

Change the Display of Zero-priced Items

Generally, zero-priced items are not allowed to be ordered, but many customers wish to treat zero-priced items differently.

Capabilities of the Software

Zero-priced items can be sold under certain circumstances. The following features are available for zero-priced items and zero-totaled 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 set-up options for zero priced items

1. As an administrator, go to **Settings**
2. The flags are located in the following areas:
 - a. Flag to control whether items that are priced as zero can be ordered or not: **Integration Items** - "Disable Ordering of \$0.00 items"
 - b. Flag to control what to replace a zero price with when displaying the price (options are \$0 or \$POA): **Integration Items** - "Replace \$0.00 Price with"
 - c. Flag to stop an order from being submitted if the total is zero: **Orders Current Order Display** - "Allow Zero Dollar Orders"
 - d. Table of product groups that will override the system flag so that only products from certain groups can be priced as zero: **Orders Restrictions and Charges** - "Zero Priced Product Groups"

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](#)