Enable the Sale and Display of Zero-Priced Items

Overview

Generally, zero-priced items are not allowed to be ordered, but many organisations wish to treat zero-priced items differently from the standard.

Capabilities of the software

Customer Self Service allows for zero-priced items to be sold under certain circumstances. The following features are available with respect to zero-priced items and zero-totalled orders:

- · A system flag to control whether items that are priced as zero can be ordered or not.
- A system flag to control what to replace a zero price with when displaying the price (options are \$0 or \$POA, noting that the term 'POA'
 can be customised).
- A system flag to stop an order from being submitted if the total is zero.
- A table of product groups that will override the system flag so that only products from certain groups can be priced as zero. This would
 allow customer-owned stock from certain groups to be sold as zero but stop general catalogue items from being sold as zero.

Step-by-step guide

To Configure Options for Zero-Priced Items:

- 1. As Administrator, go to Settings Settings (/zSettings.aspx).
- 2. Click the Integration tab.
- 3. Click the Items tab.
- 4. To set whether zero-priced items can be ordered, update the Disable Ordering of \$0.00 items flag.
- To set what to replace a zero price with when displaying the price (options are \$0 or \$POA), update Replace \$0.00 Price with
- 6. To save, click the Update button.
- 7. Click the Orders tab.
- 8. To set whether to stop an order from being submitted if the total is zero, update Allow Zero Dollar Orders.
- 9. To save, click the **Update** button.
- 10. Click the Restrictions and Charges tab.
- 11. To set the table of product groups that will override the system flag so that only products from certain groups can be priced as zero, update Zero Priced Product Groups.
 - i. Click **New**.
 - ii. In Product Group, enter the required Group Code.
 - iii. In Description, enter a brief description.
 - iv. To save, click OK.
 - v. Repeat Steps 1-4 as required.

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