

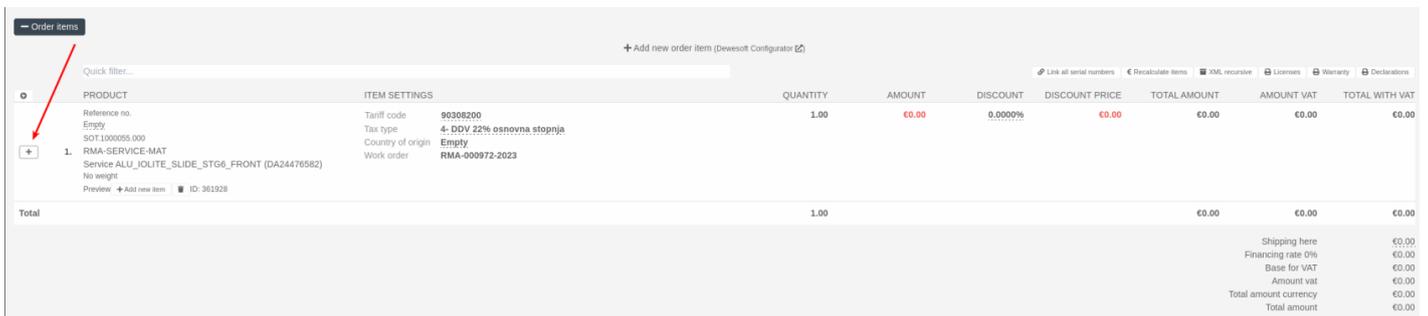
Sales orders

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

Update price on order sale item

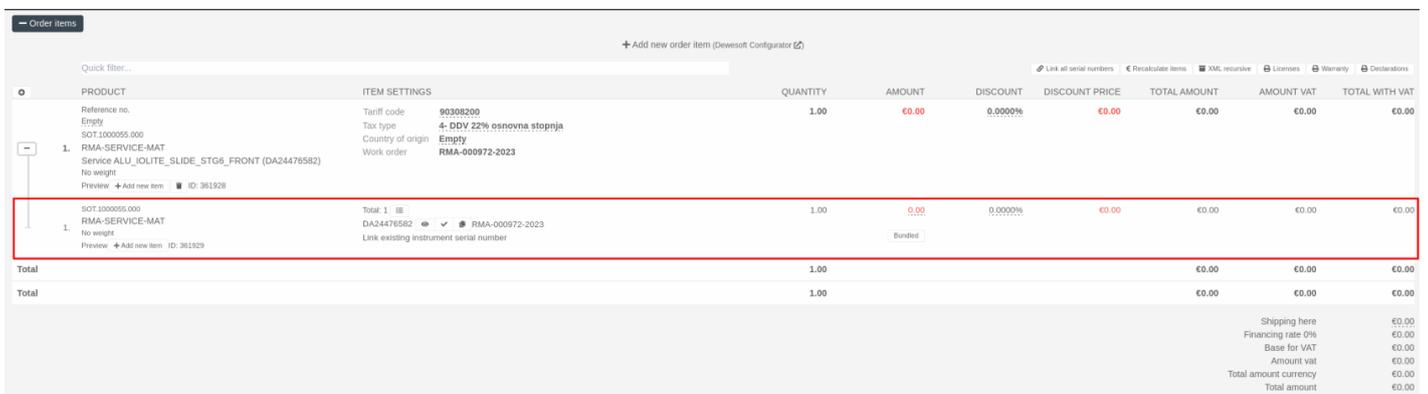
This example uses RMA service order SE-00971-2023 RMA-000972-2023.

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.



| 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- DDU 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 | €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 |

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



| 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- DDU 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 | | | | | | | | | |
| SOT.1000055.000 RMA-SERVICE-MAT No weight Preview + Add new item ID: 361928 | | Total 1: # DA24476582 Link existing instrument serial number | 1.00 | €0.00 | 0.00000% | €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 |

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 |
|---|--|-------------|--------|----------|----------------|--------------|--------------|----------------|
| Reference no. Empty SOT:1000055.000 RMA-SERVICE-MAT 1. Service ALU_IOLITE_SLIDE_STG6_FRONT (DA24476582) No weight Preview + Add new item ID: 361928 | Tariff code 90308200 Tax type 4- DDV 22% osnovna stopnja Country of origin Empty Work order RMA-000972-2023 | 1.00 | €0.00 | 0.0000% | €0.00 | €0.00 | €0.00 | €0.00 |
| SOT:1000055.000 RMA-SERVICE-MAT 1. No weight Preview + Add new item ID: 361929 | Total: 1 DA24476582 RMA-000972-2023 Link existing instrument serial number Bundled | 1.00 | 0.00 | 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 |

