FAQ: Changing the transportation service on a saved order

The transportation service cannot be edited after saving; it is locked to prevent data conflicts. To fix this, recreate the order with Create similar order, switch the transportation service, save, then cancel the original (only if not invoiced). If invoiced, contact an administrator for options.

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Q. Can the transportation service be changed on a saved order?

*A. No. The **Transportation service field** is locked once an order has been saved.* The field appears grayed out and cannot be edited in place, regardless of the order's current status.

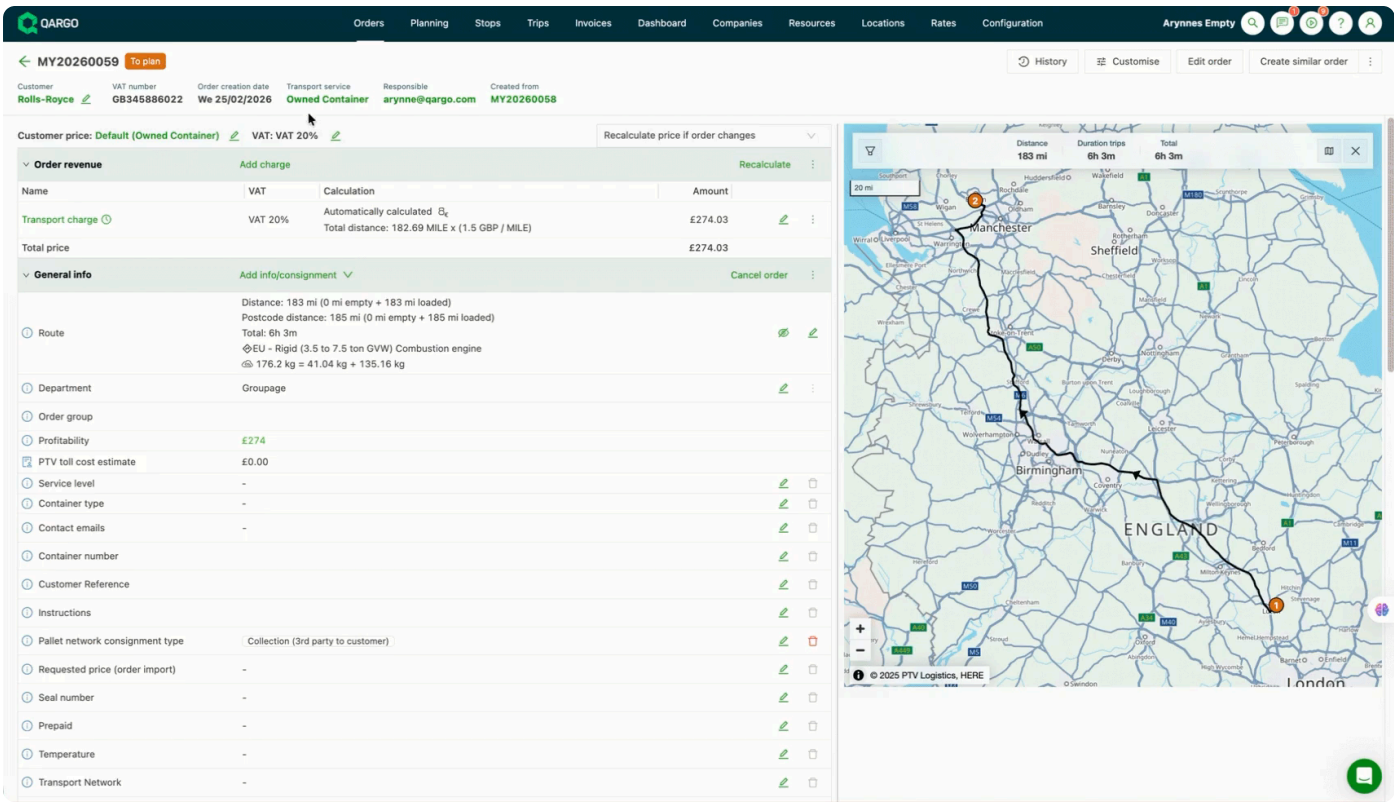
Why is the transportation service field grayed out?

The *Transportation service* field is locked after saving because the transportation service determines core order configuration — including rate agreements, document types, and task flows. Allowing changes after saving could result in inconsistencies across linked data.

How can an order created with the wrong transportation service be corrected?

The recommended approach is to recreate the order using the ***Create similar order*** function, then cancel the original.
Steps:

1. Open the incorrect order.
2. Select **Create similar order** from the order's action menu (three-dot menu or action bar).
3. At the top of the order form, **change the *Transportation service*** to the correct option. The original transportation service is pre-selected by default but can be changed at this stage.
4. Review the remaining order details and **save** the new order.
5. Return to the original incorrect order and **cancel** it using the *Cancel order* option.



‼️ **Important:** Canceling an order makes it unavailable for billing. Make sure the original order has not already been invoiced before canceling it. If the cancellation was made in error, use **Undo order cancellation** to restore it.

What if the original order needs to be invoiced?

If the original order has already been invoiced or needs to remain available for billing, cancellation is not appropriate. In this case, contact the Qargo administrator to discuss the options available for that specific situation.

Related articles

- Copy an order / Create a similar order
- Cancel a shipment / an order
- Transportation services