Order Management:
Overriding Shipping & Handling

v 1.1

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How to Override Shipping & Handling

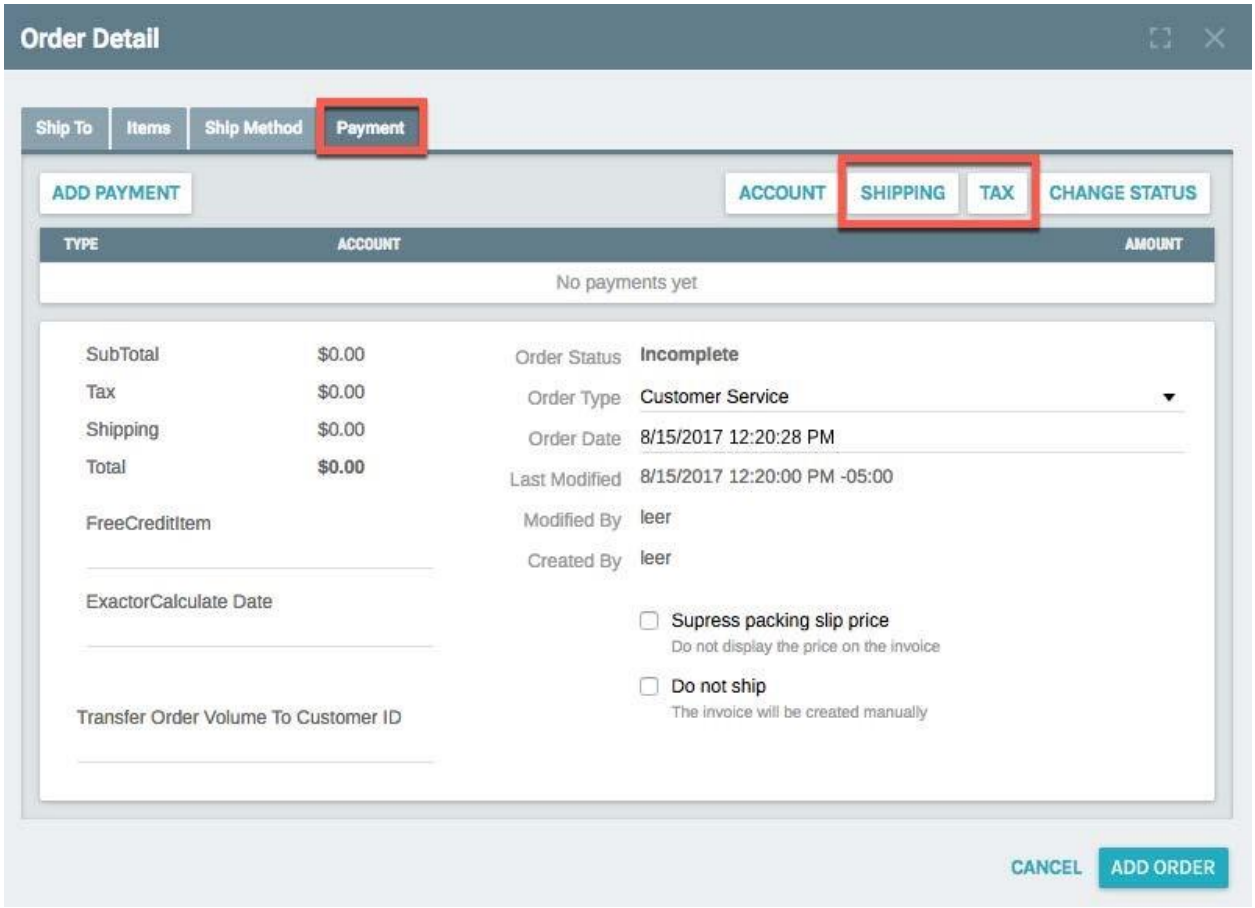
Exigo offers the ability to Override Shipping and Handling when creating an Order.

NOTE: Once a payment has been applied, the Order should never be edited to make Overrides.

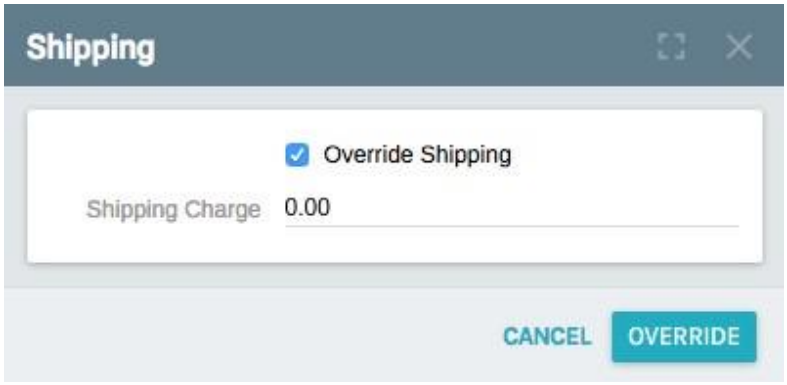
If you realize a mistake has been made and the order has completed processing, the correct order of operations is to Refund the order and start over. The Shipping & Handling may then be overridden properly on the new order.

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:

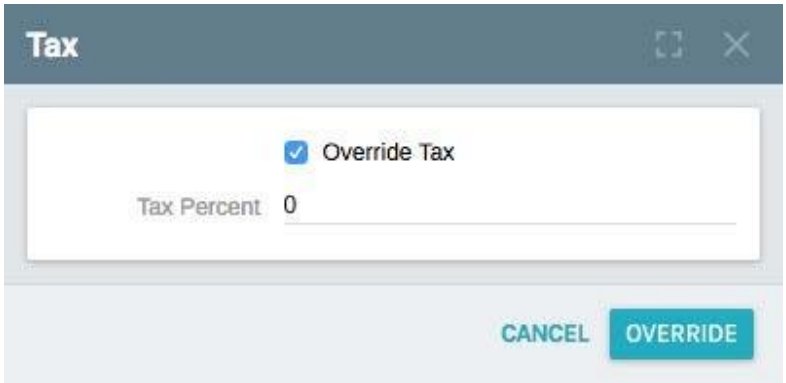


Clicking on the “Shipping” button will display the following window:



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:



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.