

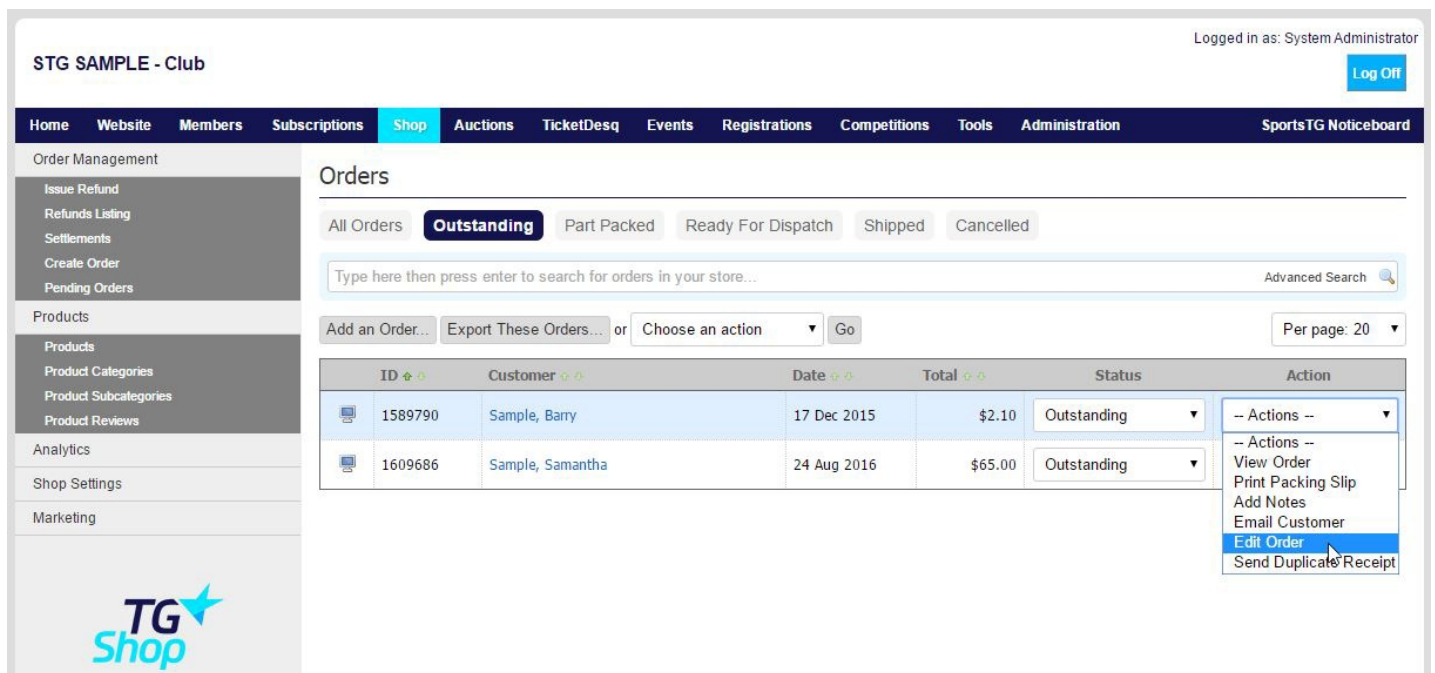
Editing an Order

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Quick Steps: Shop > Order Management

Once an order has been placed, in the Orders area, you have the ability to update the shipping address for an order, as well as the Shipping Tracking Code and any Delivery Notes. This is available for if a customer informs you that information has changed before shipping takes place.

