

Orders

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Order Index Endpoint

This endpoint retrieves a paginated list of all orders

Structure

See [Order View Endpoint](#) for the structure of the order payload inside the `data` array.

Scopes

Name	Description	Example
<code>visible</code>	Only return visible orders (those which have been ordered)	<code>?scope=visible</code>
<code>outstanding</code>	Only return outstanding orders	<code>?scope=outstanding</code>
<code>completed</code>	Only return completed orders	<code>?scope=completed</code>
<code>incomplete</code>	Only return incomplete orders	<code>?scope=incomplete</code>
<code>express</code>	Only return express orders	<code>?scope=express</code>
<code>standard</code>	Only return standard orders	<code>?scope=standard</code>

Filters

Name	Description	Example
<code>reference</code>	Only return orders with specific references	<code>?references=ABC123,DEF456</code>
<code>statuses</code>	Only return orders with specific status ids or names	<code>?statuses=1,On Hold</code>
<code>states</code>	Only return orders with specific states	<code>?states=dispatched,returned</code>
<code>customers</code>	Only return orders with specific customers (by id or email)	<code>?customers=1,test@gmail.com</code>
<code>emails</code>	Only return orders for specific emails	<code>?emails=test@gmail.com</code>
<code>channels</code>	Only return orders for specific channels	<code>?channels=web,api</code>
<code>flags</code>	Only return orders for specific flags (by <code>id</code> , <code>name</code> , or <code>name value</code>)	<code>?flags=1,abc,def 123</code>

GET /api/orders?per_page=2&min_ordered_at=2023-08-30%2010:36:23

```
{
  "current_page": 1,
  "data": [
    //...
  ],
  "first_page_url": "http://aero.test/api/orders?page=1",
  "from": 1,
  "last_page": 3,
  "last_page_url": "http://aero.test/api/orders?page=3",
  "next_page_url": "http://aero.test/api/orders?page=2",
  "path": "http://aero.test/api/orders",
  "per_page": 2,
  "prev_page_url": null,
  "to": 2,
  "total": 5
}
```

See [Order View Endpoint](#) for the structure of the order payload inside the `data` array.

Order View Endpoint

This endpoint retrieves a single order by `id` or `reference`.

Structure

Order

Name	Type	Description
<code>reference</code>	string	The unique reference for the order
<code>status</code>	object	The Order Status of the order (<code>null</code> if none)
<code>customer</code>	object	The Customer of the order (<code>null</code> if none)
<code>email</code>	string	The email of the customer that placed the order
<code>subtotal.amount</code>	float	The subtotal of the order excluding tax
<code>subtotal.tax</code>	float	The subtotal tax for the order
<code>shipping.amount</code>	float	The shipping of the order excluding tax
<code>shipping.tax</code>	float	The shipping tax for the order
<code>discount.amount</code>	float	The discount of the order excluding tax
<code>discount.tax</code>	float	The discount tax for the order
<code>surcharge.amount</code>	float	The surcharge of the order excluding tax
<code>surcharge.tax</code>	float	The surcharge tax for the order
<code>currency</code>	string	The currency code of the order

shipping_method	object	The Shipping Method of the order (<code>null</code> if none)
shipping_address	object	The Shipping Address of the order (<code>null</code> if none)
billing_address	object	The Billing Address of the order (<code>null</code> if none)
ordered_at	timestamp	When the order was ordered
deliver_on	timestamp	When the order should be delivered
items	array	An array of Order Item objects
payments	array	An array of Payment objects
fulfillments	array	An array of Fulfillment objects
returns	array	An array of Return objects
comments	array	An array of Comment objects
additional_attributes	array	An array of Additional Attribute objects

Order Status

Name	Type	Description
id	int	The id of the order status
name	string	The name of the order status
state	string	The state of the order status

Valid states: cancelled, on_hold, successful, complete, processing, closed, partially_dispatched, dispatched, partially_returned, returned

Customer

Name	Type	Description
id	int	The id of the customer
name	string	The name of the customer

<code>email</code>	string	The email of the customer
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Shipping Method

Name	Type	Description
<code>id</code>	int	The id of the shipping method
<code>name</code>	string	The name of the shipping method

