


Edit Orders

Once shipments have been created for an order, most actions for editing orders and line items must be made at the shipment level. However, you can always edit custom order data, customer addresses, and pickup contacts at the order level. This guide covers how to perform each of these edits.


If you have [configured shipments to be created](#) at a certain time after order submission instead of immediately, then you will be able to edit line items directly at the order level. See the [Edit Order Items guide](#) for more information about how to do this. For payment actions, see the [Order Payments documentation](#).

 If the `restrictEdit` flag was set on the order [via API](#), then a customer service representative or other user without the Override Order Update Restriction [behavior](#) will not be able to edit the order. This includes changing the address, email, contact, attributes, or other details as well as performing any actions such as creating a new shipment, reassigning or updating existing shipments, editing shipment items or notes or custom data, adding a payment, and initiating a return or refund.

Change Order Address

You can change the customer address that is associated with an order.

1. Go to **Main > Orders > Orders**.
2. Click the order you want to cancel to open its order details.
3. Click **Change Address** in the customer information to edit the customer's billing or shipping address on all shipments in this order.

Addresses:
[Change Address](#) 

Billing Address	Shipping Address
Ga Ga	Ga Ga
ping_ping@kibo.net	ping_ping@kibo.net
717 N Harwood St	717 N Harwood St
Dallas, TX 75201 US	Dallas, TX 75201 US
222-222-2222	222-222-2222

Email
ping_ping@kibo.net
[Edit Email Address](#)

4. Pricing and tax for shipments in Customer Care or Backorder will be recalculated using the updated address. The tax will not be refreshed on a shipment in the Fulfilled or Cancelled state, or if the order is Completed.

Note that you can also edit the customer's email address from the order details page.

Edit Custom Order Data

If the order was created with custom data, then the table of custom key:value pairs will be displayed at the bottom of the Order Details page. You can add new custom keys at the order level, as well as edit or delete existing keys.

1. Go to **Main > Orders > Orders**.
2. Click the order you want to edit custom data of.
3. Scroll down to the bottom of the order details to view the **Custom Order Data** table.

Custom Order Data [Ⓞ]

Handling/Discounts	{}	Edit	Delete
ShippingMethodCode	bdnaku6548rajckd5a21	Edit	Delete
OrderDiscounts	{}	Edit	Delete
ngOrderId	00da7her85246d67	Edit	Delete
ShippingDiscounts	[{"methodCode": "bdnaku6548rajckd5a21", "discount": {"exaportCode": null, "excluded": false, "impact": "5.0-discount Shipping when you spend \$101 and over}}]	Edit	Delete
Handling/Discounts	{}	Edit	Delete
ShippingMethodCode	bdnaku6548rajckd5a21	Edit	Delete
OrderDiscounts	{}	Edit	Delete
ngOrderId	00da7her85246d67	Edit	Delete
OrderDiscounts	{}	Edit	Delete

[Add](#)

4. Click **Edit** to change an order-level value. Note that all custom data values are in string format.
5. Click **Delete** to remove a key:value pair from the order.
6. Click **Add** to add a new editable row to the table.

Edit Pickup Contacts

If you are viewing a Buy Online Pickup In Store (BOPIS) order, then you will also have the ability to edit alternate pickup information in the Order Details.

There will be a primary pickup contact (generally the customer who placed the order) with an Edit icon where you can add the additional contact and enter their first/last name, email address, and optionally their phone number. You can also edit the details of any contacts already assigned. This information will be displayed in the shipment details of the Fulfiller UI (though it is only editable here in the Admin) and the alternate contact will receive [fulfillment notification emails](#) about the order.

For the API fields associated with this contact, see the [Order API payload](#) and the endpoints to [update](#) and [remove](#) the alternate contact.