Processing an order

Every order moves through *Placed → Paid → Packed → Shipped → Complete*.

- **Placed** — the customer finished checkout. Stock is reserved for 30 minutes.
- **Paid** — the payment provider confirmed. This is the first state the warehouse sees.
- **Packed** — someone printed the pick list and scanned the parcel.
- **Shipped** — a tracking code was attached; the customer gets the shipping mail.
- **Complete** — the return window closed.

You can move an order back one step; moving it back two or more requires the *Order supervisor* permission.

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