

Payment state handling

Note the distinction between the different states for orders, invoices, refunds (credit memos), and the Ingenico status. They are not the same thing, but affect each other.

- Orders in an intermediate status (two digit status 5x, 9x, and 46) after order placement will be in “*payment review*” state, and for the 9x statuses the invoice should have been created and be in state “*pending*”.
- Orders that have been placed but no actual payment has been made (statuses 41 and 5) will have “*pending payment*” state.
- Orders with a declined payment (status 2) will also have “*pending payment*” state, and no invoice will be created.
- If the order was in “*payment review*” and is not a 3D Secure payment, the status will remain in “*payment review*” when status 2 is received.
- Orders in status 9 and 95 (handled by merchant) will be in “*processing*” state and have an invoice in “*paid*” state.
- Refunds (credit memos):
 - will immediately get created in state “*pending*” (8x statuses) and the order will go to state “*closed*”.
 - The refund goes to “*canceled*” state if the postback-Feedback indicates a failed refund, and the order state will go back to “*processing*”.
 - Upon successful feedback (status 8 or 85), the order state will stay in “*closed*” and the refund state goes to “*refunded*”.