

# Edit Order Items

Once shipments are created, order items can only be edited from the **Shipments** tab. By default, shipments are created automatically upon order submission which means you will always be editing orders at the shipment level. But if you have [configured shipments to be created](#) at a certain point after order submission, then you can edit the items directly as long as the order is in the Pending Shipments state.

This guide explains how to edit order items on both shipments and orders.



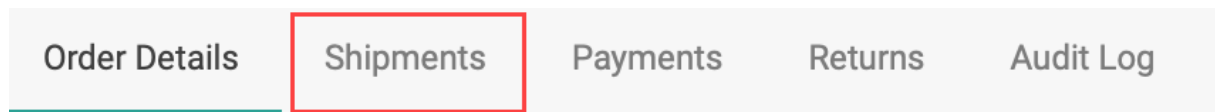
If the `restrictEdit` flag is set to true on the order [via API](#), then a user without the Override Order Update Restriction [behavior](#) will not be able to edit the order.

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.

## Shipment Item Edits

Once shipments exist on an order, you can only edit order items at the shipment level.

1. While viewing an order, click the **Shipments** tab.



2. Expand the drop-down menu to the right of a line item to access item actions.

Discount

Subtotal



\$0.00

\$250.00



Manual Reassign

Auto Reassign

Edit Unit Price

Cancel Item

View Custom Data



To reduce item quantity, use the Cancel Item action. To increase a quantity, a new [order](#) or [shipment](#) must be created for the additional amount and will be fulfilled separately. Make changes to the item-level tax, discounts, or fees via the [shipment adjustment options](#).

## Reassign Item

**Manual Reassign** will allow you to select a new fulfillment location for this line item, similar to manual reassignment at the shipment level.

