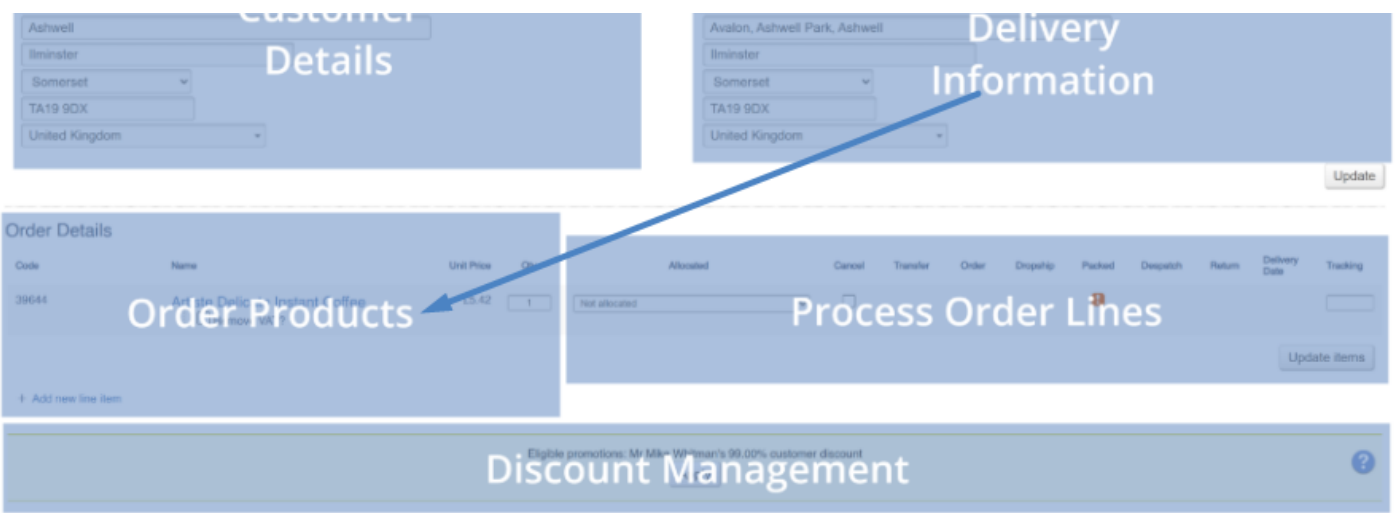


Order Products



This section will show a list of Order Products, which are separated into individual Sales Order Lines.

Product Types

Different products will display differently, with different information.

Standard Products

These are products without [Customisations](#).

Code	Name	Unit Price	Qty
14354rtgd	Big Red Apple <input type="checkbox"/> Remove VAT?	£19.20	1

Field	Purpose
Code	<i>This is the SKU code of the Variant purchased</i>
Name	<i>This is the name of the Product purchased</i>
Unit Price	<i>This is the price of the Product purchased</i>

This will show additional detail if order level discounts have been applied, but not if a special offer price is active on the Variant sold

Field	Purpose
Quantity	The quantity of the Variant purchased by the Customer

Made to Order Products

These are products with [Customisations](#).

Code	Name	Unit Price	Qty
36880-80713	Demo Sofa (with Swatch Wizard) Fabric Fabric: Sea Green Leather: Orange <input type="checkbox"/> Remove VAT?	£538.40	1

Field	Purpose
Code	This is the SKU code of the Variant purchased
Name	This is the name of the Product purchased Customisations selected by the Customer are detailed below; these are shown in alphabetical order with additional custom options appended below the ones applied on the Customisation tab
Unit Price	This is the price of the Product purchased <div style="border-left: 2px solid #00AEEF; padding-left: 10px; background-color: #E0F2F7;"> This will show additional detail if order level discounts have been applied, but not if a special offer price is active on the Variant sold </div>
Quantity	The quantity of the Variant purchased by the Customer

Bundle

These are products set up as [Bundles](#).

Code	Name	Unit Price	Qty
39538	Test Bundle	£24.20	1
14354rtgd	Big Red Apple	£19.20	1
33930S-74473-74954	Pineapple (standard variants) large bitter	£5.00	1

The contents of a Bundle are displayed below the parent Bundle product; for these, the price and quantity will be greyed out and locked. The prices are for reporting purposes only, designed to show an indicative value assigned to the Bundle components. The quantities are used for fulfilment and stock reservation, as each component may be processed individually.

Field	Purpose
Code	<i>This is the SKU code of the Variant purchased</i>
Name	<i>This is the name of the Product purchased</i>
Unit Price	<i>This is the price of the Product purchased</i>
	<i>This will show additional detail if order level discounts have been applied, but not if a special offer price is active on the Variant sold</i>
Quantity	<i>The quantity of the Variant purchased by the Customer</i>

Addons

These are shown below linked Sales Order Lines.

Code	Name	Unit Price	Qty
1854c	Big red apple (with upsells)	£4.00	1
	Item 1: Gift Wrap: Tissue Paper (addon123) <input type="checkbox"/> Remove VAT?		
addon123	Gift Wrap: Tissue Paper	£50.00	1
	<input type="checkbox"/> Remove VAT?		

