Orders in a ‘Pending’ or ‘Processing’ state can be altered. You have the ability to alter just about every part of the order.

CHANGE THE SHIPPING/BILLING ADDRESS

CHANGE THE QUANTITY OF AN ITEM

REMOVE AN ITEM FROM THE ORDER

ADD AN ITEM TO THE ORDER
CHANGE THE PAYMENT METHOD

'Credit Card to 'Pay At Store'

1. Select the payment method.
2. Submit changes.

'Pay At Store' to Credit Card

1. Select the payment method.
2. Submit changes.

Payment:
Balance: $17.98
Method: Credit card
Show card details
Reauthorize CC
Once the authorization is obtained you may then process the order as needed.

**UPDATE SHIPPING AND TAX**

Any time one of the above changes is made to an order you need to update the shipping quote and tax.

**CHANGE THE SHIPPING COST**

Once the edits have been completed you may return to the ‘View’ of the order and process it as needed.

**WHAT HAPPENS NOW THAT THE ORDER TOTAL IS DIFFERENT?**

If the order is for the same or lesser amount than the original total, no further action is needed. If the customer is paying by credit card, they would automatically be charged the lesser amount once the order is marked ‘complete’.

If the new order total is more than the original total and the customer is paying by credit card, a new authorization needs to be obtained (see ‘Re-Authorizing A Credit Card’ for instructions) only after the new authorization is obtained could the order be ‘completed’

**NOTE:** Please be aware, though we provide you with a the means to re-authorize the customer’s credit card for a higher amount, it is assumed that you are only doing so with the customers knowledge/permission.