AXIOPRAX FIXES · D17 · FRAUD & BOTS

High-risk order hold checklist

Stop high-risk orders shipping until a person has looked at them.

- ☐ **Install Shopify Flow (free, from Shopify)**
  Apps > Flow
- ☐ **Search templates for Hold fulfillments based on risk level**
  Create workflow > Browse templates (or start blank)
- ☐ **Trigger: Order risk analyzed, not Order created**
  Workflow trigger
- ☐ **Condition: order risk assessment risk level is High (HIGH)**
  Not the deprecated older risk level field
- ☐ **Action: Hold fulfillment order with Reason notes and Notify merchant**
  True branch
- ☐ **Actions: Add order tags and Update order note with {{order.note}} first**
  True branch
- ☐ **Daily: review tagged orders, Release hold or cancel**
  Orders > order > On hold section

Watch out for

- Held orders do not show in the Unfulfilled list.
- Third-party risk scores do not fire Order risk analyzed.
- A hold does not stop payment capture.
- Start the order note with {{order.note}} so the customer's own note is kept.

Sources: Shopify Help Center pages listed on the fix page (checked Nov 2026). Full fix: axioprax.com/fixes/auto-hold-high-risk-orders-shopify