Understanding Order Numbers and Statuses

Overview

An order number identifies the storefront purchase. Payment and fulfillment statuses should be checked separately; do not treat an order number as proof of payment.

Where to start

Dashboard area: Commerce → Orders

1. Open Commerce → Orders in the correct producer workspace.
2. An order number identifies the storefront purchase. Payment and fulfillment statuses should be checked separately; do not treat an order number as proof of payment.
3. Check the resulting record or storefront behavior before making changes for real customers.

Publication review required: Check current control labels, feature availability and the complete workflow against the live BeatKongs dashboard before publishing.

Need help?

Use Report Issues in the producer dashboard to contact BeatKongs Support. Include the relevant page, order number where applicable, and steps to reproduce the issue.

Attached files:

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Orders, Customers and Discounts

Unique solution ID: #1175
Author: BeatKongs Support
Last update: 2026-10-19 18:27

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URL: https://help.beatkongs.com/content/0cat=11/176/en/understanding-order-numbers-and-statuses.html