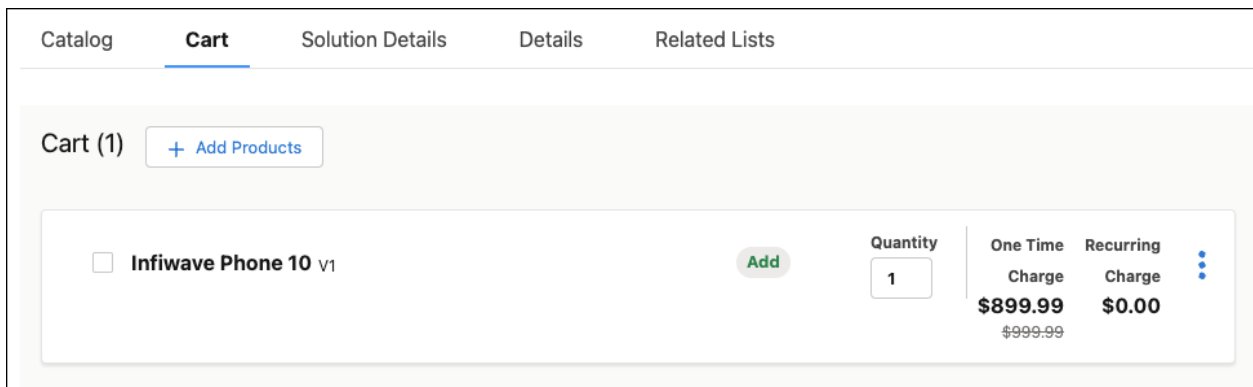# Exercise 4-4: Apply Manual Changes to a Product's Price in the Cart
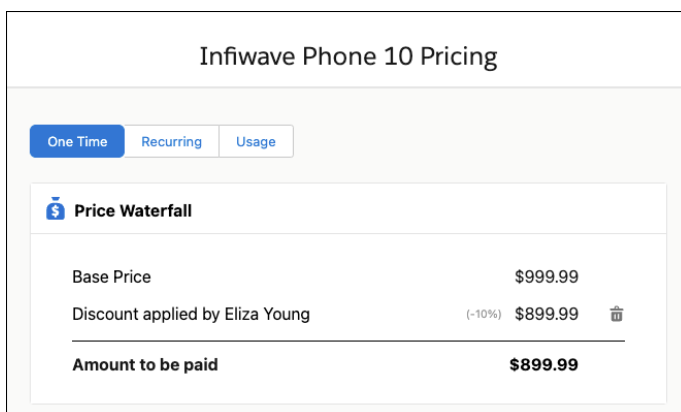
You can manually change any price in the cart that appears in the Recurring Charge column or the One Time Charge column by adjusting it with a percentage or amount, or by overriding the price. This includes any price that has already been changed because of a promotion.

The amended price is displayed in the cart. The original price is struck through and shown below the new price, as shown here.



In the above example, you can see the Infiwave Phone 10 price has been reduced from $999.99 to $899.99. To find out more, from the action menu for the line item, select Adjust Price. This takes you to the Pricing dialog, which provides information about each price change that's been made.



---

In the above example, you can see that the price change displayed in the cart is the result of Eliza Young applying a discount of 10% to the one-time price of the Infiwave 10 Phone for this order. Need to remove the discount? - just click the delete icon to the right of the amendment in the **Price Waterfall**.

> You can restrict the conditions under which users can apply manual adjustments using context rules.

When you discount a recurring charge, you can also assign a time plan to limit the discount duration, or a time policy to determine how the discount begins and ends. Read more about manual price adjustments and overrides in the LWC cart in the Salesforce Help.

## Scenario

Ada has issued a policy that allows Infiwave salespeople and customer service reps to apply a 20% or $10 per phone discount on purchases of 10 - 20 smartphones at their own discretion.

She's asked you to help her train the salespeople and CSRs on how to apply manual discounts in the cart.

## Goals

- Differentiate between a percentage adjustment of a price, an amount adjustment to a price in the cart, and a price override
- Demonstrate how to manually adjust the price of a product in the cart
- Delete a manual adjustment

## Tasks

1. Adjust a one-time charge to give 20% off the product price
2. Adjust a one-time charge to give $10 off the product price
3. Apply a manual price override in the cart

## Time: 10 mins

## Task 1: Adjust a one-time charge to give 20% off the product price

To make things easier in the training, you decide it would be best to demonstrate amending the price for the Infiwave Phone 9 using the Carole White - Test Bundles order you created earlier. You add 10 phones to the cart then apply price adjustment of -20% to the phones.

### Instructions

1. Add the ten Infiwave Phone 9 phones to the cart.

   a. Navigate to the browser tab where the **Carole White - Test Bundles** order is currently open or create a new order.

   b. In the **Cart** workspace of the order, click **+ Add Products**, then locate and add the **Infiwave Phone 9** to the cart.

   c. From the **Infiwave Phone 9** action menu, select **Configure** and amend the configuration of the phones as follows:

   | Field | Value |
   |-------|-------|
   | Color | **Silver** |
   | Quantity | 10 |

   d. Close the configuration dialog once you're done.

