

Orders

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Order Index Endpoint

Structure

See [View Order 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>

channels	Only return orders for specific channels	?channels=web,api
flags	Only return orders for specific flags (by <code>id</code> , <code>name</code> , or <code>name value</code>)	?flags=1,abc,def 123

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

View Order Endpoint

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
email	string	The email of the customer

Shipping Method

Name	Type	Description
id	int	The id of the shipping method
name	string	The name of the shipping method

Shipping Address

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

reference	string	The unique reference for the shipping address
eori_number	string	The EORI number for the shipping address

Billing Address

Name	Type	Description
first_name	string	The first name for the billing address
last_name	string	The last name for the billing address
company	string	The company for the billing address
mobile	string	The mobile number for the billing address
phone	string	The phone number for the billing address
line_1	string	The first line for the billing address
line_2	string	The second line for the billing address
city	string	The city for the billing address
county	string	The county for the billing address
zone	string	The zone code for the billing address
postcode	string	The postcode for the billing address
country	string	The country code for the billing address
reference	string	The unique reference for the billing address
eori_number	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
<code>sku</code>	string	The sku for the order item
<code>reference</code>	string	The unique reference for the order item
<code>manufacturer</code>	object	The Manufacturer for the order item (<code>null</code> if none)
<code>image.url</code>	string	The image url for the order item
<code>shippable</code>	boolean	Whether the order item is shippable
<code>quantity</code>	int	The quantity for the order item
<code>returned_quantity</code>	int	The quantity returned for the order item
<code>price.amount</code>	float	The unit price of the order item excluding tax
<code>price.tax</code>	float	The unit tax for the order item
<code>discount.amount</code>	float	The total discount of the order item excluding tax
<code>discount.tax</code>	float	The total discount tax for the order item
<code>full_price.amount</code>	float	The unit full price (including extras) of the order item excluding tax
<code>full_price.tax</code>	float	The unit full tax (including extras) for the order item
<code>cost_price.amount</code>	float	The unit cost price of the order item excluding tax
<code>cost_price.currency</code>	string	The currency code for the cost price
<code>weight</code>	float	The weight for the order item
<code>weight_unit</code>	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
id	int	The id of the manufacturer
name	string	The name of the manufacturer

Payment

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

Payment Method

Name	Type	Description
id	int	The id of the payment method
name	string	The name of the payment method

driver	string	The driver of the payment method
--------	--------	----------------------------------

Fulfillment

Name	Type	Description
id	int	The id of the order return
method	object	The Fulfillment Method for the fulfillment
reference	string	The reference of the fulfillment
state	string	The state of the fulfillment
mobile	string	The mobile number for the fulfillment
phone	string	The phone number for the fulfillment
tracking_code	string	The tracking code for the fulfillment
tracking_url	string	The tracking url for the fulfillment
weight	float	The weight for the fulfillment
weight_unit	string	The weight unit for the fulfillment, defaults to stores normalized weight unit
volume	float	The volume for the order item
volume_unit	string	The volume unit for the fulfillment, defaults to stores normalized volume unit
delivery_note	string	The delivery note for the fulfillment
created_at	timestamp	The date the fulfillment was made
items	array	An array of Fulfillment Items objects

Fulfillment Method

Name	Type	Description
id	int	The id of the fulfillment method
name	string	The name of the fulfillment method
driver	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
admin	object	The Admin who commented
message	string	The comment message
customer_facing	boolean	Whether the comment is customer facing
created_at	timestamp	The date the comment was created

Admin

Name	Type	Description
id	int	The id of the admin
name	string	The name of the admin
email	string	The email of the admin

Additional Attribute

Name	Type	Description
key	string	The key of the additional attribute
value	string	The value of the additional attribute

Examples

Unfulfilled & Unreturned Order

Request

GET /api/orders/{id|reference}

Response

```
{
  "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

Request

```
GET /api/orders/{id|reference}
```

Response

```
{
  "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)

Request

```
GET /api/orders/{id|reference}
```

Response

```
{
  "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)

Request

```
GET /api/orders/{id|reference}
```

Response

```
{
  "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",
  "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": []
```

