

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.
5. 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](#)