



TRAILHEAD

Pricing

Exercise Guide

Version 1.0

TABLE OF CONTENTS

Preface	4
Overview	4
What You Will Learn	4
Prerequisites	4
Pricing Overview	5
Salesforce Industries' Pricing Approach	5
Exercise 4-1: Analyze Product Prices and Their Settings	6
Pricing a Product: Creating a Price List Entry	7
Task 1: Review a product's price for B2C customers	8
Task 2: Review a product's price for B2B customers	9
Task 3: Review a product's price in a product bundle	10
Task 4: Analyze the settings of product prices	10
Review	13
Exercise 4-2: Assign Prices to Products	14
Products List of the Cart	15
Base Price and Prices not Marked as Base Price	16
Price Lists	17
The Process of Assigning a Base Price to a Product	18
Automatic Pricing Reduction Using Effectivity Time Frames	18
Task 1: Search for a price of a product	19
Task 2: Assign a one-time price to a product	21
Task 3: Assign a recurring price to a product	23
Task 4: Test product pricing by viewing it in the Cart	26
Task 5: Decrease the price of a product over time	27
Troubleshooting	30
Review	30
Exercise 4-3: Work with Prices of Products in Bundles	31
Bundle Pricing	32
Changing Child Product Prices	34
Task 1: Indicate the starting price for a bundle which contains optional products	35
Task 2: Change a bundle's price to be a flat monthly rate	37

Task 3: Set a parent product as a virtual price	46
Review	48
Exercise 4-4: Apply Manual Changes to a Product's Price in the Cart	49
Adjusting Pricing in the Cart	50
Task 1: Add a product to the Cart	51
Task 2: Adjust the charge with the percentage adjustment	52
Task 3: Remove the percentage adjustment and adjust the charge with the amount	54
Task 4: Remove the adjusted amount and override the charge	55
Review	56
Exercise 4-5: Create Pricing Components	57
Pricing Elements	58
Creating a Pricing Element	58
For Subscriptions/Recurring Price	58
Time Plan	59
Time Policy	59
Task 1: Create a one-time charge	61
Task 2: Create a monthly recurring charge	64
Task 3: Create a monthly recurring adjustment	66
Task 4: Analyze the different types of adjustments	69
Task 5: Create a duration of time for a subscription	70
Task 6: Create a start and end time for subscriptions	71
Task 7: Assign a duration and start/end time to a product's price	72
Review	73
Exercise 4-6: Building Price for Cloud Products Challenge	74
Task 1: Review pricing requirements	75
Task 2: Build pricing for new products	75
Task 3: Test new products and pricing in the Cart	76

Preface

These training exercises are based on the Fall' 20 release of Salesforce Industries Communications, Media, and Energy & Utilities Clouds. For additional information about the topics covered, see the documentation available in Vlocity Success Community at <https://success.vlocity.com>.

Overview

This module includes concepts and exercises regarding:

- Analyzing how pricing works
- Pricing individual products and product bundles
- Creating and assigning time limits and start/end times for subscriptions
- Creating pricing components
- Manually adjusting prices in the Cart

What You Will Learn

When you complete this training, you will be able to:

- Explain the functions of pricing components
- Differentiate between a price list and a price book and explain their relationship
- Explain how to create a base price charge, adjustment, and override
- Determine when you would use different price lists
- Differentiate between a time plan and a time policy
- Explain how to price bundles in different ways
- Explain the difference between the display text of a pricing element and the display text of a price list entry

Prerequisites

The prerequisites for this training include a solid understanding of basic Salesforce concepts and functionality. You should also have a working knowledge of telecommunications, media, or energy and utilities industry business objectives.

Pricing Overview

On a daily basis, your company faces many pricing challenges that include:

- Grouping products together, yet also keep them separate
- Discounting individual products in a bundle without changing the base price of individual products when purchased separately
- Limiting product discounts to a specific time frame
- Pricing products differently for different customer groups
- Assigning costs as well as charges to products
- Providing customers with the option of paying for some products with loyalty points
- Offering products with prices based on whether the account is customer or employee, in a certain region, or has a certain service level agreement – all without changing the original base price of products
- Updating existing prices without a lot of increased time and cost
- Changing the price of a product over time without ongoing data entry

Salesforce Industries' Pricing Approach

Salesforce Industries' solution offers:

- A component-oriented system with reusable items
- Types of pricing, such as penalties, charges, and adjustments to existing charges
- Settings that determine the frequency that the charge occurs
- Pricing components which live independently of products
- Transitioning from older pricing to newer pricing for less expense and disruption

With Salesforce Industries' pricing model, you can:

- Group products together and price them differently, while keeping the original price of each product intact
- Assign an overall price to a product bundle and ignore the price of individual products in the bundle
- Discount a product without altering its original base price
- Assign more than one base price to a product
- Separate pricing for business needs, such as employee discounts or customer service level agreements

Exercise 4-1: Analyze Product Prices and Their Settings

Scenario

Infiwave has moved to Salesforce Industries shared catalog. Ada, Infiwave's Pricing Manager, needs to look at product prices in the Cart and their settings behind the scenes to begin learning how pricing works.

Goal

- Compare how pricing in the Cart changes based on the pricing settings
- Describe what issues pricing components address

Tasks

1. Review a product's price for B2C customers
2. Review a product's price for B2B customers
3. Review a product's price in a product bundle
4. Analyze the settings of product prices

Time: 15 mins



ALERT:

If you've just received your training playground, add your email address to the system administrator profile to ensure you receive all system notifications. In the upper-right, click on the **Avatar** and select **Settings**. Enter your email address in the **Email** field on the Personal Information page and click **Save**.

Pricing a Product: Creating a Price List Entry

When you create a price list entry, you are answering questions like these:

- Is this a price or a cost?
- How often should the price be applied?
- How much is the price?
- Is this the base charge or an adjustment?
- Is this a standard price or a penalty fee?

A product price is a set of pricing components assigned to a product. Salesforce Industries pricing approach:

- Provides components to create all the aspects of pricing
- Separates the price and its nuances from the product

In the Vlocity Product Console, you create the aspects of the price and then assign it to the product. Look at this price list entry for the DSL Service product.

