Sales orders

- Update price on order sale item
- Replace product on Merch order

Update price on order sale item

This example uses RMA service order SE-00971-2023 RMA-000972-2023.

To change the price of an order item, go to **"Order items"** section and press the **"+"** button on the item, the price of which you want to change.

Clicking the "**+**" open a section under the item, that lists all parts of the order item (sub-items, associated serials, licenses...).

Here, changing the price of the item will update the actual price of the item, and of the order as a whole.

+ Add new order item (Dewesoft Configurator ⧉)

Quick filter...

🔗 Link all serial numbers | € Recalculate items | ⊞ XML recursive | ⊟ Licenses | ⊟ Warranty | ⊟ Declarations
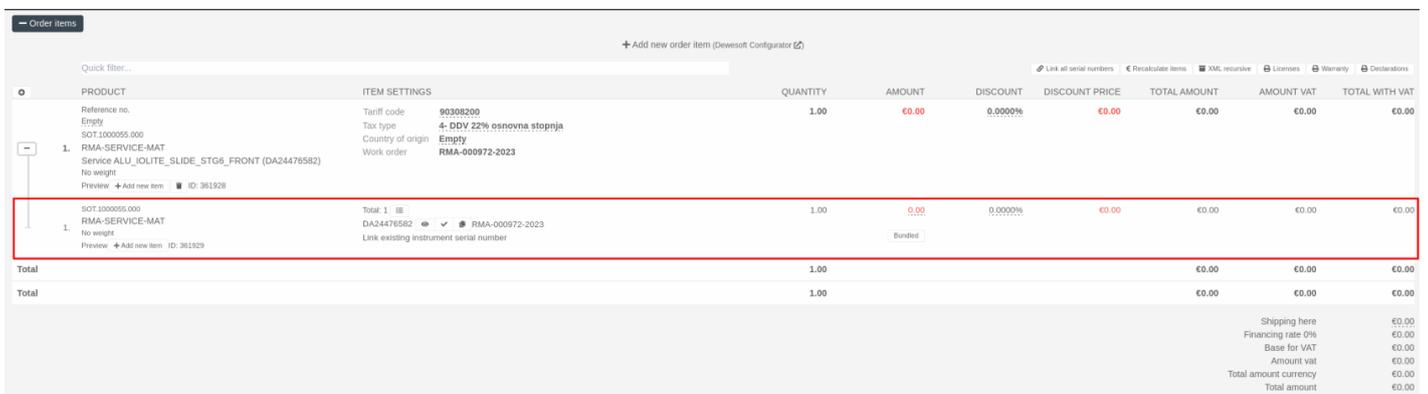
|	PRODUCT	ITEM SETTINGS		QUANTITY	AMOUNT	DISCOUNT	DISCOUNT PRICE	TOTAL AMOUNT	AMOUNT VAT	TOTAL WITH VAT
[−] 1.	Reference no. Empty SOT.1000055.000 RMA-SERVICE-MAT Service ALU_IOLITE_SLIDE_STG6_FRONT (DA24476582) No weight Preview + Add new item 🗑 ID: 361928	Tariff code Tax type Country of origin Work order	90308200 4- DDV 22% osnovna stopnja Empty RMA-000972-2023	1.00	€0.00	0.0000%	€0.00	€0.00	€0.00	€0.00
1.	SOT.1000055.000 RMA-SERVICE-MAT No weight Preview + Add new item ID: 361929	Total: 1 ⊟ DA24476582 👁 ✓ 🖨 Link existing instrument serial number	RMA-000972-2023	1.00	0.00 Bundled	0.0000%	€0.00	€0.00	€0.00	€0.00
Total				1.00				€0.00	€0.00	€0.00
Total				1.00				€0.00	€0.00	€0.00

Shipping here €0.00
Financing rate 0% €0.00
Base for VAT €0.00
Amount vat €0.00
Total amount currency €0.00
Total amount €0.00

Replace product on Merch order

Step by step guide to change product on "merch" order:

Please note: you will need **Order processing**, **Human Resources** and **Head of logistics** persons to complete this process.

