

When E-commerce Actions Run🔗

Guest Author:



There are a lot of automation options when working with the E-Commerce portion of Infusionsoft. Sometimes it is tough to find out when certain actions will actually run. This guide, prepared by Infusionsoft Partner, Christian Wiles, shows us the criteria necessary for an action to run.

Pro Tip! The following results require the *Run Purchase Actions on All Orders* option to be set to **Yes**. You can find this setting by going to **E-commerce > Settings > Order**.

Transaction > Payment Process Type		Infusionsoft Automation Trigger			
		Credit Card Autocharge Attempt (Billing automation)	Product Specific Purchase Action	Global Purchase Actions	Purchase Online Campaign Goal
Product From Order Form/Shopping Cart	Prod	Y	Y	Y	Y
Initial Subscription From Order Form/Shopping Cart	Sub	Y	Y	Y	Y
Manual - Add Order - Add Payment - Charge Credit - Card Now	Prod	Y	Y	N	Y

Transaction > Payment Process Type		Infusionsoft	Automation	Trigger	
Manual - Add Subscription - Autocharge Credit Card - Invoice Button	Sub	Y	Y	N	Y
Manual - Add Subscription - Allow Cron to Charge Card	Sub	Y	Y	N	Y
Legacy Action - Add Order - Product	Prod	Y	Y	N	Y
Legacy Action - Add Order - Subscription - 1st Iteration	Sub	Y	Y	N	Y
Recurring Order Credit Card Payment AFTER Initial Order	Sub	Y	N	N	N
Product w/ Pay Plan from Cart w/ Balance Due - Initial	Prod	Y	Y	Y	Y
Manual Order with Pay Plan and Remaining Balance	Prod	Y	Y	N	N
Any Order with Pay Plan and Payoff Balance	Prod	Y	Y	N	N
Manual Process of Recurring Order Payment AFTER Initial Order - Add Payment - Credit Card Now	Sub	Y	N	N	N
Manual Process of Recurring Order Payment AFTER Initial Order - Add Payment - Manual	Sub	N	N	N	N

Transaction > Payment Process					
Type			Infusionsoft	Automation	Trigger
Manual Order - Add Order - Add Payment - No Card Processed (CC Manual, Cash, Check, etc)	Prod	N	Y	N	N
Manual Order - Add Subscription - Add Payment - No Card Processed (CC Manual, Cash, Check, etc)	Sub	N	Y	N	N
Invoices charged by API service Invoice.chargeInvoice	Prod	Y	Y	N	Y
Invoices charged by API service Invoice.chargeInvoice - Initial invoice as recurring	Sub	Y	Y	N	Y
Orders created and charged through API service OrderService.placeOrder	Prod	Y	Y	Y	Y
Subscription Orders created and charged through API service OrderService.placeOrder	Sub	Y	Y	Y	Y
Add a manual Payment using the API service InvoiceService.addManualPayment	Prod	N	Y	N	N