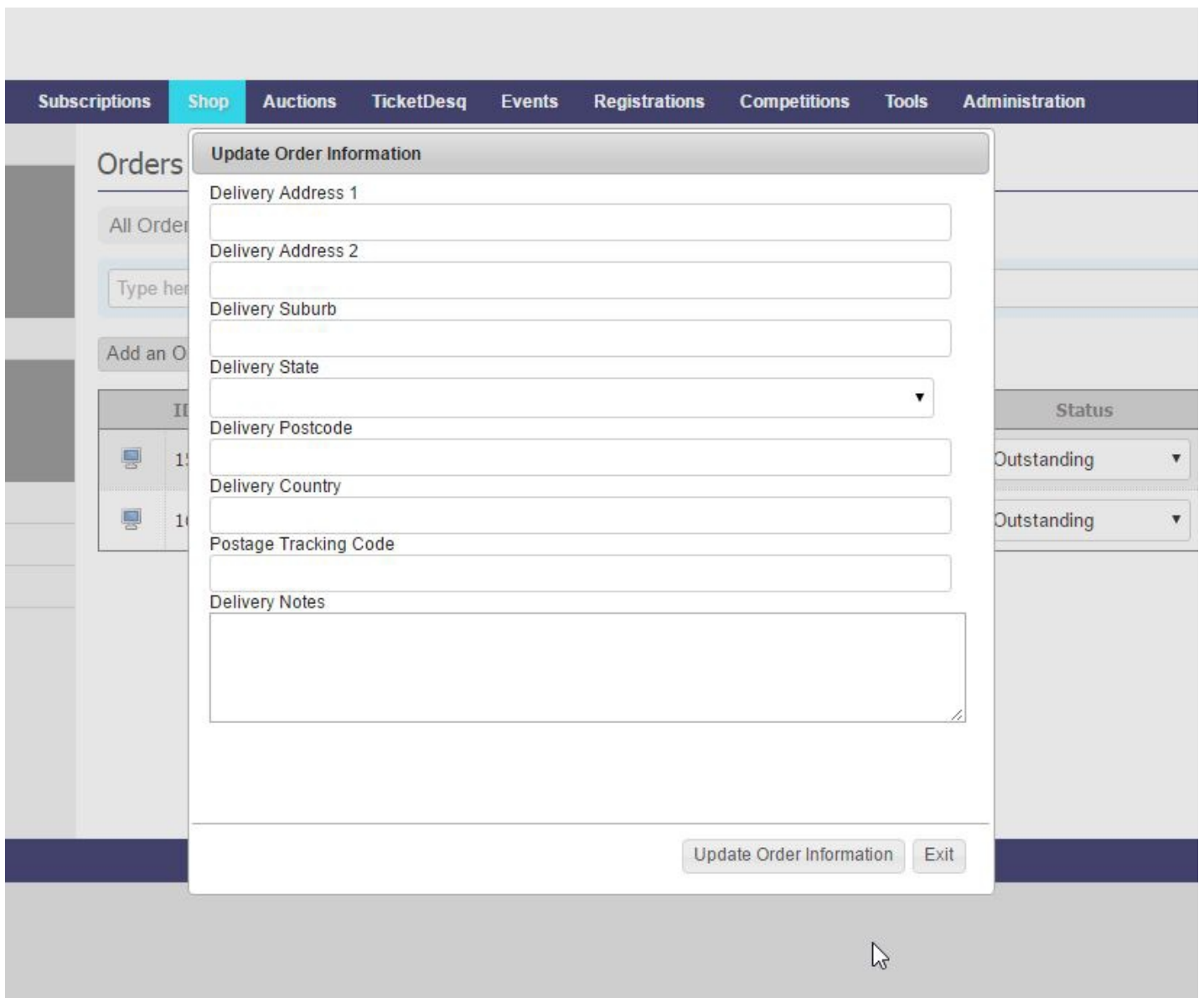
1. Within the Management Console, select **Shop** from the top menu, then **Order Management** from the left menu.
2. Find the Order you want to edit, and select the dropdown next to the order labeled **Actions**.
3. Select **Edit Order** from the dropdown.



The screenshot displays the 'STG SAMPLE - Club' management console. The top navigation bar includes 'Home', 'Website', 'Members', 'Subscriptions', 'Shop', 'Auctions', 'TicketDesq', 'Events', 'Registrations', 'Competitions', 'Tools', 'Administration', and 'SportsTG Noticeboard'. The 'Shop' menu is active. The left sidebar contains 'Order Management' (Issue Refund, Refunds Listing, Settlements, Create Order, Pending Orders), 'Products' (Products, Product Categories, Product Subcategories, Product Reviews), 'Analytics', 'Shop Settings', and 'Marketing'. The main content area is titled 'Orders' and shows a list of orders. The 'Outstanding' filter is selected. A search bar and 'Advanced Search' link are present. Below the search bar, there are buttons for 'Add an Order...', 'Export These Orders...', and a 'Choose an action' dropdown. The table below has columns for ID, Customer, Date, Total, Status, and Action. Two orders are listed: one for Barry Sample (ID 1589790, \$2.10) and one for Samantha Sample (ID 1609686, \$65.00). The dropdown menu for the second order is open, showing options: View Order, Print Packing Slip, Add Notes, Email Customer, Edit Order (highlighted), and Send Duplicate Receipt.

ID	Customer	Date	Total	Status	Action
1589790	Sample, Barry	17 Dec 2015	\$2.10	Outstanding	-- Actions --
1609686	Sample, Samantha	24 Aug 2016	\$65.00	Outstanding	-- Actions -- View Order Print Packing Slip Add Notes Email Customer Edit Order Send Duplicate Receipt

4. You can then make any changes to the order information



5. Once complete, click **Update Order Information**.

Note: Once an Order has been placed, you are unable to make changes to the items that have been bought. If a customer wants to make changes, you'll need to cancel the order at your discretion and the customer will need to reorder their items.

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