FAQ - Why hasn't my record moved to the correct tab after a status update?

After a recent update to the order list, records stay visible in their current tab after a status change. A manual refresh moves them to the correct tab.

Updated 19 February 2026

Summary

What is this article about?

- After updating a record's status in Qargo (e.g. an order or invoice), the record may appear to remain in the current tab even though the status has already been saved correctly.

Why does this happen?

- This change prevents rows from disappearing mid-edit — a side effect of this is that the list view does not immediately re-sort or re-filter records after a status change.

How is this resolved?

- Manually refreshing the page, or navigating away and returning, will re-sort and re-filter the list so that all records appear in their correct tabs.

Terminology

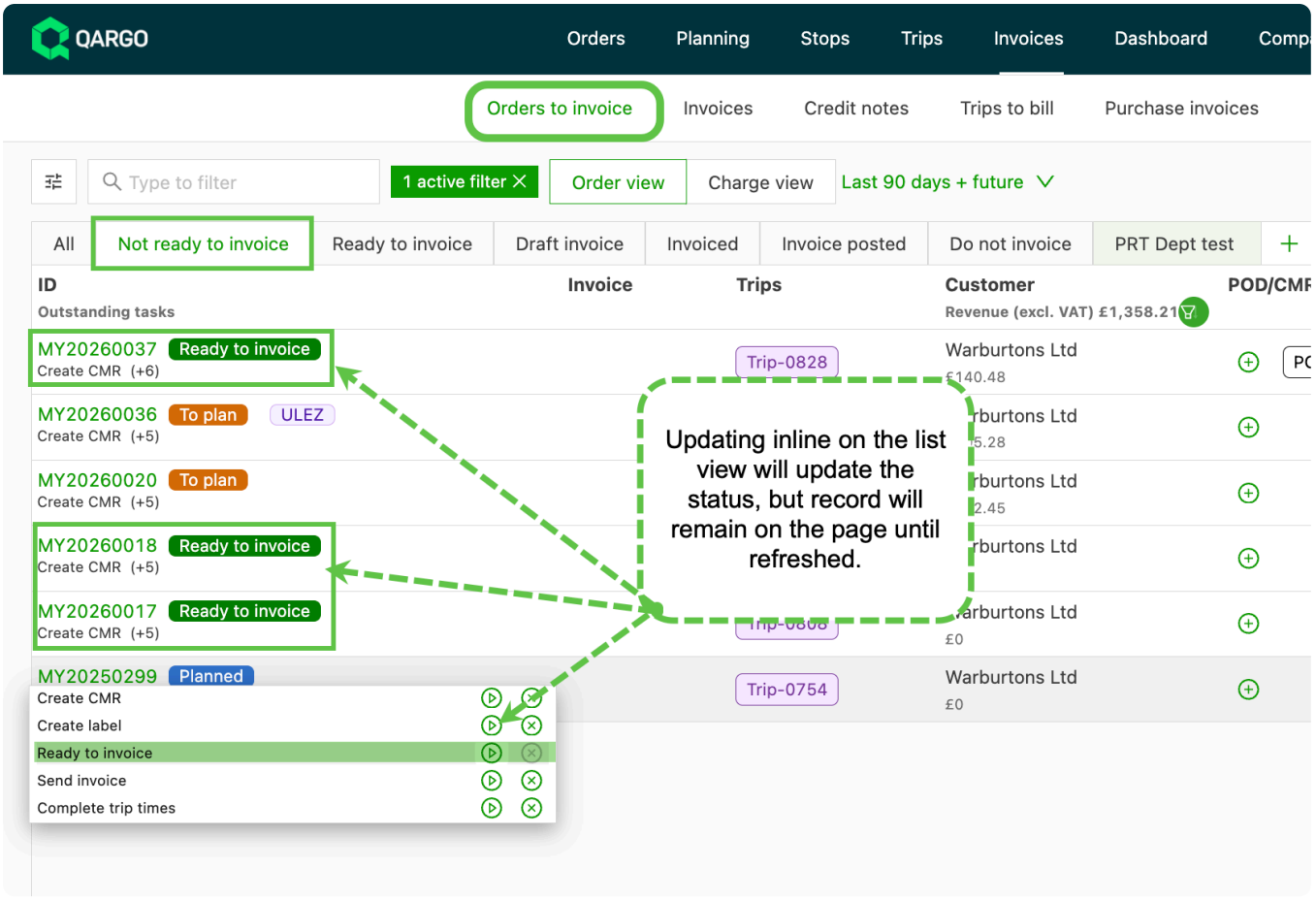
Term	Definition
Inline edit	Editing a field directly from the list view without opening the full record detail page
Tab	A filtered view within a list page (e.g. *Delivered*, *Ready to Invoice*, *Invoice*) that shows records matching a specific status
Manual refresh	Reloading the page by pressing F5, using the browser refresh button, or navigating away and back

