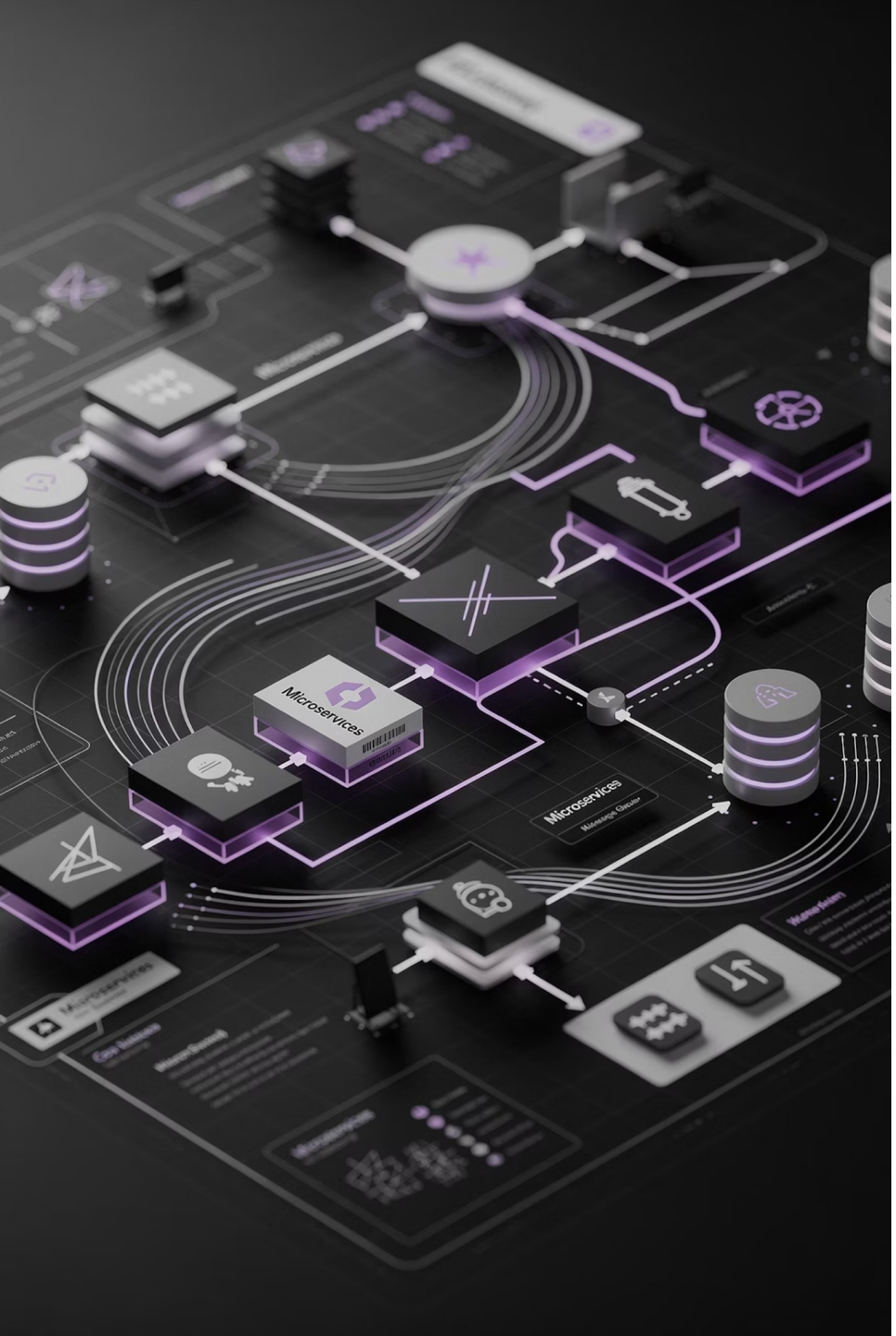

Order Update Flow

Statuses, transitions and update rules

Order lifecycle on CWS Platform and how to move it via API

OVERVIEW

Who updates each status

Some statuses are controlled by the platform; the others are moved by the integration.

01

Updated by the system

PRE_ORDER, AWAITING_PAYMENT, STORE_PAYMENT, WITHOUT_CREDIT_LIMIT and COMPLETED are set by the platform and must not be sent.