**Auto Reassign** will use Order Routing logic to assign the line item to a new fulfillment location.

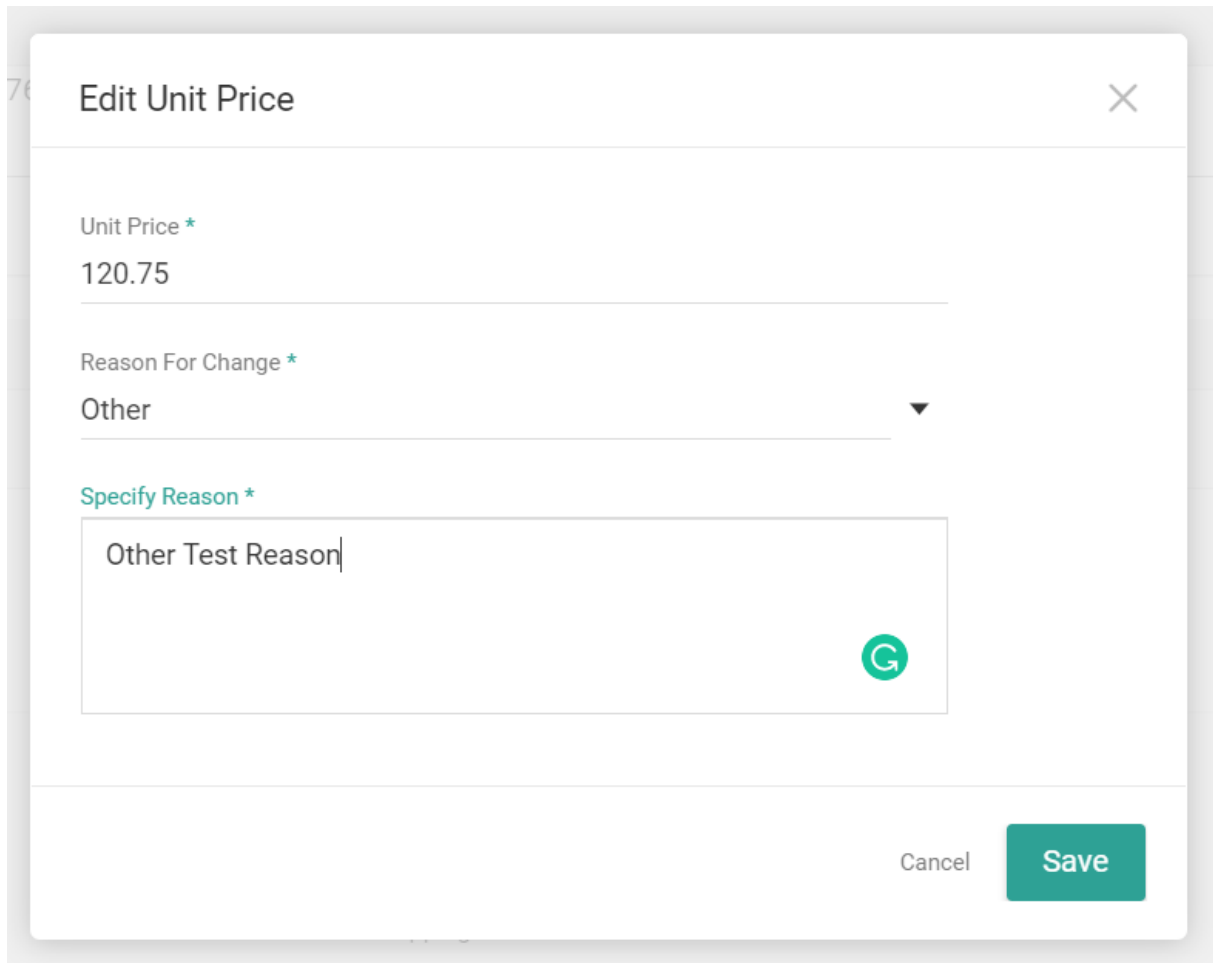
## Transfer Item

If applicable for the shipment type and fulfillment configurations, **Request Transfer** will be available and will allow a new transfer shipment to be created to supply missing inventory for the assigned fulfillment location instead.

## Edit Unit Price

After editing an item's unit price, the tax will be automatically recalculated.

1. Click **Edit Unit Price** from the item actions menu.
2. Enter the new **Unit Price**.
3. Select the **Reason For Change** from the drop-down menu. If you select Other, then you will be prompted to specify the reason.
4. Click **Save**.

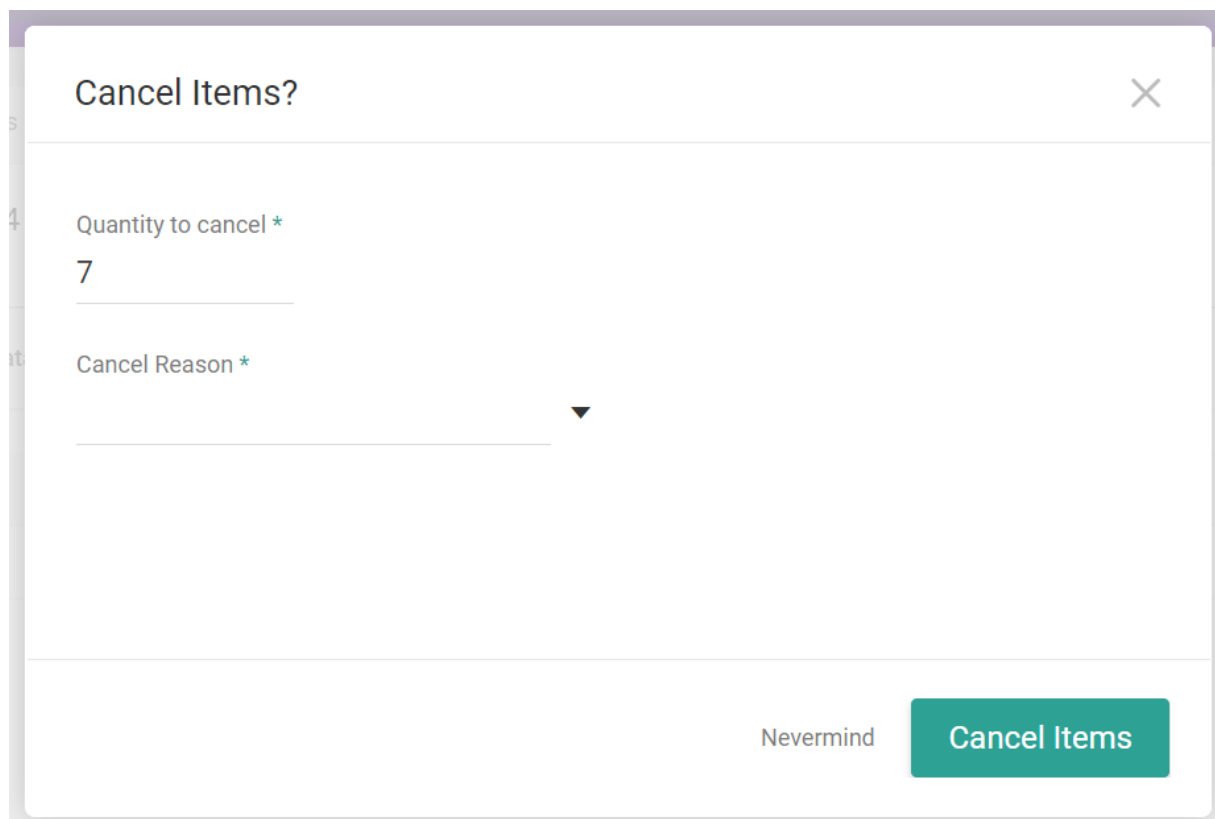


The screenshot shows a modal dialog box titled "Edit Unit Price" with a close button (X) in the top right corner. The dialog contains three main sections: 1. "Unit Price \*" with a text input field containing "120.75". 2. "Reason For Change \*" with a dropdown menu currently showing "Other". 3. "Specify Reason \*" with a text area containing "Other Test Reason" and a green circular icon with a white 'G' in the bottom right corner. At the bottom of the dialog, there are two buttons: "Cancel" and "Save".