2. Adjust the price of the Infiwave Phone 9 products in the cart to reduce the one-time price by 20%.

   a. From the **Infiwave Phone 9** action menu, select **Adjust Price** to open the Infiwave Phone 9 Pricing dialog.

   b. Select **One Time** from the price type selection buttons at the top of the dialog to review or amend the one-time pricing on the product. Notice the **Price Waterfall**, which displays the base price of the child product, and any adjustments that have been made. There have been no amendments, so only the base price is displayed.

c. In the **Adjust Pricing** section of the dialog, configure the adjustment as follows:

| Field | Value |
|---|---|
| Adjust By | **Percentage** |
| Discount or Upcharge | Click **Discount (-)** |
| Amount | 20 |

a. Click **+ Add** to save your price adjustment.
b. Notice your price adjustment is displayed in the **Price Waterfall**.
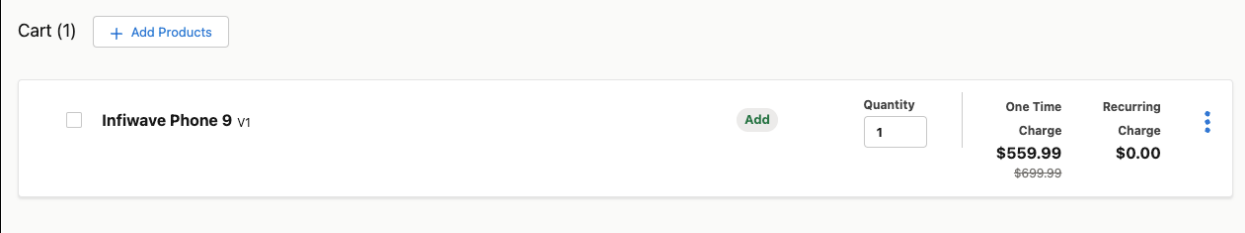


c. Close the **Infiwave Phone 9 Pricing** dialog to return to the **Cart** workspace of your order. Refresh the browser window, and then notice the **One Time**

**Charge** for the phones now displays the new price of $559.99 with the original price shown struck through beneath.



3. As a final step for this task, let's remove the 20% discount so the product returns to its original price.

   a. From the **Infiwave Phone 9** action menu, select **Adjust Price** to open the Infiwave Phone 9 Pricing dialog.
   b. Select **One Time** from the price type selection buttons at the top of the dialog to review or amend the one-time pricing on the product. Notice the **Price Waterfall**, which displays the discount you applied.
   c. Click the **trash** icon beside the discount in the **Price Waterfall**. The adjustment is removed and the price is returned to its original value.
   d. Close the **Infiwave Phone 9 Pricing** dialog to return to the **cart** and refresh the browser window. In the **Cart** workspace, notice the adjustment is no longer displayed in the cart and the **Infiwave Phone 9** products have returned to their original price.

TRAILHEAD

## Task 2: Adjust a one-time charge to give $10 off the product price

Moving onto the second part of the training session you're providing the CSRs and salespeople, you demonstrate how to add a $10 off the product price adjustment to the Infiwave Phone 9 products in the order cart.

## Instructions

1. Adjust the price of the Infiwave Phone 9 products in the cart to reduce the one-time price by $10.

   a. From the **Infiwave Phone 9** action menu, select **Adjust Price** to open the Infiwave Phone 9 Pricing dialog.
   b. Select **One Time** from the price type selection buttons at the top of the dialog to review or amend the one-time pricing on the product. Notice the **Price Waterfall**, which displays the base price of the child product, and any adjustments that have been made. There are no amendments, so only the base price is displayed.
   c. In the **Adjust Pricing** section of the dialog, configure the adjustment as follows:

   | Field | Value |
   |---|---|
   | Adjust By | **Amount** |
   | Discount or Upcharge | Click **Discount (-)** |
   | Amount | 10 |

   d. Click **+ Add** to save your price adjustment.
   e. Notice your price adjustment is displayed in the **Price Waterfall**.

Infiwave Phone 9 Pricing

| One Time | Recurring | Usage |

**Price Waterfall**

| Base Price | | $699.99 | |
| Discount applied by Eliza Young | (-$10.00) | $689.99 | 🗑 |
| **Amount to be paid** | | **$689.99** | |

**Adjust Pricing**

Adjust By

| Amount ▼ | | Discount (-) | Upcharge (+) |

* Amount

$0.00

+ Add

    f.    **Close** the **Infiwave Phone 9 Pricing** dialog to return to the **Cart** workspace of your order. Notice the **One Time Charge** for the phones now displays the new price of $689.99 with the original price shown struck through beneath.

2.  As a final step for this task, remove the $10 discount so the product returns to its original price. Follow the instructions in **Step 3** of the previous task to delete the discount from the **Price Waterfall** and check it has been removed from the cart.

## Task 3: Apply a manual price override in the cart

In your training session, one of the salespeople suggests that customers often ask for a specific new price, rather than a discount. You demonstrate how to override the base price to set a new price of $200 for the Infiwave Phone 9 products in the cart.

1.  Override the price of the Infiwave Phone 9 products in the cart to a new price of $200.

    a.  From the **Infiwave Phone 9** action menu, select **Adjust Price** to open the Infiwave Phone 9 Pricing dialog.
    b.  Select **One Time** from the price type selection buttons at the top of the dialog to review or amend the one-time pricing on the product. Check the **Price Waterfall** displays only the base price. If there are any adjustments, delete them.
    c.  In the **Adjust Pricing** section of the dialog, configure the adjustment as follows:

    | Field | Value |
    | --- | --- |
    | Adjust By | **Override** |
    | Amount | 200 |

    a.  Click **+ Add** to save your price override.
    b.  Notice your price override is displayed in the **Price Waterfall**.
    c.  **Close** the **Infiwave Phone 9 Pricing** dialog to return to the **Cart** workspace of your order. Notice the **One Time Charge** for the phones now displays the new price of $200.00 with the original price shown struck through beneath.

**Yay! All done!**

10