



Chapter 5: Making Changes

Because it will often be necessary for you to edit, modify, and/or add information within the Web Order Entry system, this chapter presents detailed information on how to go about making changes.



You can only make changes to your orders while the party has a status of "Not Submitted" and the orders have a "Pending" Status.

Adding Items to an Order

You may add items to any "Pending" customer order by implementing the following steps:

1. In the Party History section of the Welcome page, select the desired party by clicking on the corresponding party number in the **Ref #** column.

Ref #	Party Type	Partial Linked	Description	Host	Date	Sales Credit	Sales Total	Status
275690	Party	No	Karen's Birthday Party	Karen Bask	05/28/2002	768.00	768.00	Not Submitted
275692	Party	Partial	Hannah's Housewarming - Set 1	Hannah Hall	05/19/2002	262.00	262.00	Not Submitted
275571	Party	No	Birthday Party	Sally Fer	05/21/2002	97.00	97.00	Not Submitted
275463	Party	No	Party For Lois	Lois Williams	05/14/2002	430.00	430.00	Not Submitted
275088	Party	No	Hannah's Housewarming-Set 1	Hannah Hall	04/28/2002	734.00	734.00	Not Submitted
274993	Party	No	Michael's Party	Hannah Hall	05/06/2002	629.00	629.00	Not Submitted

2. Click on the **Party Orders & Datings** button to view all of the orders associated with the party.

Party Setup Chris Hughes

Party Ref #: 275690 Description: Karen's Birthday Party Party Date: 05/28/2002

Attendance: 15 # Orders: 3 # Datings: 2

Partial Party: ☐ Host Gift Program: SUMMER 2002

Cash & Carry Pool: \$0.00 Pool Amount Applied to this Party \$:

Except for direct-to customer orders, this party will be shipped to: ☒ Host ☐ Consultant

Home Address **Ship Address** ☒ Same as Home Address

First Name: Karen First Name: Karen
 Last Name: Bask Last Name: Bask
 Address: 33 Pine Street Address: 33 Pine Street
 Apt/Suite: Apt/Suite:
 City: Orlando State: FL City: Orlando State: FL
 Zip+4: 32802 Zip+4: 32802
 Home Phone: (407) 555-1212 Work Phone: Work Phone:
 Work Phone: Extn: Ship Instruction: Ship Instruction:

☐ PO Box ☐ Military ☐ Outside City ☐ PO Box ☐ Military ☐ Outside City

Previous Party Summary **Party Orders & Datings** Delete Party Next

3. Click on the desired order number in the **Order #** column.

[illegible]

- Click the **Next** button once.
- On the next available item line, choose an item type from the Item Type drop-down list.
- Click in the first blank **Item #** field and enter the item # of the product you wish to add to the customer's order. Hit the Tab key and enter a quantity in the **Qty** field.

Item Entry		Chris Hughes			
Party Ref#	275690	Description	Karen's Birthday Party	Party Date	05/28/2002
Order Ref#	82835097	Customer	Joe Goodman	Order Date:	05/28/2002
Order Type:	CUSTOMER	Shipping Method:	Ship To Host		

Bd	Item Type	Item	Description	Qty	Cost	Cost Total	Retail Price	Retail Total
<input type="checkbox"/>	1-Regular	0828	DECORATING BAG WITH TIPS	10	\$15.00	\$150.00	\$20.00	\$200.00
<input type="checkbox"/>	1-Regular	0830	GOURMET DECORATOR	10	\$11.25	\$112.50	\$15.00	\$150.00
<input type="checkbox"/>	1-Regular	1003	CRYSTAL WAVE/TM/SM SET/GUSTO RD	5	\$13.75	\$68.75	\$21.00	\$105.00
<input type="checkbox"/>	1-Regular							
<input type="checkbox"/>	1-Regular							
<input type="checkbox"/>	1-Regular							
<input type="checkbox"/>	1-Regular							
<input type="checkbox"/>	1-Regular							
<input type="checkbox"/>	1-Regular							
<input type="checkbox"/>	1-Regular							
<input type="checkbox"/>	1-Regular							

Previous

Item Search

Next 10 Items

Verify

Next

7. Continue entering additional items. When you've finished, click on the **Verify** button to confirm the availability of the item(s).
8. Follow the process for entering the order as outlined in **Chapter 4: Entering Your Party Orders and Payments**.