Shipping Address

Name	Type	Description
<code>first_name</code>	string	The first name for the shipping address
<code>last_name</code>	string	The last name for the shipping address
<code>company</code>	string	The company for the shipping address
<code>mobile</code>	string	The mobile number for the shipping address
<code>phone</code>	string	The phone number for the shipping address
<code>line_1</code>	string	The first line for the shipping address
<code>line_2</code>	string	The second line for the shipping address
<code>city</code>	string	The city for the shipping address
<code>county</code>	string	The county for the shipping address
<code>zone</code>	string	The zone code for the shipping address
<code>postcode</code>	string	The postcode for the shipping address
<code>country</code>	string	The country code for the shipping address
<code>reference</code>	string	The unique reference for the shipping address
<code>eori_number</code>	string	The EORI number for the shipping address

Billing Address

Name	Type	Description
------	------	-------------

<code>first_name</code>	string	The first name for the billing address
<code>last_name</code>	string	The last name for the billing address
<code>company</code>	string	The company for the billing address
<code>mobile</code>	string	The mobile number for the billing address
<code>phone</code>	string	The phone number for the billing address
<code>line_1</code>	string	The first line for the billing address
<code>line_2</code>	string	The second line for the billing address
<code>city</code>	string	The city for the billing address
<code>county</code>	string	The county for the billing address
<code>zone</code>	string	The zone code for the billing address
<code>postcode</code>	string	The postcode for the billing address
<code>country</code>	string	The country code for the billing address
<code>reference</code>	string	The unique reference for the billing address
<code>eori_number</code>	string	The EORI number for the billing address

Order Item

Name	Type	Description
<code>id</code>	int	The id of the order item
<code>variant_id</code>	int	The variant id of the buyable (not set if the buyable is not a variant)
<code>product_id</code>	int	The product id of the buyable
<code>buyable_type</code>	string	The buyable type of the order item
<code>buyable_id</code>	int	The buyable id of the order item
<code>name</code>	string	The name for the order item
<code>url</code>	string	The url for the order item

sku	string	The sku for the order item
reference	string	The unique reference for the order item
manufacturer	object	The Manufacturer for the order item (<code>null</code> if none)
image.url	string	The image url for the order item
shippable	boolean	Whether the order item is shippable
quantity	int	The quantity for the order item
returned_quantity	int	The quantity returned for the order item
price.amount	float	The unit price of the order item excluding tax
price.tax	float	The unit tax for the order item
discount.amount	float	The total discount of the order item excluding tax
discount.tax	float	The total discount tax for the order item
full_price.amount	float	The unit full price (including extras) of the order item excluding tax
full_price.tax	float	The unit full tax (including extras) for the order item
cost_price.amount	float	The unit cost price of the order item excluding tax
cost_price.currency	string	The currency code for the cost price
weight	float	The weight for the order item
weight_unit	float	The weight unit for the order item, defaults to stores normalized weight unit
volume	float	The volume for the order item
volume_unit	float	The volume unit for the order item, defaults to stores normalized volume unit
hs	string	The HS code for the order item
origin_country	string	The origin country code for the order item
goods_description	string	The goods description for the order item

Manufacturer

Name	Type	Description
<code>id</code>	int	The id of the manufacturer
<code>name</code>	string	The name of the manufacturer

Payment

Name	Type	Description
<code>id</code>	int	The id of the payment
<code>method</code>	object	The Payment Method for the payment
<code>reference</code>	string	The reference for the payment
<code>state</code>	string	The state of the payment
<code>amount</code>	float	The total amount for the payment
<code>currency</code>	string	The currency code for the payment
<code>captured_at</code>	timestamp	The date the payment was captured

Payment Method

Name	Type	Description
<code>id</code>	int	The id of the payment method
<code>name</code>	string	The name of the payment method
<code>driver</code>	string	The driver of the payment method

Fulfillment

Name	Type	Description
<code>id</code>	int	The id of the order return
<code>method</code>	object	The Fulfillment Method for the fulfillment
<code>reference</code>	string	The reference of the fulfillment
<code>state</code>	string	The state of the fulfillment
<code>mobile</code>	string	The mobile number for the fulfillment
<code>phone</code>	string	The phone number for the fulfillment
<code>tracking_code</code>	string	The tracking code for the fulfillment
<code>tracking_url</code>	string	The tracking url for the fulfillment