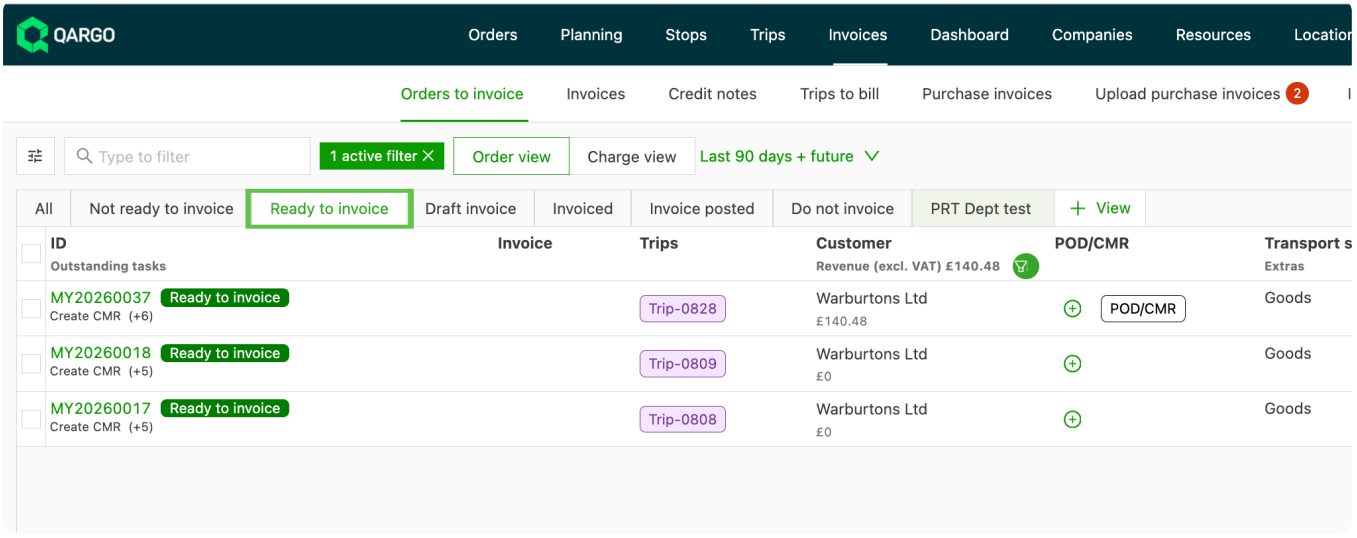
Why records stay visible after a status change

This improvement pre-fetches rows so that page navigation is faster and smoother — and importantly, it prevents rows from vanishing while a field is being edited.

A result of this update is that **the list view does not immediately re-filter after a status change**. The updated status is saved correctly in the system, but the record remains visible in its current tab until the page is refreshed or the user navigates away.

📚 This is intentional behaviour — the system prioritises stability during active editing over automatic list re-sorting.





Affected workflows

Updating an invoice from Delivered to Ready to Invoice

When an order's status is updated to *Ready to Invoice*, the updated status label will display on the row. However, the order will remain visible in the tab until the page is manually refreshed. After refreshing, the order will appear correctly under the *Invoice* tab.

