



# **Order Management: Overriding Shipping & Handling**

v 1.0

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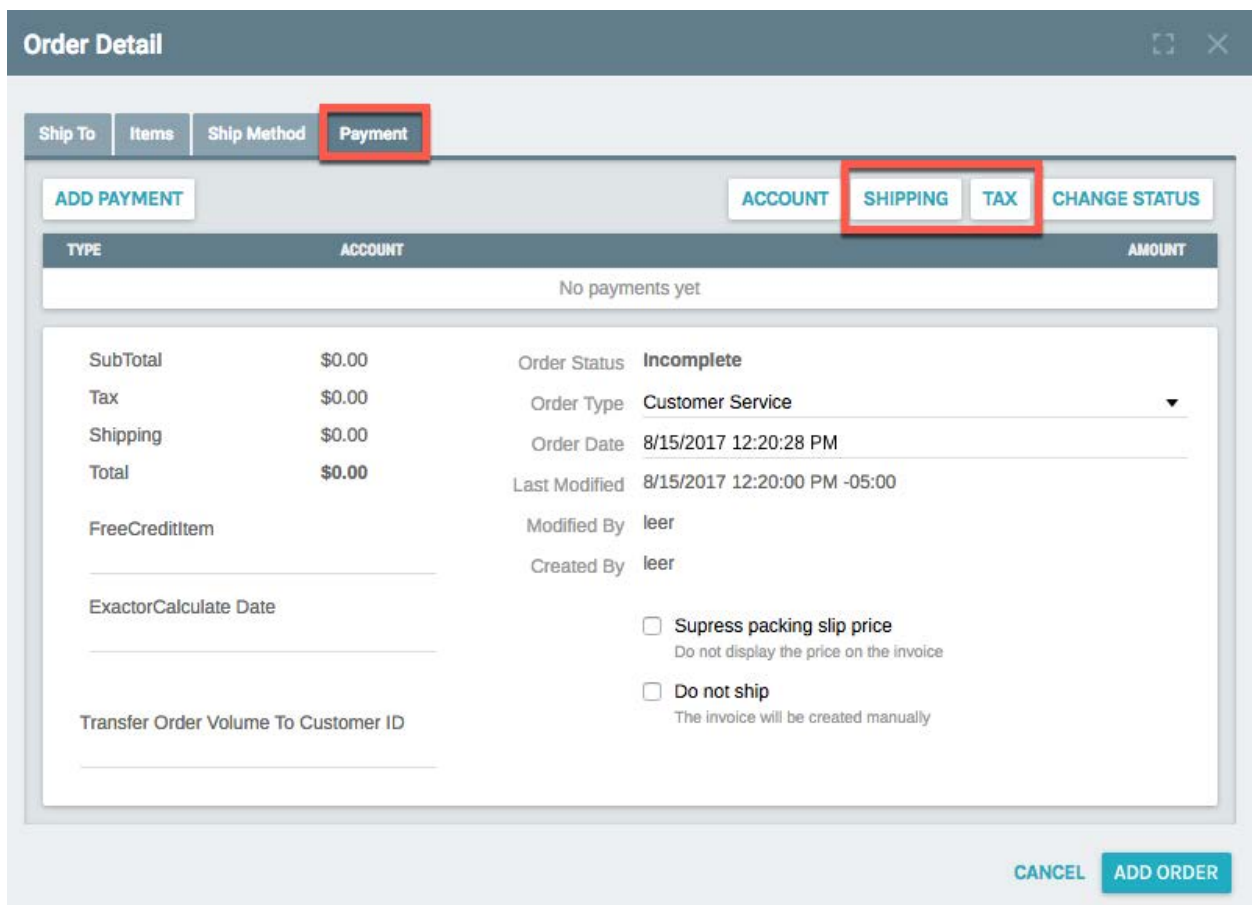
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## How to Override Shipping & Handling

Exigo offers the ability to Override Shipping and Handling when creating an Order. NOTE: Once a payment has been placed, the Order should never be edited to make Overrides. If you realize a mistake has been made and the order has completed processing, the correct order of operations is to Refund the order and start over. The Shipping & Handling may then be overridden properly on the new order.

This document will only focus on the Override process.

