



Order Management: Overriding Pricing and Volumes

v 1.0

Contents

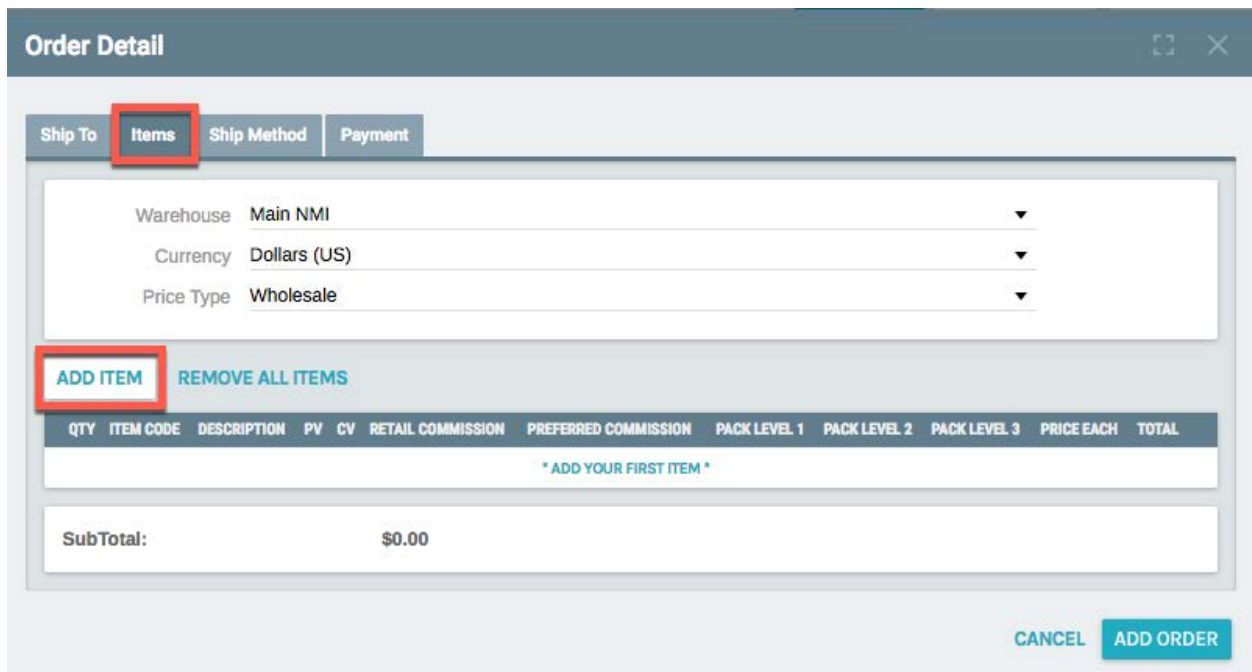
How to Override Pricing and Volumes2

How to Override Pricing and Volumes

Exigo offers the ability to Override Pricing and Volumes 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 Pricing and Volumes 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 Items Tab. The process is outlined below:



The screenshot displays the 'Order Detail' window with the 'Items' tab selected. The 'Items' tab is highlighted with a red box. Below the tabs, there are three dropdown menus for 'Warehouse' (Main NMI), 'Currency' (Dollars (US)), and 'Price Type' (Wholesale). Below these are two buttons: 'ADD ITEM' (highlighted with a red box) and 'REMOVE ALL ITEMS'. A table with columns for QTY, ITEM CODE, DESCRIPTION, PV, CV, RETAIL COMMISSION, PREFERRED COMMISSION, PACK LEVEL 1, PACK LEVEL 2, PACK LEVEL 3, PRICE EACH, and TOTAL is shown. The table contains a single row with the text '* ADD YOUR FIRST ITEM *'. At the bottom left, the 'SubTotal' is displayed as '\$0.00'. At the bottom right, there are two buttons: 'CANCEL' and 'ADD ORDER'.

QTY	ITEM CODE	DESCRIPTION	PV	CV	RETAIL COMMISSION	PREFERRED COMMISSION	PACK LEVEL 1	PACK LEVEL 2	PACK LEVEL 3	PRICE EACH	TOTAL
* ADD YOUR FIRST ITEM *											

SubTotal: \$0.00

CANCEL ADD ORDER

The first step in the process is to Add and Item. Clicking on “Add Item” will display the following window:

