

# Sales orders

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# 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.

Order items

+ Add new order item (Dewesoft Configurator)

Link all serial numbers

Recalculate items

XML recursive

Licenses

Warranty

Declarations

Quick filter...

PRODUCT	ITEM SETTINGS	QUANTITY	AMOUNT	DISCOUNT	DISCOUNT PRICE	TOTAL AMOUNT	AMOUNT VAT	TOTAL WITH VAT
Reference no. Empty SOT.1000055.000	Tariff code 90308200 Tax type 4- DDV 22% osnovna stopnja Country of origin Empty Work order RMA-000972-2023	1.00	€0.00	0.00000%	€0.00	€0.00	€0.00	€0.00
1. RMA-SERVICE-MAT Service ALU_JOLITE_SLIDE_STG6_FRONT (DA24476582) No weight Preview + Add new item ID: 361928								
Total		1.00				€0.00	€0.00	€0.00

Shipping here

Financing rate 0%

Base for VAT

Amount vat

Total amount currency

Total amount

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

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PRODUCT	ITEM SETTINGS	QUANTITY	AMOUNT	DISCOUNT	DISCOUNT PRICE	TOTAL AMOUNT	AMOUNT VAT	TOTAL WITH VAT	
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1. RMA-SERVICE-MAT Service ALU_JOLITE_SLIDE_STG6_FRONT (DA24476582) No weight Preview + Add new item ID: 361928									
SOT.1000055.000 1. RMA-SERVICE-MAT No weight Preview + Add new item ID: 361928	Total 1: 88 DA24476582 Link existing instrument serial number	1.00	0.00	0.00000%	€0.00	€0.00	€0.00	€0.00	
Bundled									
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

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

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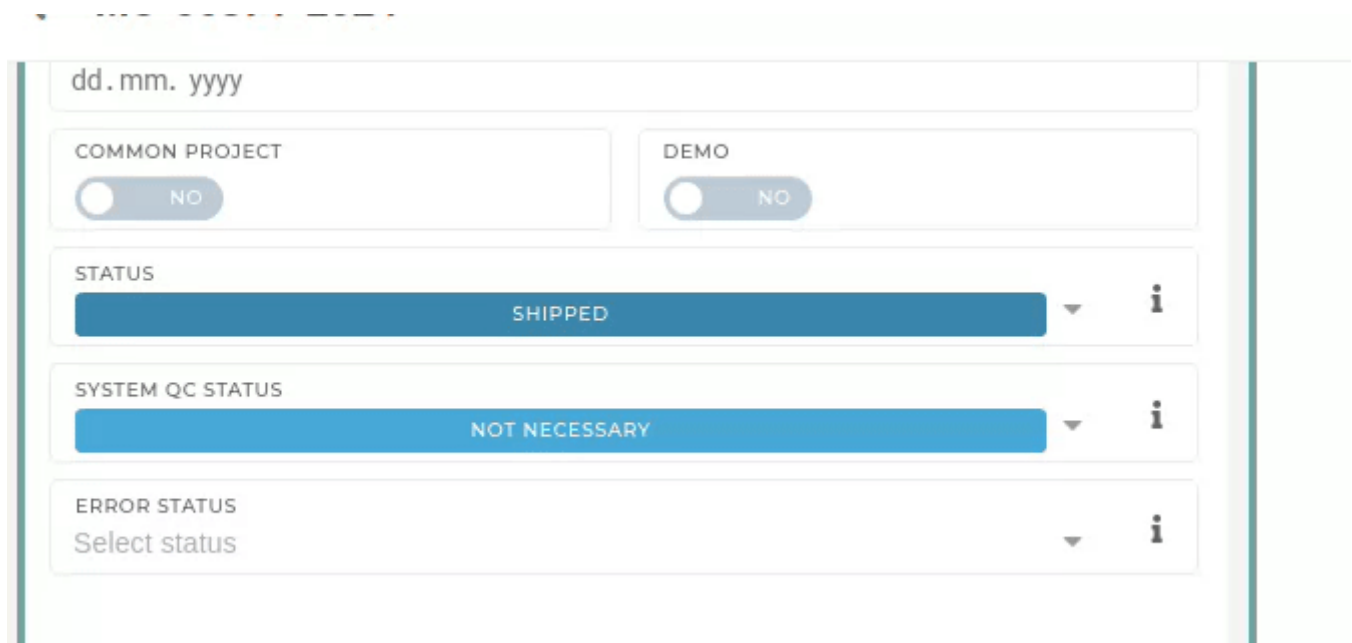
Shipping here	€0.00
Financing rate 0%	€0.00
Base for VAT	€0.00
Amount vat	€0.00
Total amount currency	€0.00
Total amount	€0.00

