# Edit Sales Order Shipping Address

When orders are processed within EVP, there may be several reasons why a user may need to edit the address on a sales order, including:

- A sales order is placed on Hold due to an address validation issue when the sales order is loaded into EVP.
  - Once the sales order address has been fixed, the order should be released from Hold, and the correct information will be sent to the fulfillment channel.
- A customer contacts customer service and requests a different shipping address or provides extra context, such as an apartment number.
  - If the Hold Code of the order is 3PL_Confirm or DS_Confirm, the fulfillment request has already been sent to the relevant channel. Therefore, the user will need to reach out to the relevant warehouse to see if correcting the address in their system is possible.
  - If the sales order's Hold Code is Pick, 3PL_Send, or DS_Send, it is recommended the order is placed on hold while the address is edited. This will ensure the sales order is not released to its fulfillment channel before correcting its address.

Note:

- It is possible to edit the Billing Address, but this is not an action that is typically performed in EVP
- Edits to the sales order address details will not be communicated to the sales channel.

It is possible to edit a sales order address when needed by following these steps.

| Steps | Step Details |
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| 1 | Upon entering EVP, navigate to the Sales screen.<br>• Click Sales Module or select favorites as needed to navigate the required sales order screen<br>• Enter your order number into the search window and press enter<br>• OR find your order number from your list of Sales Orders.<br>• NOTE: You may click on the column heading to order these by date, order number, hold code, etc. |

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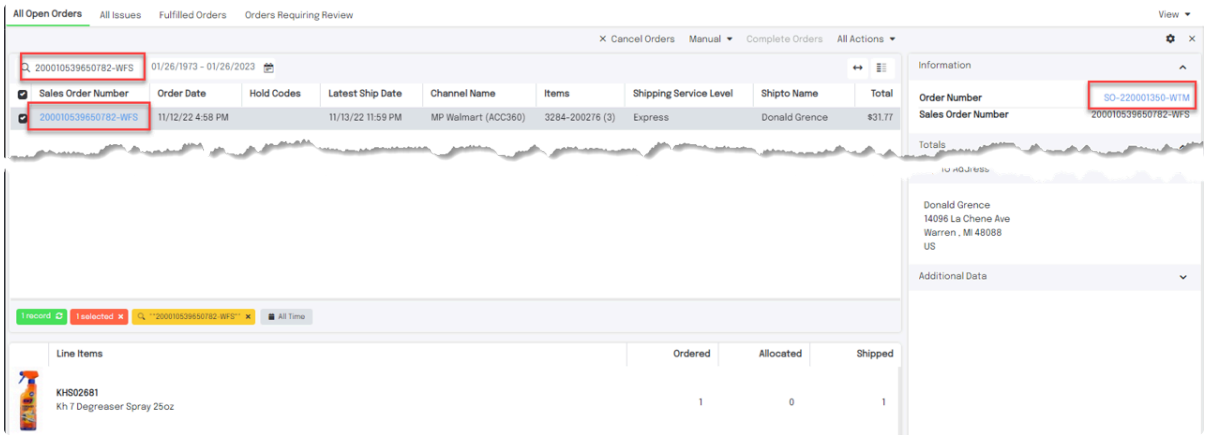
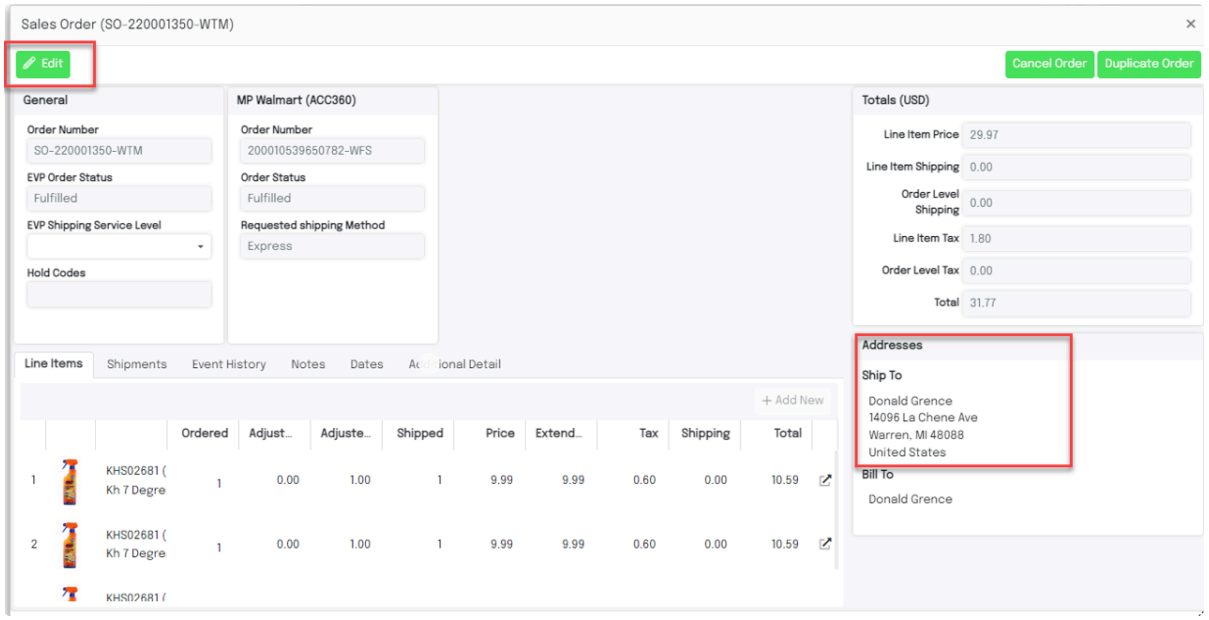
| | • NOTE: You may select different filter criteria to limit the number of orders displayed, i.e., filter by Hold Code = Hold<br>• The user can then select the hyperlink for the sales order on the list or detailed areas of the screen<br>  |
| 2 | This will display the details of the selected sales order, including current address details.<br>• The user selects the Edit menu option on the order<br>  |
| 3 | The user can edit the address as needed and press the Save menu option or Cancel to leave the order details unchanged. |