The Override function is available on the Payment Tab of the Order window as shown below:



The screenshot shows the 'Order Detail' window with the 'Payment' tab selected. The 'SHIPPING' and 'TAX' buttons are highlighted with red boxes. The 'ADD PAYMENT' button is also visible. The main content area displays order details and override options.

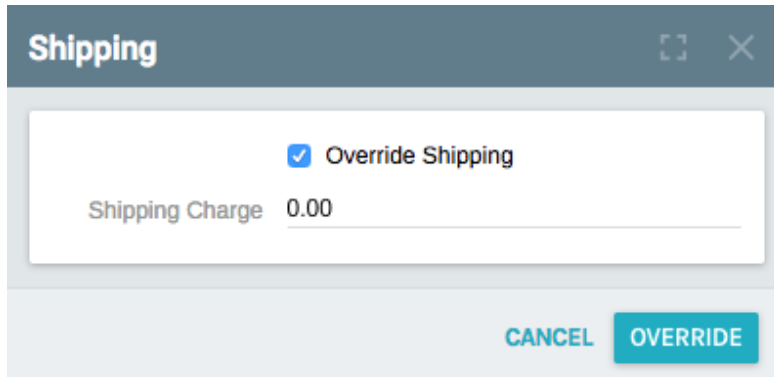
| TYPE            | ACCOUNT | AMOUNT |
|-----------------|---------|--------|
| No payments yet |         |        |

|                                      |        |  |   |
|--------------------------------------|--------|--|---|
| SubTotal                             | \$0.00 | Order Status   | Incomplete                              |
| Tax                                  | \$0.00 | Order Type   | Customer Service                        |
| Shipping                             | \$0.00 | Order Date   | 8/15/2017 12:20:28 PM                   |
| Total                                | \$0.00 | Last Modified  | 8/15/2017 12:20:00 PM -05:00            |
| FreeCreditItem                       |        | Modified By  | leer                                    |
| ExactorCalculate Date                |        | Created By   | leer                                    |
| Transfer Order Volume To Customer ID |        | <input type="checkbox"/> Suppress packing slip price | Do not display the price on the invoice |
|                                      |        | <input type="checkbox"/> Do not ship                 | The invoice will be created manually    |

CANCEL ADD ORDER

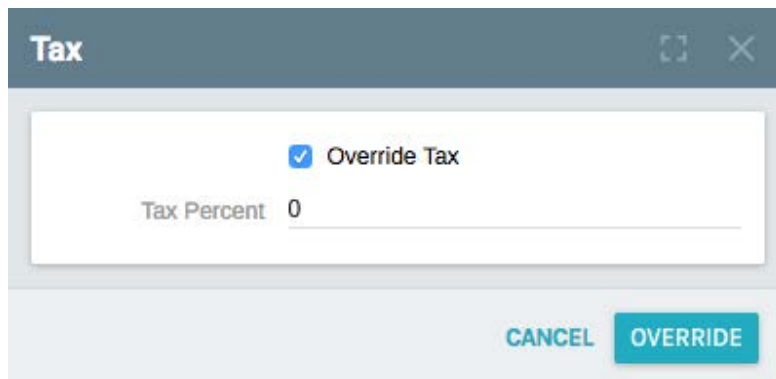
Clicking on the “Shipping” button will display the following window:



The dialog box has a title bar with the word "Shipping" on the left and window control icons (maximize, close) on the right. The main content area contains a checked checkbox labeled "Override Shipping" and a text input field labeled "Shipping Charge" with the value "0.00". At the bottom right, there are two buttons: "CANCEL" and "OVERRIDE".

1. Ensure the Override Shipping checkbox is checked.
2. Update the Shipping Charge to the desired amount.
3. Click on Override.

Clicking on the “Tax” button will display the following window:



The dialog box has a title bar with the word "Tax" on the left and window control icons (maximize, close) on the right. The main content area contains a checked checkbox labeled "Override Tax" and a text input field labeled "Tax Percent" with the value "0". At the bottom right, there are two buttons: "CANCEL" and "OVERRIDE".

1. Ensure the Override Tax checkbox is checked.
2. Update the Tax Percent to the desired amount.
3. Click on Override.

This completes the process to Override Shipping & Handling.