<code>weight</code>	float	The weight for the fulfillment
<code>weight_unit</code>	string	The weight unit for the fulfillment, defaults to stores normalized weight unit
<code>volume</code>	float	The volume for the order item
<code>volume_unit</code>	string	The volume unit for the fulfillment, defaults to stores normalized volume unit
<code>delivery_note</code>	string	The delivery note for the fulfillment
<code>created_at</code>	timestamp	The date the fulfillment was made
<code>items</code>	array	An array of Fulfillment Items objects

Fulfillment Method

Name	Type	Description
<code>id</code>	int	The id of the fulfillment method
<code>name</code>	string	The name of the fulfillment method
<code>driver</code>	string	The driver of the fulfillment method

Fulfillment Items

Name	Type	Description
<code>id</code>	int	The id of the order item that was fulfilled
<code>quantity</code>	int	The quantity of the order item that was fulfilled

Return

Name	Type	Description
<code>id</code>	int	The id of the order return
<code>reason</code>	string	The reason for the return - <code>null</code> if no reason given
<code>created_at</code>	timestamp	The date the return was made
<code>items</code>	array	An array of Return Item objects

Return Item

Name	Type	Description
<code>id</code>	int	The id of the order item that was returned
<code>quantity</code>	int	The quantity of the order item that was returned
<code>exchanged_for_id</code>	int	The id of the order item that the item was returned for (<code>null</code> if the item was not exchanged)

Comment

Name	Type	Description
<code>admin</code>	object	The Admin who commented
<code>message</code>	string	The comment message
<code>customer_facing</code>	boolean	Whether the comment is customer facing
<code>created_at</code>	timestamp	The date the comment was created

Admin

Name	Type	Description
<code>id</code>	int	The id of the admin
<code>name</code>	string	The name of the admin
<code>email</code>	string	The email of the admin

Additional Attribute

Name	Type	Description
<code>key</code>	string	The key of the additional attribute
<code>value</code>	string	The value of the additional attribute

Example Requests

Unfulfilled & Unreturned Order

GET /api/orders/{id|reference}

```
{
  "id": 1,
  "reference": "ABC123",
  "email": "testing@gmail.com",
  "subtotal": {
    "amount": 84166.67,
    "tax": 16833.33
  },
  "shipping": {
    "amount": 83.33,
    "tax": 16.67
  },
  "discount": {
    "amount": 8416.67,
    "tax": 1683.33
  },
  "surcharge": {
    "amount": 0,
    "tax": 0
  },
  "ordered_at": "2023-09-01T09:29:41.000000Z",
  "deliver_on": null,
  "currency": "GBP",
  "status": {
    "id": 3,
    "name": "Successful",
    "state": "successful"
  },
  "customer": {
    "id": 1,
    "name": "Test",
    "email": "test@gmail.com"
  },
  "shipping_method": {
    "id": 1,
```

```
    "name": "Standard"
  },
  "billing_address": {
    "id": 1,
    "first_name": "Aero",
    "last_name": "Commerce",
    "company": "Aero Commerce",
    "mobile": null,
    "phone": null,
    "line_1": "28-32 Albert Rd",
    "line_2": null,
    "city": "Middlesbrough",
    "zone": null,
    "postcode": "TS1 1QD",
    "reference": null,
    "country": "GB",
    "eori_number": null
  },
  "shipping_address": {
    "id": 1,
    "first_name": "Aero",
    "last_name": "Commerce",
    "company": "Aero Commerce",
    "mobile": null,
    "phone": null,
    "line_1": "28-32 Albert Rd",
    "line_2": null,
    "city": "Middlesbrough",
    "zone": null,
    "postcode": "TS1 1QD",
    "reference": null,
    "country": "GB",
    "eori_number": null
  },
  "items": [
    {
      "id": 148,
      "name": "Sandro Paris Checked Trench Coat",
      "sku": "SHPMA00148-M",
```

```
    "product_id": 4,
    "variant_id": 14,
    "shippable": true,
    "quantity": 2,
    "price": {
      "amount": 42083.33,
      "tax": 8416.67
    },
    "discount": {
      "amount": 8416.67,
      "tax": 1683.33
    },
    "full_price": {
      "amount": 42083.33,
      "tax": 8416.67
    },
    "weight": 0,
    "volume": 0
  }
],
"payments": [
  {
    "id": "a53c31f9-43bd-4fc4-b308-cded0b533a2c",
    "method": {
      "id": 1,
      "name": "Cash",
      "driver": "cash"
    },
    "reference": "a53c31f9-43bd-4fc4-b308-cded0b533a2c",
    "amount": 91000,
    "currency": "GBP",
    "captured_at": "2023-09-12T10:17:03.000000Z"
  }
],
"fulfillments": [],
"returns": [],
"comments": [
  {
    "admin": {
```

```
        "id": 1,
        "name": "Admin",
        "email": "admin@example.com"
      },
      "message": "This is an API message",
      "customer_facing": true,
      "created_at": "2025-09-01 09:29:41"
    }
  ]
}
```