Deleting Items from an Order

You may delete items from any "Pending" customer order by implementing the following steps:

1. In the Party History section of the Welcome page, select the desired party by clicking on the corresponding party number in the **Party Ref #** column.

Welcome to Web Order Entry!

Important! Customer Care hours and Web Order Entry hours are different, please scroll down for complete details. Special Note: The processing week closes each Tuesday at 12:00 Midnight Eastern Time. Please click here to see [What's New!](#)

Attention! Web Order Entry is available anytime except between the hours of 4 a.m. and 8 a.m. Eastern time on Sundays.

Welcome back, Chris! Select an existing party from the list below to review or change, or click on "Party Order" to enter a new party. For non-Party orders, click on the "Non-Party Order" button. For fundraiser orders, click on the "Fundraiser Order" button.

Week# 26 Cutoff: Wednesday, July 03rd 2002 at 2:00pm ET

Party History Chris Hughes ?

Ref#	Party Type	Partial Linked	Description	Host	Date	Sales Credit	Sales Total	Status
275690	Party	No	Karen'S Birthday Party	Karen Bank	05/28/2002	768.00	768.00	Not Submitted
275527	Party	Partial	Hannah'S Housewarming - Set 1	Hannah Hall	05/19/2002	262.00	262.00	Not Submitted
275521	Party	No	Birthday Party	Sally Farr	05/21/2002	97.00	97.00	Not Submitted
275463	Party	No	Party For Lois	Lois Williams	05/14/2002	450.00	450.00	Not Submitted
275088	Party	No	Hannah'S Housewarming-Set 1	Hannah Hall	04/28/2002	724.00	724.00	Not Submitted
274928	Party	No	Michael'S Party	Hannah Hall	05/06/2002	629.00	629.00	Not Submitted

2. Click on the **Party Orders & Datings** button to view all of the orders associated with the party.

Party Setup Chris Hughes ?

Party Ref#	275690	Description	Karen'S Birthday Party	Party Date	05/28/2002
Attendance	15	# Orders	3	# Datings	2

Partial Party ☐ Host Gift Program SUMMER 2002

Cash & Carry Pool: \$0.00 Pool Amount Applied to this Party \$

Except for direct-to customer orders, this party will be shipped to: ☒ Host ☐ Consultant

Home Address **Ship Address** ☒ Same as Home Address

First Name	Karen	First Name	Karen
Last Name	Bank	Last Name	Bank
Address	33 Pine Street	Address	33 Pine Street
Apt/Suite		Apt/Suite	
City	Orlando	City	Orlando
State	FL	State	FL
Zip+4	32802 -	Zip+4	32802 -
E-mail		Work Phone	
Home Phone	(407)555-1212	Extn.	
Work Phone		Ship Instruction	

☐ PO Box ☐ Military ☐ Outside City

☐ PO Box ☐ Military ☐ Outside City

3. Click on the desired order number in the **Order #** column.
4. Click the **Next** button once.

- Click the **Del** check box to the left of the item you wish to remove from the order. You can click in multiple check boxes — this allows you to delete multiple items at one time.

Item Entry Chris Hughes ?

