

Order on-hold

Placing an order on hold suspends it from the normal processing flow and assigns it the **On-hold** status. This function is used when an order requires temporary interruption before further action is taken.

Initiating the on-hold action opens a dedicated dialog. Within this modal, a reason must be provided before the order can be placed on hold.

This action is allowed only for orders in **Not acknowledged** status. The seller reference must be supplied within the same modal, as it is required to place the order on hold.

UBL-J-121

Not acknowledged

+ → ✓ → 🚚 → € ^

Put order on hold

Seller reference*

0 / 100

Reason*

0 / 250

Cancel

Confirm on hold

Once an order is on hold, all standard actions become unavailable. The order can only be **released** or **archived**.

Orders that have already reached the **Confirmed**, **Invoiced** or **Shipped** status cannot be put on hold. Because these statuses indicate that fulfilment has progressed beyond the point where changes or interruptions are permitted, such orders cannot be placed on hold.

Status behaviour when applying On-hold action

The on-hold action preserves the structural stage of the order and its line items while applying the on-hold designation:

- Original order status: **Not acknowledged**
- Line items: **Stage: New, Status: Unchanged**
- Result:
 - Order becomes **On-hold, Not acknowledged**
 - Line items remain **Stage: New**
 - Line item status becomes **On-hold**

UBL-J-118

Not acknowledged

+ → ✓ → 🚚 → € ^

Order header

Ship-to address

Buyer

Onetrail B.V.

Creation date

03/03/2026, 11:54 AM

Comment

Dropship order from Quantore B.V.

Bill-to GLN

8714231442455

Requested delivery date

02/10/2010, 01:00 AM

Type

Standard

Partial delivery

No

Buyer line	Product code	Product description	Unit price	Quantity ordered	Total price	Requested delivery date	Scheduled delivery date	Confirmed quantity	Confirmed price	Status	Stage
1	SKUB002		€89.99	10	€899.90	12/04/2025		10		=	+
2	SKUB003		€10.16	5	€50.80	12/04/2025		5		=	+

← Back

Archive order

Delete order

Put order on hold

Create confirmation