## Cancel Item

You can cancel all or partial quantity of an item. Crediting a payment is not necessary if editing or canceling a single item from a shipment.

1. You can cancel either partial quantity or the full quantity of an item.
2. Click **Cancel Item** from the item actions menu.
3. Enter the quantity of the item that you want to cancel. For example, if an item has a starting quantity of 7 then cancelling 3 will change the shipment quantity to 4. Cancelling all 7 will remove the line item from the shipment entirely.
4. Select a **Cancel Reason** from the drop-down.
5. Click **Cancel Items** to confirm.

A modal dialog titled "Cancel Items?" with a close button (X) in the top right corner. It contains two input fields: "Quantity to cancel \*" with the value "7" and "Cancel Reason \*" with a dropdown arrow. At the bottom right, there are two buttons: "Nevermind" and "Cancel Items".

Cancel Items?

Quantity to cancel \*

7

Cancel Reason \*

▼

Nevermind Cancel Items

After canceling the item, it will be moved to a new **Canceled Items** tab in the shipment details. This allows you to view a record of items that were previously included in the shipment.



You can have your tenant configured to retain an item's handling fee when it is cancelled. In Order Management-Only implementations, the line item's handling fee will be redistributed onto other items in the shipment. In eCommerce + Order Management implementations that do not distinguish between order-level and item-level handling fees, the total handling fee will be retained. Contact to enable this behavior.

## View Custom Data

Custom order data is passed to the shipments upon initial order creation, but any edits to the item-level custom data made after creation must be done on a per-shipment basis. This means that you should update any custom item data on every shipment within the order where needed because a change at the order level will not be applied across the board.

1. Click **View Custom Data** from the item actions menu. This opens a modal displaying the item-level custom data that was applied to the shipment during order creation.
2. Click **Edit** to change a custom data key. Note that these values are always treated as strings. Click **Save** after entering the new value.

3. Click **Delete** to remove a data key from this item.

Custom Item Data

Item Name: TestImageHeightProduct

HandlingDiscounts	[ ]	Edit	Delete
ShippingMethodCode	<input type="text" value="bdnaku6548rajckd5a21"/>	Edit	Delete
OrderDiscounts	[ ]	Cancel	Save
ngOrderId	00dafher85246dj67	Edit	Delete
ShippingDiscounts	<pre>[{"methodCode":"bdnaku6548rajckd5a21","discount":{"couponCode":null,"excluded":false,"impace":5.0,"discountShipping when you spend \$101 and over}}]</pre>	Edit	Delete

Add



If you want to edit shipment-level custom data instead, rather than the custom data of individual items, you can do this from the Custom Data tab [of the shipment details](#).

## Gift Card Items

If an item is a digital product, such as a gift card, then it will be displayed as a "Digital" shipment type. The shipment information in the Order Admin will have an additional tab for Gift Card Details where the gift card number, PIN, recipient and sender names and emails, and gift message are displayed.

You can edit the recipient's name or email as well as the gift message and resend the gift card email to the recipient:

1. Click into a text box to make changes. As with customer accounts, the maximum allowed length for an email address is 254 characters.
2. Click **Resend Gift Card Email** to save changes and send the customer a new email with their gift card information.

▼ Items (1) Transfer From PhysicalStore01 Custom Data Gift Card Details

Recipient Name  
John Macintosh

Recipient Email  
recipient7362@gmail.com

Gift Card Message  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Resend Gift Card Email

Sender Name  
Mike Smith

Sender Email  
sender2348@kibocommerce.com

Gift Card Number  
22542 548541 5423416

## Order Item Edits

If an order is in the Pending Shipment status (which must be enabled by [configuring how long after order submission the shipments are created](#)), then you can edit individual items and make adjustments before the shipment is created.

## Repricing Behavior

Whether or not an edit reprices the order (updates its tax, discounts, shipping, and/or handling) depends on the type of edit being done. While implementations with eCommerce follow the same repricing behavior as when creating offline orders, Order Management implementations vary depending on whether or not you have a product catalog.