```
}
```

Create Order Endpoint

Structure

Order

Name	Type	Description	Required
<code>id</code>	int	The id for the order	No
<code>reference</code>	string	The unique reference for the order	Yes
<code>status_id</code>	int	The status id of the order, can also be resolved from <code>state</code>	If <code>ordered_at</code> is not null
<code>state</code>	string	Alternative to passing <code>status_id</code> , resolves the first status with the specified state	No
<code>customer_id</code>	int	The id of the customer that placed the order	No
<code>email</code>	string	The email of the customer that placed the order	No
<code>subtotal.amount</code>	float	The subtotal of the order excluding tax (in pence not pounds)	No
<code>subtotal.tax</code>	float	The subtotal tax for the order (in pence not pounds)	No
<code>shipping.amount</code>	float	The shipping of the order excluding tax (in pence not pounds)	No
<code>shipping.tax</code>	float	The shipping tax for the order (in pence not pounds)	No
<code>discount.amount</code>	float	The discount of the order excluding tax (in pence not pounds)	No
<code>discount.tax</code>	float	The discount tax for the order (in pence not pounds)	No

<code>surcharge.amount</code>	float	The surcharge of the order excluding tax (in pence not pounds)	No
<code>surcharge.tax</code>	float	The surcharge tax for the order (in pence not pounds)	No
<code>shipping_method_id</code>	int	The shipping method id of the order	No
<code>currency</code>	string	The currency of the order, (defaults to store default if not provided)	No
<code>exchange_rate</code>	float	The exchange rate of the order (derives from currency if not supplied)	No
<code>shipping_address</code>	object	The Shipping Address for the order	No
<code>billing_address</code>	object	The Billing Address for the order	No
<code>ip</code>	string	The ip of the order	No
<code>channel</code>	string	The channel of the order	No
<code>subscription_id</code>	int	The subscription id of the order	No
<code>notify</code>	boolean	Whether the order notifications are activated (defaults to <code>true</code>)	No
<code>buy_items</code>	boolean	Whether the order items stock should be mutated. If false then <code>OrderItemBought</code> event will not be emit (defaults to <code>true</code>)	No
<code>ordered_at</code>	timestamp	When the order was ordered	No
<code>deliver_on</code>	timestamp	When the order should be delivered	No
<code>items</code>	array	An array of Order Item objects	Yes
<code>payments</code>	array	An array of Payment objects	No
<code>fulfillments</code>	array	An array of Fulfillment objects	No
<code>comments</code>	array	An array of Comment objects	No

<code>additional_attributes</code>	array	An array of Additional Attribute objects	No
------------------------------------	-------	--	----

If no `subtotal.amount` or `subtotal.tax` is passed their values will be set to the sum of the items `price.amount * quantity` & `price.tax * quantity` respectively.

If no `discount.amount` or `discount.tax` is passed their values will be set to the sum of the items `discount.amount` & `discount.tax` respectively.

Shipping Address

Name	Type	Description	Required
<code>first_name</code>	string	The first name for the shipping address	Yes
<code>last_name</code>	string	The last name for the shipping address	Yes
<code>company</code>	string	The company for the shipping address	No
<code>mobile</code>	string	The mobile number for the shipping address	No
<code>phone</code>	string	The phone number for the shipping address	No
<code>line_1</code>	string	The first line for the shipping address	Yes
<code>line_2</code>	string	The second line for the shipping address	No
<code>city</code>	string	The city for the shipping address	Yes
<code>zone</code>	string	The zone code for the shipping address	No
<code>postcode</code>	string	The postcode for the shipping address	Yes

<code>country</code>	string	The country code for the shipping address	No
<code>reference</code>	string	The unique reference for the shipping address	No
<code>eori_number</code>	string	The EORI number for the shipping address	No

Billing Address

Name	Type	Description	Required
<code>first_name</code>	string	The first name for the billing address	Yes
<code>last_name</code>	string	The last name for the billing address	Yes
<code>company</code>	string	The company for the billing address	No
<code>mobile</code>	string	The mobile number for the billing address	No
<code>phone</code>	string	The phone number for the billing address	No
<code>line_1</code>	string	The first line for the billing address	Yes
<code>line_2</code>	string	The second line for the billing address	No
<code>city</code>	string	The city for the billing address	Yes
<code>zone</code>	string	The zone code for the billing address	No
<code>postcode</code>	string	The postcode for the billing address	Yes
<code>country</code>	string	The country code for the billing address	No
<code>reference</code>	string	The unique reference for the billing address	No
<code>eori_number</code>	string	The EORI number for the billing address	No

Order Item

Name	Type	Description	Required
<code>key</code>	string	The unique key for the order item	No
<code>variant_id</code>	int	The variant id of the buyable	No
<code>product_id</code>	string	The product id of the buyable (resolves first variant unless <code>variant_id</code> is provided)	No
<code>buyable_type</code>	string	The buyable type of the order item	Not required if any of: <code>sku</code> / <code>variant_id</code> / <code>product_id</code> are provided
