



Order Management: Overriding Pricing and Volumes

v 1.1

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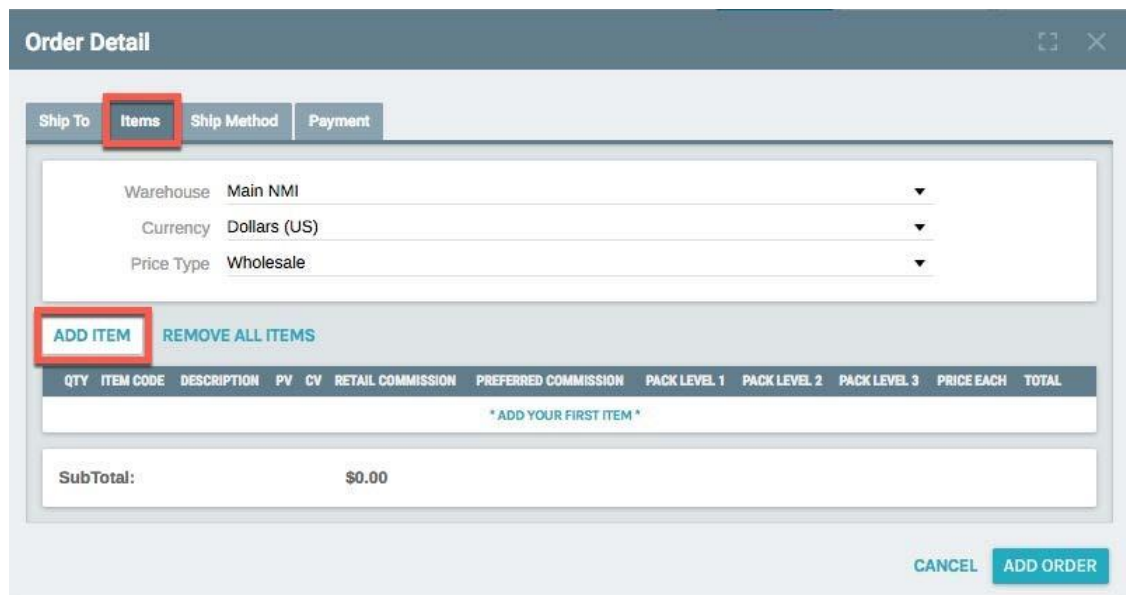
Exigo offers the ability to Override Pricing and Volumes when creating an Order.

NOTE: Once a payment has been applied, 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 shows 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: '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: 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 *'. Below the table is a 'SubTotal:' field showing '\$0.00'. At the bottom right, there are 'CANCEL' and 'ADD ORDER' buttons.

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

Manage Order Items ⌵ ✕

Found: 2 Items

Item Code: SEARCH ITEMS

Enter item code or search string. Use Up and Down arrows to navigate through the results

ITEM CODE	DESCRIPTION	PRICE EACH
201	Enrollment Pack 1	\$ 0.00
202	Enrollment Pack 2	\$ 0.00

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, select the desired time to add to the order.

Clicking the item will display the following window:

Manage Order Items ⌵ ✕

Found: 2 Items

Item Code: SEARCH ITEMS

Enter item code or search string. Use Up and Down arrows to navigate through the results

Override Price

ITEM CODE	DESCRIPTION	PRICE EACH	QUANTITY	TOTAL
201	<input type="text" value="Enrollment Pack 1"/>	\$ 0.00	1 ⬆ ⬇ ⬆	\$ 0.00

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

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 can Override any of the fields listed on this page. 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.

This completes the process to Override Pricing & Volumes.