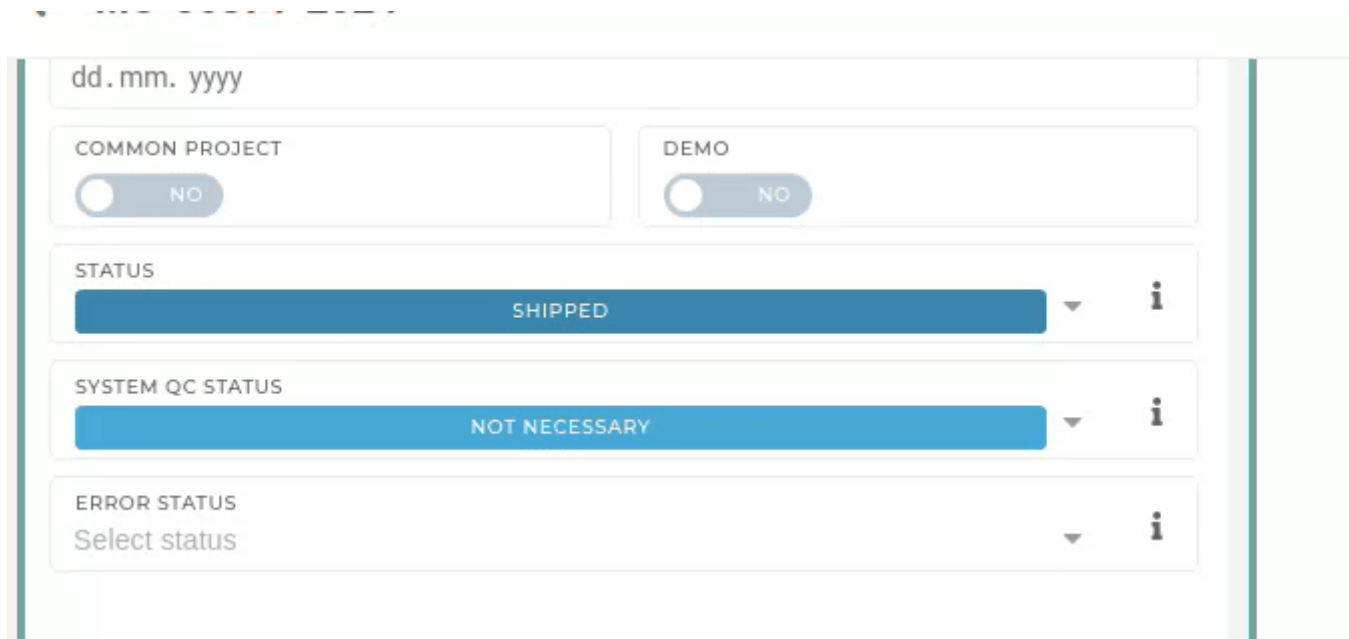


Replace product on Merch order

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.

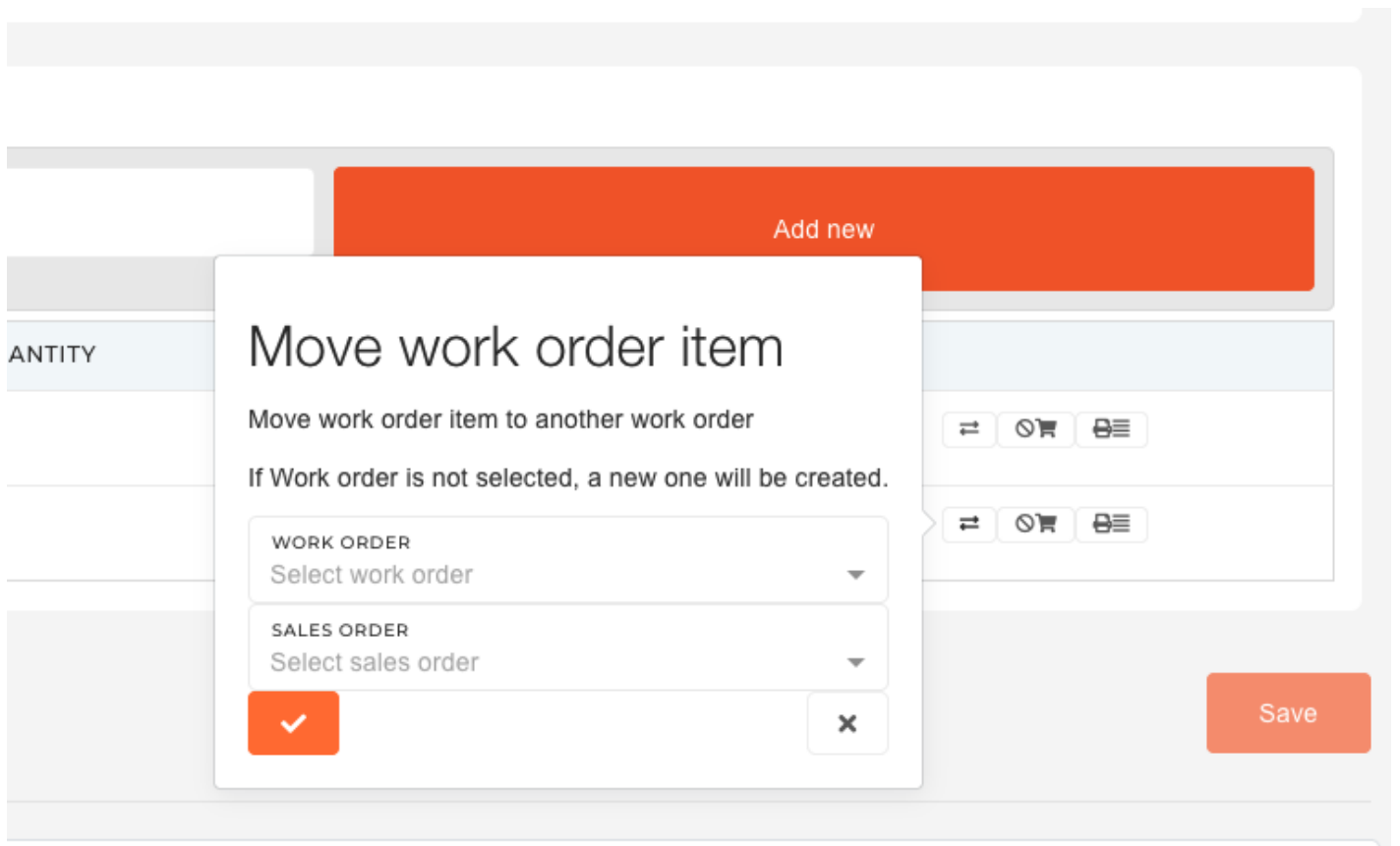
Go to the order's details page and change the **order's** status to **NEW**.



The screenshot shows a form with several fields for order details. At the top is a date 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 an information icon. Below that is the "SYSTEM QC STATUS" field, also a dropdown menu showing "NOT NECESSARY" with a blue bar and an information icon. At the bottom is the "ERROR STATUS" field, which is a dropdown menu showing "Select status" with a grey bar and an information icon.

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>									
TARIFF CODE Select tariff code		COUNTRY OF ORIGIN Bangladesh		PRODUCT RCT.0001898.000, DS-ZIP-HOODIE-2024-LADIES-RI ACK-L		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	
<div>+ Add new</div>									
SUM: €26.00									

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.

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