

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 is set to true on the order [via API](#), then a 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, canceling shipment line items, and adding a payment. However, the user will still be able to initiate and process returns.

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

Ga Ga

ping_ping@kibo.net

717 N Harwood St

Dallas, TX 75201 US

222-222-2222

Shipping Address

Ga Ga

ping_ping@kibo.net

717 N Harwood St

Dallas, TX 75201 US

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.
5. If desired, click **Edit Email Address** to change the email address. This will not change the email for the customer's account and all orders, only this particular order. The maximum allowed length is 254 characters.

Edit Order Attributes

The Order Attributes section displays all [custom order attributes](#) that you have configured to apply to either "Order Only" or "Order and Subscription."



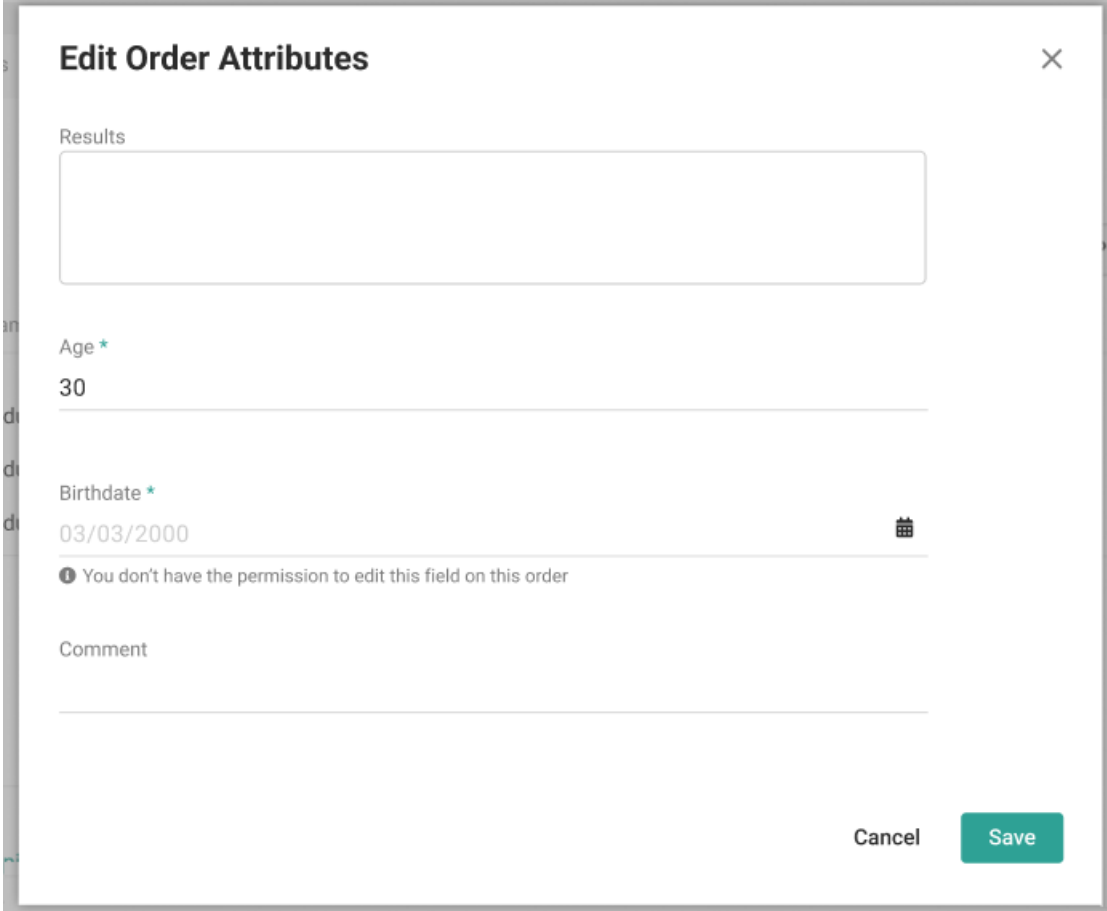
If this is an initial order that includes [subscription or trial products](#), then any "Subscription Only" attributes will be included as well. However, they will not be displayed for any continuity orders created by an existing subscription.

Order Attributes

Edit

Name ▼	Value
Results	--
Age*	30
Birthdate*	03/03/2000
Comment	--

To edit these values, click **Edit** in the top right. This will open a modal that displays all attributes, so you can update multiple at once. Click **Save** once you have updated all of the values you want to change.

A modal window titled "Edit Order Attributes" with a close button (X) in the top right corner. The modal contains several input fields: a "Results" field (a large empty text box), an "Age" field with a green asterisk and the value "30", a "Birthdate" field with a green asterisk, the value "03/03/2000", and a calendar icon. Below the birthdate field is a message: "You don't have the permission to edit this field on this order". At the bottom is a "Comment" field (a large empty text box). In the bottom right corner are "Cancel" and "Save" buttons, with "Save" being a green button.

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.