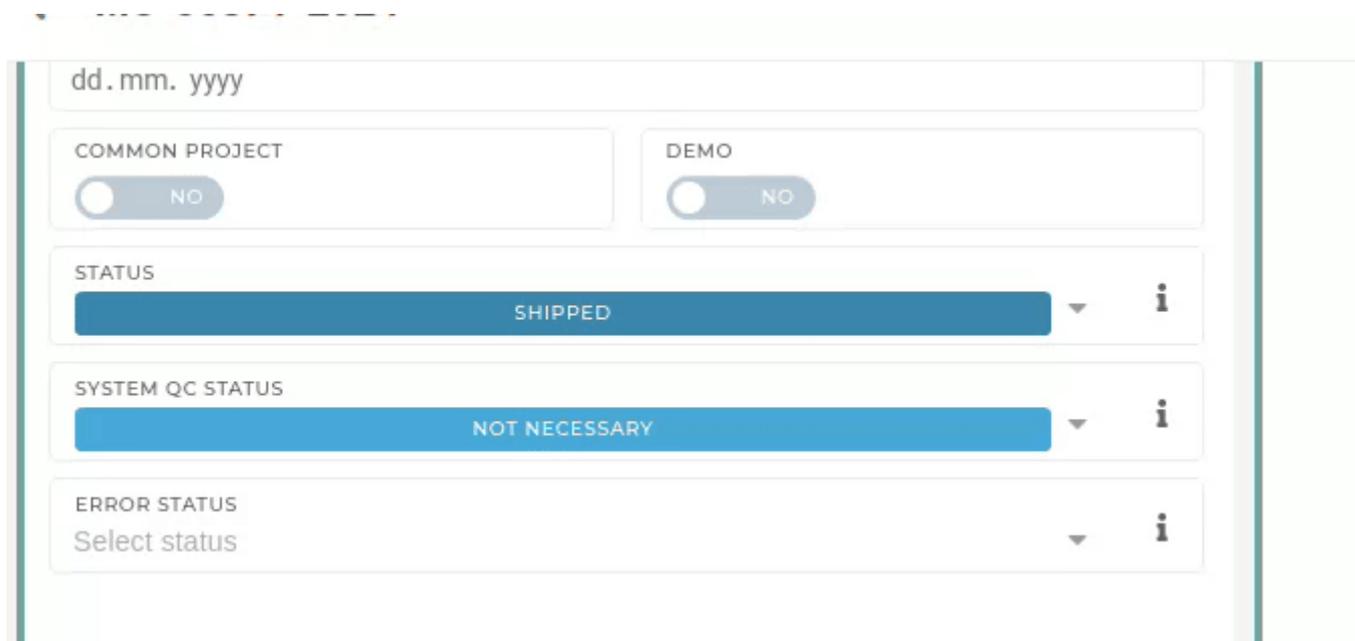
Shipping here €0.00
 Financing rate 0% €0.00
 Base for VAT €0.00
 Amount vat €0.00
 Total amount currency €0.00
 Total amount €0.00

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**.

