

In the Kentico E-commerce Solution, orders of [products](#) can be placed by both registered and anonymous [customers](#).

Various types of discount such as [product coupons](#), [catalog discounts](#), [order discounts](#), [volume discounts](#), and [free shipping offers](#) can be applied (to whole orders or selected order items) to further motivate the purchasers and therefore boost your sales.

The system allows you to define multiple [shipping options](#) and [payment methods](#). The [checkout process](#) in Kentico is also fully customizable.

Additionally, you can track the life cycle of your store's orders through customizable [order statuses](#).

Managing orders

The usual scenario is that your customers, both registered and anonymous, place their orders on the live site while going through the checkout process. Registered customers can also view their orders on the live site.

Moreover, the system allows your on-line store administrators to create orders for the customers directly in a dedicated part of the administration interface. Here the administrators can also modify the properties of, and remove any selected order.

To manage orders in the administration interface:

1. Open the **Orders** application.
2. Perform the required action.
 - You can add new orders, and modify or remove existing ones.
3. Save your work.



You can perform the **Move to the previous status** (◀) and **Move to the next status** (▶) actions to manually change the [status](#) of a selected order as required, for example *Payment received*, *Completed*, etc.

New order

Site: Ecommerce site

ID or invoice number:

Customer details: name, company or e-mail

Order status: (all)

Order is paid: (all)

Advanced search
Reset Search

Actions	ID	Customer	Created	Total price	In order currency	Status	Is paid	Note
	15	Thomas Taylor	9/3/2014 7:42:46 AM	\$20744.00		Completed	Yes	View
	6	Joseph Moore	9/2/2014 11:57:45 PM	\$8781.00	€ 8556.00	New	No	View
	22	William Brown	9/1/2014 12:21:18 AM	\$1894.00		Closed	Yes	View
	10	Michael Jones	8/31/2014 3:56:12 PM	\$4917.00		Completed	Yes	View
	19	Michael Jones	8/30/2014 10:45:16 PM	\$3230.00		In progress	Yes	View

Recalculating orders

The system allows your on-line store administrators to modify orders placed by your customers. After changing values of selected order properties (while editing a selected order), the order is recalculated.

The system recalculates orders after:

- changing the shipping option (**Shipping** tab)
- adding product items (**Items** tab)
- changing the number of ordered product items (**Items** tab)
- removing product items (**Items** tab)
- adding or removing a coupon code (**Items** tab)

The system does not recalculate orders after modifying the billing address or shipping address, changing the order status, changing the payment method, etc.

To get the system to recalculate your customers' orders:

1. Open the **Orders** application.
2. **Edit** () a selected order on the respective tab.

3. Modify order properties as required.
4. Click **Save** (**OK** on the **Items** tab).

The system saves the order with recalculated values.



Important

The system does NOT update the **Unit price** of order items when recalculating orders (to preserve the original unit price calculated when the customer made the order). If you make an order change that affects the unit price of an item (due to [catalog](#) or [volume discounts](#)), you need to edit the given item's unit price manually for the order (see [Modifying order items](#)).

For example, if you increase the number of ordered units to an amount that fulfills the conditions of a volume discount and **Update** the order, the system does not automatically reduce the unit price. If you wish to reduce the item's price, you need to edit the given order item on the **Items** tab, set the reduced **Unit price** according to the given volume discount, click **Save & Close** and then click **OK**.



Discount validity

When recalculating existing orders, the system evaluates the validity of discounts using the date and time when the order was created, not the current time. Expired discounts remain valid when recalculating orders that were created before the discount's **Valid to** date.

However, if a discount was manually disabled or deleted, the system removes it from orders during the recalculation.

Capturing payments

With some payment methods, the initial payment done by the customer only performs authorization (places a hold on the transaction amount), without actually transferring funds. The merchant finishes the transaction at a later time by capturing the payment, typically after the ordered products are physically shipped.

For example, the default [PayPal](#) and [Authorize.Net](#) payment gateways can be configured to use delayed capture transactions.

To capture the payment for an order:



Note: Capturing of funds is only possible for orders with a successfully authorized payment (that has not expired or already been completed).


