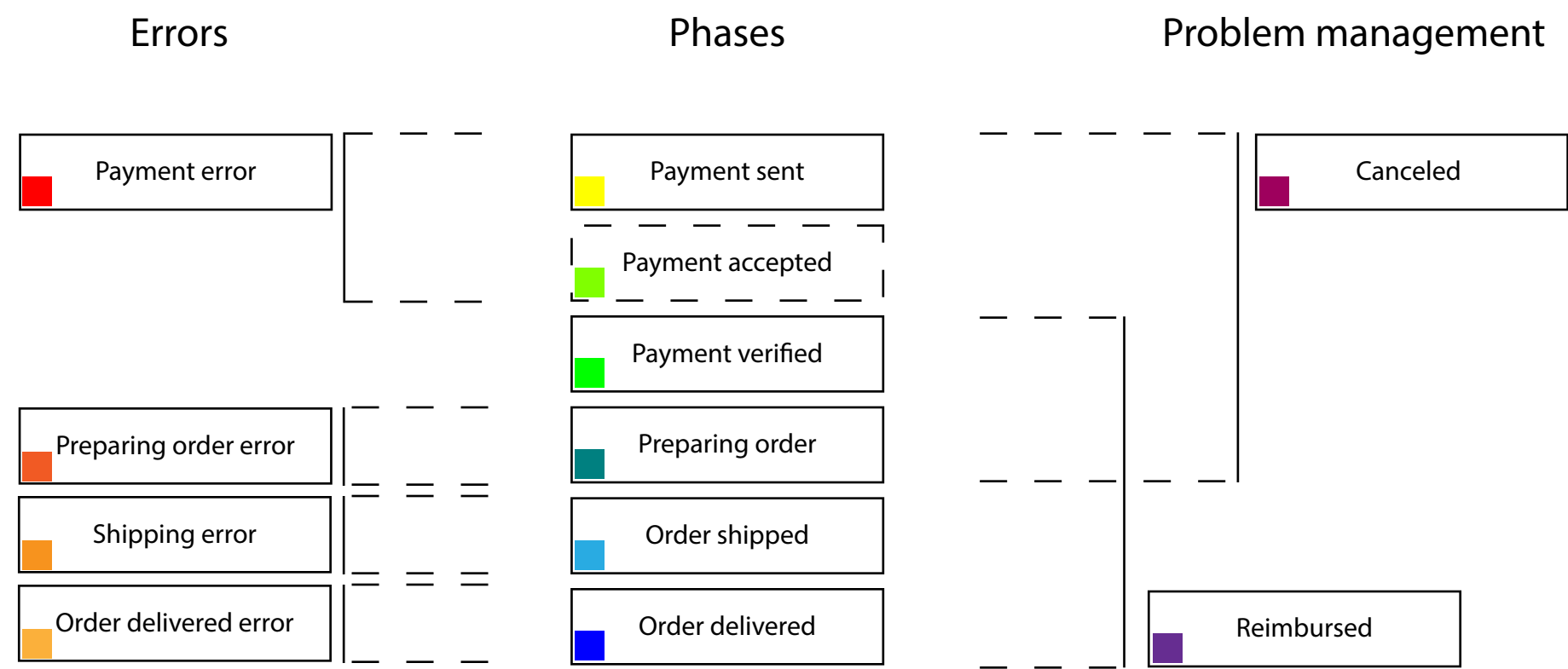


# Ekonom Statuses



## Errors

Those are accidents that come in the way of delivering a good product to the customer.  
Usually, an error is a temporary status which resolves to a status from the “Problem management” category.

## Phases

Those are the statuses that occur in a perfect sell.

## Problem management

Those are statuses for managing the various problems that may occur during the sell.

## Payment sent

The customer has initialized the payment.  
This means she has agreed to pay by completing her order on the online store.

## Payment accepted

Only for payment methods that use a webservice to check immediately if a transaction should be accepted or not.  
“Paypal” and “Credit card” payment methods typically use this status.

## Payment verified

The merchant (or an automated system on behalf of the merchant) has verified that the money has been transferred to the merchant bank account.  
From there on, the store can send the merchandise to the customer.  
Note: the merchant could also decide to send the merchandise while in the “Payment accepted” phase if she wanted to, but it’s not recommended.

## Preparing order

The payment has been verified (or accepted) and the merchant is actually preparing the order for shipping.

## Order shipped

The order has been sent, it’s on its way to the customer.

## Order delivered

The transporter has reported that the delivery was successful.  
Note: the merchant could then send a mail asking the user to confirm the delivery and report any problem (missing products, damaged products).

## Payment error

The payment couldn’t be verified.

## Preparing order error

An error occurring during the “Preparing order” phase.  
For instance, the store doesn’t have the product anymore.

## Shipping error

An error occurring during the “Order shipped” phase.  
For instance, the transporter failed to deliver the order because of an inexistent address.

## Order delivered error

An error occurring during the “Order delivered” phase.  
For instance, the customer called the after-sales service to report a damaged product.

## Canceled

Indicates that the order was not sent to the user.  
This is a final state (i.e. it cannot evolve).

## Reimbursed

Indicates that the order was partially or totally refund.  
This is a final state (i.e. it cannot evolve).