<code>buyable_id</code>	int	The buyable id of the order item	Not required if any of: <code>sku</code> / <code>variant_id</code> / <code>product_id</code> are provided
<code>name</code>	string	The name for the order item	Conditional *
<code>url</code>	string	The url for the order item	No
<code>sku</code>	string	The sku for the order item, can be used to resolve buyable	Conditional *
<code>reference</code>	string	The unique reference for the order item	No
<code>manufacturer_id</code>	int	The manufacturer id for the order item	No
<code>image</code>	string	The image for the order item	No
<code>options</code>	array	The options for the order item	No
<code>shippable</code>	boolean	Whether the order item is shippable	No
<code>quantity</code>	int	The quantity for the order item	Yes
<code>price.amount</code>	float	The unit price of the order item excluding tax (in pence not pounds)	Yes
<code>price.tax</code>	float	The unit tax for the order item (in pence not pounds)	Yes
<code>discount.amount</code>	float	The total discount of the order item excluding tax (in pence not pounds)	No

<code>discount.tax</code>	float	The total discount tax for the order item (in pence not pounds)	No
<code>full_price.amount</code>	float	The unit full price (including extras) of the order item excluding tax (in pence not pounds)	No
<code>full_price.tax</code>	float	The unit full tax (including extras) for the order item (in pence not pounds)	No
<code>cost_price.amount</code>	float	The unit cost price of the order item excluding tax (in pence not pounds)	No
<code>cost_price.currency</code>	string	The currency code for the cost price	No
<code>weight</code>	float	The weight for the order item	No
<code>weight_unit</code>	float	The weight unit for the order item, defaults to stores normalized weight unit if not passed	No
<code>volume</code>	float	The volume for the order item	No
<code>volume_unit</code>	float	The volume unit for the order item, defaults to stores normalized volume unit if not passed	No
<code>tag_ids</code>	array	The tag ids for the order item	No
<code>hs</code>	string	The HS code for the order item	No
<code>origin_country</code>	string	The origin country code for the order item	No
<code>subscription_plan_id</code>	int	The subscription plan id for the order item	No
<code>goods_description</code>	string	The goods description for the order item	No

* If no buyable can be resolved from the given data, the `sku` is required - as is the `name`.

`price`, `discount` & `full_price` all support an un-nested price including tax being passed, see [Price Conventions](#).

Payment

Name	Type	Description	Required
<code>method_id</code>	int	The payment method id of the payment	Not required if <code>driver</code> is passed
<code>driver</code>	string	Payment driver used to resolve <code>method_id</code>	No
<code>reference</code>	string	The reference for the payment, if not specified a uuid will be generated	No
<code>state</code>	string	The state for the payment, if not specified the captured state will be used	No
<code>amount</code>	float	The total amount for the payment	Yes

Valid states: failed, pending, authorized, partially captured, captured, partially refunded, refunded, canceled, errored

Fulfillment

Name	Type	Description	Required
<code>id</code>	int	The id for the fulfillment	No
<code>reference</code>	string	The reference for the fulfillment	No
<code>state</code>	string	The state of the fulfillment (defaults to method's default if not passed)	No
<code>method</code>	int string	The fulfillment method's id, name or driver (defaults to orders' default if not passed)	No
<code>tracking_code</code>	string	The tracking code for the fulfillment	No
<code>tracking_url</code>	url	The tracking url for the fulfillment	No
<code>weight</code>	float	The total weight of the fulfillment (calculated from items if not passed)	No

<code>weight_unit</code>	string	The weight unit (defaults to store's default if not provided)	No
<code>volume</code>	float	The total volume of the fulfillment (calculated from items if not passed)	No
<code>volume_unit</code>	string	The volume unit (defaults to store's default if not provided)	No
<code>delivery_note</code>	string	The delivery note for the fulfillment	No
<code>notify</code>	boolean	Whether the fulfillment notifications are activated (defaults to <code>true</code>)	No
<code>dispatched_at</code>	timestamp	The dispatched at of the fulfillment	No
<code>items</code>	array	An array of Fulfillment Item objects (if not passed every fulfillable item is fulfilled)	No

Fulfillment Item

Name	Type	Description	Required
<code>sku</code>	string	The sku of the order item to be fulfilled	Yes
<code>quantity</code>	int	The quantity to be fulfilled (defaults to max possible)	No
<code>weight</code>	float	The weight of the item (uses order item's weight if not passed)	No
<code>weight_unit</code>	string	The weight unit (defaults to store's default if not provided)	No
<code>volume</code>	float	The volume of the fulfillment (uses order item's volume if not passed)	No
<code>volume_unit</code>	string	The volume unit (defaults to store's default if not provided)	No

Comment

Name	Type	Description	Required
<code>id</code>	int	The id for the comment	No
<code>admin</code>	int string	The id or email of the admin	No
<code>message</code>	string	The comment message	Yes
<code>customer_facing</code>	boolean	Whether the comment is customer facing (default: <code>false</code>)	No
<code>created_at</code>	timestamp	The date the comment was created (defaults to now)	No

Additional Attribute

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

Example Request

POST /api/orders