Fulfilled Order

GET /api/orders/{id|reference}

```
{
  "id": 1,
  "reference": "ABC123",
  "email": "testing@gmail.com",
  "subtotal": {
    "amount": 84166.67,
    "tax": 16833.33
  },
  "shipping": {
    "amount": 83.33,
    "tax": 16.67
  },
  "discount": {
    "amount": 8416.67,
    "tax": 1683.33
  },
  "surcharge": {
    "amount": 0,
    "tax": 0
  },
  "currency": "GBP",
  "ordered_at": "2023-09-01T08:29:41.000000Z",
  "deliver_on": null,
```

```
"status": {
  "id": 6,
  "name": "Dispatched",
  "state": "dispatched"
},
"customer": {
  "id": 1,
  "name": "Test",
  "email": "test@gmail.com"
},
"shipping_method": {
  "id": 1,
  "name": "Standard"
},
"billing_address": {
  "id": 1,
  "first_name": "Aero",
  "last_name": "Commerce",
  "company": "Aero Commerce",
  "mobile": null,
  "phone": null,
  "line_1": "28-32 Albert Rd",
  "line_2": null,
  "city": "Middlesbrough",
  "zone": null,
  "postcode": "TS1 1QD",
  "country": "GB",
  "eori_number": null
},
"shipping_address": {
  "id": 1,
  "first_name": "Aero",
  "last_name": "Commerce",
  "company": "Aero Commerce",
  "mobile": null,
  "phone": null,
  "line_1": "28-32 Albert Rd",
  "line_2": null,
  "city": "Middlesbrough",
```

```
    "zone": null,
    "postcode": "TS1 1QD",
    "country": "GB",
    "eori_number": null
  },
  "items": [
    {
      "id": 26,
      "name": "Sandro Paris Checked Trench Coat",
      "url": "/product/sandro-paris-checked-trench-coat-4?variant=2",
      "sku": "SHPMA00148-M",
      "reference": null,
      "manufacturer": {
        "id": 2,
        "name": "Sandro Paris"
      },
      "image": {
        "url":
"http://l9.test/storage/images/products/uaaVbTbqbZxs1FH3N28Tw0a7dc6I7Xd08DiyPAG6.jpg"
      },
      "product_id": 4,
      "variant_id": 14,
      "buyable_type": "variant",
      "buyable_id": 14,
      "shippable": true,
      "quantity": 2,
      "returned_quantity": 0,
      "price": {
        "amount": 42083.33,
        "tax": 8416.67
      },
      "discount": {
        "amount": 8416.67,
        "tax": 1683.33
      },
      "full_price": {
        "amount": 42083.33,
        "tax": 8416.67
      },
    },
  ],
}
```

```
        "weight": 0,
        "volume": 0,
        "cost_price": {
            "amount": null,
            "currency": null
        },
        "hs": null,
        "origin_country": null,
        "goods_description": null
    }
],
"flags": [],
"payments": [
    {
        "id": "a53c31f9-43bd-4fc4-b308-cded0b533a2c",
        "method": {
            "id": 1,
            "name": "Cash",
            "driver": "cash"
        },
        "reference": "a53c31f9-43bd-4fc4-b308-cded0b533a2c",
        "state": "captured",
        "amount": 91000,
        "currency": "GBP",
        "captured_at": "2023-09-12T10:17:03.000000ZZ",
        "refunds": []
    }
],
"fulfillments": [
    {
        "id": 3,
        "method": {
            "id": 1,
            "name": "Manual Fulfillment",
            "driver": "manual"
        },
        "address": {
            "id": 3,
            "first_name": "Aero",
```

```
    "last_name": "Commerce",
    "company": "Aero Commerce",
    "mobile": null,
    "phone": null,
    "line_1": "28-32 Albert Rd",
    "line_2": null,
    "city": "Middlesbrough",
    "zone": null,
    "postcode": "TS1 1QD",
    "country": "GB",
    "eori_number": null
  },
  "reference": "F3-128",
  "state": "successful",
  "mobile": null,
  "email": "testing@gmail.com",
  "tracking_code": "test tracking code",
  "tracking_url": null,
  "weight": 0,
  "weight_unit": null,
  "volume": 0,
  "volume_unit": "cm^3",
  "delivery_note": "test delivery note",
  "created_at": "2023-09-12T10:17:03.000000Z",
  "items": [
    {
      "id": 26,
      "quantity": 2
    }
  ]
},
"returns": [],
"comments": []
}
```