Go to the order's details page and change the **order's** status to **NEW.**
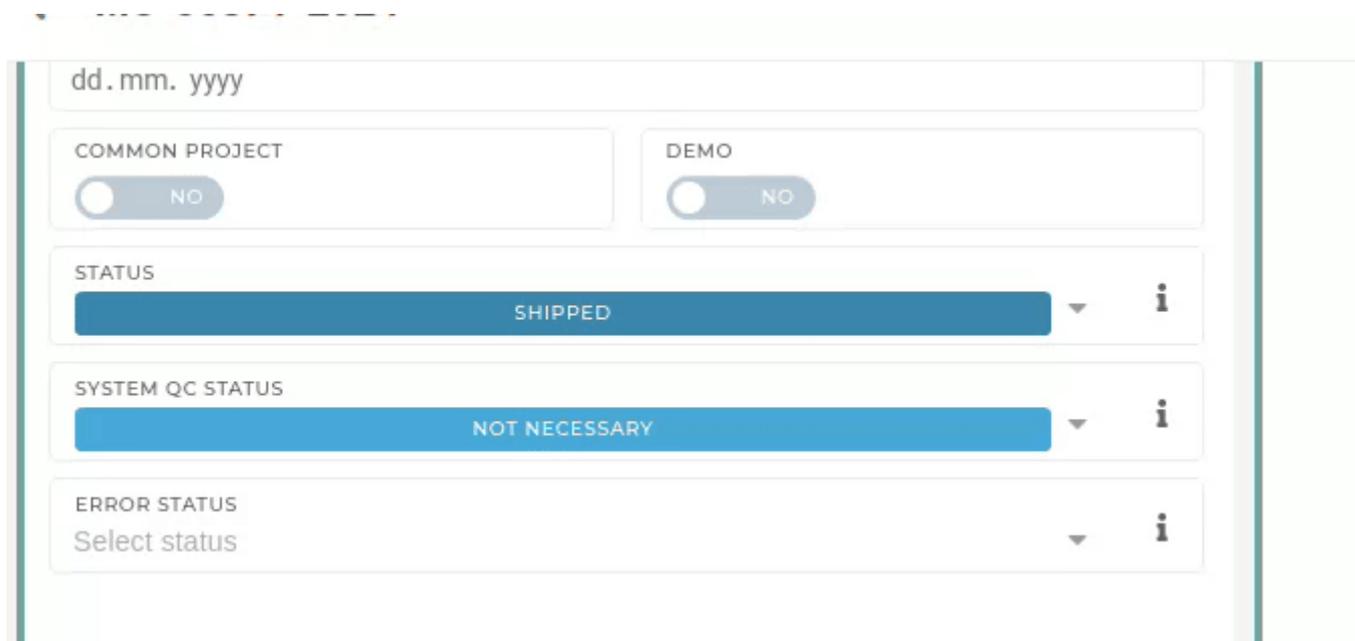
Go to the order's **packing work order** and change its status to **NEW** as well.

Move the packing work order **item to another packing** work order. Leave everything empty.
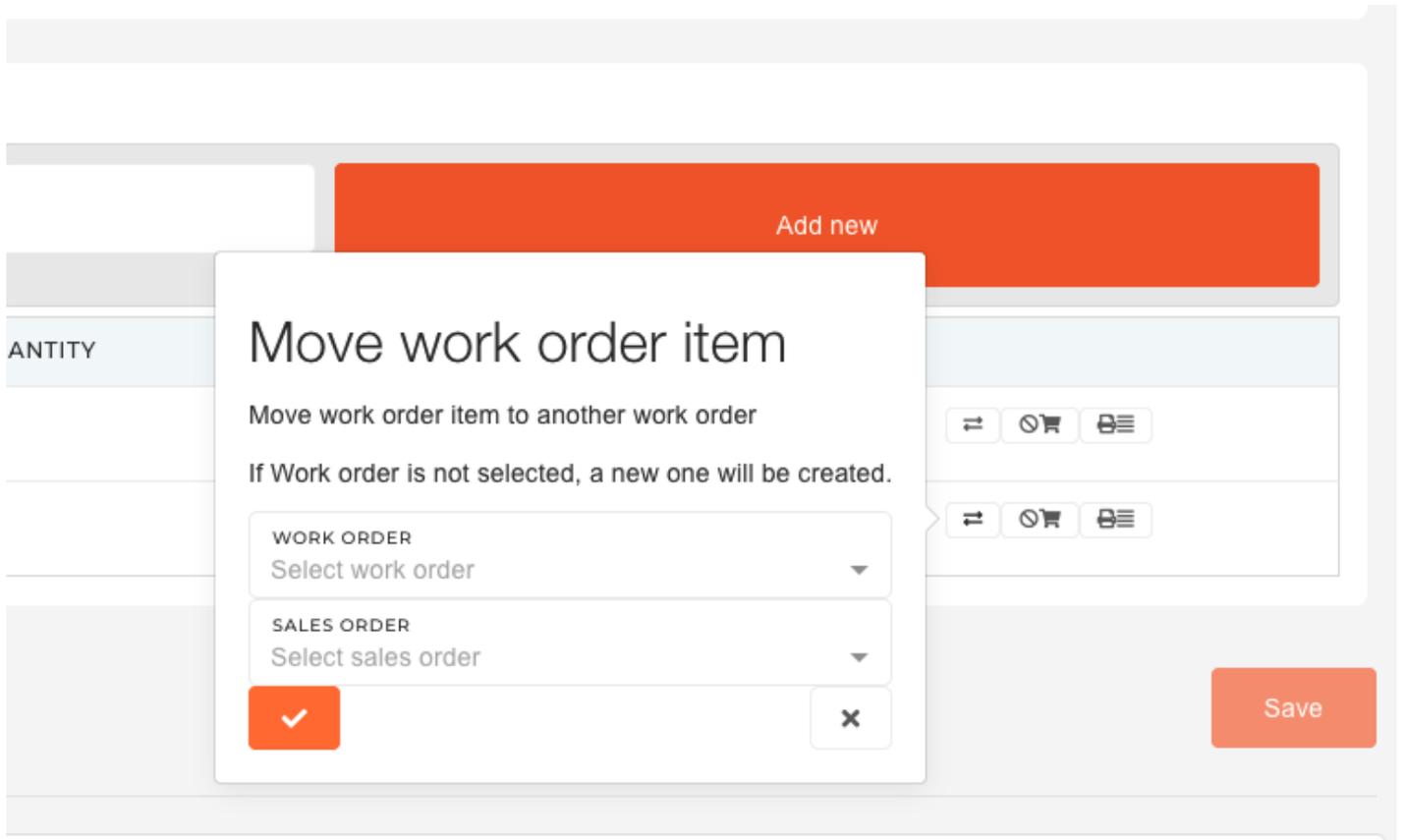
Find the **new packing work order** and go to its material flow. Find the **goods writeoff** and click on it. Scroll down and **cancel the goods writeoff**:

