AXIOPRAX FIXES · D4 · CHECKOUT & ORDERS

Stuck orders checklist

Find every order unfulfilled for more than 48 hours, with free Shopify tools.

- ☐ **Open the Unfulfilled view**
  Orders > All > Unfulfilled
- ☐ **Sort oldest first**
  Orders, sort menu (the view already excludes archived orders)
- ☐ **Save the view as "Stuck 48h"**
  Orders, Save
- ☐ **Install the summary template**
  Apps > Flow > Create workflow > Browse templates > "Send email summary with all unfulfilled orders older than 2 days"
- ☐ **Set a daily run time**
  Flow: Scheduled time trigger
- ☐ **Check the query**
  Get order data: open, unfulfilled, created more than 2 days before the run
- ☐ **Set the recipient and turn it on**
  Send internal email, then Turn on workflow

For each stuck order

- Find the reason first: stock, address, payment check or simply missed.
- Out of stock: give the customer a new date or refund that line.
- Address problem: contact the customer before you ship.
- Tag the order with the reason so you can spot patterns.

Sources: Shopify Help Center pages listed on the fix page (checked Oct 2026). Full fix: axioprax.com/fixes/find-shopify-orders-unfulfilled-48-hours