- Price (not a cost)
- Ongoing (not one time)

- Actual amount
- Charge (not an adjustment to a charge)

PRICING VARIABLE

Recurring Monthly Std Price

PRICING ELEMENT


Name: \$44.99 RM
Code: RM-44.99
Display Text: \$44.99
Calculation Type: Simple
Charge: 44.99 USD Monthly

This price list entry has components that set:

- Whether the price is a price instead of a cost to the company
- The frequency of the pricing for the product
- The actual amount of the price and its currency
- Whether the price is a charge or an adjustment to an existing charge

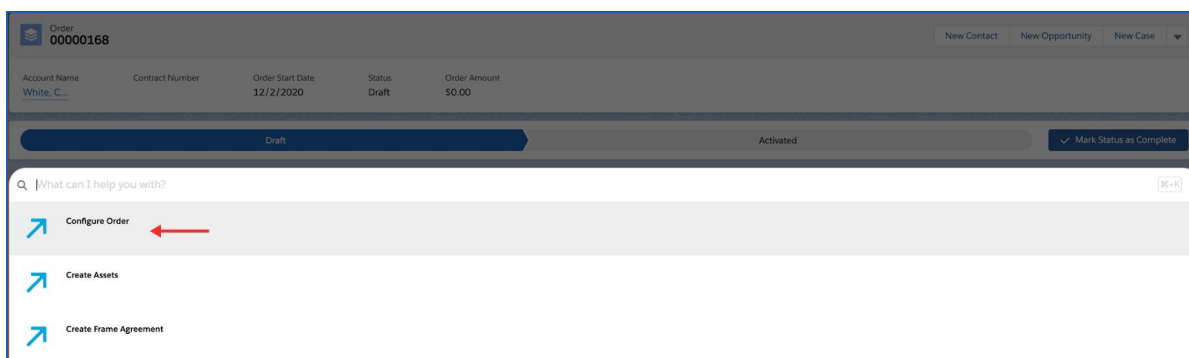
You then assign all these components to the DSL Service product to create a price list entry.

Task 1: Review a product's price for B2C customers

1. Create a new order for a B2C customer and go to the Cart.
 - a. Using the Lightning App Launcher , click **Configure Price Quote (CPQ)**.
 - b. This brings you to the **Orders** tab. If not, in the Lightning navigation bar, click **Orders**.
 - c. In the upper-right, click **New**.
 - d. Enter the following information.

Field	Value
Order Name	B2C Order
Account Name	White, Carole
Start Date	[today's date]

- e. Click **Save**.
- f. Click on the Power Launcher's search field and select **Configure Order**. The Cart opens. You can also utilize the Power Launcher using typeahead functionality to narrow the list of OmniStudio Actions.



2. Search for the product **DSL Service** and add it to the Cart.
 - a. In the Cart header, use the **Price List** picklist to select **B2C Price List**.

- b. On the left-hand side below **PRODUCTS** in the **search** field, enter `dsl`.
- c. When **DSL Service** displays in the list, click **Add to Cart**.
- d. Note the price of the B2C DSL Service here: _____

Task 2: Review a product's price for B2B customers

1. Create a new order for a B2B customer and go to the Cart.
 - a. At the top of the order page, right-click the **Orders** tab and open it in a new browser tab.
 - b. Click **New**.
 - c. Enter the following and click **Save**.

Field	Value
Order Name	B2B Order
Account Name	Acme
Start Date	[today's date]



- d. From the Power Launcher, click **Configure Order**.
2. Search for the product **DSL Service** and add it to the Cart.
 - a. In the Cart header, use the **Price List** picklist to select **B2B Price List**.
 - b. On the left-hand side below **PRODUCTS** in the **search** field, enter `dsl`.
 - c. When **DSL Service** displays in the list, click **Add to Cart**.
 - d. Note the price of the B2B DSL Service here: _____
3. Close the current browser tab.

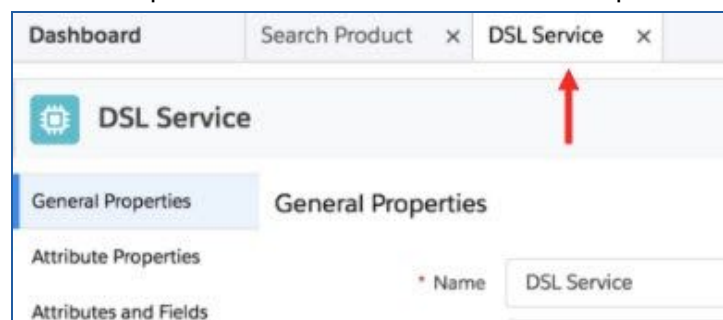
Task 3: Review a product's price in a product bundle

1. Add a bundle containing the product **DSL Service** to the Cart.
 - a. Click the browser tab where you have the B2C Order open in the Cart.
 - b. In the **search** field of the product list, enter `school`.
 - c. When **Back to School Student Offer** displays in the product list, click **Add to Cart**.
2. Note the price of the B2C **DSL Service** within the bundle here: _____

Task 4: Analyze the settings of product prices

To review pricing settings, open a new browser tab with the Vlocity Product Console available.

1. Review the base prices for DSL Service by opening the product.
 - a. Right-click the **Vlocity Product Console** tab to open it in a new browser tab.
 - b. Click the **search** icon  to the right of **Product**.
 - c. In the **search** field, enter `dsl` and click the **search** icon .
 - d. Select the product **DSL Service**. Notice this opens a **DSL Service** tab.



e. Click the **Pricing** facet.

General Properties	CHARGES	COSTS	ADJUSTMENTS	OVERRIDES
Attribute Properties	New			
Attributes and Fields	Showing 1 - 2 of 2 results			
Attachments				
Product Structure				
Pricing				
Context Rules				
Layout Management				
Debug				

PRICE LIST	DISPLAY TEXT	PRICING VARIABLE	PRICING ELEMENT
B2C Price List	\$44.99	Recurring Monthly Std Price	Name: \$44.99 RM Code: RM-44.99 Display Text: \$44.99 Calculation Type: Simple Charge: 44.99 USD Monthly
B2B Price List	\$45	Recurring Monthly Std Price	Name: \$45 RM Code: RM-45 Display Text: \$45 Calculation Type: Simple Charge: 45 USD Monthly

f. Notice there are two price list entries: One from the B2B Price List and one from the B2C Price List. By using two price lists, the same product has different prices for different types of customers.

2. Locate how the price is set to recur for product **DSL Service**.



a. Click **Recurring Monthly Std Price** link in the B2C price list entry. Notice this opens a Recurring Monthly Std Price tab where the settings are located for a charge that recurs monthly.

Answer this question: What is the component Recurring Monthly Std Price? (Circle one)

Pricing Variable | Pricing Element | Price List Entry

b. Scroll to the **Basic Variable Type** section, and answer these questions:

- Which field setting determines whether the charge is for one time or it recurs? _____
- Which field setting determines the currency? _____
- Which field setting determines whether the charge for the product is a price or a cost? _____

3. Review additional settings for determining the price type.
 - a. Click the **Vlocity Product Console** tab.
 - b. Click the search icon  to the right of **Pricing Variable**.
 - c. On the **Search Pricing Variable** tab, click the search icon  next to **Search Pricing Variable...**
 - d. Click the pricing variable **One Time Std Price**.
 - e. Answer these questions:
 - What is the charge type for this pricing variable? _____
 - What is the type? _____
4. Locate where the actual charge for the product is set.
 - a. Click the **DSL Service** tab.
 - b. Click the **B2C Price List** link. Notice this opens the B2C Price List tab in the Dashboard.
 - c. Click the **Pricing Elements** facet.
 - d. Find and click **\$44.99 RM**. This opens a right-hand panel showing the settings.
 - e. Scroll to the Currency Value section. These settings contain the:
 - Charge (monetary amount)
 - Currency Code
 - f. Close the right-hand panel by clicking **X** in the upper right-hand corner.