Returned Order (Exchange)

GET /api/orders/{id|reference}

```
{
  "id": 1,
  "reference": "ABC123",
  "email": "testing@gmail.com",
  "subtotal": {
    "amount": 84166.67,
    "tax": 16833.33
  },
  "shipping": {
    "amount": 83.33,
    "tax": 16.67
  },
  "discount": {
    "amount": 8416.67,
    "tax": 1683.33
  },
  "surcharge": {
    "amount": 0,
    "tax": 0
  },
  "currency": "GBP",
  "ordered_at": "2023-09-01T08:29:41.000000Z",
  "deliver_on": null,
  "status": {
    "id": 7,
    "name": "Partially Returned",
    "state": "partially_returned"
  },
  "customer": {
    "id": 1,
    "name": "Test",
    "email": "test@gmail.com"
  },
  "shipping_method": {
    "id": 1,
    "name": "Standard"
  },
}
```

```
"billing_address": {
  "id": 1,
  "first_name": "Aero",
  "last_name": "Commerce",
  "company": "Aero Commerce",
  "mobile": null,
  "phone": null,
  "line_1": "28-32 Albert Rd",
  "line_2": null,
  "city": "Middlesbrough",
  "zone": null,
  "postcode": "TS1 1QD",
  "country": "GB",
  "eori_number": null
},
"shipping_address": {
  "id": 1,
  "first_name": "Aero",
  "last_name": "Commerce",
  "company": "Aero Commerce",
  "mobile": null,
  "phone": null,
  "line_1": "28-32 Albert Rd",
  "line_2": null,
  "city": "Middlesbrough",
  "zone": null,
  "postcode": "TS1 1QD",
  "country": "GB",
  "eori_number": null
},
"items": [
  {
    "id": 26,
    "name": "Sandro Paris Checked Trench Coat",
    "url": "/product/sandro-paris-checked-trench-coat-4?variant=2",
    "sku": "SHPMA00148-M",
    "reference": null,
    "manufacturer": {
      "id": 2,
```

```
        "name": "Sandro Paris"
    },
    "image": {
        "url":
"http://l9.test/storage/images/products/uaaVbTbqbZxs1FH3N28Tw0a7dc6I7Xd08DiyPAG6.jpg"
    },
    "product_id": 4,
    "variant_id": 14,
    "buyable_type": "variant",
    "buyable_id": 14,
    "shippable": true,
    "quantity": 2,
    "returned_quantity": 0,
    "price": {
        "amount": 42083.33,
        "tax": 8416.67
    },
    "discount": {
        "amount": 8416.67,
        "tax": 1683.33
    },
    "full_price": {
        "amount": 42083.33,
        "tax": 8416.67
    },
    "weight": 0,
    "volume": 0,
    "cost_price": {
        "amount": null,
        "currency": null
    },
    "hs": null,
    "origin_country": null,
    "goods_description": null
    }
],
"flags": [],
"payments": [
    {
```

```
    "id": "a53c31f9-43bd-4fc4-b308-cded0b533a2c",
    "method": {
      "id": 1,
      "name": "Cash",
      "driver": "cash"
    },
    "reference": "a53c31f9-43bd-4fc4-b308-cded0b533a2c",
    "state": "captured",
    "amount": 91000,
    "currency": "GBP",
    "captured_at": "2023-09-12T10:17:03.000000ZZ",
    "refunds": []
  }
],
"fulfillments": [],
"returns": [
  {
    "id": 1,
    "reason": "Test Reason",
    "created_at": "2023-09-12T10:17:03.000000ZZ",
    "items": [
      {
        "id": 26,
        "quantity": 2,
        "exchanged_for_id": 27
      }
    ]
  }
],
"comments": []
}
```