02

Payment approved

Boleto and credit card are approved automatically. Via API, only for payment by credit limit, webservice or payment at the counter.

03

Logistics flow

READY, SHIPPED, DELIVERED, STRAYED and RETURNED are sent by the integration, always following the order of the flow.

04

Cancellation

CANCELED can be sent from any status, providing the reason in orderReasonCanceled.

Main rule

- To approve the payment, send status APPROVED (not PAYMENT_APPROVED): it is the order that then stays in PAYMENT_APPROVED.
- Each target status is only accepted from a specific current status; outside that combination the API responds 422.

Note: The rules apply to both update routes: PUT /partnerOrders/:id (Store Management) and PUT /partnerOrders/store/:id (Marketplace Management).

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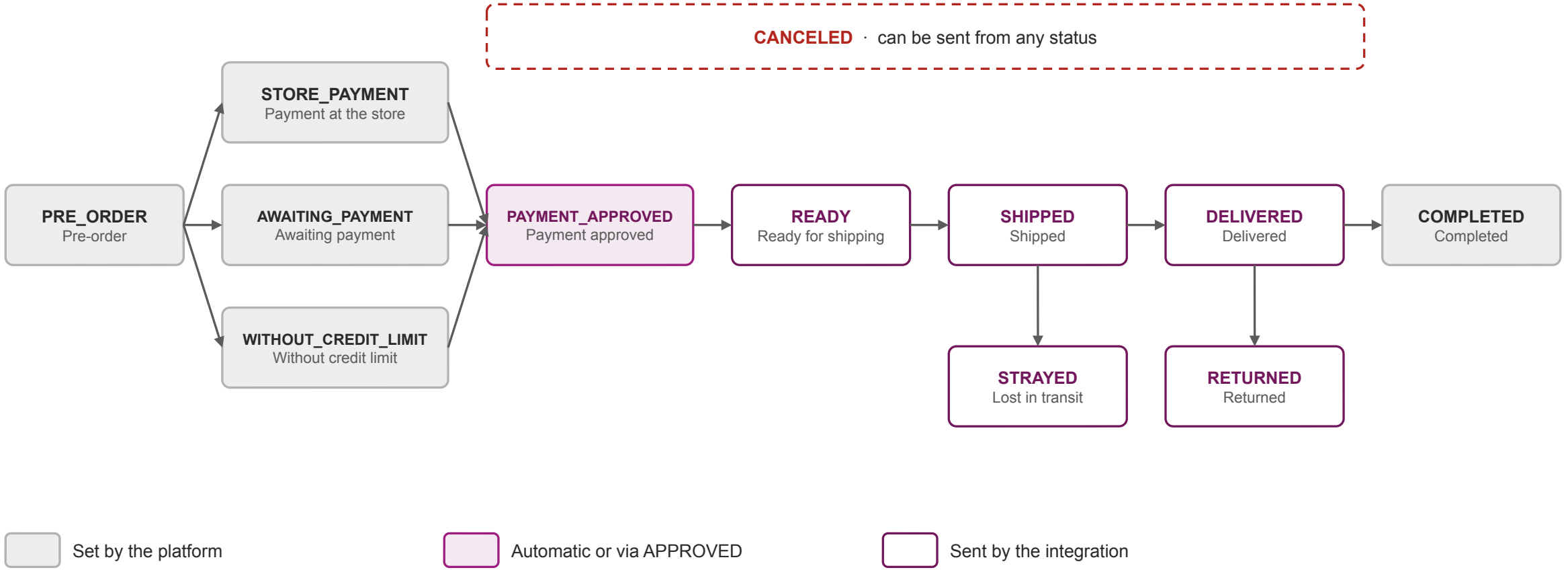
FLOW

Order lifecycle

Official status sequence. Arrows indicate the possible transitions.



Note: COMPLETED is set by the platform after DELIVERED. STRAYED only from SHIPPED and RETURNED only from DELIVERED.

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TRANSITIONS

Where the order can go

Combinations accepted by the status PUT. Any other combination responds 422.

