

Order Attributes

Order attributes enable you to uniquely describe an aspect of an order with values selected by either an Admin user or the shopper. For example, you might want to collect customer feedback on the checkout process, so you define an attribute that lets the shopper rate the checkout experience by selecting a value between 1 and 10. For another example, you might want to track the season associated with an order. To accomplish this, you create an attribute that lets the CSR fulfilling the order enter a value after the shopper submits the order.



By default, order attributes are only captured during checkout and the system does not reprice orders or reevaluate discounts after updating the attributes. This means that if a discount is applied in the cart but order attributes are updated during checkout, then the discount will remain applied even if the order doesn't match its conditions any more. Kibo recommends configuring your storefront to capture order attributes before the payment step so that attributes are included in discount evaluation.

Order Attributes Homepage

View existing order attributes on the Order Attributes page located at **System > Schema > Order Attributes**. You can change the columns displayed in the table by expanding the dropdown menu on the far right of the table headers, which allows you to toggle on additional columns such as Applies To or toggle certain columns off.

Status	Administration Name	Display Group	Value Source	Required	Editable	
Enabled	OrderOnly	Admin	AdminEntered	N	Y	⋮
Enabled	OrderOnly2	AdminAndStorefront	AdminOrShopperEntered	N	Y	⋮
Enabled	SubscriptionOnly01	AdminAndStorefront	AdminOrShopperEntered	N	Y	⋮
Enabled	OrderSubs01	AdminAndStorefront	AdminOrShopperEntered	N	N	⋮

To edit an existing attribute or enable one that is currently disabled, expand the dropdown menu on the far right of that attribute and click **Edit** or **Enable**. Alternatively, you can click an attribute in the table and be taken to its settings which includes a toggle to enable/disable it.


Create Order Attributes

The attribute definition determines whether the attribute displays on the Admin and/or storefront, who can enter a value, whether it can apply to subscriptions, and whether it's required. To define a new order attribute:

1. Go to **System > Schema > Order Attributes**.

2. Click **Create New Order Attributes**.
3. In the General section, complete the following:

- a. Enter an **Administration Name**.
- b. Enter a **Code**.
- c. Use the **Display Group** drop-down menu to specify one of the following options.
 - **Admin Only:** The attribute only displays in Admin.
If you select this option, you can only select **Admin Entered** for the **Value Source**.
 - **Admin & Storefront:** The attribute displays both in Admin and on the storefront.
- d. (If applicable) If you selected **Admin & Storefront** for the **Display Group**, provide a **Storefront Label**.
This is the label that shoppers will see for the attribute on the storefront.
- e. Use the **Value Source** drop-down menu to specify one of the following options.
 - **Shopper Entered:** The shopper can provide a value for the attribute.

 Admin users can still edit or enter values for shopper entered attributes.

 - **Admin or Shopper Entered:** Either the Admin user or shopper can provide a value for the attribute.
 - **Admin Entered:** The Admin user is the only one who can provide a value for the attribute.
- f. In the **Apply Attribute To** setting, indicate whether this attribute is intended for orders, subscriptions, or both.
 - **Order Only:** If nothing is selected, then the attribute will be set to Order Only by default. This attribute will be available on all orders and will not be passed to

subscriptions if any are created from an order.

- **Subscription Only:** If selected, this attribute will only be available on initial orders that include subscription/trial products. It will then be passed to the resulting [subscription](#), but will not be displayed to any future continuity orders generated from that subscription.
- **Order and Subscription:** If selected, this attribute will appear on all orders and be passed to a subscription if the initial order includes subscription/trial products. This will be visible at both the subscription level and order level for any future continuity orders generated from the subscription.

g. Select a value for each of the following attribute **Options**.

- **Required:** If enabled, the attribute requires a value on all orders, and orders cannot be submitted until a value is provided. The default is disabled (not required).
- **Editable:** If enabled (which is the default), the attribute value can be edited once a user provides a value. Note that even when this option is disabled, if the attribute applies to either Order and Subscription or Subscription Only then it will still be editable on Pending subscriptions.
- **Hidden from shopper:** If enabled, the attribute is hidden on the storefront. The attribute can still have a value populated, but it is not displayed to shoppers. The default is disabled (show on storefront).
For example, you might want to collect geo location, cookie information, special processing needs, and/or negotiated pricing, but you don't want this information displayed to shoppers.
- **Available for Discounts:** If enabled, the attribute will be available for use in [discount conditions](#).

4. In the Input section, use the **Input Type** drop-down menu to specify the input type for the attribute. You can choose a list, text box, text area, yes/no, or date for the type.

Depending on the input type and data type you select, other fields might display that require additional information.



If you select a **Yes/No** type for the attribute, the value defaults to **No** if a user does not explicitly set the value.

Input

Input Type

List

Data Type

Text

Add Value or Label:Value

Insert at bottom



Pos	Label	Value	
1	1	1	⋮
2	12	12	⋮
3	123	123	⋮

5. Click **Save**.

Disable Order Attributes

Kibo eCommerce prevents you from deleting order attributes; however, if you no longer wish for an order attribute to be used, you can disable the order attribute.

Disabling an order attribute prevents you from adding the attribute to an offline order, and the attribute no longer shows on the storefront. When you disable an order attribute that's already in use, Kibo eCommerce prompts you to confirm disabling the in use attribute.



When you disable a previously used order attribute, the attribute value is still displayed on past orders, but you cannot edit or select the attribute value.

To disable an order attribute:

1. Go to **System > Schema > Order Attributes**.
2. Expand the actions menu next to the applicable attribute and select **Disable**. If prompted, confirm to disable the attribute.