Party Ref#	275690	Description	Karen'S Birthday Party	Party Date	05/28/2002
Order Ref#	82835097	Customer	Joe Goodman	Order Date	05/28/2002
Order Type	CUSTOMER	Shipping Method	Ship To Host		

Del	Item Type	Item	Description	Qty	Cost	Cost Total	Retail Price	Retail Total
<input type="checkbox"/>	1-Regular	0828	DECORATING BAG WITH TIPS	10	\$15.00	\$150.00	\$30.00	\$300.00
<input type="checkbox"/>	1-Regular	0830	GOURMET DECORATOR	10	\$11.25	\$112.50	\$15.00	\$150.00
<input checked="" type="checkbox"/>	1-Regular	1003	CRYSTAL WAVE/TMOSSM SET/GUSTO RD	5	\$15.75	\$78.75	\$21.00	\$105.00
<input type="checkbox"/>	1-Regular							
<input type="checkbox"/>	1-Regular							
<input type="checkbox"/>	1-Regular							
<input type="checkbox"/>	1-Regular							
<input type="checkbox"/>	1-Regular							
<input type="checkbox"/>	1-Regular							
<input type="checkbox"/>	1-Regular							
<input type="checkbox"/>	1-Regular							

Previous Item Search Next 10 Items Verify **Next**

- Click the **Verify** button to verify the deletions and to stay on the Item Entry page. Or, click the **Next** button to delete the items and move on to the Order Summary and Customer Payment page.

Adding Customer Orders

After you've already established a party in the system, you can add additional customer orders as desired as long as the party has a "Not Submitted" status.

- In the Party History section of the Welcome page, select the desired party by clicking on the corresponding party number in the **Party Ref #** column.

Welcome to Web Order Entry!

Important! Customer Care hours and Web Order Entry hours are different, please scroll down for complete details. **Special Note:** The processing week closes each Tuesday at 12:00 Midnight Eastern Time. Please click here to see [What's New!](#)

Attention! Web Order Entry is available anytime except between the hours of 4 a.m. and 8 a.m. Eastern time on Sundays.

Welcome back, Chris! Select an existing party from the list below to review or change, or click on "**Party Order**" to enter a new party. For non-Party orders, click on the "**Non-Party Order**" button. For fundraiser orders, click on the "**Fundraiser Order**" button.

Week# 26 Cutoff: Wednesday, July 03rd 2002 at 2:00pm ET

Party History Chris Hughes ?

Ref#	Party Type	Partial Linked	Description	Host	Date	Sales Credit	Sales Total	Status
275690	Party	No	Karen'S Birthday Party	Karen Dank	05/28/2002	768.00	768.00	Not Submitted
275691	Party	Partial	Hannah'S Housewarming - Set 1	Hannah Hall	05/19/2002	262.00	262.00	Not Submitted
275571	Party	No	Birthday Party	Sally Farr	05/21/2002	97.00	97.00	Not Submitted
275463	Party	No	Party For Lois	Lois Williams	05/14/2002	430.00	430.00	Not Submitted
275383	Party	No	Hannah'S Housewarming, Set 1	Hannah Hall	04/28/2002	734.00	734.00	Not Submitted
274998	Party	No	Michael'S Party	Hannah Hall	05/06/2002	629.00	629.00	Not Submitted

Non-Party Order Party Order Fundraiser Order

2. Click on the **Party Orders & Datings** button to view all of the orders associated with the party.

Party Setup		Chris Hughes ?	
Party Ref#	275690	Description:	Karen'S Birthday Party
Party Date:	05/28/2002		
Attendance	15	# Orders	3
		# Datings	2
Partial Party <input type="checkbox"/>		Host Gift Program <input type="checkbox"/> SUMMER 2002 <input type="button" value="v"/>	
Cash & Carry Pool: \$0.00		Pool Amount Applied to this Party \$ <input type="text"/>	
Except for direct-to customer orders, this party will be shipped to: <input checked="" type="radio"/> Host <input type="radio"/> Consultant			
Home Address <input type="button" value="Home Search"/>		Ship Address <input checked="" type="checkbox"/> Same as Home Address	
First Name	Karen	First Name	Karen
Last Name	Bank	Last Name	Bank
Address	33 Pine Street	Address	33 Pine Street
Apt/Suite		Apt/Suite	
City	Orlando State FL	City	Orlando State FL
Zip+4	32802 - <input type="text"/>	Zip+4	32802 - <input type="text"/>
E-mail		Work Phone	Extn. <input type="text"/>
Home Phone	(407)555-1212	Ship Instruction	
Work Phone	<input type="text"/> Extn. <input type="text"/>		
<input type="checkbox"/> PO Box <input type="checkbox"/> Military <input type="checkbox"/> Outside City		<input type="checkbox"/> PO Box <input type="checkbox"/> Military <input type="checkbox"/> Outside City	