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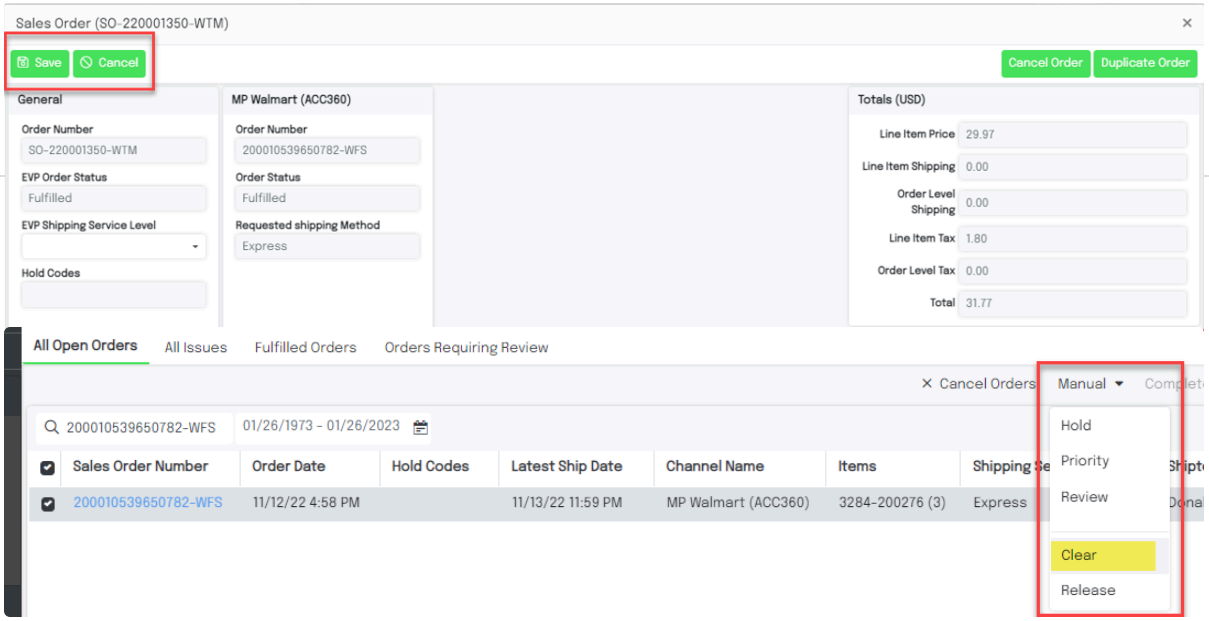
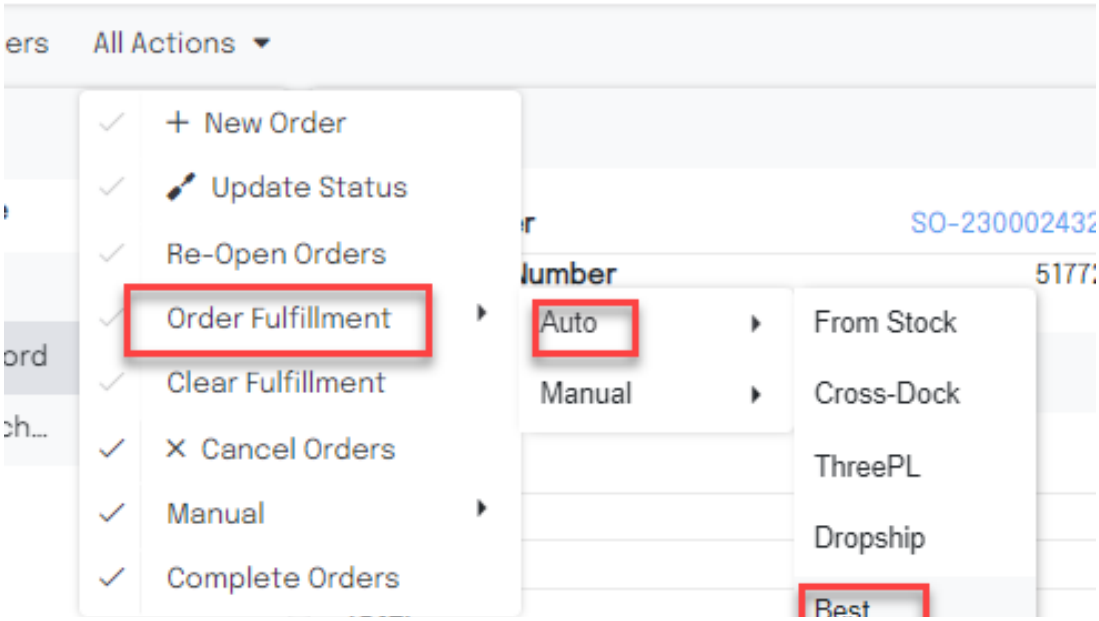
| 4 |  <br>If a sales order has a 3PL_Send or DS_Send hold code, they should should use the Manual actions > Hold option to stop the sales order from being sent to the fulfillment channel while they perform their edits |
| 5 | As an address validation and out of stock condition can occur during the order load the user will need to perform the Order Fulfillment step on the sales order to ensure it is assigned a hold code by selecting ‘Order Fulfullment → Auto → Best’<br>  |