

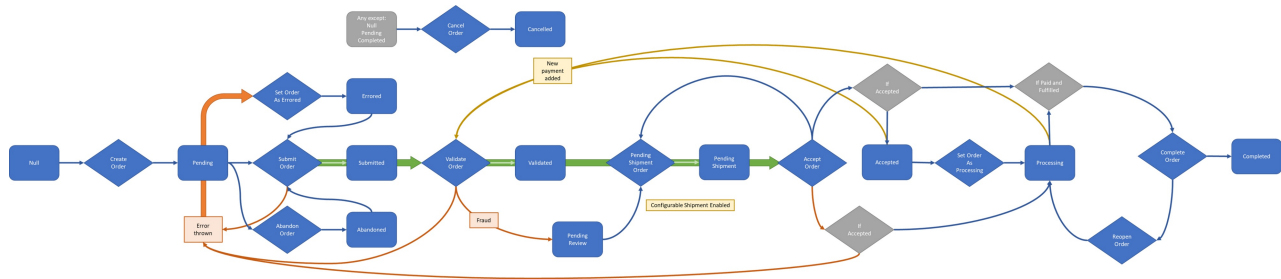
# Order Statuses

There are several order status fields that apply to both eCommerce-only and eCommerce plus Order Management implementations of the Kibo Composable Commerce Platform, and exposed in both API data and the Admin UI. This guide describes what each of these statuses means and what actions can be taken on an order in that state.

These fields include the primary order status as well as payment, fulfillment, and return rollup statuses. These order-level rollup states sum up the current status of all individual payment, shipment, and return instances that belong to that order.

Order Number	Submitted Date	First Name	Last Name	Order Total	Order Status	Payment Status	Fulfillment Stat...	Return Status	Order Type	Channel
45	Jul 16 2020 6:48pm	N/A	N/A	\$0.00	Accepted	Paid	NotFulfilled	None	Offline	
44	Jul 16 2020 6:34pm	N/A	N/A	\$0.00	Accepted	Paid	NotFulfilled	None	Offline	
43	Jul 16 2020 6:31pm	N/A	N/A	\$0.00	Accepted	Paid	NotFulfilled	None	Offline	

## Order Status



### Pending

The order has been created offline or online in a cart and has not yet been submitted.

You can submit a **Pending** order if it has defined items, billing information, and shipping information. This moves the order to the **Submitted** state.

If an order stays in the **Pending** state for two days, it will be moved to the **Abandoned** state.

If anything goes wrong when moving from **Pending** to a target state, such as payment gateway issues, the order will move into the **Errored** state.

### Submitted

The order includes one or more items and has defined billing information and shipping information. Once submitted, it proceeds to the validation process such as for fraud detection.

If an order passes validation, it will move to the **Validated** and then **Accepted** order states. If it

does not pass validation, it will move to **Pending Review**.

It is possible to cancel the order at this time, which moves it to the **Cancelled** state.

## Validated

The order has passed the validation process, which validates the items in the order against the products in the catalog, verifies the fulfillment information (either the defined shipping method or in-store pickup location), and initiates communication with the payment gateway.

If the order passes validation, it can be moved to the **Accepted** state.

It is possible to cancel the order at this time, which moves it to the **Cancelled** state.

If anything goes wrong when moving from **Validated** to a target state, such as payment gateway issues, the order will move into the **Errored** state.

## Pending Review

The order has been submitted but did not pass the order validation process. An order in this state can be manually placed into the **Accepted** or **Processing** state.

It is possible to cancel the order at this time, which moves it to the **Cancelled** state.

## Pending Shipment

If you have opted to delay shipment creation to a certain time after order submission, rather than create shipments immediately per the default, then the order will enter **Pending Shipment** until those shipments are created. If this behavior is not enabled, then orders will not enter this status.

## Accepted

The order has passed validation and is accepted for processing. Any payments set to [Authorize And Capture On Order Placement](#) will be captured during acceptance. If no payment errors have occurred and/or any payment has been captured, shipments are created for the order items.

When a payment action has been taken and/or items have been shipped, it will be moved into the **Processing** state.

It is possible to cancel the order at this time, which moves it to the **Cancelled** state.

## Processing

The order's shipments are in fulfillment and/or a payment action has been taken. If any action is taken on an order after acceptance, it will automatically be transitioned to this status.

When this order's fulfillment rollup status is **Fulfilled** and the payment rollup status is either **Paid** or **Paid and Errored**, then it will be moved to **Completed**.

It is possible to cancel the order at this time, which moves it to the **Cancelled** state.

## Cancelled

The order was cancelled, voiding or crediting any payments. You cannot perform any actions on an order in the **Cancelled** state.

## Completed

The order was accepted, fully shipped, and paid. An order will only be moved to this state if the fulfillment rollup status is **Fulfilled** and the payment rollup status is either **Paid** or **Paid and Errored**.

You can reopen a completed order, which resets the order state back to **Processing**.

## Errored

An unexpected error occurred during order submission.

Orders move to the **Errored** state only from **Pending** or **Validated** states if something goes wrong when moving to the target state, such as payment gateway issues and timeouts.

## Abandoned

An unpaid **Pending** order timed out because it was never submitted or cancelled. You cannot perform any actions for an order in the **Abandoned** state.

Orders are determined to be abandoned when no action has been taken on them for a set period of time. By default, orders are determined to be **Abandoned** when no action has been taken on a **Pending** order for two days.

## Payment Status

The payment rollup status summarizes the overall state of all payments on the order. This status may be:

- **Unpaid:** There are no valid payments on the order and no balance has been collected.
- **Pending:** There are valid payments on the order to collect the entire order balance.
- **Paid:** There is zero balance remaining across all payment methods on the order.
- **Pending And Errored:** There are pending payments as well as payments with errors of the type Void or Credit.
- **Paid And Errored:** The order is fully collected but there are Credit errors.
- **Errored:** Something is wrong with the payments on the order and at least one valid payment is still needed to cover the order balance. Not every payment has to be errored to trigger this status. For example, if a single payment failure means that there isn't enough payment to

cover the order balance, the order will enter this Errored state.

This state comes with rules that can affect fulfillment in Order Management, in which errored payment states block shipments from being able to progress in fulfillment. For more information about this behavior, see the Payment States section of the [shipment processing documentation](#).

And for more details about how payments are processed and the specific actions that can be performed on a payment while it's in a particular state, see the [payment processing documentation](#).

## Fulfillment Status

The fulfillment rollup status summarizes the overall state of all shipments on the order. This status may be:

- **Customer Care:** At least one shipment on the order is in the Customer Care status.
- **Not Fulfilled:** No shipments associated with the order have been fulfilled.
- **Partially Fulfilled:** One or more shipments have been fulfilled, but others are not.
- **Fulfilled:** All shipments on the order have been fulfilled (ignoring canceled shipments).

For more granular explanations of shipment-level statuses in Order Management implementations and this fulfillment behavior, see the [shipment processing documentation](#).

## Return Status

The order-level return rollup status summarizes the overall state of all returns on the order. This status may be:

- **None:** The order has no returns, or all returns associated with the order are rejected or cancelled.
- **In Progress:** The order has at least one associated return that is not cancelled, closed or rejected.
- **Order Partially Returned:** There are some closed returns associated with the order; however, there are also returns that are not cancelled, closed or rejected.
- **Order Fully Returned:** All returns associated with the order are closed.

For more information about individual return states and the return process, see the [Returns documentation](#).