3. Click on the **New Order** button and enter the customer's order as outlined in **Chapter 4: Entering Your Party Orders and Payments**.

[illegible]

Deleting Customer Orders

Follow these steps to delete customer orders you've already established in the system on parties that are not yet submitted:

1. In the Party History section of the Welcome page, select the desired party by clicking on the corresponding party number in the **Party Ref #** column.

Welcome to Web Order Entry!
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Attention! Web Order Entry is available anytime except between the hours of 4 a.m. and 8 a.m. Eastern time on Sundays.

Welcome back, Chris! Select an existing party from the list below to review or change, or click on "Party Order" to enter a new party. For non-Party orders, click on the "Non-Party Order" button. For fundraiser orders, click on the "Fundraiser Order" button.
Week# 26 Cutoff: Wednesday, July 03rd 2002 at 2:00pm ET

Party History Chris Hughes ?

Ref#	Party Type	Partial Linked	Description	Host	Date	Sales Credit	Sales Total	Status
275690	Party	No	Karen'S Birthday Party	Karen Bank	05/28/2002	768.00	768.00	Not Submitted
275597	Party	Partial	Hannah'S Housewarming - Set 1	Hannah Hall	05/19/2002	262.00	262.00	Not Submitted
275571	Party	No	Birthday Party	Sally Farr	05/21/2002	97.00	97.00	Not Submitted
275463	Party	No	Party For Lois	Lois Williams	05/14/2002	450.00	450.00	Not Submitted
275088	Party	No	Hannah'S Housewarming-Set 1	Hannah Hall	04/28/2002	724.00	724.00	Not Submitted
274928	Party	No	Michael'S Party	Hannah Hall	05/06/2002	629.00	629.00	Not Submitted

2. Click on the **Party Orders** button to view all of the orders associated with the party.

Party Setup Chris Hughes ?

Party Ref#	275690	Description:	Karen'S Birthday Party	Party Date:	05/28/2002
Attendance	15	# Orders	3	# Datings	2

Partial Party ☐ Host Gift Program

Cash & Carry Pool: \$0.00 Pool Amount Applied to this Party \$

Except for direct-to customer orders, this party will be shipped to: ☒ Host ☐ Consultant

Home Address

First Name

Last Name

Address

Apt/Suite

City State

Zip+4 -

E-mail

Home Phone

Work Phone Extn.

☐ PO Box ☐ Military ☐ Outside City

Ship Address ☒ Same as Home Address

First Name

Last Name

Address

Apt/Suite

City State

Zip+4 -

Work Phone Extn.


Ship Instruction

☐ PO Box ☐ Military ☐ Outside City

3. Click on the desired order number in the **Order #** column.

[illegible]

4. Click on the **Delete** button.

Customer Order		Chris Hughes 	
Party Ref#:	275690	Description:	Karen'S Birthday Party
Party Date:	05/28/2002		
Order Ref#:	82835097		

This order is for: ☒ Customer ☐ Host ☐ Consultant

This is a direct-ship order: ☐ Dated a Party: ☐ Party Date:

Home Address

First Name:

Last Name:

Address:

Apt/Suite:

City: State:

Zip+4: -

E-mail:

Home Phone:

Work Phone: Extn.

