

# Order Status



The Order Status is set automatically based on a variety of things within the Sales Order.

These can be used to filter the list of Sales Orders.

## A List of Statuses

These statuses have an impact on the function of the system. For example, it may be impossible to Pack or Despatch a Sales Order which is Payment Pending, or process a return for an Abandoned Sales Order.

Status	Purpose
Draft	<i>This implies that an order is still being created or edited and is not yet active.</i>
Payment Pending	<i>This flags an outstanding balance on an order.</i>
Unallocated	<i>This flags that no stock has yet been <a href="#">allocated</a> to the Sales Order</i>  <i>Unallocated orders may be auto-allocated, and will appear on the Required Orders screen</i>
On Order	<i>This will be set if at least on line on the Sales Order is allocated to an active <a href="#">Purchase Order</a></i>
On Transfer	<i>This will be set if at least on line on the Sales Order is allocated to an active <a href="#">Stock Transfer</a></i>

Status	Purpose
Awaiting Packing	<i>Set if all items are allocated to Stock Locations with free stock, which are also enabled for fulfilment</i>
Awaiting Despatch	<i>Set if all items are marked as Packed</i>
Awaiting Collection	<i>Set if all items are marked as Packed and the delivery type is 'Collect'</i>
Partially Despatched	<i>Set if at least one order line has been marked as Despatched</i>
Partially Collected	<i>Set if at least one order line has been marked as Collected</i>
Completed	<p><i>Set if all order lines have been marked as Despatched/Collected, and there is no outstanding payment</i></p> <p><i>May be overridden by Awaiting Action</i></p>
Awaiting Action	<p><i>This will be set if there is a problem with the Sale Order</i></p> <p><i>Some potential reasons include (but are not limited to):</i></p> <ul style="list-style-type: none"> <li><i>• Manual interaction</i></li> <li><i>• Outstanding balance after delivery</i></li> <li><i>• Integration problems</i></li> </ul> <p><i>It may be set and must be cleared <a href="#">manually</a></i></p>
Refund Pending	<i>Set if a refund needs to be paid to the customer</i>
Returned	<i>Set if all line items have been Returned</i>
Partially Returned	<i>Set if at least one line item has been Returned</i>
Cancelled	<p><i>Set if all lines have been Cancelled prior to delivery</i></p> <p><i>Alternatively, set if an eCommerce customer clicks 'pay', and then actively choose to cancel within the payment gateway; in this instance, a cancelled payment will be logged against the Sales Order</i></p>
Abandoned	<i>An Abandoned Sales Order is created when the eCommerce customer clicks 'pay', but fails to complete payment within the payment gateway</i>
Quote	<i>Created by a User within IXO Commerce, typically within the POS</i>

Occasionally it may be possible for a Sales Order to fall into multiple statuses (e.g. one order line is On Order and another is On Transfer); because each Sales Order can only have a single status, IXO Commerce will prioritise the most important.

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