1. Open the **Orders** application.
2. Edit the appropriate order.
3. Switch to the **Billing** tab.
4. Click **Capture payment**.

If the capture transaction is successful, the given payment gateway handles the transfer (settlement) of the authorized funds. The order is then marked as paid in Kentico.

Marking orders as paid

The system can automatically mark orders as paid after the orders are [moved to a selected order status](#). For example, to the *Payment received* order status when the customers make their payments through a payment gateway (automatic order status change), or when your on-line store administrators change the status of existing orders in the administration interface (manual order status change).

You can also mark orders as paid directly in the administration interface while editing the orders on the **Billing** tab:

1. Open the **Orders** application.
2. **Edit** () a selected order.

3. Switch to the **Billing** tab.
4. Enable the **Order is paid** property.
5. Click **Save**.

If an order is marked as paid:

- the system sends to specified email addresses notification emails informing about receiving payment
- purchased memberships become activated
- expiration of purchased e-products starts
- store administrators cannot add product items (**Items** tab)
- store administrators cannot perform the **Update** action (**Items** tab)
- store administrators cannot change the shipping option (**Shipping** tab)
- store administrators cannot change the payment method (**Billing** tab)



To be able to modify the disabled order properties, you need to disable the **Order is paid** property for the order.



With the **Order is paid** property enabled, you can still modify order addresses (**Shipping** tab and **Billing** tab), order tracking number (**Shipping** tab), and order note (**Shipping** tab). You can also change order status (**General** tab).




If orders are marked as paid immediately upon creation, check whether the first [order status](#) (the top status in the **Store configuration** -> **Order status**) marks orders as paid.

If it is the case, clear the **Mark order as paid** field while editing the first order status, or create a new order status that does not mark the order as paid and move it to the top of the order statuses list.

Changing order statuses

You can configure the system to change the status of your customers' orders automatically. For example, the system sets up a selected order status on placing new orders, after making payments through payment gateways, etc.

Your on-line store administrators can also change the status of existing orders directly in the administration interface:

1. Open the **Orders** application.
2. **Edit** () a selected order.
 - The system opens the order on the **General** tab.
3. Select an order status as required.
4. Click **Save**.


The system saves the order with the selected status.



If you switch to the **History** tab, you can view the order's all order status changes.

Modifying order items

To modify items in an existing order:

1. Open the **Orders** application.
2. **Edit** () a selected order.
3. Switch to the **Items** tab.
 - Here you can add new order items, change the number of ordered items, and remove order items.

**Notes**

- You **cannot** edit items for orders that are [marked as paid](#).
- If you manually edit the **Unit price** of an order item, the system clears all [catalog discounts](#) applied to the given item.
- If the **Send order changes by email** option is enabled, the system sends a notification email informing about the changes made in the order to relevant addresses (typically to the customer and to the merchant).

4. Click OK.

If you now generate an invoice for the order (**Invoice** tab), it contains the updated set of items.

Returning product items to the inventory

If you lower the number of product items in an existing order, the system can increase the number of product items in stock.

To return the products to stock, you need to fulfill ALL of the following conditions:

- Tracking inventory for the changed product is enabled. That is, the product needs to have the **Track inventory** check box selected when editing the product details.
- You do not remove the whole order but remove the product items inside the order as described above in this section.




If you click **Empty**, the listed product items are removed from the order all at once. You can also remove only selected product items from the order. To do so, select product items and click **Update**.

- The order has never been labeled as paid. That is, the **Order is paid** check box on the **Billing** tab has never been selected in the modified order.

Modifying order addresses

The system allows your customers to specify a different address for billing and for shipping (if the shipping address is different from the billing address). Otherwise, the billing address is used as the shipping address.

To modify order addresses:

1. Open the **Orders** application.
2. **Edit** () a selected order.
3. Switch to the **Billing** tab.
4. Click **Edit**.
 - This opens the **Edit address properties** dialog.
5. Change address details as required.
6. Click **Save**.
 - The system saves the updated address and closes the dialog.
7. (Optional) Switch to the **Shipping** tab and repeat steps 3. through 5. to edit the shipping address.

If you now generate an invoice for the order (**Invoice** tab), it contains the updated address.