5. Review other monetary amounts and their frequencies that are available for use.
 - a. Notice the B2C Price List contains all pricing elements available for its use.
 - b. Review the list and make a note of:
 - o A charge amount that is applied only once:
_____.
 - o A charge amount that is applied every month:
_____.
 - c. Answer this challenge question: If you need a standard price for \$256.95 that recurs monthly (which is not in the list you are viewing), what do you need to create?

_____.

Review

Confirm your understanding by answering these questions.

1. What enables you to assign more than one base price to a product?
2. Which pricing component determines one-time or recurring frequency and whether the charge is a fee or a regular price?

Exercise 4-2: Assign Prices to Products

Scenario

Now it's time to assign prices to a couple of products. Ada needs to assign pricing to a new accessory pack for a Samsung phone, a recurring price to a new data plan, and decrease the price of an iPhone over time.

Goal

- Describe where price list entries are stored.
- Explain the importance of display text of the base price and where it displays in the Cart.
- Explain the importance of the active status and effectivity date range for a price list entry.
- Explain how to assign a base price.
- Describe how a product could fail to appear in the Cart's product list.
- Explain how to decrease the price of a product over time.
- Describe the difference between a price list and price book.
- Describe use cases for having two or more price lists.
- Differentiate between one-time and recurring charges and adjustments.

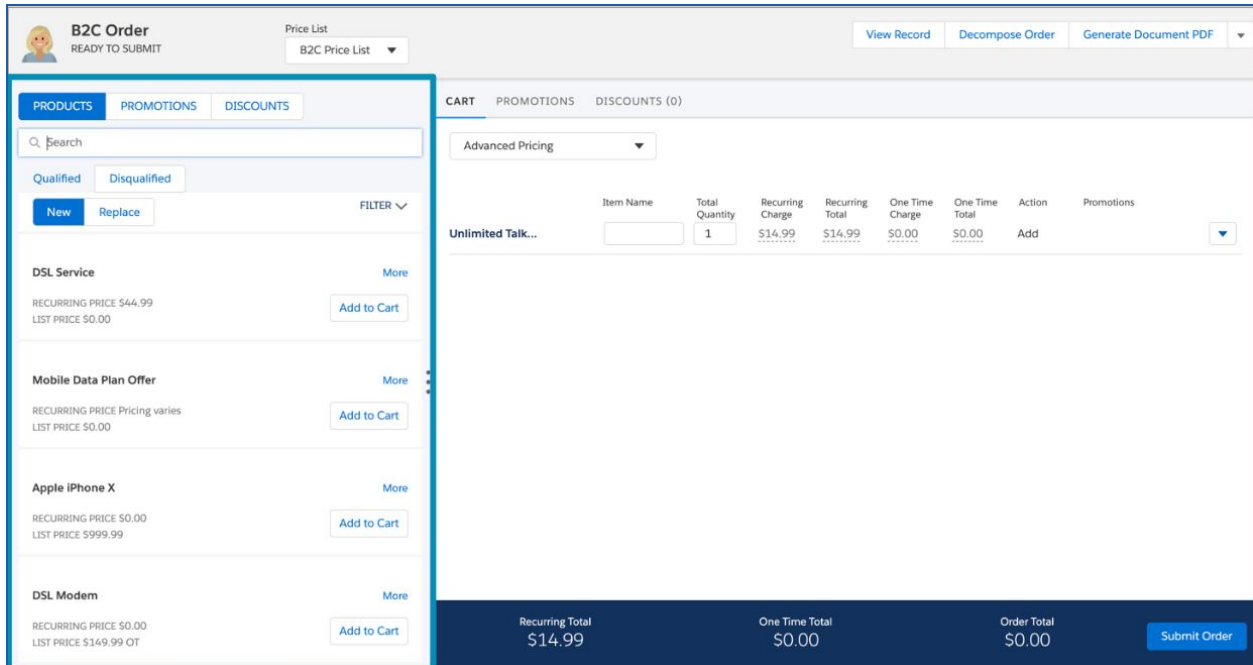
Tasks

1. Search for a price of a product
2. Assign a one-time price to a product
3. Assign a recurring price to a product
4. Test product pricing by viewing it in the Cart
5. Decrease the price of a product over time

Time: 15 mins

Products List of the Cart

A product must have a price assigned to it along with an active status and be marked orderable, so it can appear in the Products list of the Cart.



The screenshot displays the B2C Order interface. On the left, the 'PRODUCTS' tab is active, showing a list of products with their recurring and list prices. The 'Cart' tab on the right shows a summary of the order, including the recurring total, one-time total, and order total. The 'Submit Order' button is visible at the bottom right.

B2C Order
READY TO SUBMIT

Price List: B2C Price List

View Record | Decompose Order | Generate Document PDF

PRODUCTS | PROMOTIONS | DISCOUNTS

Search:

Qualified | Disqualified

New | Replace | FILTER

DSL Service [More](#)
RECURRING PRICE \$44.99
LIST PRICE \$0.00 [Add to Cart](#)

Mobile Data Plan Offer [More](#)
RECURRING PRICE Pricing varies
LIST PRICE \$0.00 [Add to Cart](#)

Apple iPhone X [More](#)
RECURRING PRICE \$0.00
LIST PRICE \$999.99 [Add to Cart](#)

DSL Modem [More](#)
RECURRING PRICE \$0.00
LIST PRICE \$149.99 OT [Add to Cart](#)

CART | PROMOTIONS | DISCOUNTS (0)

