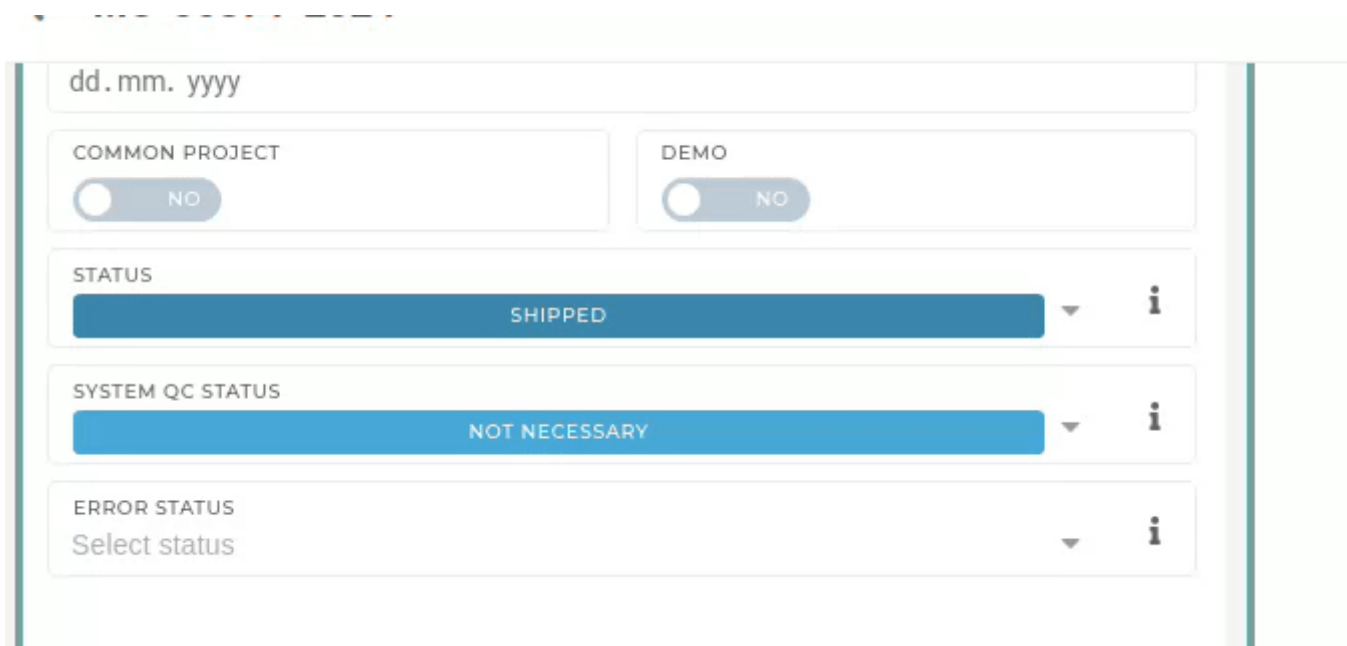


# Replace product on Merch order

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

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

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

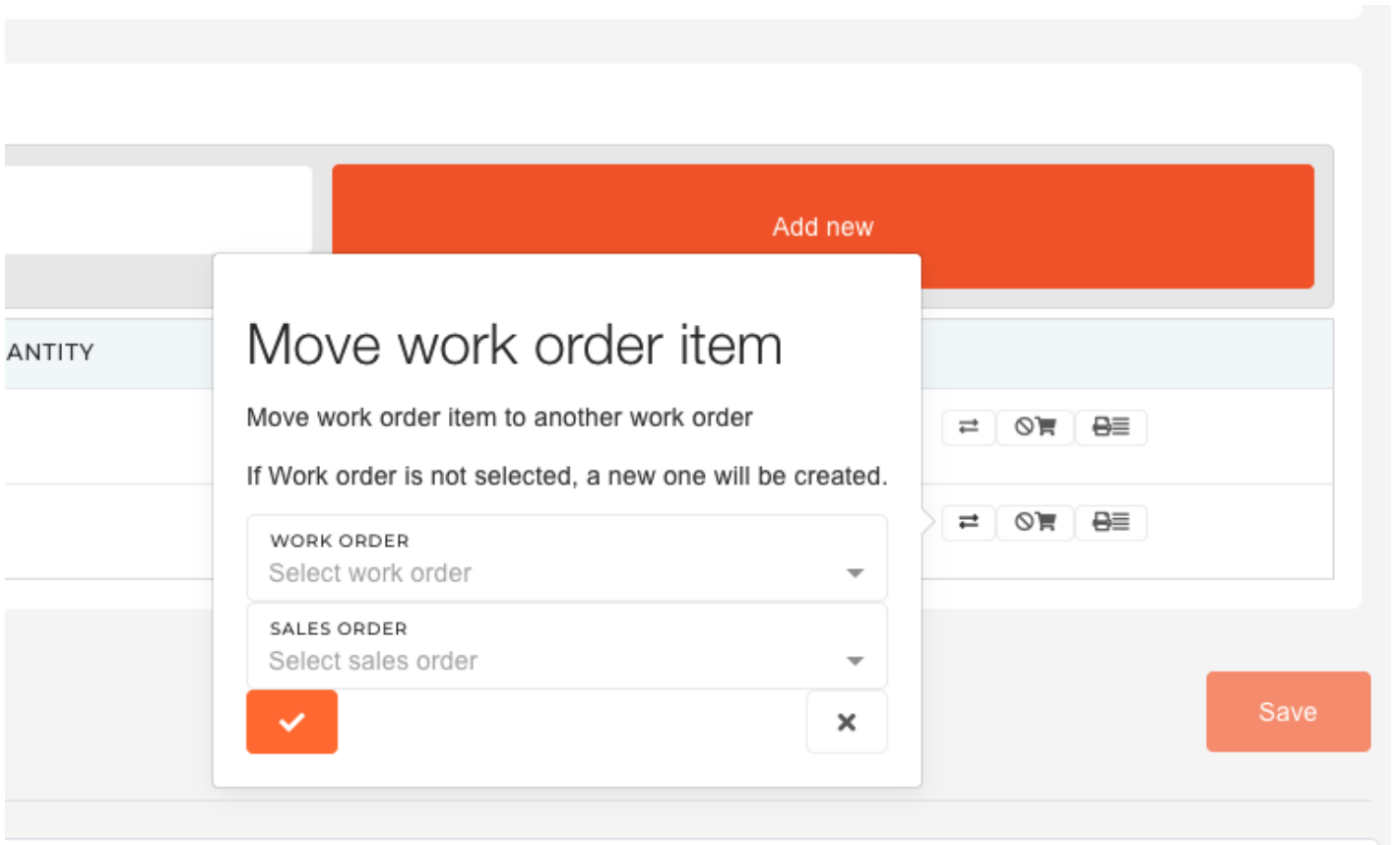


The screenshot shows a form with several sections:

- A date field with the placeholder "dd. mm. yyyy".
- Two toggle switches: "COMMON PROJECT" (set to "NO") and "DEMO" (set to "NO").
- A "STATUS" dropdown menu currently set to "SHIPPED" with an information icon (i) to its right.
- A "SYSTEM QC STATUS" dropdown menu currently set to "NOT NECESSARY" with an information icon (i) to its right.
- An "ERROR STATUS" dropdown menu currently set to "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.