Returned Order (Refund)

GET /api/orders/{id|reference}

```
{
  "id": 1,
```

```
"reference": "ABC123",
"email": "testing@gmail.com",
"subtotal": {
  "amount": 84166.67,
  "tax": 16833.33
},
"shipping": {
  "amount": 83.33,
  "tax": 16.67
},
"discount": {
  "amount": 8416.67,
  "tax": 1683.33
},
"surcharge": {
  "amount": 0,
  "tax": 0
},
"currency": "GBP",
"ordered_at": "2023-09-01T08:29:41.000000Z",
"deliver_on": null,
"status": {
  "id": 8,
  "name": "Returned",
  "state": "returned"
},
"customer": {
  "id": 1,
  "name": "Test",
  "email": "test@gmail.com"
},
"shipping_method": {
  "id": 1,
  "name": "Standard"
},
"billing_address": {
  "id": 1,
  "first_name": "Aero",
  "last_name": "Commerce",
```

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    "company": "Aero Commerce",
    "mobile": null,
    "phone": null,
    "line_1": "28-32 Albert Rd",
    "line_2": null,
    "city": "Middlesbrough",
    "zone": null,
    "postcode": "TS1 1QD",
    "country": "GB",
    "eori_number": null
  },
  "shipping_address": {
    "id": 1,
    "first_name": "Aero",
    "last_name": "Commerce",
    "company": "Aero Commerce",
    "mobile": null,
    "phone": null,
    "line_1": "28-32 Albert Rd",
    "line_2": null,
    "city": "Middlesbrough",
    "zone": null,
    "postcode": "TS1 1QD",
    "country": "GB",
    "eori_number": null
  },
  "items": [
    {
      "id": 26,
      "name": "Sandro Paris Checked Trench Coat",
      "url": "/product/sandro-paris-checked-trench-coat-4?variant=2",
      "sku": "SHPMA00148-M",
      "reference": null,
      "manufacturer": {
        "id": 2,
        "name": "Sandro Paris"
      },
      "image": {
        "url":
```

"http://l9.test/storage/images/products/uaaVbTbqbZxs1FH3N28Tw0a7dc6I7Xd08DiyPAG6.jpg"

```
    },
    "product_id": 4,
    "variant_id": 14,
    "buyable_type": "variant",
    "buyable_id": 14,
    "shippable": true,
    "quantity": 2,
    "returned_quantity": 0,
    "price": {
      "amount": 42083.33,
      "tax": 8416.67
    },
    "discount": {
      "amount": 8416.67,
      "tax": 1683.33
    },
    "full_price": {
      "amount": 42083.33,
      "tax": 8416.67
    },
    "weight": 0,
    "volume": 0,
    "cost_price": {
      "amount": null,
      "currency": null
    },
    "hs": null,
    "origin_country": null,
    "goods_description": null
  }
],
"flags": [],
"payments": [
  {
    "id": "a53c31f9-43bd-4fc4-b308-cded0b533a2c",
    "method": {
      "id": 1,
      "name": "Cash",
```

```
        "driver": "cash"
    },
    "reference": "a53c31f9-43bd-4fc4-b308-cded0b533a2c",
    "state": "captured",
    "amount": 91000,
    "currency": "GBP",
    "captured_at": "2023-09-12T10:17:03.000000ZZ",
    "refunds": [
        {
            "id": 1,
            "amount": 91000,
            "created_at": "2025-09-16T07:40:22.000000Z"
        }
    ]
},
"fulfillments": [],
"returns": [
    {
        "id": 1,
        "reason": "Test reason",
        "created_at": "2025-09-16T07:40:22.000000Z",
        "items": [
            {
                "id": 28,
                "quantity": 2,
                "exchanged_for_id": null
            }
        ]
    }
],
"comments": []
}
```