# 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.

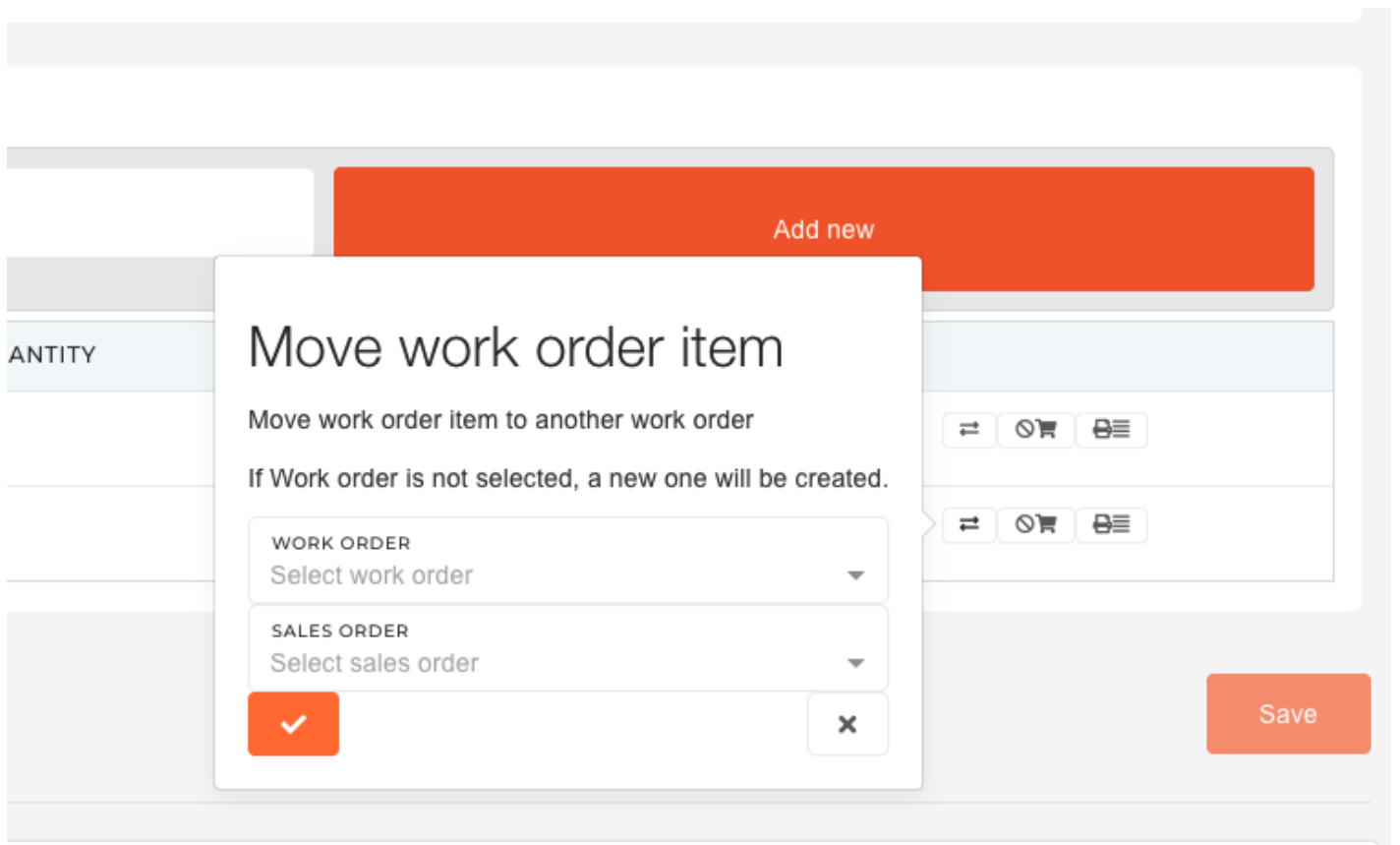
Go to the order's details page and change the **order's** status to **NEW**.



The screenshot shows a form with several fields for order management. At the top is a date input field labeled "dd.mm. yyyy". Below it are two toggle switches: "COMMON PROJECT" and "DEMO", both currently set to "NO". The "STATUS" field is a dropdown menu currently showing "SHIPPED" with a blue bar and a downward arrow, and an information icon (i) to its right. Below that is the "SYSTEM QC STATUS" field, also a dropdown menu showing "NOT NECESSARY" with a blue bar and a downward arrow, and an information icon (i) to its right. At the bottom is the "ERROR STATUS" field, which is a dropdown menu showing "Select status" with a downward arrow and an information icon (i) to its right.

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 from 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.

Items

TARIFF CODE Select tariff code	COUNTRY OF ORIGIN Bangladesh	PRODUCT RCT.0001898.000, DS-ZIP-HOODIE-2024-LADIES-RI ACK-I	AMOUNT 26,0000	QUANTITY 1,00	DISCOUNT 0,0000	TOTAL AMOUNT 26,0000		
SKU RCT.0001898.000	SHORT NAME DS-ZIP-HOODIE-2024-LADIES-BLACK-L	NAME DS ZIP HOODIE 2024 LADIES BLACK L	TAX RATE 22, 10- DDV 22% osnovna stopnja					
SUM: €26.00								
+ Add new								

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

Order items

+ Add new order item (Dewesoft Configurato

	PRODUCT	ITEM SETTINGS
	Reference no.: DS-ZIP-HOODIE-2024-LADIES-BLACK-L RCT.0001898.000	Tariff code Tax type Country of origin Work order
1.	DS-ZIP-HOODIE-2024-LADIES-BLACK-L 0.25 kg Preview + Add new item ID: 413439	Empty 10- DDV 22% osnovna stopnja Bangladesh PA-04363-2024
1.	RCT.0001898.000 DS-ZIP-HOODIE-2024-LADIES-BLACK-L 0.25 kg Preview + Add new item ID: 413440	<input checked="" type="checkbox"/> Link existing instrument serial number
Total		
Total		

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

☒

er items
+ Add 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:

Sync invoice

Sync items of issued invoice with items in this order.

- ☒ Add shipping amount on this invoice.
- ☒ Add new items on this order to this invoice.

Sync
Cancel

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.