Assigning Customer Discounts

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This guide explains how to set discounts on various records. It is intended for general users.

You can use several methods to organize discounts for customer orders, including:

- <u>Rate cards</u>
- <u>Standing discounts</u>
- Order adjustments
- Line item adjustments
- Billing and payment terms

If multiple discounts are applicable, aACE <u>applies them in a hierarchical sequence</u>. On an order that has discounts applied, team members may be able to modify them (<u>see below for details</u>).

Company-Level Discounts

You can apply rate cards and standing discounts at the company record.

Rate Card Discounts

Rate cards can offer ongoing discounts for various line item codes (LICs). You can <u>create a</u> <u>rate card (http://aace6.knowledgeowl.com/help/create-a-rate-card)</u> and assign it to various company records. You can also structure customer rate cards to allow for pricing locks and overrides on your LICs.

To assign a rate card to a company:

- 1. Navigate from Main Menu > CRM & Sales > Companies and select the desired company record.
- 2. Click the Finance & Accounting tab, then click Edit.
- 3. In the Customer Setup section, click the **Rate Card** field, and select the desired rate card.

Tax Details			Use Tax 1099	Customer Setu	D	Approved 🗙 🖈	Vendor Setup	Record	Access Restricted
Tax ID	W-9	W-9 Exp Date		Billing Terms	P Shipping Rate Type	Rate Value	Payment Terms	Free Shipping Type	Threshold
	0		Out of State				Net 30		
Exemption No	Cert	Cert Exp Date	Exemption Code	Rate Card >		Disc %	Default Template for	POs	
	0					۹)			Q
ACH Setup Bank Name				0XY2022 TBLTV Tech-10 TESTRC WTS2020	Oxy Anadarko Rate Tablet Volume Dis Tech Discount TestRateCard01 Spring Tablet Sal	e	Account	Office	Preferred
Routing Number		Account	Number	PidStel Cal U	4111	0/21			
Account Type		Class							

When a team member creates an order for the company, aACE applies this rate card to the order. The team member may be able to change this default (<u>see below</u>).

Standing Discounts

After you assign a standing discount to a customer record, it affects each order:

- 1. Navigate from Main Menu > CRM & Sales > Companies and select the desired company record.
- 2. Click the Finance & Accounting view, then click Edit.
- 3. In the **Customer Setup** section, enter the amount in the **Discount %** field.

								Record	Access Restricted
Tax Details			Use Tax 1099	Customer Setup		Approved 🗙 🖈	Vendor Setup		Approved 3
Tax ID		W-9 Exp Date		Billing Terms	Shipping Rate Type	Rate Value	Payment Terms	Free Shipping Type	Threshold
	0		Out of State	Net 30			Net 30		
Exemption No	Cert	Cert Exp Date	Exemption Code	Rate Card >		Disc %	Default Template for	POs	-
	ø								q
Payment Defa	ults			Customer Finance	e	Credit Hold 🗙	Vendor Finance		
Payment Method		Disbursement M	lemo (e.g. Account #)	Finance Charge	Credit Limit A/R Bal		Finance Charge	Credit Limit A/P Balan	ce Credit Balance
					(.00		0.0	00
ACH Setup				Payment Account	ts .				
Bank Name				• Туре	Last 4 Digits	Exp Date Name on Ac		Office	Preferred
				Mastercard	4111	8/21	=		^ k
Routing Number		Account	Number						
		Class							
Account Type		C1033							
Account Type									

When a team member creates an order for the company, aACE automatically applies the discount.

Order-Level Discounts

You can apply order adjustments, LIC adjustments, and billing terms to a specific order record.

Order Adjustments

You can discount the *total* amount of an order using the Adjustment field in the payment area.

- 1. Navigate from Main Menu > Order Management > Orders and select the desired order record.
- 2. Click Edit, then enter a negative percentage or lump sum in the Adjustment field.

Record: 1 of 1	1			New 🖶 Edit 🖋 Delete 🗶	Print 🗟 Actions 🛪
Order: 60227	Montbor	o School District		08/09/22	OPEN 🔴
Sales Order Manageme	nt Job Costs & Ap	oprovals		1 Notice 🔒 🛛 Tasks 🗹	Emails 🞽 🛛 Docs 🖉
ill To	*	Ship To End Customer	Please use extra bubble wrap!	Activities & Comments	5
Customer (Bill To) > 📋 오	Customer PO #	Ship To Company >	Ship Type Ship Date		
fontboro School District	16498785	Montboro School District	Complete 08/09/22		
Sam Patel 498 Lakeshore Drive	Rate Card > Disc %	Sam Patel 1498 Lakeshore Drive	Inventory Bin		
fontboro, CO 80508	LOYAL Q. 0%	Montboro, CO 80508	C-AI		
	Billing Terms		Shipping Terms		
	Net 30		FOB		
escription		Additional Info			
	к ^м		к ³		
rder Items					
Q Code	Description	Invtry Alts Upgs Opts Quantity	BO DS SO Unit Cost	Subcosts Unit Price	Total Margin 🛪
1 > NTBK-011	Lab Notebooks / Journals	4,469 0 0 + 🗏 🖈 20	2.50	0.00 10.00 20	0.00 75% 🖈 ^
				Adjustment -3	0.00 C 75% 0.00 0.00 71%
	Shipping				2.00
Sales Billing Fulfillment					
	nt Account Recurrin	g Transaction > Curren	cy Ex Rate	Tax OUT	0.00

Note: You can also use the Adjustment field to charge a premium (i.e. increasing an order's total cost by entering a *positive* number or percentage).

Line Item Code Adjustments

You can discount the price of a single LIC using the Unit Adj field for that order item.

