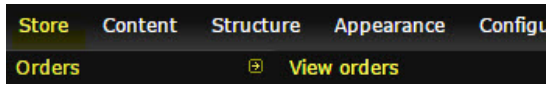








Orders in a 'Pending' or 'Processing' state can be altered. You have the ability to alter just about every part of the order.



ACTIONS	ORDER ID
  	69
  	68

Order status Pending



## CHANGE THE SHIPPING/BILLING ADDRESS

Ship to:	Bill to:
1 First name RYAN	First name Ryan
Last name Quinn	Last name Quinn
Company	Company
Street address 333 Westchester Avenue	Street address 333 Westchester Avenue
City White Plains	City White Plains
State/Province New York	State/Province New York
Country United States	Country United States
Postal code 10604	Postal code 10604
Phone number	Phone number

Submit changes 2

## CHANGE THE QUANTITY OF AN ITEM

REMOVE	QTY	NAME
	1	This Is a Moose
	1	Where's Waldo? the Totally Essential
	1	Oh, the Places You'll Go!

Submit changes 2

## REMOVE AN ITEM FROM THE ORDER

REMOVE	QTY	NAME
	1	This Is a Moose
	1	Where's Waldo? the Totally Essential
	1	Oh, the Places You'll Go!

Submit changes 2

## ADD AN ITEM TO THE ORDER

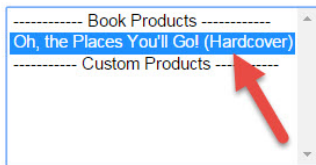
Products: 1

Add product

Search by name or model/SKU (\* is the wildcard)

9780316213607

Select Search Close



Search by name or model/SKU (\* is the wildcard)

9780679805274

Select Search Close

Oh, the Places You'll Go!

Qty \*

1

Add to order

Submit changes

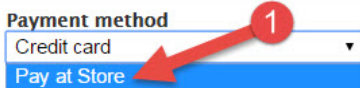
## CHANGE THE PAYMENT METHOD

### 'Credit Card to 'Pay At Store'

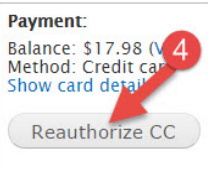
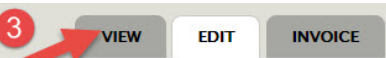


Submit changes

### 'Pay At Store' to Credit Card'



Submit changes



Charge Amount  
\$ 17.98

CREDIT CARD DETAILS

Use the available buttons in this fieldset to process with the spec

Card type: Visa

Card owner: [input]

Card number: [input]

Expiration date: 01 - January 2015

CVV: [input] [What's the CVV?](#)

Add this credit card to the customer's payment profiles.  
When this is checked, the buttons below it will work normally, but the "reference" button, which will only add the new customer payment profile.

Charge amount    Authorize amount only    Set

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.

Shipping quote:

Get shipping quotes

- UPS Overnight Shipping: \$37.85
- Ground Shipping (7-14 days): \$5.85
- Pick up At Event: \$0.00
- UPS 2-Day Shipping: \$24.85
- UPS Ground Shipping: \$10.85
- In-store pickup: \$0.00

Apply to order

Submit changes

## CHANGE THE SHIPPING COST

Subtotal: \$50.08

Ground Shipping (7-14 days) \$5.85

Submit changes

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.