# Order Status and Type Definitions

v 2.0

## Contents

# Order Statuses

Below is a brief description of the Order Statuses you will see within your Exigo instance:

**INCOMPLETE:** This status is set via API only, for test orders. You cannot change an order to this status in Exigo Admin.

**PENDING:** An order is entered in the system and awaiting payment. The Pending status can also be used to hold an order you do not want released for commissions or fulfillment.

**CANCELED:** These orders do not ship and are not included in commission runs. Order records are never deleted in the database, they are stored as canceled.

**ACCEPTED:** An order moves to accepted status upon receiving payment. Accepted status means the order is paid for and/or released for fulfillment and commissioning. **No order changes should occur after this point**.

**PRINTED:** An order goes to printed status when accepted orders are batch printed from Exigo admin or pulled via the API.

**SHIPPED:** Shipped status denotes the order has been shipped and has a tracking number. An Order is put in shipped status by adding a tracking number via the API, Exigo Admin, or via the reporting database and Exigo sync services.

**PENDING INVENTORY:** this status is deprecated and no longer used.

NOTE: The following order statuses are used to manage autoship batch charging and recurring billing for any website subscription. Please refer to the 'Recurring Order FAQ' document for information on these statuses.

- CCPending
- ACHPending
- CCDeclined
- ACHDeclined

For commission purposes, only orders in Accepted, Printed or Shipped status are considered for volume and commissioning.

# Order Types

Order types indicate where the order was created.

**CUSTOMER SERVICE**: This is the default order type for orders created in Exigo Admin.

**RECURRING ORDER**: this type is used when an order is created from an auto order template.

**IMPORT**: Used when importing orders into Exigo.

**REPLACEMENT ORDER**: This is the default type generated when the Replacement Order feature is used in Exigo Admin. A replacement order is a free order used to re-ship products.

**RETURN ORDER**: This order type is used to track items that have been returned by the user on a sales order and/or to issue refunds on a sales order. The return order type is also commonly used as the main filter for commissions claw backs.

Note: this is not automatic and requires your commissions developer to implement.

**WEB RECURRING ORDER**: There is no default usage of this order type in Exigo.

**API ORDER**: There is no default usage of this order type in Exigo.

**CHILD ORDER:** Used to indicate a parent child relationship with another order.

**TICKET SYSTEM**: This source is for Exigo use only and should not be used by any client.

**SHOPPING CART**: There is no default usage of this order type in Exigo.

**WEB WIZARD**: There is no default usage of this order type in Exigo.

**BACK ORDER PARENT NOSHIP:** This type is being deprecated and should not be used.

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Any of these order source types can be used when creating an order using the API web services.