PUT • 03 - Orders • Update Order Status - Store / - Marketplace

status sent	Required current status	Own fields
`APPROVED`	Awaiting payment, without credit limit or payment at the store	—
`READY`	PAYMENT_APPROVED	supplierOrderId required; invoice optional
`SHIPPED`	READY	trackingCode required, except with ownCarrier
`DELIVERED`	SHIPPED	—
`STRAYED`	SHIPPED	—
`RETURNED`	DELIVERED	—
`AWAITING_PAYMENT`	AWAITING_PAYMENT	—
`CANCELED`	Any status	orderReasonCanceled (reason id)

Note: PRE_ORDER, PAYMENT_APPROVED, COMPLETED, WITHOUT_CREDIT_LIMIT and STORE_PAYMENT are only used to filter the listing; sent in the PUT, they respond 422.

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EXAMPLE

Update to READY

Order with approved payment moving to ready for shipping, with the ERP number and invoice.

PUT • 03 - Orders • Update Order Status - Store

Request (cURL)

```
curl --location --request PUT
'https://ws.sandbox.autorei.net/partnerOrders/900201' \
--header 'Authorization: Bearer <TOKEN>' \
--header 'Content-Type: application/json' \
--data '{
  "status": "READY",
  "supplierOrderId": "PED-ERP-77120",
  "supplierInvoiceNumber": "1234",
  "supplierInvoiceSerie": "1",
  "supplierInvoiceKey": "35260930424972000174550010000012341000012340",
  "supplierInvoiceDate": "2026-09-02"
}'
```

Response (JSON)

```
{
  "orderId": 900100,
  "id": 900201,
  "status": "READY",
  "approvalWorkflow": false,
  "workflowIsApproved": false,
  "total": 81.64,
  "dateCreated": "2026-09-01T13:26:05Z",
  "lastUpdated": "2026-09-02T14:02:11Z",
  "order": {
    "origin": "SHOP",
    "originStoreName": "Loja Exemplo"
  }
}
[Payload truncated for display]
```

Note: The route id is the partnerOrderId (id field of the listing). supplierInvoiceDate accepts YYYY-MM-DD or YYYYMMDD; any other format responds 422.

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RULES

Points of attention when updating

Situations that most often cause rejection (422) during the integration.

Order under approval workflow

With approvalWorkflow: true and not yet approved, the only accepted status is CANCELED. Wait for the commercial approval before continuing the flow.

Invoice saved only once

The invoice fields (number, series, key and date) are only saved when the order does not have an invoice yet. Resending them does not overwrite the values.

Who can cancel

If the order originated in another store, cancellation by the supplier depends on the origin store having enabled this permission. Without it, CANCELED responds 422.

Marketplace route enabled

Updating through the origin store (PUT /partnerOrders/store/:id) is possible for orders placed on the portal and does not depend on a link, but requires the store to be enabled by CWS.

Note: On any 422, log the full response body: the rejection reason comes in the message field.

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Cancellation reasons

Values accepted in orderReasonCanceled when sending status CANCELED.

Id	Reason
2	7-day withdrawal
3	Logistics problem
4	Description error
5	Lost in transit
6	Lack of payment
7	No response from the store
8	Out of stock
9	Different brand
10	Damaged product
11	Wrong product
12	Counterfeit part

Id	Reason
13	Wrong store price
14	Pre-order
15	Incorrect price
16	Wrong composition
17	Shipping delay
18	Duplicate order
19	Test purchase
20	Payment declined
21	No response from the customer
22	No credit
23	Expired

Id	Reason
24	Wrong customer
26	Wrong order
27	Integration failure
28	Wrong seller
29	Chargeback
30	Fraud – product recovered
31	Suspected fraud
32	Assisted repurchase
33	Commercial approval denied
34	Order canceled by the seller
35	Quote edited

Tip: Always send the id of the reason that best represents the cancellation: it is used in reports and in communication with the customer.

Store Management and Marketplace Management

Both routes follow the same status flow; what changes is the scope of the orders handled.

Store Management

- Orders in which your store is the supplier.
- List: GET /partnerOrders/list
- Details: GET /partnerOrders/:id
- Update status: PUT /partnerOrders/:id
- Invoice (XML): PUT /partnerOrders/:id/invoice

Marketplace Management

- Orders originated on your store's portal, including those fulfilled by other partners or branches.
- List: GET /partnerOrders/list/store
- Details: GET /partnerOrders/store/:id
- Child orders of a parent order: GET /partnerOrders/store/order/:orderId
- Update status: PUT /partnerOrders/store/:id
- Does not depend on a link; requires the store to be enabled by CWS.

Note: A customer order (orderId) is split into one partner order per supplier (id). All status routes use the partner order id.

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