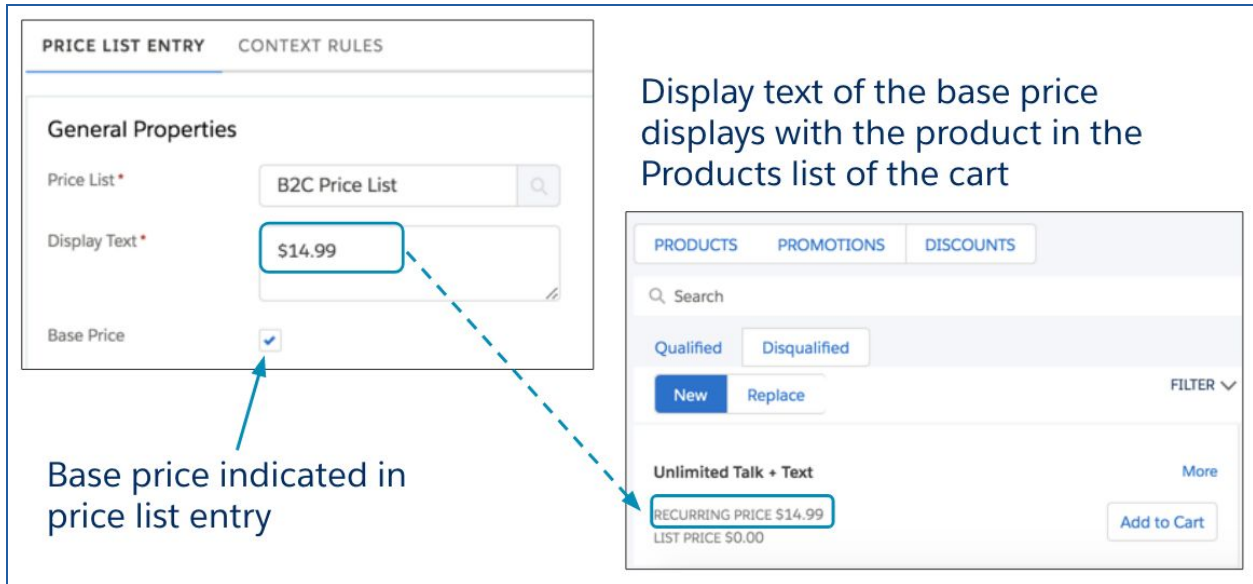
Advanced Pricing

Item Name	Total Quantity	Recurring Charge	Recurring Total	One Time Charge	One Time Total	Action	Promotions
Unlimited Talk...	1	\$14.99	\$14.99	\$0.00	\$0.00	Add	

Recurring Total: \$14.99 | One Time Total: \$0.00 | Order Total: \$0.00 [Submit Order](#)

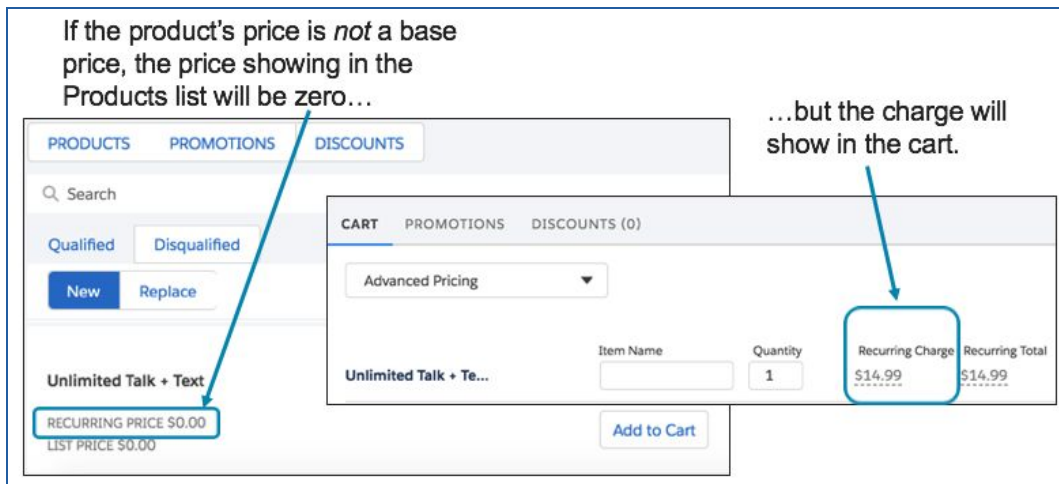
Base Price and Prices not Marked as Base Price

To mark a price as the base price, check the **Base Price** checkbox when you create the price list entry. The display text of the base price displays along with the product in the **Products** list of the Cart.



The screenshot illustrates the process of marking a price as the base price. On the left, the 'PRICE LIST ENTRY' tab is active, showing the 'General Properties' section. The 'Price List' is set to 'B2C Price List', and the 'Display Text' is '\$14.99'. The 'Base Price' checkbox is checked. A blue arrow points from the 'Base Price' checkbox to the 'Products' list in the Cart on the right. The 'Products' list shows the product 'Unlimited Talk + Text' with a 'RECURRING PRICE \$14.99' and a 'LIST PRICE \$0.00'. A blue box highlights the 'RECURRING PRICE \$14.99' in the Cart. A text box on the right states: 'Display text of the base price displays with the product in the Products list of the cart'.

If a product has no price list entries marked as base price, the prices in the Products list will display as zero. However, the charge will show in the Cart.



The screenshot illustrates the scenario where a product's price is not marked as a base price. On the left, the 'PRODUCTS' tab is active, showing the product 'Unlimited Talk + Text' with a 'RECURRING PRICE \$0.00' and a 'LIST PRICE \$0.00'. A blue arrow points from the 'RECURRING PRICE \$0.00' to the 'CART' tab on the right. The 'CART' tab shows the product 'Unlimited Talk + Te...' with a quantity of 1. A blue box highlights the 'Recurring Charge \$14.99' and 'Recurring Total \$14.99' in the Cart. A text box on the right states: '...but the charge will show in the cart.'

Price Lists

The functionality you have seen in the previous exercise is possible because of price lists. By using price lists:

- You can assign more than one base price to a product by creating price list entries stored in different price lists.
- You can create price lists based on the needs of your business. For example, you may wish to separate customer pricing from wholesale pricing, or from employee pricing.

How does a price list relate to a Salesforce price book? Every price list is associated with a price book, because the price book is required by Salesforce. A price book is a list of products and their prices.

A price list can be a parent that has child price lists. The parent price list will contain pricing elements that you want to use in all its child price lists.

Child price lists act as “containers” for rules. Suppose you want to set different prices, depending on the location of the account. You can write a rule that indicates the California price list applies to California customers, and the Nevada price list applies to Nevada customers, similar to the table below.

Price List	Cinema	Sports
Parent Price List for B2C Customers	9.99	6.99
California (child price list)	6.49	4.45
Start Date	4.49	2.45

The Process of Assigning a Base Price to a Product

To set the base price of a product, you:

- Choose where to store the price list entry
- Determine the type of pricing it will be
- Set the amount and currency

Pricing variables enable you to set a type of price that you can associate with a charge. Type determines:

- Whether it is a regular charge or a penalty fee
- How frequent – whether the charge is for one time or ongoing
- Whether it is a price charged to the customer or a cost the company must bear
- Whether payment of the charge is accomplished with currency or loyalty points

After you have chosen the type of price, you choose from a list the amounts in the price list that are associated with that pricing type.

