

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. However, if you have [configured shipments to be created](#) at a certain point after order submission, then you can edit the items directly at the order level instead as long as the order is in the Pending Shipments state.

This guide explains how to edit order items at both the shipment and order levels.

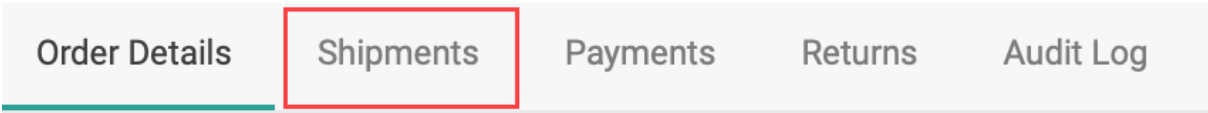
! If the `restrictEdit` flag is set to true on the order [via API](#), then a user without the `Override Order Update Restriction` [behavior](#) will not be able to edit the order.

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.

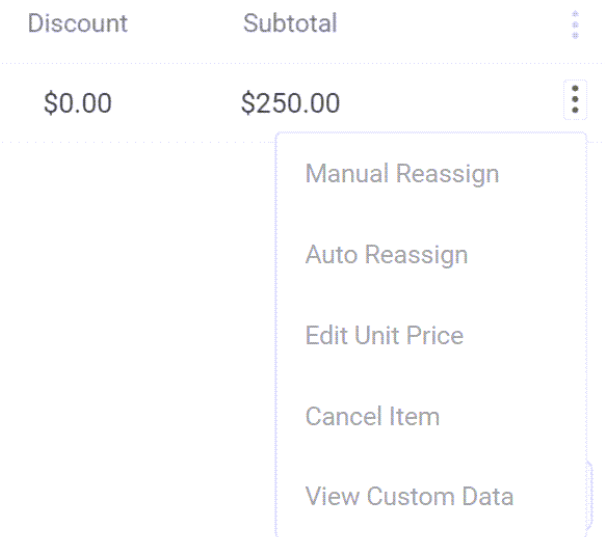
Shipment Level Edits

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.





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**.

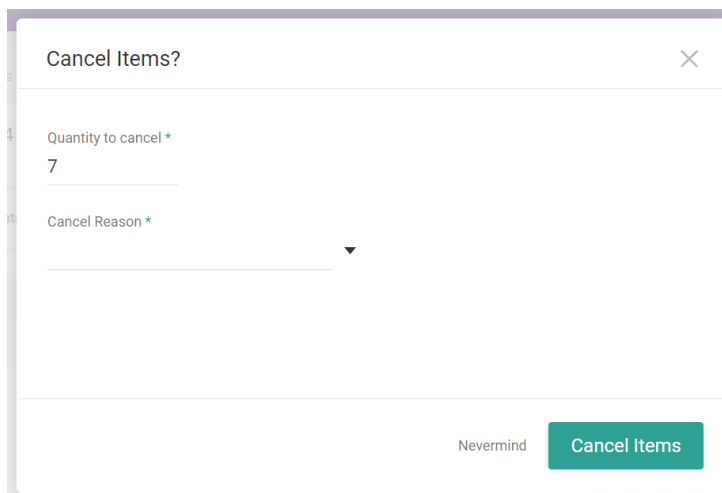
The screenshot shows a modal dialog titled "Edit Unit Price" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Unit Price ***: A text input field containing the value "120.75".
- Reason For Change ***: A dropdown menu with "Other" selected.
- Specify Reason ***: A text input field containing the value "Other Test Reason".
- At the bottom right, 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.



The screenshot shows a modal dialog box titled "Cancel Items?". It has a close button (X) in the top right corner. The dialog contains two input fields: "Quantity to cancel *" with the value "7" and "Cancel Reason *" with a dropdown arrow. At the bottom, there are two buttons: "Nevermind" and "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 OMS-Only implementations, the line item's handling fee will be redistributed onto other items in the shipment. In eCommerce+OMS 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.

The screenshot shows a modal titled "Custom Item Data" for the item "TestImageHeightProduct". It contains a table with the following data:

Key	Value	Actions
HandlingDiscounts	[]	Edit Delete
ShippingMethodCode	bdnaku6548rajckd5a21	Edit Delete
OrderDiscounts	[]	Cancel Save Edit Delete
ngOrderid	00dafher85246dj67	Edit Delete
ShippingDiscounts	[{"methodCode": "bdnaku6548rajckd5a21", "discount": {"couponCode": null, "excluded": false, "impact": 5.0, "discount": "Shipping when you spend \$101 and over"}}]	Edit Delete

An "Add" button is located at the bottom right of the modal.



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:

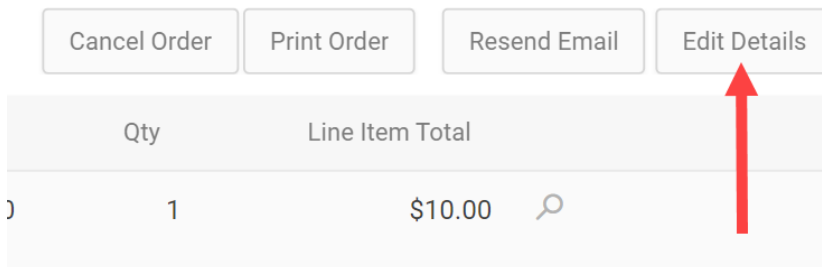
1. Click into a text box to make changes. As with customer accounts, the maximum allowed length for an email address is 254 characters.
2. Click **Resend Gift Card Email** to save changes and send the customer a new email with their gift card information.

Order Level 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 items directly on the order.

As these items have not yet been assigned to fulfillment locations, this allows you to add and remove items, decrease and increase quantities, and edit pricing (including order subtotals) all on the same screen.

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



2. This will open a modal similar to that of creating an offline order.
3. In the line items table, edit the fulfillment method, unit price, and quantity of any existing items. You can also choose whether to subscribe to the item or not (and if so, change its frequency) if subscriptions are enabled on that item. Add new items to the table using the Product Search bar.

Line	Image	Code	Name	Subscribe	Frequency	Fulfillment	Amount	Qty	Line Item Total
1		Code: sp_01 Part #: sp_01 SKU: sp_01	sp_01 Qty 1 on backorder This item not included in price list Handling Fee - \$2.00	<input type="checkbox"/>	N/A	Direct Ship	\$10.00	1	\$10.00

Product Search (4 characters minimum)

4. To edit subtotals, expand the Order Adjustments, Shipping, Handling, and/or Tax & Duty sections in the pricing section. Add or subtract amounts from the subtotals to recalculate the

full order total.

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



Note that if the [Disable Tax and Duty Adjustments site setting](#) is enabled, then you will not be able to make edits to any of the tax or duty totals through the Admin UI.

- Other miscellaneous edits can be made to the order at the same time, such as changing the pickup contact (if any pickup items were selected), applying coupons, changing the price list, and adding customer notes or a gift message.

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

Price List
Test

Customer Notes

Gift Message

- Click **Save** in the bottom right of the modal.



Orders will be automatically repriced upon edits, meaning that the tax, duty fees, discounts, shipping and handling costs, and other pricing elements will be recalculated. 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.