GWO-033211-2024

Basic information

Items

Error information

File manager 0

Comments 0

Danger zone

🚫 Cancel

Are you sure?

If already made, transactions will be deleted!

Confirm   Cancel

Activity timeline 0

Now the material can be unreserved from this packing work order.

After the material has been unreserved form the packing work order, the packing work order must be canceled.

With the packing work order canceled, go to work order's issued invoice and delete correct item on it.

The correct item also has to be deleted on the merch order.

After that, add a new item to merch order. Go to **Order processing** and **add** the **new item** to **existing packing:**
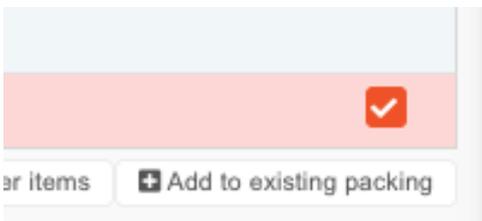
Then virtually and physically reserve item.

The item has to be written off. This is currently handled by the Web department. Send an mail to **web@dewesoft.com**)

Change the status of order's **invoice** to **NEW** and update it:
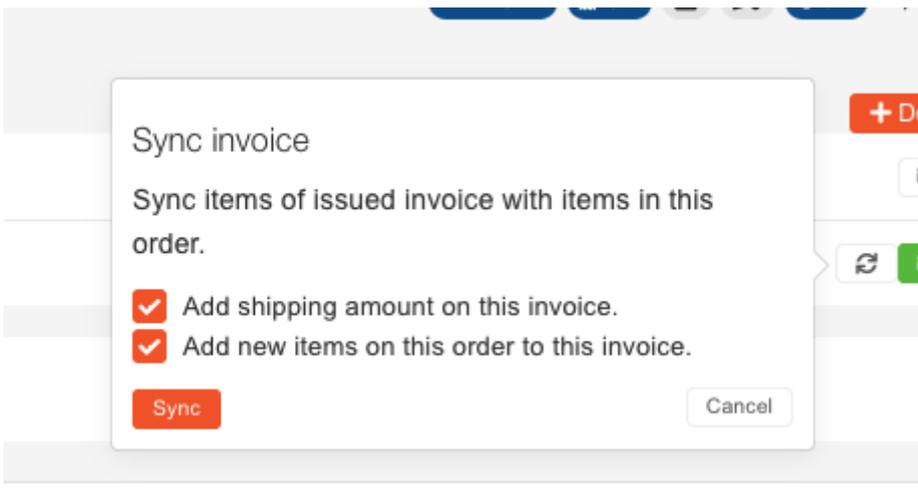
Then, **change** the **status** of the **packing work order** to **CLOSED**.

Lastly, change the status of the merch order to **SHIPPED.**

After the process if finished, the **HR** department must **update** the **user's coupon value** to reflect the changes on order.