Automatic Pricing Reduction Using Effectivity Time Frames

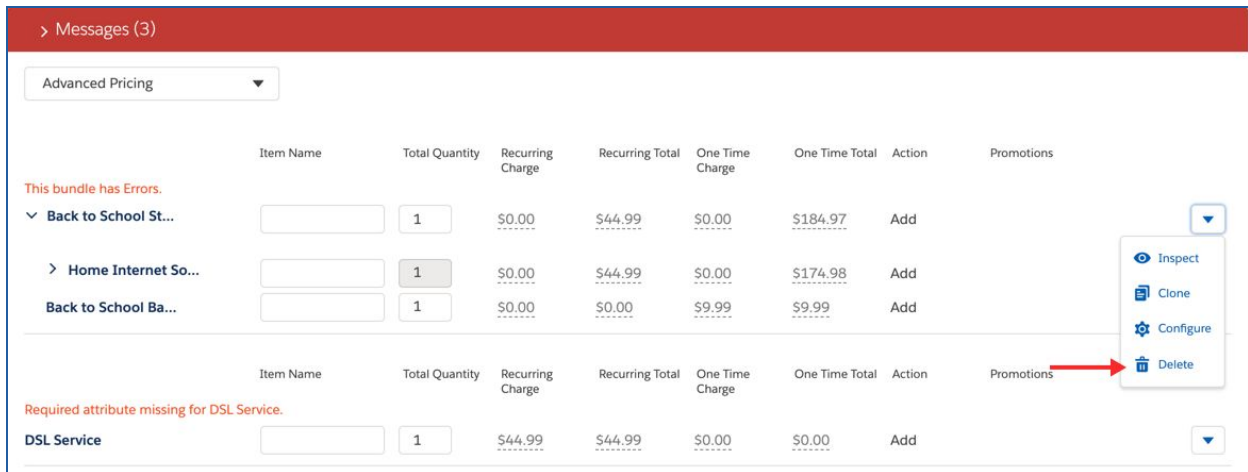
You can use the **Effective From** and **Effective Until** fields to assign a set of base prices that decrease over time. For example, this table shows a price reducing by 10% each month.

Base Price	Effective From	Effective Until
1300.00	May 1	May 31
1170.00	June 1	June 30
994.50	July 1	July 31
845.33	August 1	August 31


If there are gaps between the effectivity date ranges, the product has no price assigned and will not appear in the Product list of the Cart.


Task 1: Search for a price of a product

1. Return to the Cart and remove existing products from the Cart.
 - a. Return to the browser tab where the **Cart** is open for Carole White's order.
 - b. Delete **Back to School Student Offer** and **DSL Service** from the Cart by clicking the down arrow to the right of each product and selecting **Delete**.
2. Click **Delete** from the **Delete Item** confirmation dialog box.



	Item Name	Total Quantity	Recurring Charge	Recurring Total	One Time Charge	One Time Total	Action	Promotions
This bundle has Errors.								
▼	Back to School St...	1	\$0.00	\$44.99	\$0.00	\$184.97	Add	▼
>	Home Internet So...	1	\$0.00	\$44.99	\$0.00	\$174.98	Add	
	Back to School Ba...	1	\$0.00	\$0.00	\$9.99	\$9.99	Add	
Required attribute missing for DSL Service.								
	DSL Service	1	\$44.99	\$44.99	\$0.00	\$0.00	Add	▼

3. Search for the price of the product **Samsung Galaxy S8 Active Accessory Pack** in the Cart.
 - a. In the **search** field of the product list in the Cart, enter `accessory pack`.
 - b. Notice no products display in the Product list.
4. Search for the price settings of the **Samsung Galaxy S8 Active Accessory Pack**.
 - a. Return to the browser tab where the Vlocity Product Console is open.
 - b. Click the **Search Product** tab.
 - c. In the **search field**, enter `accessory` and click the **search** icon .
 - d. Click **Samsung Galaxy S8 Active Accessory Pack** to open it.
 - e. Click the **Pricing** facet. The **CHARGES** tab is open by default. All charges are stored here.

 **Samsung Galaxy S8 Active Accessory Pack**

General Properties

Attribute Properties

Attributes and Fields

Attachments

Product Structure

Pricing

Context Rules

Layout Management

Debug

CHARGES



COSTS

ADJUSTMENTS

OVERRIDES

New

Showing 1 - 1 of 1 results

	PRICE LIST	DISPLAY TEXT	PRICING VARIABLE	PRICING ELEMENT
 	B2B Price List	\$25	One Time Std Price	<div>Name: \$25 OT Code: OT-25 Display Text: \$25 Calculation Type: Simple Charge: 25 USD</div>

- f. Notice there is no B2C Price List entry for this product. Because a price has not been assigned to the Samsung Galaxy S8 Active Accessory Pack, it did not display in the Products list of the Cart.



ALERT:

Products that do not have a price will not appear in the Cart's Product list.

Task 2: Assign a one-time price to a product

1. Choose where to store the price list entry for the product and complete other settings.
 - a. In the **Pricing** facet of the product, click **New**.
 - b. In the right-hand panel, complete the **General Properties** section.

Field	Entry	Notes
Price List	B2C Price List	This is the price list where this price list entry will be stored.
Display Text	\$9.99	Display text is required.
Base Price	✓	

2. Find and choose the specific pricing type of: occurring only once and standard charge (not a penalty fee).
 - a. Complete the **Pricing Variable** search requirements.
3. Select the one-time charge amount.
 - a. Notice the **Pricing Element** section displays a list of prices associated with this type of pricing.
 - b. In the **Pricing Element** section, select **\$9.99 OT**.

Field	Entry
Charge Type	One-time
Sub-Type	Standard

4. Ensure the product appears in the Product list of the Cart by setting the product price to be effective immediately and have an active status.

- a. In the Effectivity section, complete this information.

Field	Entry
Effective From	[Today's date]
Active	✓

- b. Click **Save**. The price list entry now displays in the list of charges for the product.

PRICE LIST ENTRY

CONTEXT RULES

General Properties

Price List *

B2C Price List

Display Text *

\$9.99

Base Price

☒

Virtual Price

☐

Pricing Variable

Charge Type *

One-time

Sub-Type *

Standard

Search

Selected Pricing Variable: One Time Std Price

Pricing Element

Selected Pricing Element: \$9.99 OT

Time Plan/Policy

Time Plan

Time Policy

Effectivity

Effective From

5/23/2019

12:00 AM

Effective Until


Active

☒

Cancel

Save

Task 3: Assign a recurring price to a product

- Choose where to store the price list entry for the product **No Limits Data Plan** and complete other settings.
 - In the **Vlocity Product Console**, click the **Search Product** tab.
 - In the **Search** field, enter `No Limits` and click .
 - Click the **No Limits Data Plan** name to open it for editing.
 - Click the **Pricing** facet and click **New**.
 - Complete the **General Properties** section:

Field	Entry	Notes
Price List	B2C Price List	This is the price list where this price list entry will be stored.
Display Text	\$54.99	Display text is required.
Base Price	✓	

2. Find and choose the specific pricing type: that recurs every month, is a standard charge, and is a price.

- a. Complete the **Pricing Variable** section search requirements.

Field	Entry
Charge Type	Recurring
Frequency	Monthly
Sub-Type	Standard

- b. Click **Search** to show the list of available pricing variables.
 - c. From the Pricing Variables results list, select **Recurring Monthly Std Price**.
3. Select the amount.
 - a. Notice the **Pricing Element** section displays a list of prices associated with this type of pricing.
 - b. In the **Pricing Element** section, click **\$54.99 RM**.
4. Ensure the product appears in the Product list of the Cart by setting the product price to be effective immediately and have an active status.
 - a. In the **Effectivity** section, complete this information.

