

Whole Order Discounts



Prerequisites

This feature

- is available for sites on versions 4.07+
- must be switched on for your site by [Commerce Vision](#).

Overview

Give your customers an incentive to order online! Our Whole Order Discount feature is designed to offer users a discount on their total order value, irrespective of any existing ERP-based discounts or special pricing they may already receive

How it works

1. You configure percentage discounts in the CMS. There are several criteria on which the discount can be based:

- *Customer Code*
- *Company Mask/Code*
- *Industry SubGroup*

Wildcards are permitted, meaning you can configure a discount for all customers with a filter for just particular Company Masks, for example. This would make that discount applicable across multiple accounts.

[+ Add new record](#)

Customer Code	Company Mask	Industry Sub Group	Discount Rate %	Charge Line Type	Charge Line Description	
%	%	A	2.00	5	Subgroup A Discount	Edit Delete
%	555	%	4.00	7	555 Group Discount	Edit Delete
ABC	%		3.00	2	Web discount for ABC Customers	Edit Delete
MINING	%	%	10.00	8	Discount for customer MINING	Edit Delete



If a customer satisfies the criteria for multiple Whole Order Discounts, the system will only apply one. First it will look for an explicit Customer Code match, and if there is none (i.e. wildcards in use), it will proceed to the Company Mask and then to Industry Sub Group.

Example - in the screenshot above, Customer 'ABC' has a 3% discount configured. Customer ABC is also part of the '555' Company Mask group, which has a 4% discount configured for all customers. In this scenario, only the 3% discount would be applied, as it has been defined specifically for that customer and would be the first discount identified by the system.

2. The user automatically receives the discount in the cart, without having to apply any promotion codes.

In the image below, you can see this customer already receives a 5% discount on the product. The Whole Order Discount is then applied at the **order level** (not against a product).

Product	Qty	Price (ex GST)	Unit	Discount	Tot
 Balance Rocker Code: CV201 ✔ In Stock Includes free Bonus Item: CV203 - Platform Stilts - 6 Pairs Qty: 4	4 Add Note Add to Favourites Update Remove	\$65.99	Each	5.00%	

Have A Promo Code?

Subtotal (ex GST)

Web discount for ABC customers

Plus GST

Total (inc GST) \$2

3. The discount is recorded against the sales order as a negative charge line.

You specify the charge line type and its description, which appears both in the cart and on the ERP sales order.

Standard											
Order Details Customer: ABC Name: The ABC Trading Company Whse: NDC National Distribution Centre Status: On Hold Pricing: W/Sale Tax No.:					Order Totals Pack Weight: 0.000 No. of items: 2		Totals in Local Inc Tax: 281.57 Ex Tax: 255.97 GST: 25.60 G/P%: 100.00%				
Seq.	Item Code	Order Qty.	Unit	Item Price	Unit ...	Per	Disc	GST	Inc Tax Total	O	Line Desc
1.00	CV201	4	EACH	65.9900	EACH	1	5.000%	1	275.84		Balance Rocker
2.00	CV203	4	SET	0.0000	SET	1		1	0.00		Platform Stilts - 6 Pairs
901.00	Charges Type 2							1	-8.27		Web discount for ABC Cus
909.00	Charges Type 0							1	14.00		Australia Post (orders ove

Line Details				Pricing	
Type: Charge	Print Flag:	Attached Line Notes:	Supplier:	Qty UOM:	
Desc: Web discount for ABC Customers			Group:	Price:	
			Charge Type: 2	Price UOM:	
			GTIN:	Pack:	
Info:			Avail. Stock:	Conv:	

Step-by-step guide

NOTE - This feature must first be enabled by [Commerce Vision](#).

1. Enable Whole Order Discount

1. In the CMS, navigate to **Settings Feature Management**.
2. Search for **Whole Order Discount**, or select the **Payment & Checkout** tab.
3. If the feature is not available, click the **Contact to Enable** button to get in touch with us.
4. If the feature IS available, click **Configure**, toggle the feature **on**, then **Save**.


Whole Order Discount Settings

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Enable Whole Order Discount

2. Configure a discount

1. Navigate to **Campaigns & Promotions Whole Order Discount**.

2. Click the **Add new record** button.

3. Enter the values as required:

- **Customer Code** - the customer account code in the ERP (use wildcard '%' for ALL customers).
- **Company Mask** - the Company Mask / Company Code value recorded against the Customer in the ERP (use wildcard '%' for ALL customers).
- **Industry SubGroup** - the Industry group recorded against the Customer in the ERP (leave blank if you don't use this field, or use wildcard '%' for ALL customers).
- **Discount Rate %** - the discount percent
- **Charge Line Type** - the ERP charge line type for the discount at the sales order level
- **Charge Line Description** - the description displayed in the cart and recorded against the charge line on the sales order.
- **Start Date / End Date** - start and end dates of the discount, if required.

Customer Code	Company Mask	Industry Sub Group	Discount Rate %	Charge Line Type	Charge Line Description	Start Date	End Date	
ABC	%		5.00	6	Web discount for ABC	10/09/2020	10/12/2020	Update

4. Click **Update** to save.

Additional Information

This discount is web-based, and is automatically applied to the cart - without the user needing a promotion code or coupon at checkout.

Minimum Version Requirements	4.07.00
Prerequisites	--
Self Configurable	Yes
Business Function	Promotions
BPD Only?	Yes
B2B/B2C/Both	B2B
Third Party Costs	n/a

Related help

- [Mixed Product Buy Pricing Promotion](#)
- [Promotions](#)
- [Online Discounts](#)
- [Promo Codes - Additional Options](#)
- [Promotion Codes Overview](#)
- [Repeating Promo Codes](#)
- [Free Freight Promo Codes](#)
- [Tiered Promotion Codes](#)
- [Delete expired Promo Codes](#)
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