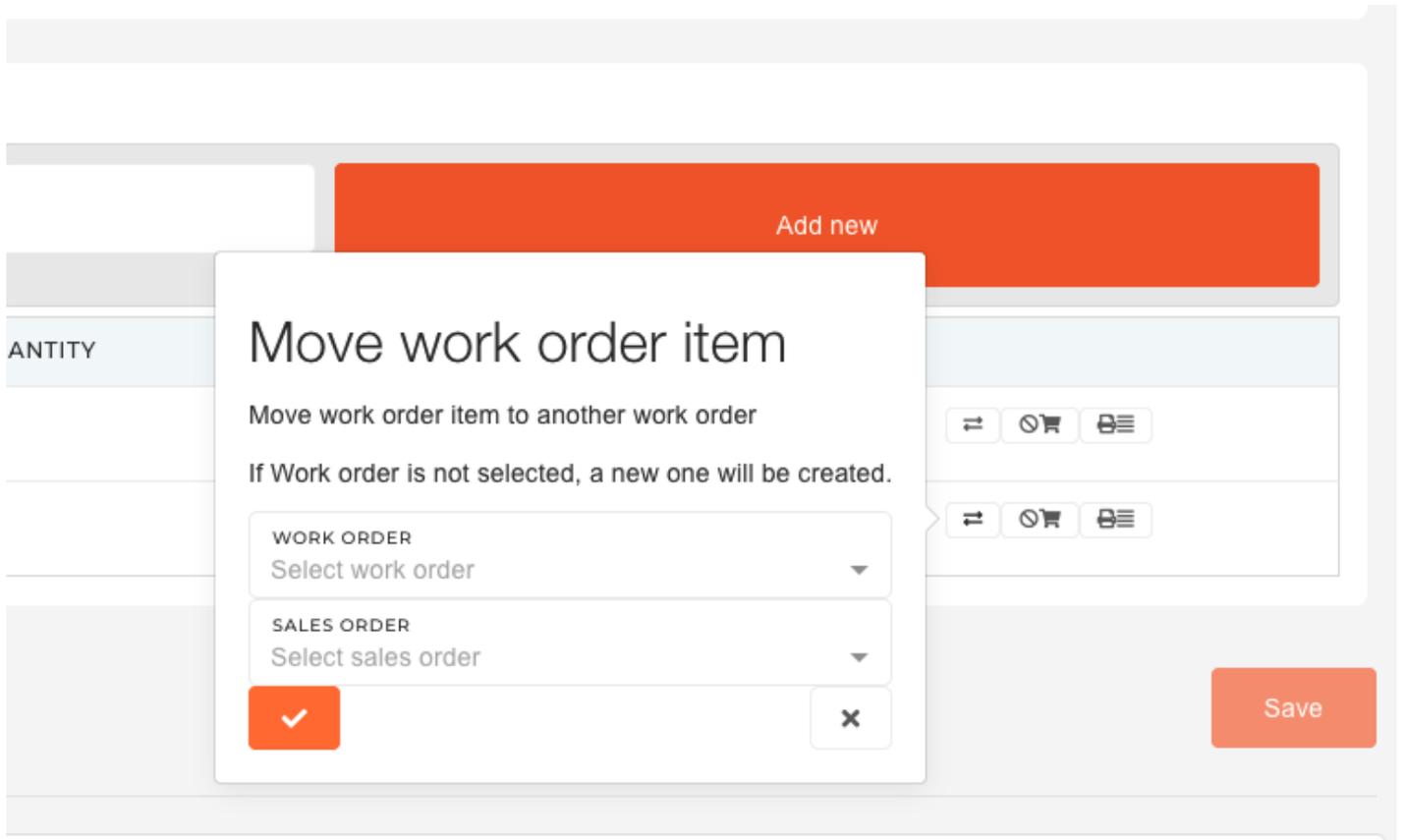


The screenshot shows a form with the following fields and controls:

- A date input field with the placeholder text "dd.mm. yyyy".
- A "COMMON PROJECT" section with a toggle switch set to "NO".
- A "DEMO" section with a toggle switch set to "NO".
- A "STATUS" dropdown menu currently displaying "SHIPPED" with an information icon (i) to its right.
- A "SYSTEM QC STATUS" dropdown menu currently displaying "NOT NECESSARY" with an information icon (i) to its right.
- An "ERROR STATUS" dropdown menu currently displaying "Select status" with 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

Are you sure?

If already made, transactions will be deleted!

Cancel

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.

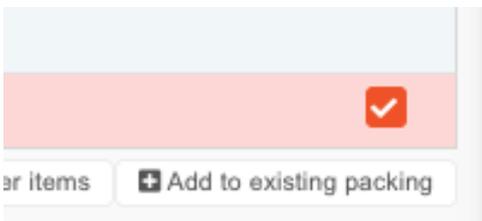
With the packing work order canceled, go to work order's issued invoice and delete correct item on it.

| Items | | | | | | | | Edit |
|-----------------------------------|---|--|--|------------------|--------------------|-------------------------|--|-------------|
| TARIFF CODE Select tariff code | COUNTRY OF ORIGIN Bangladesh | PRODUCT RCT.0001898.000, DS-ZIP-HOODIE-2024-LADIES-RI ACK-1 | 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- DDDV 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 | Empty |
| 1. DS-ZIP-HOODIE-2024-LADIES-BLACK-L 0.25 kg Preview + Add new item ID: 413439 | | Tax type | 10- DDV 22% osnovna stopnja |
| | | Country of origin | Bangladesh |
| | | Work order | PA-04363-2024 |
| RCT.0001898.000 | | <input checked="" type="checkbox"/> | |
| 1. DS-ZIP-HOODIE-2024-LADIES-BLACK-L 0.25 kg Preview + Add new item ID: 413440 | | Link existing instrument serial number | |
| Total | | | |
| Total | | | |

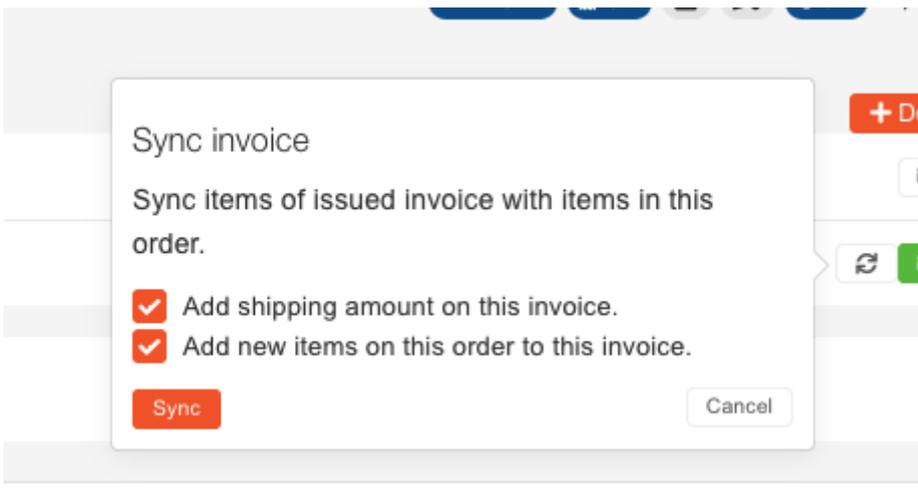
After that, add a new item to merch order. Go to **Order processing** and **add the new item to existing packing:**



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.