- **Order Management-Only:** All totals will be proportionally redistributed across the remaining item quantities when a quantity is decreased or an item is canceled. When editing an item's unit price or making adjustments to the order, shipping, and handling totals, then only the tax amount is refreshed (which requires tax to be configured in your tenant). This means that any discounts that were present when the order was placed will remain after editing a unit price or making adjustments.
- **Order Management with Catalog:** When the [Refresh Pricing on Order site setting](#) is enabled, repricing will follow the same behavior as when creating offline orders. This requires you to have payment gateways, tax, shipping carriers, and discounts configured. When this setting is disabled (which is the default), it will follow the same behavior as Order Management-Only.

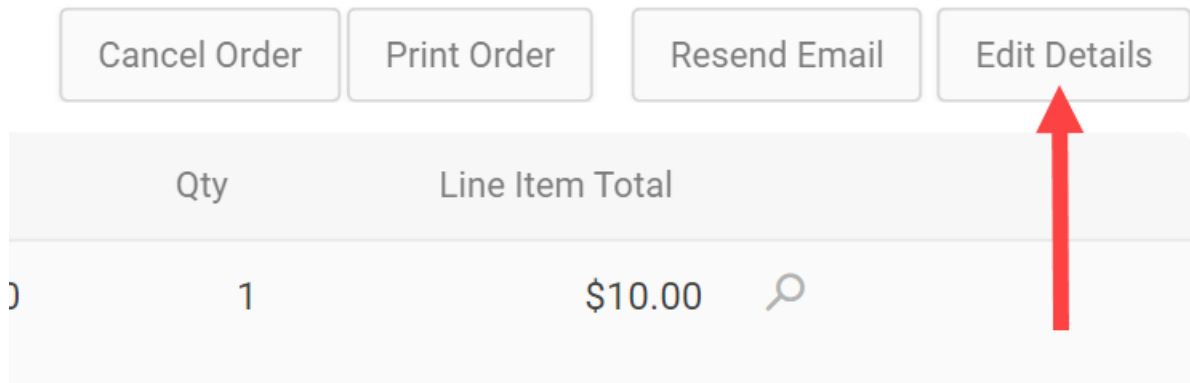


If a new payment needs to be collected (such as after adding an item or changing the shipping that incurs extra shipping costs) then the payment will not be automatically collected. You must add a new payment to the order manually, which will immediately be Authorized.

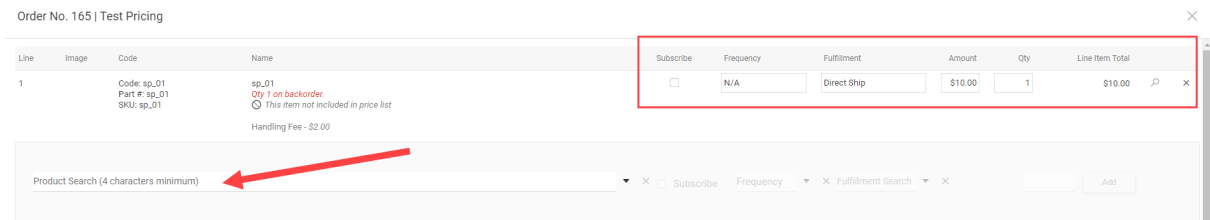
## Perform Edits

Which actions are available may depend on your implementation type and configurations. For instance, Order Management with Catalog implementations must have the Refresh Pricing on Order site setting enabled in order to change shipping methods or fulfillment types.

1. Click **Edit Details** while viewing the order details.



2. This will open a modal similar to that of creating an offline order. Here you can make edits to existing items such as changing their unit price, decreasing their quantity, or removing them from the order.
3. Add a new item using the **Product Search** bar and enter its fulfillment method, unit price, and quantity. You can also choose whether to subscribe to the item (and if so, change its frequency) if [subscriptions](#) are enabled.



4. Expand the Order Adjustments, Shipping, Handling, and/or Tax & Duty sections of the order details to make adjustments by adding or subtracting from the subtotal.

<input type="checkbox"/> Order Adjustments		\$0.00
	Subtract from Order Subtotal	\$0.00
	Order Subtotal	\$10.00
<input type="checkbox"/> Shipping		\$15.00
	Order Shipping Fee: Flat Rate	\$15.00
	Subtract from Shipping Total	\$0.00
▶ Handling		\$2.20
▶ Tax & Duty		\$2.25
Order Total		\$29.45



The [Disable Tax and Duty Adjustments site setting](#) must be enabled to make edits to any of the tax or duty totals through the Admin UI.

- Make other miscellaneous edits such as changing the pickup contact, changing the price list, and adding customer notes or a gift message as needed.

Pickup Contact 
  
No pickup items selected

Add Coupon (Order, Item, or Shipping)
  
Note: For coupon codes belonging to a coupon set, manually enter (free type) the coupon code and select Apply.
  
Add Coupon ▼ Apply

Price List
  
Test ▼

Customer Notes
  
This is an example customer note.

Gift Message
  
This is an example gift message.

- Click **Save** in the bottom right once all edits have been completed.