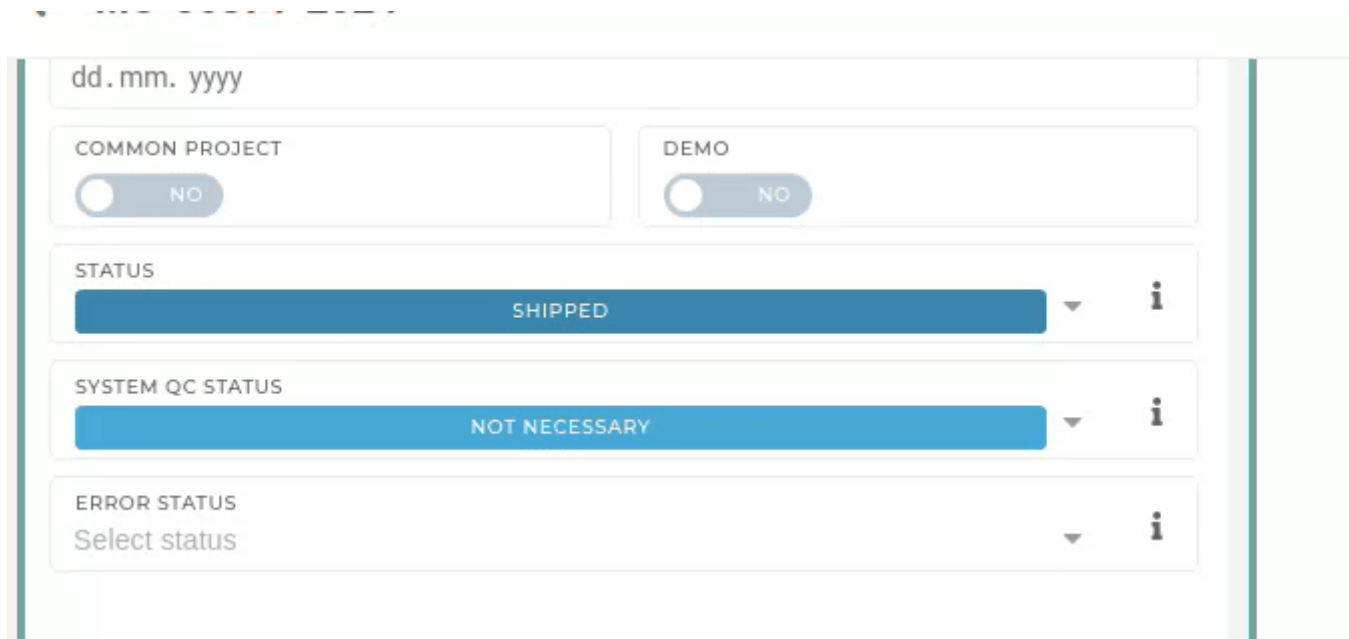


# Replace product on Merch order

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**.

