
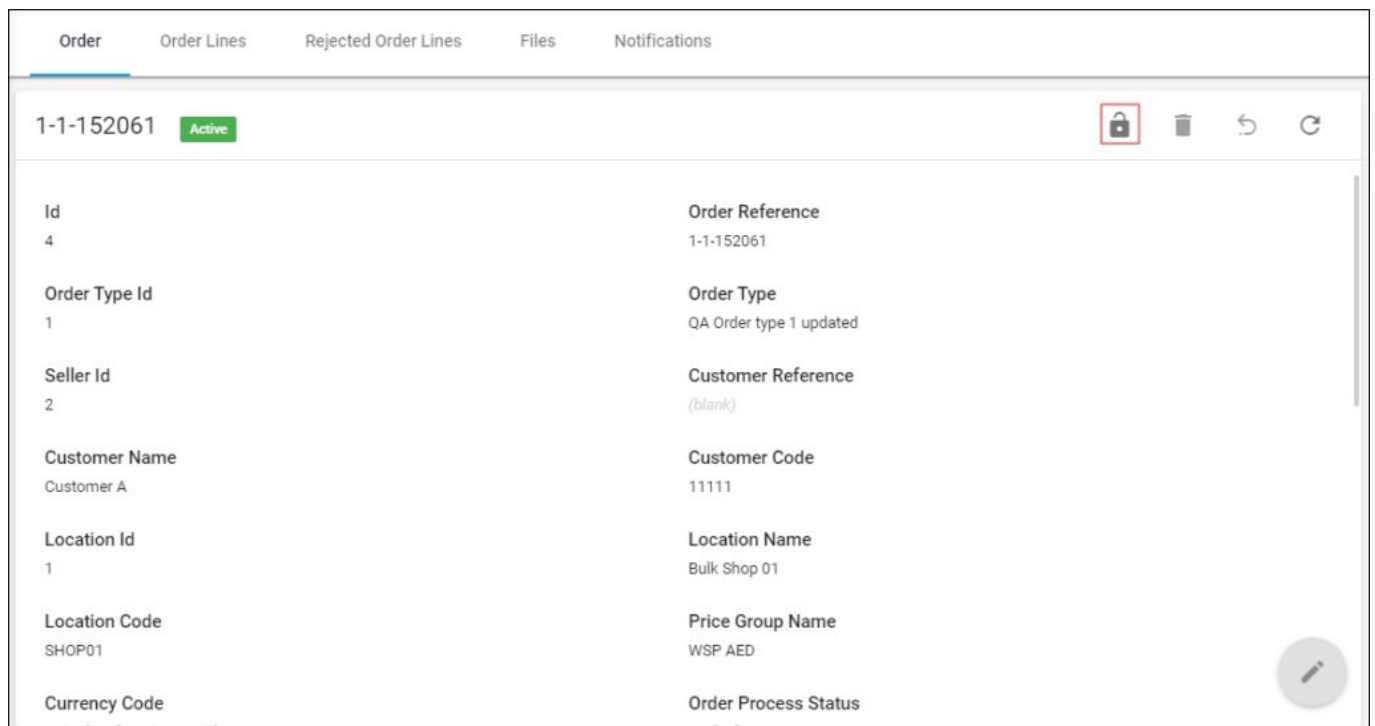


# Unlock order

## Note:

- Only orders with status “Locked” can be unlocked.

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



The screenshot shows a web interface for an order. At the top, there are tabs: "Order", "Order Lines", "Rejected Order Lines", "Files", and "Notifications". The "Order" tab is selected. Below the tabs, the order ID "1-1-152061" is displayed next to a green "Active" status button. In the top right corner of the order details area, there is a red-bordered lock icon, a trash can icon, a refresh icon, and a circular refresh icon. The main content area displays order details in a two-column layout:

|                                    |  |
|------------------------------------|--|
| <b>Id</b><br>4                     | <b>Order Reference</b><br>1-1-152061         |
| <b>Order Type Id</b><br>1          | <b>Order Type</b><br>QA Order type 1 updated |
| <b>Seller Id</b><br>2              | <b>Customer Reference</b><br>(blank)         |
| <b>Customer Name</b><br>Customer A | <b>Customer Code</b><br>11111                |
| <b>Location Id</b><br>1            | <b>Location Name</b><br>Bulk Shop 01         |
| <b>Location Code</b><br>SHOP01     | <b>Price Group Name</b><br>WSP AED           |
| <b>Currency Code</b>               | <b>Order Process Status</b>                  |

A circular edit icon is visible in the bottom right corner of the order details area.

You can also select “Unlock Order” from the Actions menu next to the order you want, the order processing status changes to “Approved”. If you want to update the order, you need to reopen it as mentioned in [“Reopen order”](#) then submit it again.