Edit Order Shipments

Although fulfillers can view and manage shipments through the Fulfiller UI, you can also perform edits and actions on existing shipments from the Order Admin.

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.

View Shipment Details

When viewing an order's details at Main > Orders > Orders, the Shipments tab displays all shipments that belong to the order. These shipment details include:

- General overview information of the Shipment Number, Last Updated date, Total, and current Status (which indicates whether the shipment is Ready, Backorder, Fulfilled, Customer Care, Canceled, or Future).
- The shipment Type and Fulfillment Step, corresponding to the customer's selected fulfillment method for the order and its current status in the workflow.
- Any shipment custom data (if applicable) in the Custom Data tab. Custom data is configured in key:value string format, and you can add new shipment-level custom data by clicking the Add button in this tab.
- Internal notes in the Shipment Notes tab. These are separate from order notes and not copied onto any child shipments or order-level logs. When a shipment is rejected (including when it is split, reassigned, or transferred), the location that rejected it is tracked in shipment notes. This helps prevent shipments from being manually reassigned to a location that previously rejected it.
- A record of all events and changes made to each shipment in the Shipment History tab, including shipment custom data. This matches the shipment log from the Fulfiller UI that tracks a shipment's progress through fulfillment, edits to shipping or item details, and other updates.
- A list of all items canceled from the shipment in the Canceled Items tab (not shown below). This allows you to view a record of all items previously included on the order. If no canceled items exist for the shipment, this tab will not be displayed.

Use the dropdown menus in the top right to reassign the entire shipment or change its shipment status. Pricing subtotals can also be edited at the shipment level, and are located below the table of shipment items.
Reassign a Shipment

An entire shipment or select line items in a shipment can be reassigned to another location from the Shipments view. In the latter case, the selected line items will be split into a new shipment object while the old shipment will retain the unselected items.

1. Go to Main > Orders > Orders.
2. Click the order you want to reassign a shipment of.
3. Click the Shipments tab.
4. Expand the Update Shipment drop-down.
5. Click either Manual or Auto Reassign. This corresponds to the Reassign Shipment API call.

In auto reassignment, the shipment will be sent back through the order routing process. But in manual reassignment (detailed below), a pop-up will prompt you to select the location that the new shipment should be fulfilled from.

Manual Reassignment

The Inventory tab of the manual reassignment pop-up displays each location's inventory status for the shipment if that information is available:
The All Locations tab displays only the location names and codes. You can use the search box to perform an exact search for a location name or location code, which is not case-sensitive.

In either tab of this pop-up:

1. Select the location you want to reassign the shipment to.
2. Click **Save**.

Create New Shipment

You can create a new shipment to add items to an order. This ability is available by default to all implementations, regardless of whether they include Order Management or are eCommerce-only.

1. Go to **Main > Orders > Orders**.
2. Click the order you want to add a shipment to.
3. Click the Shipments tab.
4. Click New Shipment.
5. In the Shipment Creation Request modal, use the product search field to add an item.
6. Select the item's Fulfillment method. If STH, select the Shipping Method from the dropdown below the line items.
7. Click Add to confirm the item.
8. Repeat for any other items you want to add.
9. Once all items have been added, click Request Shipment Creation to confirm.

This new shipment will then be routed or assigned to the specified pickup location.

Note that creating a new shipment will not refresh the pricing or discounts on the order.

Edit Shipment Subtotals

When viewing a shipment, the shipment pricing subtotals are displayed below the line items.

1. Go to Main > Orders > Orders.
2. Click the order you want to edit a shipment of.
3. Click the Shipments tab.
4. The pricing breakdown of the items within that shipment are displayed below the line items.
5. Click Edit to change these values.
6. Expand the Item Total, Shipping, and/or Handling sections to reveal the subtotal and tax value breakdown for each pricing element.

7. Indicate the amount you want to subtract or add from the subtotal and/or tax. The below example would remove $5.00 from this shipment's item subtotal, bringing it to a new value of $555.00:

8. Click Save.

9. Select a reason for the change in the modal that appears.

10. Click Save again to finalize the edits.

Mark as Shipped

To force fulfillment on a shipment and mark it as complete regardless of its current status in the Fulfiller UI:

1. Go to Main > Orders > Orders.
2. Click the order you want to fulfill a shipment of.
3. Click the **Shipments** tab.

4. Expand the **Update Shipment** drop-down.

5. Click **Mark as shipped**.

### Edit Fulfilled Shipments

When a shipment has been fulfilled, its entry in the order's shipments view will provide a reference of its fulfillment information. Information about the items in the shipment and the location it was shipped or picked up from can all be viewed from the tabs within the module.

<table>
<thead>
<tr>
<th>Order Details</th>
<th>Shipments</th>
<th>Payments</th>
<th>Returns</th>
<th>Audit Log</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment Status</td>
<td>Fulfilled</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type</th>
<th>Shipment</th>
<th>Last Updated</th>
<th>Status</th>
<th>Shipment Step Id</th>
<th>Fulfillment Step</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery</td>
<td>2728</td>
<td>09/21/22 05:13:56</td>
<td>FULLFILLED</td>
<td></td>
<td></td>
<td><strong>$108.64</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Line</th>
<th>Code</th>
<th>Name</th>
<th>Unit Price</th>
<th>Qty</th>
<th>Tax</th>
<th>Discount</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Code: Sp.2</td>
<td>Sp.2</td>
<td>$111.00</td>
<td>1</td>
<td>$0.00</td>
<td>$2.36</td>
<td>$108.64</td>
</tr>
</tbody>
</table>

The only edits that can be made to a fulfilled shipment is **editing an item's unit price** or changing the shipment address. This allows the address to be updated in cases such as where the shopper gave the wrong address and the carrier returned the shipment, so the shipment address can be fixed and the shipment re-sent. The tax will not be refreshed if the shipment is Fulfilled or Cancelled, or if the order is Completed. Pricing and tax for shipments in Customer Care or Backorder will be recalculated using the updated Ship To location.