Field	Entry
Effective From	[Today's date]
Active	✓

- b. **Save** the price list entry. The price list entry now displays in the list of charges for the product.

PRICE LIST ENTRY

CONTEXT RULES

General Properties

Price List *

B2C Price List

Display Text *

\$54.99

Base Price

☒

Virtual Price

☐

Pricing Variable

Charge Type *

Recurring

Frequency *

Monthly

Sub-Type *

Standard

Search

Selected Pricing Variable: Recurring Monthly Std Price

Pricing Element

Selected Pricing Element: \$54.99 RM

Time Plan/Policy

Time Plan

Time Policy

Effectivity

Effective From

5/23/2019

12:00 AM

Effective Until

Active

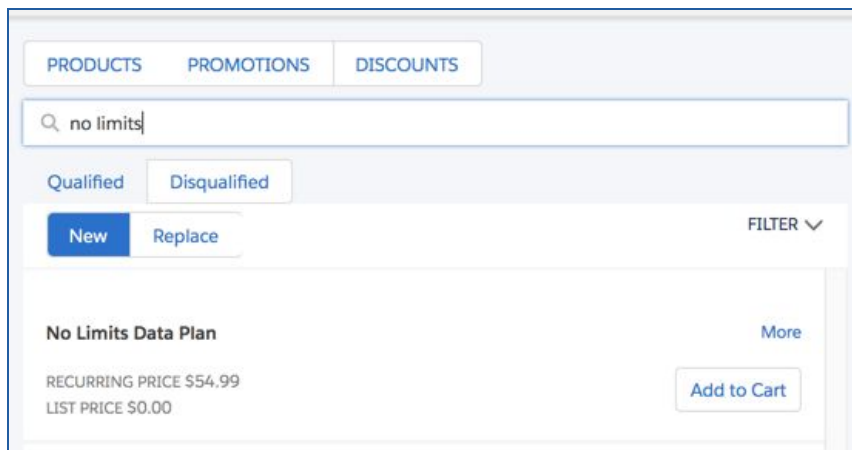
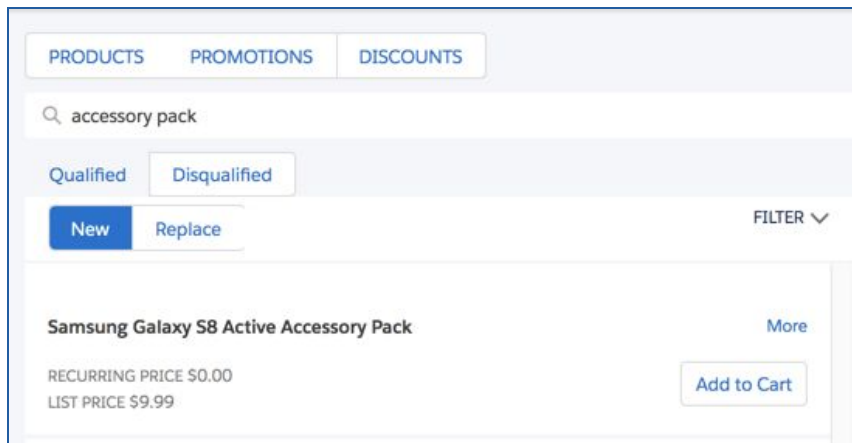
☒

Cancel

Save



Task 4: Test product pricing by viewing it in the Cart

1. Navigate back to the **Cart** and refresh the browser tab.
2. Find the **Samsung Galaxy S8 Active Accessory Pack** and the **No Limits Data Plan** in the Products list of the Cart.



3. If either of these products don't appear in the Products list, compare your pricing settings to those outlined in Tasks 2 and 3.

Task 5: Decrease the price of a product over time

1. Find and open the product **Apple iPhone 8 Plus**.
 - a. Return to the tab where **Vlocity Product Console** is open.
 - b. Click the **search** icon  beside **Product** or click the **Search Product** tab.
 - c. Search for and open the product **Apple iPhone 8 Plus**.
2. Edit the effectivity of the existing price for the B2C price list.
 - a. Click the **Pricing** facet and examine the existing prices for the **iPhone 8 Plus**.
 - b. Click the edit icon  next to **B2C Price List**.
 - c. In the right-hand panel, scroll down to the **Effectivity** section and add an **Effective Until** date:

Field	Entry
Effective Until	[Change to a date from last week]

- d. Click **Save**.

3. Create a new price list entry for **iPhone 8 Plus**.

- Click **New**.
- Complete the fields to create the new price list entry:

Field	Value
Price List	B2C Price List
Display Text	\$ 699 . 99
Base Price	✓
Pricing Variable	One Time Std Price
Pricing Element	\$699.99 OT
Effective From	[Today's date]
Active	✓

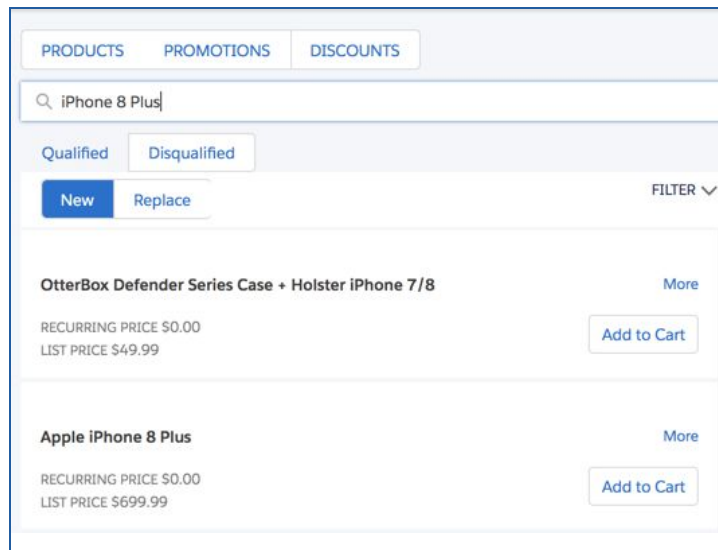
- Click **Save**. Notice there are now two price list entries for the iPhone 8 Plus: one that has expired and one that is currently effective.

PRICING VARIABLE	PRICING ELEMENT	TIME PLAN	TIME POLICY	CONTEXT RULES	EFFECTIVITY
One Time Std Price	Name: \$799.99 OT Code: OT-799.99 Display Text: \$799.99 Calculation Type: Simple Charge: 799.99 USD				Active: Yes Start: Oct 1, 2017 End: Jan 31, 2018
One Time Std Price	Name: \$699.99 OT Code: OT-699.99 Display Text: \$699.99 Calculation Type: Simple Charge: 699.99 USD				Active: Yes Start: Feb 1, 2018 End:

4. View the product's price in the **Products** list of the Cart.

- Open the tab where the order you created previously is located.

- b. In the **Search** field, enter iPhone 8 Plus.



