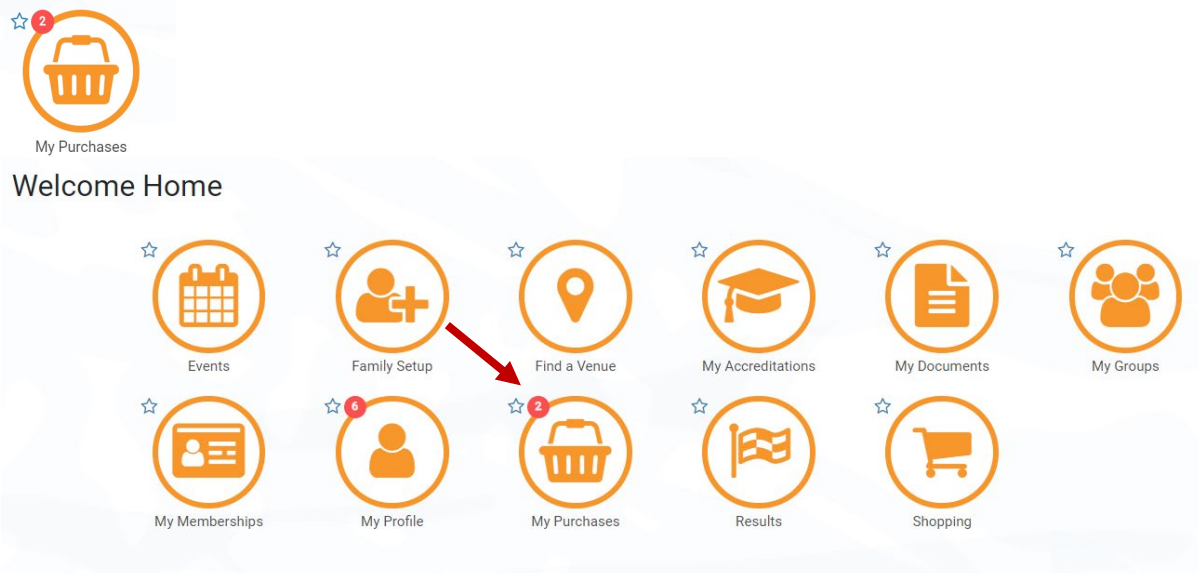
A pending purchase is a transactions that is incomplete. Incomplete transactions will show under the **'My Purchases'** icon.

If payment details are either Incomplete or Swim Central times out at the checkout stage the transaction will show as a pending purchase.

To complete payment for a pending purchase -

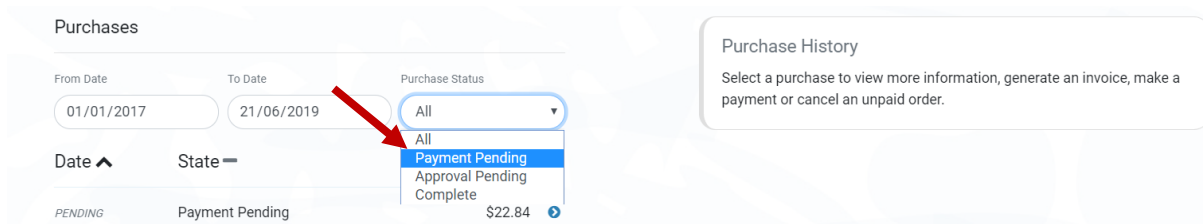
Reminder this is done on principal/parent home page under 'My Purchases' NOT THE SWIMMERS

Click on **'My Purchases'** the number indicates how many purchases are pending



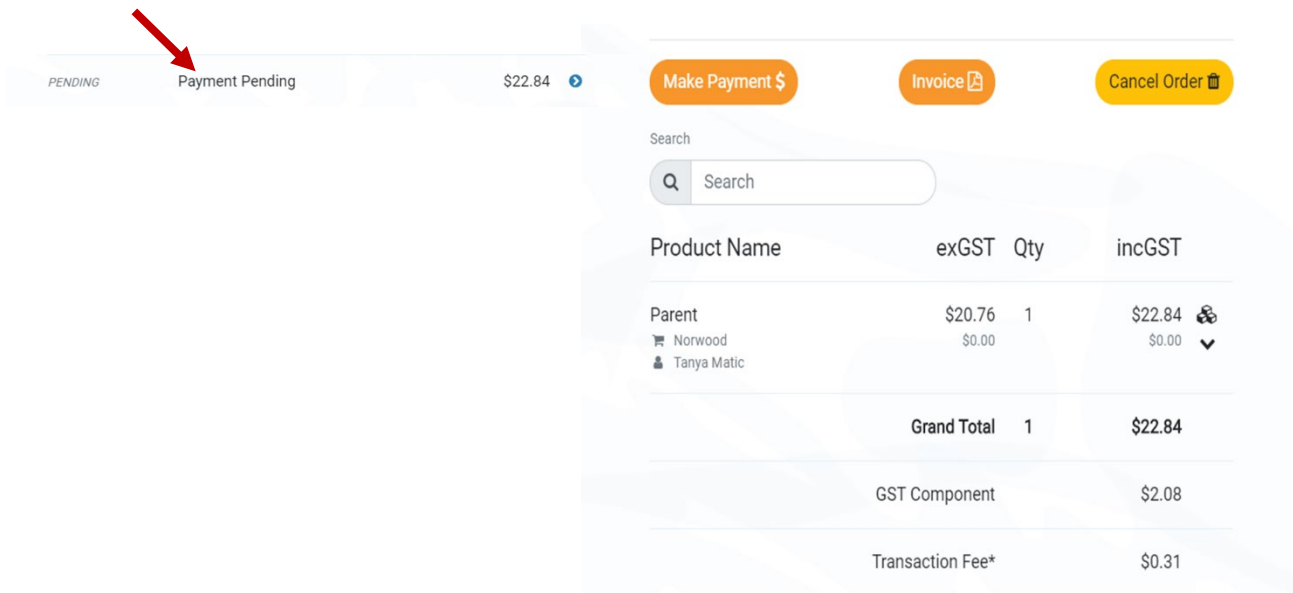
To view pending payments

Click **'Payment Pending'** under the Purchase Status drop down box



Click on the 'Payment Pending' to view product details

Click 'Make Payment' to proceed to checkout or Option to 'Cancel Order'



PENDING    Payment Pending    \$22.84    [Make Payment](#)    [Invoice](#)    [Cancel Order](#)

Search

Product Name	exGST	Qty	incGST
Parent Norwood Tanya Matic	\$20.76 \$0.00	1	\$22.84 \$0.00
<b>Grand Total</b>		<b>1</b>	<b>\$22.84</b>
GST Component			\$2.08
Transaction Fee*			\$0.31

Enter 'Payment Details' to process payment

\* fees and surcharges included in total amount shown

Please Provide Payment Details  
This payment will be handled securely via Stripe. Your card details will not be stored.

First Name

Last Name

Credit Card

[Purchase \\$22.84](#)