Manage Order Items ✖

Found: 10 Items

Item Code: 10-

Enter item code or search string

SEARCH ITEMS

ITEM CODE	DESCRIPTION	PRICE EACH	QUANTITY	
10-P002-01	Core Wellness Pack	\$ 209.95	Not Specified	SELECT ONE
10-S009-01	Digestive	\$ 29.95	Not Specified	SELECT ONE
10-S005-01	Energy+	\$ 44.95	Not Specified	<div style="border: 2px solid red; padding: 2px;">SELECT ONE</div>
10-P003-01	Family Wellness Pack	\$ 419.95	Not Specified	SELECT ONE
10-P004-01	Founders Pack	\$ 699.95	Not Specified	SELECT ONE
10-P001-01	FundaMentals Pack	\$ 149.95	Not Specified	SELECT ONE
10-S001-01	MentaBiotics	\$ 74.95	Not Specified	SELECT ONE
10-S002-01	MentaFocus	\$ 44.95	Not Specified	SELECT ONE
10-S003-01	MentaSync	\$ 54.95	Not Specified	SELECT ONE
10-S006-01	Mood+	\$ 59.95	Not Specified	SELECT ONE

CANCEL
ADD ITEM

1. Enter the Item Code (or first few digits).
2. Click on “Search Items”.
3. Once the list of Item Codes is populated, click “Select One” on the correct Item Code.

Clicking "Select One" will display the following window:

Manage Order Items

Found: 10 Items

Item Code: SEARCH ITEMS
Enter item code or search string

Override Price

ITEM CODE	DESCRIPTION	PRICE EACH	QUANTITY	TOTAL
10-S005-01	Energy+	\$ 44.95	1	\$ 44.95

CANCEL ADD ITEM

Clicking on the checkbox next to “Override Price” will display the following window:

Manage Order Items ✖

Found: 10 Items

Item Code: SEARCH ITEMS

Enter item code or search string

Override Price

ITEM CODE	DESCRIPTION	PRICE EACH	QUANTITY	TOTAL
10-S005-01	Energy+	44.95	1	\$ 44.95

Item Price Details / Override

Tax On Price:		0
Ship On Price:		0
PV:		36
CV:		36
Retail Commission Each:		0
Override PriceTy Each:		0

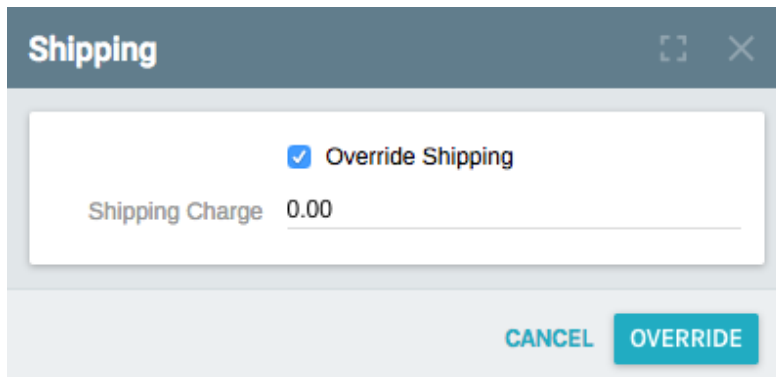
CANCEL
ADD ITEM

The user has the ability to Override any of the fields listed on this page. In order to do so, simply type in the new value. NOTE: Changing any of these values on this order will not affect the Item setup or any other Order. The change is specific to this Order only.

When your changes are complete, click on “Add Item”.

Clicking on “Add Item” will continue with the Order Process.

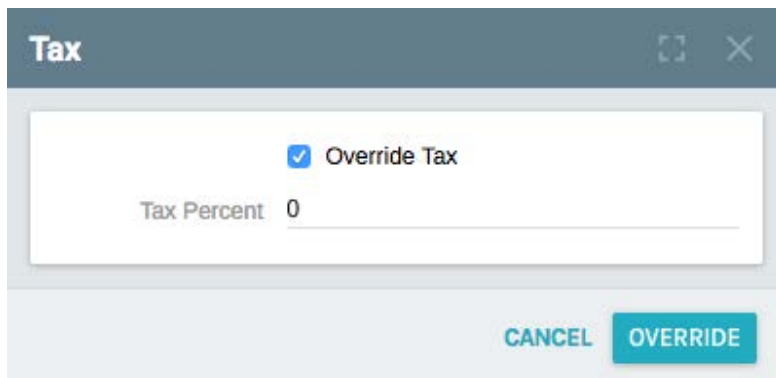
Clicking on the "Shipping" button will display the following window:



The "Shipping" dialog box has a dark blue header with the title "Shipping" and window control icons. The main content area is white and contains a checked checkbox labeled "Override Shipping" and a text input field for "Shipping Charge" with the value "0.00". At the bottom, 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 "Tax" dialog box has a dark blue header with the title "Tax" and window control icons. The main content area is white and contains a checked checkbox labeled "Override Tax" and a text input field for "Tax Percent" with the value "0". At the bottom, 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 Pricing & Volumes.