The screenshot shows the Salesforce Pricing Search Results page. At the top, there are tabs for 'PRODUCTS', 'PROMOTIONS', and 'DISCOUNTS'. Below these is a search bar containing 'iPhone 8 Plus'. Under the search bar, there are buttons for 'Qualified' and 'Disqualified'. Below these are buttons for 'New' and 'Replace', and a 'FILTER' dropdown menu. The search results are displayed in a list. The first result is 'OtterBox Defender Series Case + Holster iPhone 7/8' with a 'More' link. Below the product name, it shows 'RECURRING PRICE \$0.00' and 'LIST PRICE \$49.99', and an 'Add to Cart' button. The second result is 'Apple iPhone 8 Plus' with a 'More' link. Below the product name, it shows 'RECURRING PRICE \$0.00' and 'LIST PRICE \$699.99', and an 'Add to Cart' button.

5. Answer these questions:

- a. What is the current price of the iPhone 8 Plus?

- b. Could you have multiple price list entries in the same price list with different effective dates for a single product?

Troubleshooting

If you do not see the products in the Cart Product list, make sure the product:

- Has an active status: the status must be active to appear in the Cart Product list.
- Has a price: there must be a price assigned to the product for it to appear in the Cart Product list.
- Has a valid effective from date and an until date that has not expired.
- Is assigned to the B2C Price List. If the price list entry is stored in a different price list, the product will not appear in the Cart Product list.

Review

Confirm your understanding by answering these questions.

1. How do you create a price list entry?
2. What enables you to assign more than one base price to a product?
3. What is one reason a product would not appear in the Cart?
4. How could you reduce the price of a product over a span of time?
5. How do you create an override and an adjustment to a base price?

Exercise 4-3: Work with Prices of Products in Bundles

Scenario

Ada needs to make sure a bundle with optional products displays its starting price. She also needs to price another bundle with a flat rate.

Goal

- Differentiate when you would use bundles and single products.
- Explain how the price of a bundle is totaled.
- Explain what occurs when a parent product is assigned a virtual price.
- Explain how display text can be used with a bundle containing optional products.
- Explain how to assign a flat rate to a bundle.

Tasks

1. Indicate the starting price for a bundle which contains optional products
2. Change a bundle's price to be a flat monthly rate
3. Set a parent product as a virtual price

Time: 15 mins

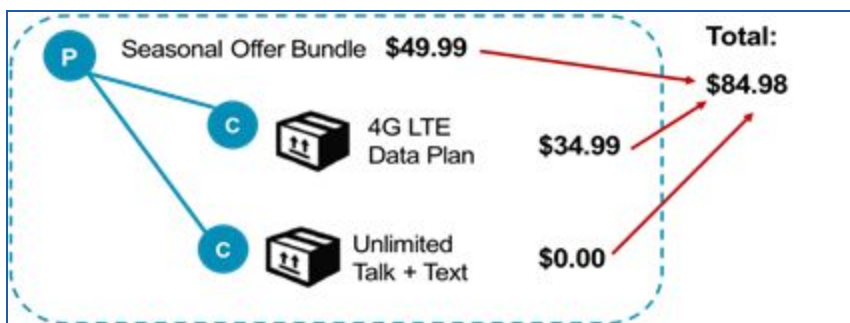
Bundle Pricing

A product can be designed to contain child products, which is useful for creating bundles of products.

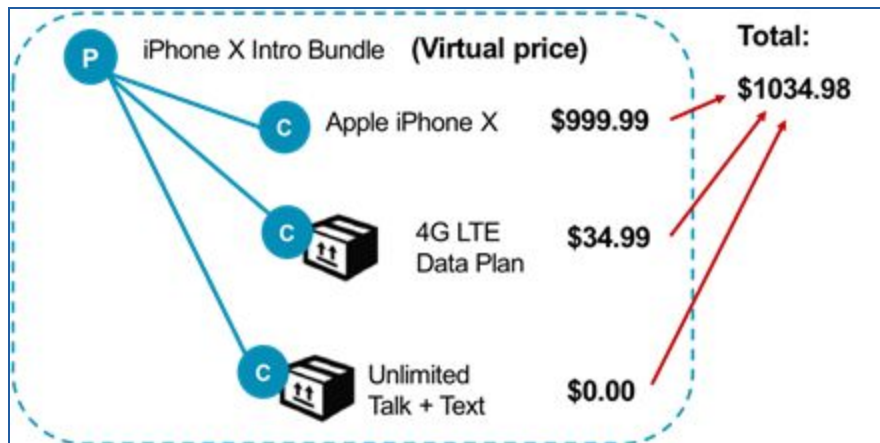
The price of child products always roll-up into the total price for the bundle. The overall pricing of the bundle can be accomplished in different ways:

- The parent product has a price other than zero. The price of the parent product is added to the prices of the child product.
- The parent product has a price of zero and is marked as a virtual price. The final bundle price is the total of the price of the child products.

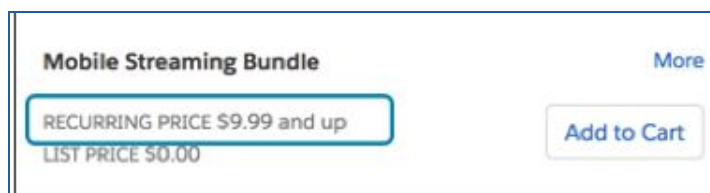
In this example, the parent product of the bundle is priced at \$49.99. It is combined with the child products to make up the total price.



In this example, the parent product of the bundle is priced at \$0 and marked as a virtual price. A virtual price acts as a placeholder whose price is determined by what is inside the bundle or offer. When you mark the price list entry of the bundle as virtual, processing is more efficient because the price list entries are filtered out of the tightest match evaluation and are not tracked as a price tagged to the bundle in the pricing log or generated as a base price in the price adjustment records.



When bundles contain optional products, the display text might show the total price if all the products are purchased. However, unless all products are added to the Cart, the price in the Products list of the Cart won't match what you see in the Cart. You can change the display text to indicate a range or a starting price for these types of bundles.



