

Check a Customer's Price for a Product

Check the customer code, product code, and quantity to be entered and the full price calculation logic be displayed. This comes in handy if there is a price discrepancy between your ERP System and the website.



The first step to check pricing between your ERP System and the website is to enter a sales order in your ERP System for the exact same combination as what is being tested on the website. This way, the correct price will be compared.

Step-by-step guide

To check how the price is calculated for a customer and product combination:

1. As administrator on your website, go to **Preferences Tools**.
2. In the **Pricing Calculation Matrix**, enter the Product Code, Quantity and Customer Code.
3. Click **Price Matrix**.

The screenshot shows the Commerce Vision website interface. At the top left is the logo, which consists of a stylized 'C' made of blue, yellow, and green segments, followed by the text 'commerce VISION'. Below the logo is a navigation bar with buttons for 'Color', 'Browse', 'Navigation', 'Forward Orders', 'Tools', and 'FAQ'. The 'Tools' button is highlighted. Below the navigation bar is a sub-menu with 'Pricing Matrix' and 'Product Enquiry' buttons. The 'Pricing Matrix' button is selected. The main content area is titled 'Pricing Calculation Matrix' and contains the following fields and buttons:

- Product Code :
- Quantity :
- Customer :
-
- Live Price Cache Data**

The calculation results will be displayed:

Color
Browse
Navigation
Forward Orders
Tools
FAQ

Pricing Matrix
Product Enquiry

Pricing Calculation Matrix

Product Code :

Quantity :

Customer :

Customer 4COMMERCE
 Stock Code 1343335
 Quantity 12
 PriceLevel 0
 PriceWarehouse Q
 PricingMethod 1 (0=Standard 1=Best 2=First)

Price Rules	98	36	45	40	51	37	41	38	42	34	43	52	99	48	06	07
ItemPrice	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Discount	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BestPrice	9999999999	9999999999	9999999999	9999999999	9999999999	9999999999	9999999999	9999999999	9999999999	9999999999	9999999999	9999999999	9999999999	9999999999	9999999999	56.36 56.36
BestDiscount	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BestUseDiscount	False	True	True													
OverrideBest	False															

MaxPrice : 9999999999
 Discount : 0
 IsDiscountToBeUsed : True

ReturnItemPrice : 56.36

Live Price Cache Data

Product Code	Customer Code	Warehouse Code	Qty	Expiry Date	Price	Discount	Tax Exempt	EffectiveDate	Tax Code	Price Code Used
0 records. (1 page)										

Explanation of Results:

- The top section of the results displays the assumptions used:
 - Customer Code
 - Stock Code
 - Quantity
 - The customers price level
 - The warehouse for the customer
 - The system setting for price method (this should correspond to the PRONTO setting)
- "Live Price Cache Data" - see below.

Understanding Live Price Cache

"Live Price Cache Data" shows if the web application has cached the price. Each time a customer views a product on the web site, the system first of all looks at the price cache to check if a non-expired record exists. If it does, the price will be used. If no cache record exists, a full calculation of the price is performed and stored in the price cache. Using a price cache quickens the response time of the website as complex pricing rules do not have to be calculated every time the products are viewed. By default the price cache is set to 60 minutes but this is fully configurable. The Commerce Vision support team can change this setting.

This means that if a price change has been made in PRONTO and it has been integrated to your Commerce Vision website, it may not be effective yet as the previous price might still be in the cache file. The yellow highlight will show if the cached price is being used as per the above image.

To clear the pricing cache and force the new pricing to take effect immediately, click the "Clear Pricing Data" button (See: [How do I Reset the Price Cache](#)).

Related help

- [Reset the Price Cache](#)
- [Change the Display of Zero-priced Items](#)
- [Check a Customer's Price for a Product](#)
- [Web-based Discounts](#)
- [Live Quantity Breaks](#)