Addons will be displayed on linked items, as well as on their own line; this is to clearly show which Sales Order Lines are linked to which Addons.

Field	Purpose
Code	<i>This is the SKU code of the Addon purchased</i>
Name	<i>This is the name of the Addon purchased</i>

Field	Purpose
Unit Price	<p><i>This is the price of the Addon purchased</i></p> <div style="border: 1px solid #00aaff; padding: 5px; margin-top: 10px;"> <p><i>This will show additional detail if order level discounts have been applied, but not if a special offer price is active on the Variant sold</i></p> </div>
Quantity	<i>The quantity of the Addon will always be '1'</i>

Voucher

Code	Name	Unit Price	Qty
CUSTOMVOUCHER	<p>Gift Voucher £10</p> <hr/> <p>Gift Voucher email and message... 2025-08-28 info@iconography.co.uk <input type="checkbox"/> Remove VAT?</p>	£50.00	1

Vouchers are automatically despatched when the order is paid in full.

Field	Purpose
Code	<i>This is the SKU code of the Variant purchased</i>
Name	<i>This is the name of the Product purchased</i>
Unit Price	<p><i>This is the price of the Voucher, either as per the Variant selected, or as per a customer amount for this Sales Order</i></p> <p><i>Additional information will also show on the Sales Order Line:</i></p> <ul style="list-style-type: none"> • <i>date sent</i> • <i>recipient email address</i> • <i>voucher code</i> • <i>balance remaining</i>
Quantity	<i>The quantity of the Variant purchased by the Customer</i>

Booking

Code	Name	Unit Price	Qty
afternoontea-bury	Afternoon Tea Booking Bury St Edmunds Date: 2025-09-11 Time: 15:30:00 <input type="checkbox"/> Remove VAT?	£5.00	<input type="text" value="4"/>

Field	Purpose
Code	<i>This is the SKU code of the Variant purchased</i>
Name	<i>This is the name of the Product purchased</i>
Unit Price	<i>This is the price of the Variant purchased</i> <i>Additional information will also show on the Sales Order Line:</i> <ul style="list-style-type: none"> <i>date of booking</i> <i>time of booking</i> <div style="border: 1px solid #00a0e3; background-color: #e6f2ff; padding: 5px; margin-top: 10px;"> <i>This will show additional detail if order level discounts have been applied, but not if a special offer price is active on the Variant sold</i> </div>
Quantity	<i>The quantity of the Variant purchased by the Customer</i>

Other Actions

Adding a new line item

You can either search for an existing product or add a custom product to a Sales Order

Existing Product

Search for an existing Product by Name or by Code; you will then be able to make your selection from a list.

— Add new line item

pineapple

Pineapple (standard variants) large bitter

Pineapple (standard variants) large sour

Pineapple (standard variants) large sweet

Pineapple (standard variants) medium bitter

Pineapple (standard variants) medium sour

Pineapple (standard variants) medium sweet

Pineapple (standard variants) small bitter

Pineapple (standard variants) small sour

Pineapple (standard variants) small sweet

~~Pineapple (standard variants) small sweet Condition:Very Damaged~~

~~Pineapple (standard variants) small sweet Grade B~~

~~Pineapple (simple variants) small sour~~

Unavailable Unique Stock Records will be displayed greyed out, with a strikethrough. This is to assist reordering.

Custom Product

Simply enter a custom SKU Code which doesn't match anything within your product database. Then add a name and price as required.

Changing quantity ordered

It is only possible to amend the quantity on a Sales Order Line on the day that it was added to the Sales Order. This is to preserve the integrity of reporting.

Removing VAT

Use the tick box to remove VAT from a product.

A [VAT Exemption Form](#) may be added from the [Quick Access Buttons](#)

Delete Cancelled Lines

Pressing this button will remove cancelled lines from the Sales Order and all associated paperwork.

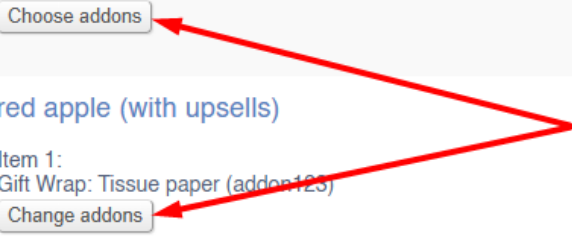
These Sales Order Lines are not deleted from the system, and are retained for reporting purposes.

Change/Choose Addons

Use this button to change/choose Addons.

Order Details

Code	Name
301635	Purbeck Reclaimed Wood Painted Lamp Table <input type="button" value="Choose addons"/>
1854c	Big red apple (with upsells) Item 1: Gift Wrap: Tissue paper (addon123) <input type="button" value="Change addons"/> <input type="checkbox"/> Remove VAT?



Create RMA

Use this option to create an [RMA](#) (return merchandise authorisation) to formally process a return.

Revision #7

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