



Order Management: Overriding Shipping & Handling

v 1.1

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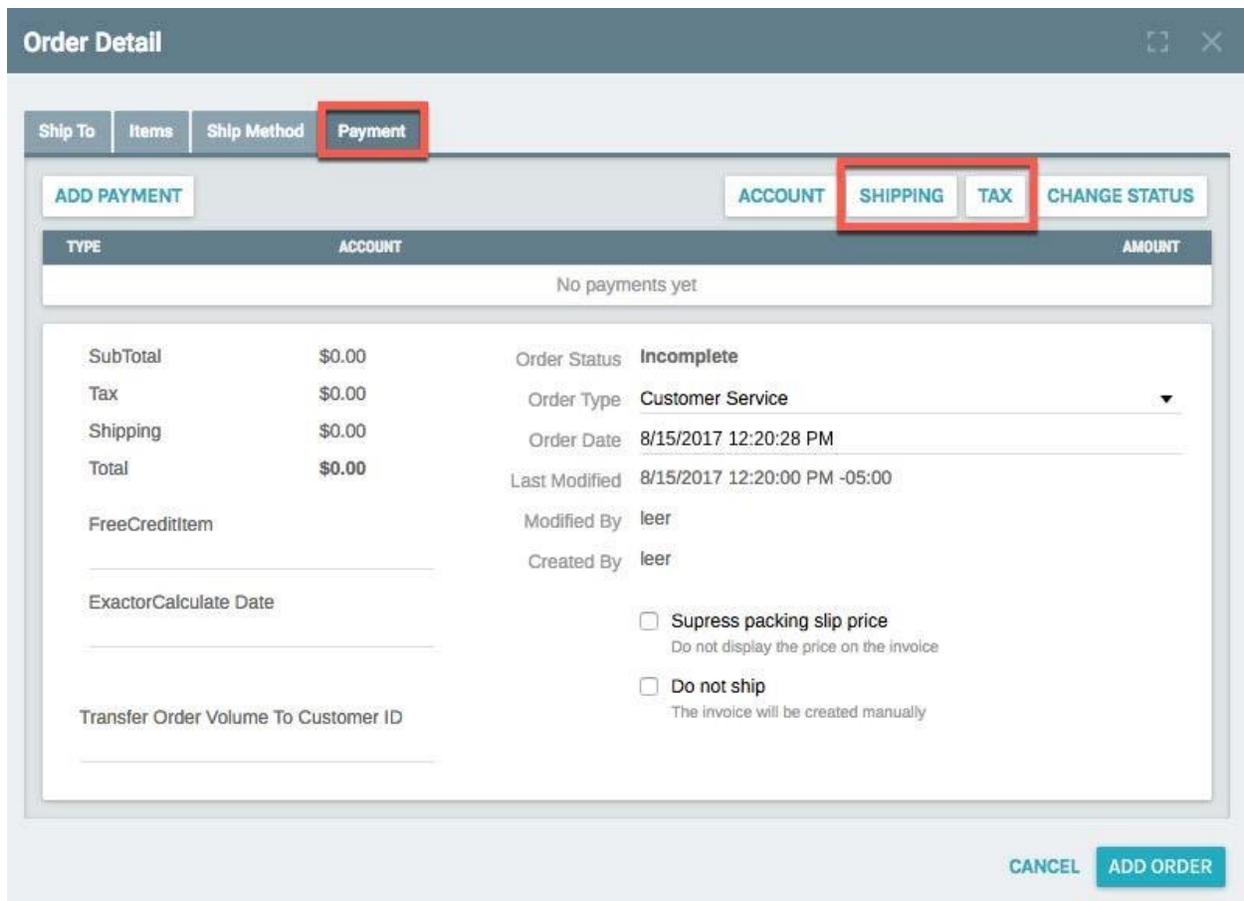
Exigo offers the ability to Override Shipping and Handling when creating an Order.

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:

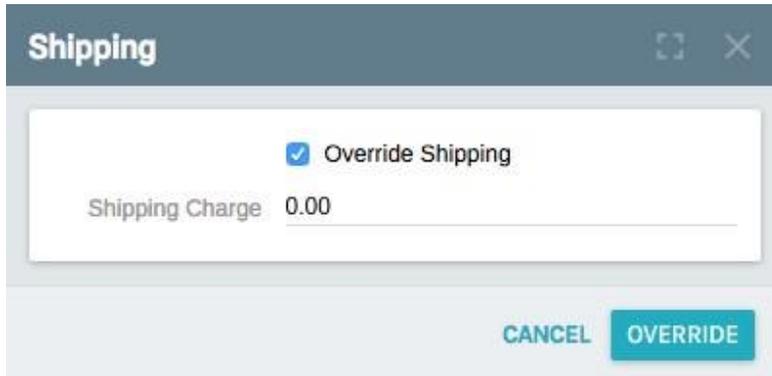


The screenshot shows the 'Order Detail' window with the 'Payment' tab selected. The 'SHIPPING' and 'TAX' buttons are highlighted with red boxes. The window displays order details such as SubTotal, Tax, Shipping, and Total, all at \$0.00. It also shows order status as 'Incomplete', order type as 'Customer Service', and order date as 8/15/2017 12:20:28 PM. There are checkboxes for 'Supress packing slip price' and 'Do not ship'.

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"/> Supress packing slip price Do not display the price on the invoice
		<input type="checkbox"/> Do not ship The invoice will be created manually

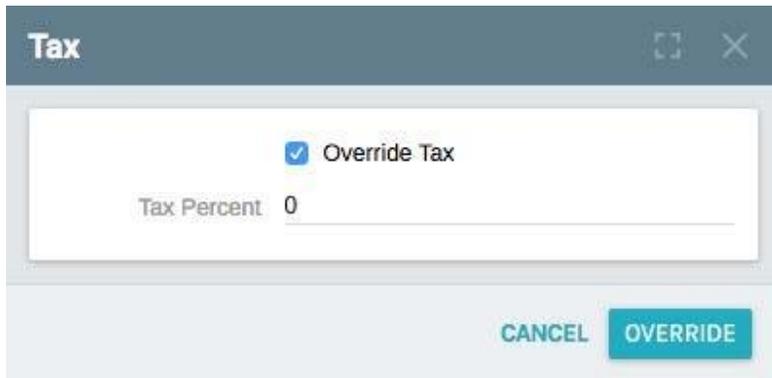
Clicking on the “Shipping” button will display the following window:



The image shows a dialog box titled "Shipping" with a close button (X) and a maximize button. Inside the dialog, there is a checkbox labeled "Override Shipping" which is checked. Below this, there is a text input field labeled "Shipping Charge" with the value "0.00". At the bottom right of the dialog, 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 image shows a dialog box titled "Tax" with a close button (X) and a maximize button. Inside the dialog, there is a checkbox labeled "Override Tax" which is checked. Below this, there is a text input field labeled "Tax Percent" with the value "0". At the bottom right of the dialog, 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.