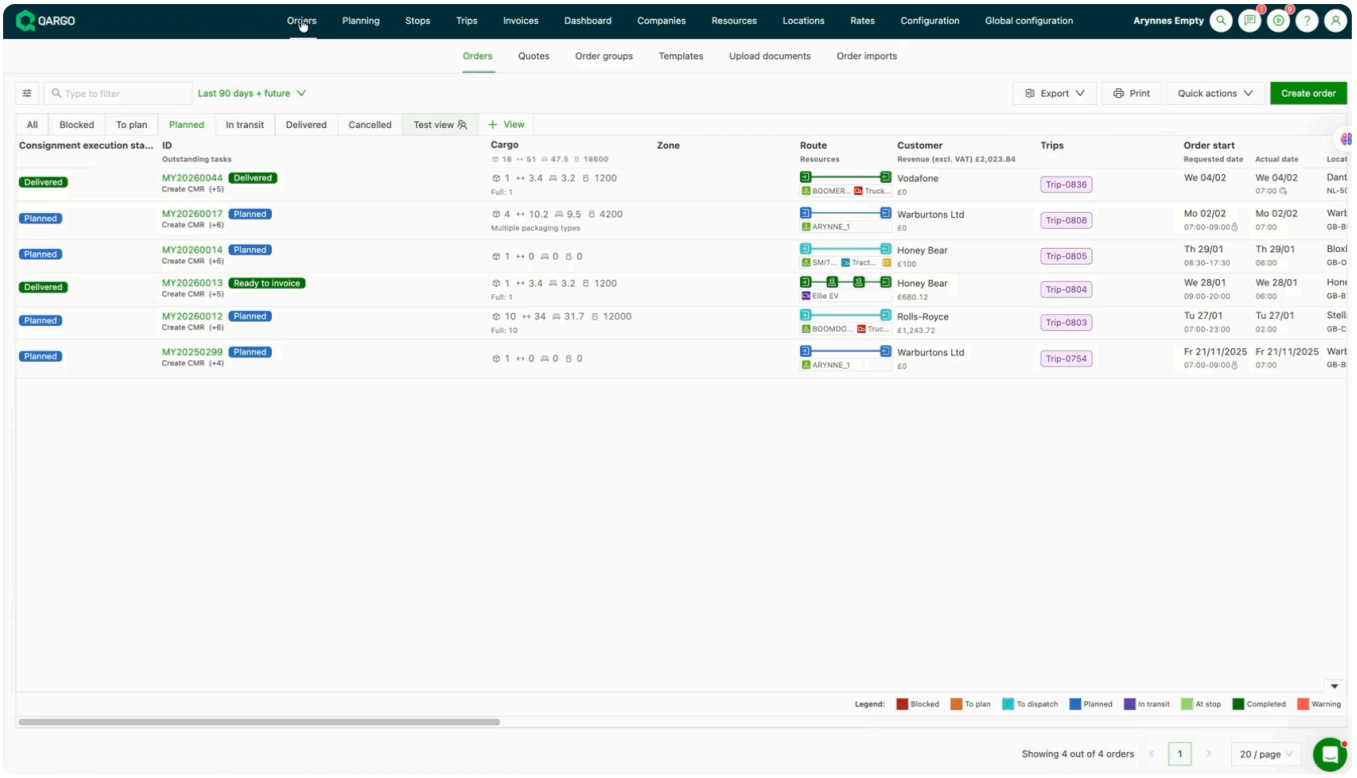
Steps to see the updated view:

1. **UPDATE** the order or invoice status as usual via inline edit or quick action
2. **CONFIRM** the status change has been saved — the status label on the row will reflect the new value
3. **REFRESH** the page (press F5 or use the browser refresh button) to re-sort the list

4. **NAVIGATE** to the relevant tab (e.g. *Invoice* or *Ready to Invoice*) to find the updated record in its correct location

Order status changes in the Orders list

When an order's status is updated from the *Orders* list (e.g. from *In Transit* to *Delivered*), the row will show the new status but remain in the original filtered view. Once the page refreshes or the user navigates to another page and returns, the order will have moved to the correct tab.



What has not changed

It is important to note that the **status update itself is always saved immediately** — there is no delay in the data. The behaviour change only affects how quickly the list view re-sorts to reflect that update.

- Filtering still works as expected
- Exports reflect the correct, up-to-date status at the time of export
- Opening the order or invoice detail page always shows the current status
- No data is lost or incorrectly saved

Troubleshooting

Situation	What to check
Record does not appear in the expected tab after a status update	Refresh the page or navigate away and back — the record will re-sort correctly