```
{
  "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
},
"ordered_at": "2023-09-01T09:29:41.000000Z",
"currency": "GBP",
"status_id": 3,
"customer_id": 1,
"shipping_method_id": 1,
"notify": true,
"billing_address": {
  "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": {
  "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": [
    {
      "variant_id": 1,
      "shippable": true,
      "quantity": 2,
      "price": {
        "amount": 42083.33,
        "tax": 8416.67
      },
      "discount": {
        "amount": 8416.67,
        "tax": 1683.33
      }
    }
  ],
  "payments": [
    {
      "driver": "cash",
      "amount": 91000
    }
  ],
  "comments": [
    {
      "admin": "admin@example.com",
      "message": "This is an API message",
      "created_at": "2025-09-01 09:29:41",
      "customer_facing": true
    }
  ]
}
```

Example Response

```
{
  "order": {
    "id": 1
  }
}
```


Flag Order Endpoints

Examples

Adding a Flag

Request

```
POST /api/orders/{id|reference}/flags/{id|name}
```

Response

```
{
  "order": {
    "id": 1
  },
  "flag": {
    "id": 1
  }
}
```

Removing a Flag

Request

```
DELETE /api/orders/{id|reference}/flags/{id|name}
```

Response

```
204 No Content
```

Order Comments Endpoint

Structure

Name	Type	Description	Required
id	int	The id for the comment	No
admin	int string	The id or email of the admin	No
message	string	The comment message	Yes
customer_facing	boolean	Whether the comment is customer facing (default: false)	No
created_at	timestamp	The date the comment was created (defaults to now)	No

If no admin is supplied then the API Token name will be displayed for the comment in the Admin.

Example Request

```
POST /api/orders/{id|reference}/comments

{
  "admin": "admin@example.com",
  "message": "This is an API message",
  "customer_facing": true,
  "created_at": "2025-09-01 09:29:41"
}
```

Example Response

```
{  
  "order": {  
    "id": 1  
  },  
  "comment": {  
    "id": 1  
  }  
}
```