## **Tech Support Common Issues**

Use this document as a guide in how to solve common support issues.

1. Order Stuck in "Awaiting token" status

Why: Orders missing information such as user address, can be stuck on the status "Awaiting token".

Possible ways to solve:

- Check in the database if the user profile does have a address
- If the address is missing, inform the support engineer that the address needs to be updated