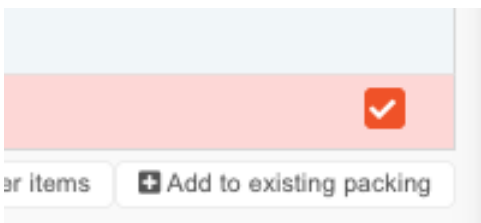
With the packing work order canceled, go to work order's issued invoice and delete correct item on it.

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-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	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			

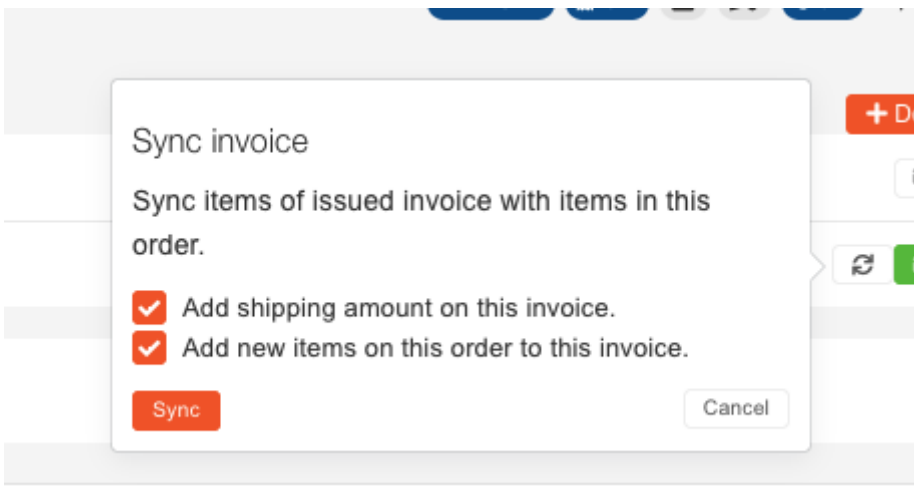
After that, add a new item to merch order. Go to **Order processing** and **add the new item to existing packing:**



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](mailto: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.

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Revision #7

Created 2024-11-18 13:16:19 UTC by Admin

Updated 2025-03-10 06:51:45 UTC by Nejc