

Discounting Orders

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There are a variety of reasons you might want to give a discount on an order. Maybe you have a repeat customer who you want to surprise with a special discount before picking and packing their order, or perhaps you need to make up for an issue with a previous order by crediting a new one. Adding a discount while creating or updating an order is a simple way to make a great customer experience.

If you're unfamiliar with the process to create an order, [check out this article](#) first to learn the basics. Also, [review how to update an order](#) as well.

As you are adding products to an order in the Details section, **you'll see a line item for Discount**. Click it and a new window appears. You select if you'd like to add a percentage or fixed dollar amount discount, and then supply a reason. Save, and you'll see the discount applied to the order. This is also reflected in the invoice/receipt you print or email to your customer. In our example below we are giving 25% off the Fall Harvest Box to a customer who frequently visited our farmers market booth over the summer.

The screenshot displays the Farmbrite interface for order #37b3d31e0f. The sidebar on the left contains navigation menus for Schedule, Tasks, Livestock, Plantings, Resources, Accounting, Market, Orders, and Reports. The main content area shows order details: Customer (Grimes, Frank), Status (In Progress), and Date Ordered (10/01/2023). A 'Details' section includes a 'Select Product to Add' dropdown and a table of order items. The table lists '2023 Fall Harvest Box (Single Box)' with a price of \$149.99 and a quantity of 1.0. Below the table, there is a 'Payment Status' dropdown set to 'Due' and a checkbox for 'Record income in accounting section'.

Product	Price	QTY	Total
2023 Fall Harvest Box (Single Box) <small>Pick up Only</small>	\$149.99	1.0	\$149.99
Products			\$149.99
Discount			-\$0.00
Subtotal			\$149.99
Shipping & Delivery			\$0.00
Taxes			\$0.00
Total Due			\$149.99

Note that orders that are already paid in full cannot have a discount applied so any orders that were paid by credit card online are not eligible to have a discount added.

What do you give discounts for? Reach out to use and let us know if you have any feedback or questions about this feature.