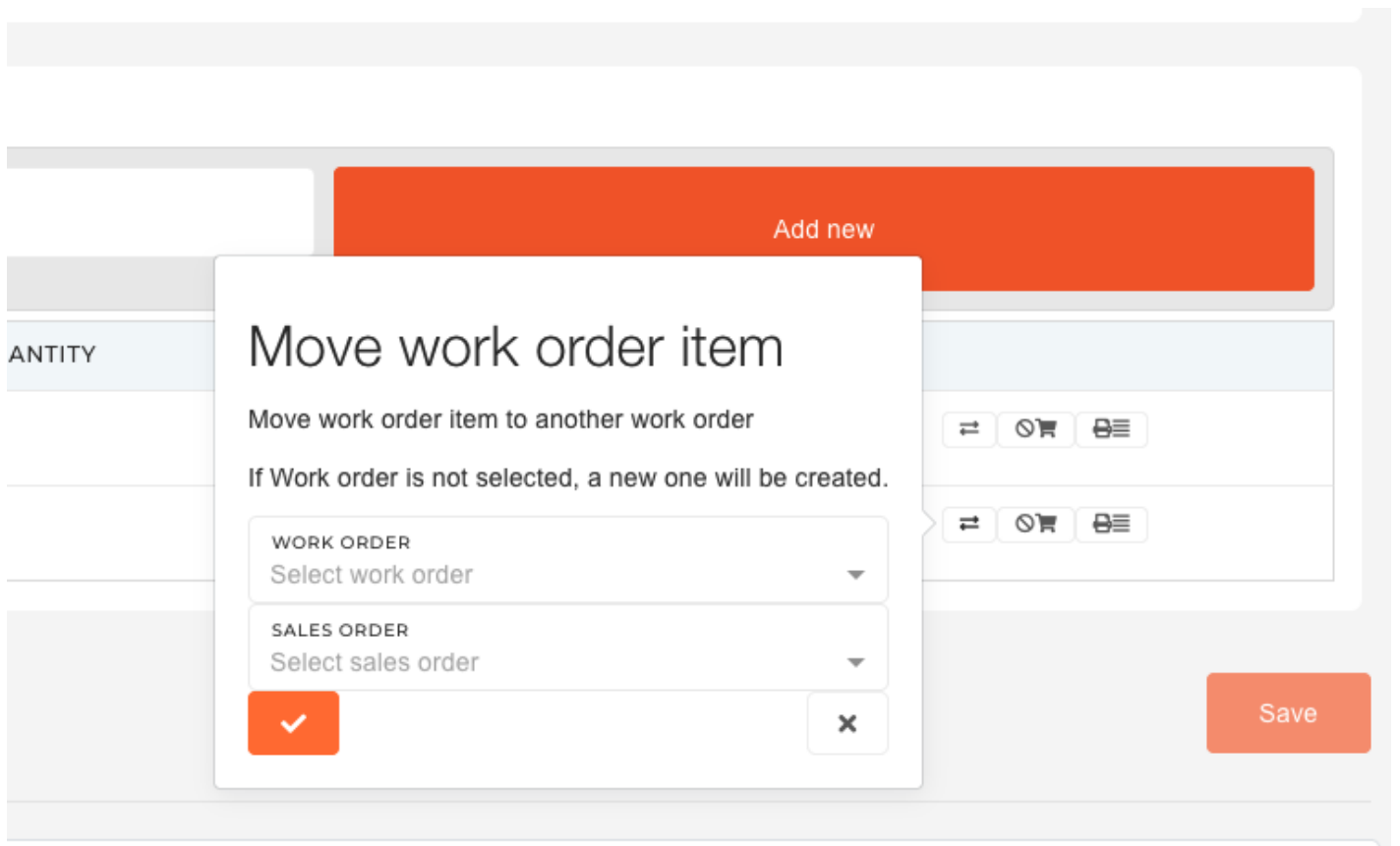


The screenshot shows a form with the following fields and controls:

- A date field with the placeholder "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 showing "SHIPPED" with a blue bar and a downward arrow, accompanied by an information icon (i).
- A "SYSTEM QC STATUS" dropdown menu currently showing "NOT NECESSARY" with a blue bar and a downward arrow, accompanied by an information icon (i).
- An "ERROR STATUS" dropdown menu currently showing "Select status" with a downward arrow and an information icon (i).

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

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

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
	DS-ZIP-HOODIE-2024-LADIES-BLACK-L 0.25 kg Preview + Add new item ID: 413439	Tax type	10- DDV 22% osnovna stopnja
1.	RCT.0001898.000	Country of origin	Bangladesh
	DS-ZIP-HOODIE-2024-LADIES-BLACK-L 0.25 kg Preview + Add new item ID: 413440	Work order	PA-04363-2024
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.

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.

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Revision #6

Created 18 November 2024 13:16:19 by Admin

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