- 1. Navigate from Main Menu > Order Management > Orders, select the desired order, then click Edit.
- 2. In the Order Items list, at the **Unit Adj** field, enter the discount as a *negative* percentage or lump sum.

Order: 60084	WCS	coury c	Catholic High Sch		scounts	11/0	9/22	PE	NDING 😑
Sales Order Man	agement Job Co	sts & Approv	vals			Notices 🔒	Tasks 🗹	Emails 🔁	Docs 🥝
ill To		*	Ship To End Customer		,	reference Activit	ies & Comm	ents	
sill To >	🖆 ♀ Customer PO #		Ship To >	🖞 ♀ Ship Type	Ship Date				
Vestbury Catholic High School	16546		Westbury Catholic High School	Complete	11/11/22	3			
ielah Murphy 1068 Fremont Drive	Rate Card >	Disc %	Selah Murphy 9068 Fremont Drive	Inventory Bi	n				
Vestbury, NY 11590	HSCT ୍		Westbury, NY 11590		c	2			
	Billing Terms			Shipping Ter	rms				
	Net 30			FOB	FOB				
escription		ĸ×	Additional Info		L.	-			
rder Items	Decreintion	RN		see Outritin P				Tatal	Mannin J
order Items	Description	¥ Marina Invt	try Alts Upgs Opts Ca	ases Quantity Bi	D DS SO U	Init Price Uni	t Adj		Margin x [™] 37% x [™] ^
Code 1 > TBLT-7	Cescription Q Student Tablet, 7 Q	¥ Marina Invt	try Alts Upgs Opts Ca		D DS SO U	Init Price Uni	t Adj 5%		Margin 귀 37% 귀 ^
Code Code	् Student Tablet, 7	¥ Marina Invt	try Alts Upgs Opts Ca		D DS SO U	Subtotal Adjustment Total	-5%	434.33 434.33 0.00 434.33	37% 🛪 ^
Code Code	Student Tablet, 7	¥ Marina Invt	try Alts Upgs Opts Cc 3 0 0 ♣ <u>=</u> ★		D DS SO U	Nit Price Uni 457.19 Subtotal Adjustment		434.33 434.33 0.00	37% 🖈 ^

Note: This adjustment field can also be used to charge a premium. To increase an LIC's cost, enter the number or percentage as a *positive* value.

Billing Term Discounts

Using <u>billing terms</u> (http://aace6.knowledgeowl.com/help/billing-payment-terms-preferences), you can offer early-payment discounts to customers.

If you create an order and assign a billing term that includes an early payment discount (e.g. Net 10 2%), that possible discount will also be noted on the invoice record. It displays as a suggested discount below the Grand Total. The note displays until the discount period has expired.

•		Invoices				
Record: 1 of 1				1	New 🕂 🛛 Edit 🖋 🛛	Delete 🗙 Print 🖶 Actions 🛪
nvoice: 6016	2 Montboro School	District			08/09/22	OPEN
Invoice Details					Notices 😣 🛛 Task	s 🗹 Emails 🎽 Docs 🍥
Sill To	×	Description			Payment Comme	ents
Customer (Bill To) >	Q Cust PO # Order >					
Erica Dawson	16498785 60227					
	Invoice Due Pmnt Expected					
	09/08/22 09/08/22	Additional Info				
	Billing Terms					
	Net 10 2%					
	oice Items Print Editor		A A			
Code 1 > NTBK-011	Lab Notebooks / Journals	Order	Quantity 20	Unit Price 10.00	Unit Adj 0.00	Total Tax Profile 30 200.00 OUT 32
		- OVER		10100	0.00	
Receipts Adjustme	nts Refunds			Adj	vtotal ustment	200.00
	ate Payment Ref Memo		Amount	Tot		200.00
			A	Shij Tax	pping 0.00 OUT	0.00 0.00 <i>Exempt</i>
					nd Total	200.00
			~		nce	200.00 100%
			Ŷ	Sug	g Disc	4.00

When you enter the receipt for that invoice, aACE compares the Receipt record's date to the Invoice record's date. If the receipt's date is before the discount period has passed, aACE automatically applies the Suggested Discount as an <u>adjustment on the receipt</u> (http://aace6.knowledgeowl.com/help/using-the-adjustment-field-in-receipts). In the General Ledger module, aACE applies the early payment discount adjustment to the GL account specified in your <u>Adjustment Codes preferences</u> (http://aace6.knowledgeowl.com/help/adjustment to the GL account specified in your Adjustment Codes preferences).

Note: If the customer sent a payment *within* the discount period, but it arrived after that timeframe, you can edit the receipt, backdate it, and apply the billing terms discount.

Assigning Multiple Discounts

You can assign multiple, overlapping discounts for an order. aACE calculates the final total by applying discounts in this hierarchy:

- 1. Special rate card adjustments
- 2. Standing discounts for the customer
- 3. Line item adjustments on the order
- 4. Order adjustments

Note: aACE applies any relevant billing terms discounts when you enter the receipt.

Modifying Discounts on an Order

Team members may be able to change the discounts on an order, depending on their <u>User</u> <u>Group privileges (http://aace6.knowledgeowl.com/help/controlling-access-to-aace-modules-with-user-groups)</u>. This ability is also affected by the order's current status:

	Edit when Pending?	Edit when Open?	Edit when Closed?
Rate card discounts	Y	Y	Ν
Standing discounts	Ν	Ν	Ν
Order adjustments	Y	Y	Ν
Line item adjustments	Y	Y	Ν
Billing and payment terms	Y	Y	Ν

Note: You can modify standing discounts at the company record, but *not* at the order record. You can, however, *prevent* an LIC from receiving a standing discount — At the LIC record's Setup tab, mark the flag to 'Exclude customer discount'.