
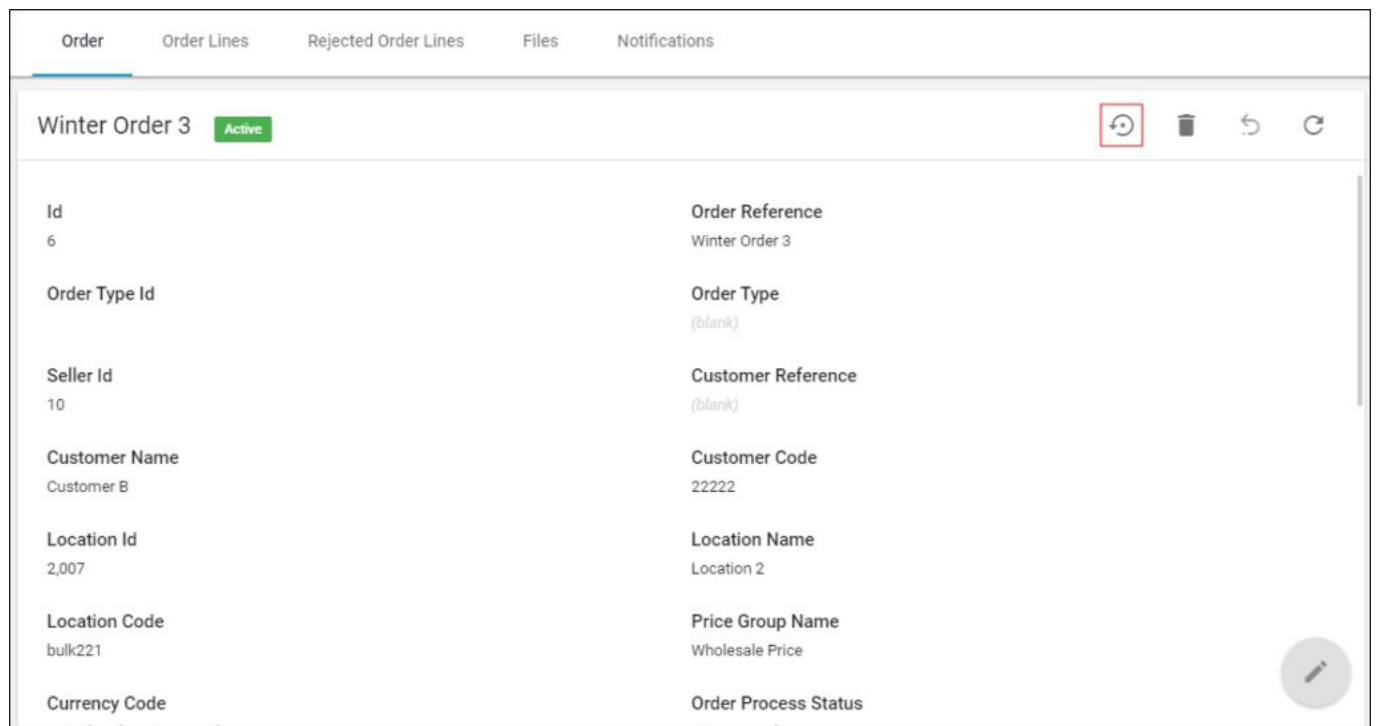


Reopen order

Notes:

- Only orders with statuses “Approved” or “Rejected”, can be reopened.
- If **Order Sync** option is activated for the catalog, you can reopen an order with status “Submitted”, “Approved”, or “Rejected”.

To reopen an order, click the checkbox(es) next to the order you want then click , or view the order details then click the button as shown in the below example:



The screenshot displays the 'Order' details for 'Winter Order 3', which is currently 'Active'. The interface includes a navigation bar with tabs for 'Order', 'Order Lines', 'Rejected Order Lines', 'Files', and 'Notifications'. The order details are presented in a table format:

Id 6	Order Reference Winter Order 3
Order Type Id	Order Type (blank)
Seller Id 10	Customer Reference (blank)
Customer Name Customer B	Customer Code 22222
Location Id 2,007	Location Name Location 2
Location Code bulk221	Price Group Name Wholesale Price
Currency Code	Order Process Status

In the top right corner of the order details view, there is a toolbar containing a refresh icon (a circular arrow), a trash icon, a back arrow, and a refresh icon. The refresh icon is highlighted with a red square, indicating it is the button used to reopen the order.

You can also select “Reopen Order” from the Actions menu next to the order you want, the order processing status changes to “Reopened” and you can update it through importing a file with the same order reference and details then submit it again. To submit the order, follow steps mentioned in [“Submit order”](#).