☐ PO Box ☐ Military ☐ Outside City

Customer Search

Ship Address

First Name:

Last Name:

Address:

Apt/Suite:

City: State:

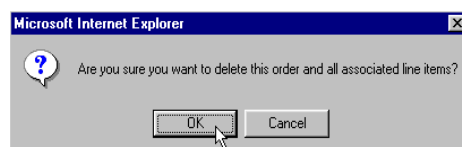
Zip+4: -

Work Phone: Extn.

Ship Instruction:

☐ PO Box ☐ Military ☐ Outside City

5. Click on the **OK** button when the following dialog appears:



The customer's order, along with all of its associated information, will then be deleted from the party. The system will then return you to the Party Orders page.

Deleting a Party

There may be times when you need to delete a party. Follow these steps after you've deleted all of the "Pending" orders associated with the party.:



Important! You must delete all orders associated with a Party before you can delete the Party.

1. In the Party History section of the Welcome page, select the desired party by clicking on the corresponding party number in the **Party Ref #** column.

Welcome to Web Order Entry!

Important! Customer Care hours and Web Order Entry hours are different, please scroll down for complete details. **Special Note:** The processing week closes each Tuesday at 12:00 Midnight Eastern Time. Please click here to see [What's New!](#)

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Week# 26 Cutoff: Wednesday, July 03rd 2002 at 2:00pm ET

Party History Chris Hughes ?

Ref#	Party Type	Partial Linked	Description	Host	Date	Sales Credit	Sales Total	Status
275690	Party	No	Karen'S Birthday Party	Karen Bank	05/28/2002	768.00	768.00	Not Submitted
275397	Party	Partial	Hannah'S Housewarming - Set 1	Hannah Hall	05/19/2002	262.00	262.00	Not Submitted
275371	Party	No	Birthday Party	Sally Farr	05/21/2002	97.00	97.00	Not Submitted
275463	Party	No	Party For Lois	Lois Williams	05/14/2002	450.00	450.00	Not Submitted
275088	Party	No	Hannah'S Housewarming-Set 1	Hannah Hall	04/28/2002	724.00	724.00	Not Submitted
274998	Party	No	Michael'S Party	Hannah Hall	05/06/2002	629.00	629.00	Not Submitted

[Non-Party Order](#)
[Party Order](#)
[Fundraiser Order](#)

2. Click on the **Delete Party** button.

Party Setup Chris Hughes ?

Party Ref#: **275690** Description: Karen'S Birthday Party Party Date: 05/28/2002

Attendance: 15 # Orders: 3 # Datings: 2

Partial Party ☐ Host Gift Program: SUMMER 2002

Cash & Carry Pool: \$0.00 Pool Amount Applied to this Party \$:

Except for direct-to customer orders, this party will be shipped to: ☒ Host ☐ Consultant

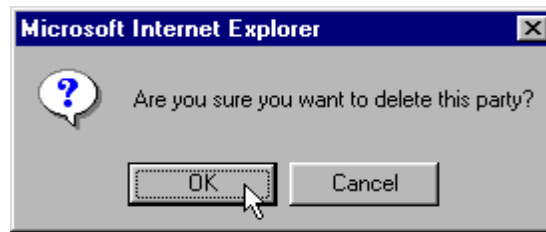
Home Address **Ship Address** ☒ Same as Home Address

First Name: Karen Last Name: Bank Address: 33 Pine Street Apt/Suite: City: Orlando State: FL Zip+4: 32802 - Work Phone: (407)555-1212 Home Phone: Ship Instruction:

☐ PO Box ☐ Military ☐ Outside City ☐ PO Box ☐ Military ☐ Outside City

[Previous](#)
[Party Summary](#)
[Party Orders & Datings](#)
[Delete Party](#)
[Next](#)

3. Click on the **OK** button when the following dialog appears:



The party will then be deleted from the system.



Remember, all parties with a "Not Shipped" status will automatically be deleted by the system after 14 days.