

Summary

The Sales Order Detail page displays all of the information relevant to the Sales Order, allows the user to process it, add notes, manage payments, etc.

Page Breakdown

This is one of the most complex pages within IXO Commerce. Below is a breakdown of the key sections.

- [Order Number](#)
- [Order Status](#)
- [Order Details](#)
- [Process Payments](#)
- [Status Management](#)
- [Invoice](#)
- [Existing Payments](#)
- [Customer Details](#)
- [Delivery Information](#)
- [Order Products](#)
- [Process Order Lines](#)
- [Discount Management](#)
- [Delivery Management](#)
- [Loyalty](#)
- [Apply Delivery](#)
- [Apply Discounts](#)
- [Balance](#)
- [Order Notes](#)
- [Audit History](#)
- [Quick Access Buttons](#)

The screenshot displays the IXO Commerce Sales Order Detail page. At the top, there's a navigation bar with 'Order Number' and 'Order Status'. Below this, there are tabs for 'Order Details', 'Process Payments', 'Status Management', and 'Invoice'. A 'Cash' button and 'E6.50 PAYMENT DUE' are also visible. The 'Existing Payments' section is currently active. The main content area is divided into several sections: 'Customer Details' (with fields for Billing Address, Account, and Telephone), 'Delivery Information' (with fields for Delivery Address, Company, and Telephone), 'Order Products' (a table with columns for Code, Name, Unit Price, Qty, and Amount), 'Process Order Lines', 'Discount Management', 'Delivery Management' (with fields for Requested Delivery Date, Client, and Additional Tracking), 'Loyalty' (with a 'Balance' of £6.50), 'Order Notes', 'Audit History', and 'Quick Access Buttons' (with links for 'Print all warehouse labels', 'Reorder order email', and 'Send email receipt').

FAQs

Is it possible to cancel a payment, e.g. if a user has entered it incorrectly, or in error?

A Superuser can cancel a payment on the same day it was added to the system. See [here](#) for more information.

Revision #16

Created 26 August 2025 14:31:42 by Mike

Updated 1 December 2025 16:16:30 by Mike