CART PROMOTIONS DISCOUNTS (0)								
Advanced Pricing								
Mobile Streaming ...	Item Name	Quantity	Recurring Charge	Recurring Total	One Time Charge	One Time Total	Action	Promotions
		1	\$0.00	\$9.99	\$0.00	\$0.00	Add	
EPIX		1	\$9.99	\$9.99	\$0.00	\$0.00	Add	
HULU Plus								Add to Cart
Amazon Prime								Add to Cart

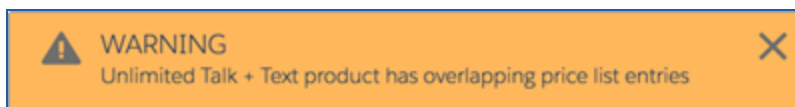
Changing Child Product Prices

If you use a charge for a base price, how do you change the price of a child product in a bundle without changing the base price? You use:

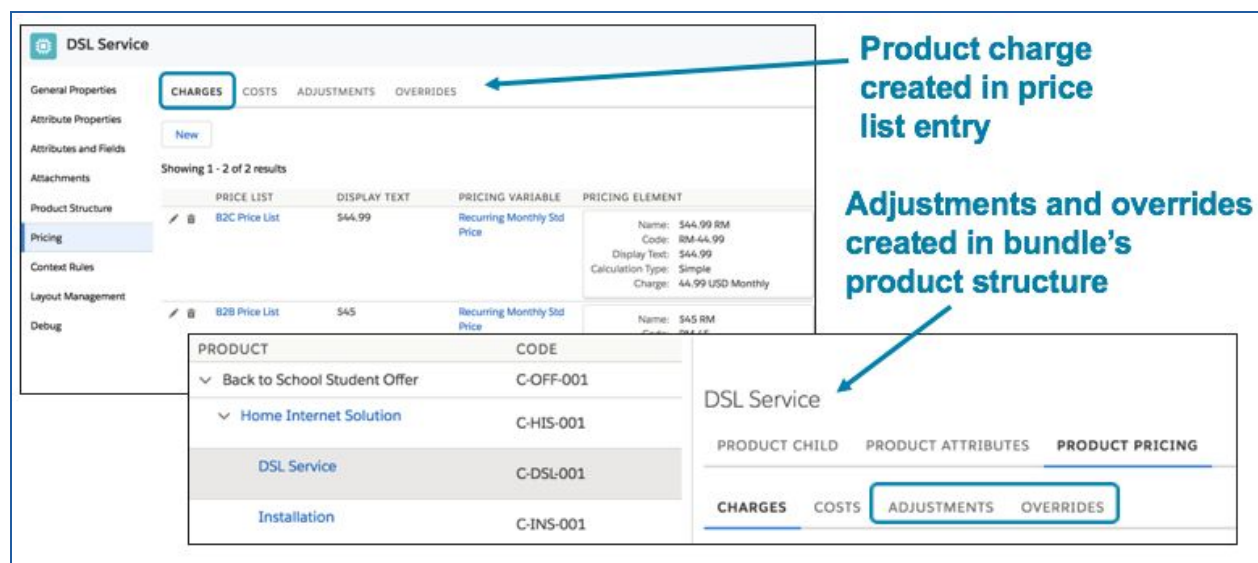
- Adjustments: Percentages or amounts that reduce (or increase) the base price
- Overrides: Amounts that replace the base price

Adjustments use the base price to calculate the new price. Overrides do not use any calculations – they simply replace the base price.

When you create an adjustment or an override to the base price of a product, you are creating a price list entry that is stored in the same price list as the base price. As a result, the system will display a message to remind you there are multiple price list entries in the price list for this product.



When you create product adjustments and overrides for child products, you do so in the Product Structure facet of the bundle.



The screenshot shows the Salesforce Pricing interface for a bundle named "DSL Service". The left sidebar contains navigation options: General Properties, Attribute Properties, Attributes and Fields, Attachments, Product Structure, Pricing (selected), Context Rules, Layout Management, and Debug. The main area displays the "CHARGES" tab for the "B2B Price List". It shows two entries:

PRICE LIST	DISPLAY TEXT	PRICING VARIABLE	PRICING ELEMENT
B2C Price List	\$44.99	Recurring Monthly Std Price	Name: \$44.99 RM Code: RM-44.99 Display Text: \$44.99 Calculation Type: Simple Charge: 44.99 USD Monthly
B2B Price List	\$45	Recurring Monthly Std Price	Name: \$45 RM Code: RM-45

Below this, a "PRODUCT" table lists the bundle structure:

PRODUCT	CODE
Back to School Student Offer	C-OFF-001
Home Internet Solution	C-HIS-001
DSL Service	C-DSL-001
Installation	C-INS-001

On the right, a "DSL Service" panel shows the "PRODUCT PRICING" tab with sub-tabs for CHARGES, COSTS, ADJUSTMENTS, and OVERRIDES. Annotations with arrows point to the "CHARGES" tab in the main interface and the "ADJUSTMENTS" and "OVERRIDES" tabs in the right panel.

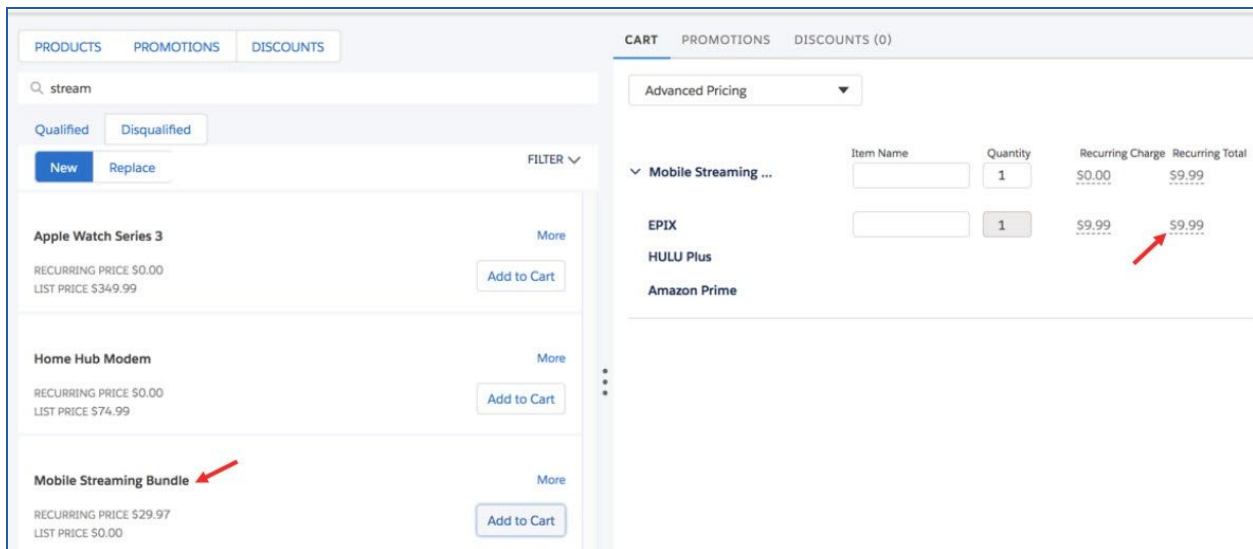
Product charge created in price list entry

Adjustments and overrides created in bundle's product structure

Task 1: Indicate the starting price for a bundle which contains optional products


1. View and add the product **Mobile Streaming Bundle** to the Cart.
 - a. Navigate to the browser tab where you have the **Cart** open or create a new order and click **Configure Order**.
 - b. Enter `Stream` in the **Search** field of the Product list.
 - c. Next to **Mobile Streaming Bundle** in the Products list, click **Add to Cart**.
2. Notice two aspects of the pricing shown:
 - The display text shows the price at **\$29.97**. This is the price the bundle would be if all the products in the bundle were purchased.

The current recurring total is **\$9.99** because only the EPIX product is added to the Cart.

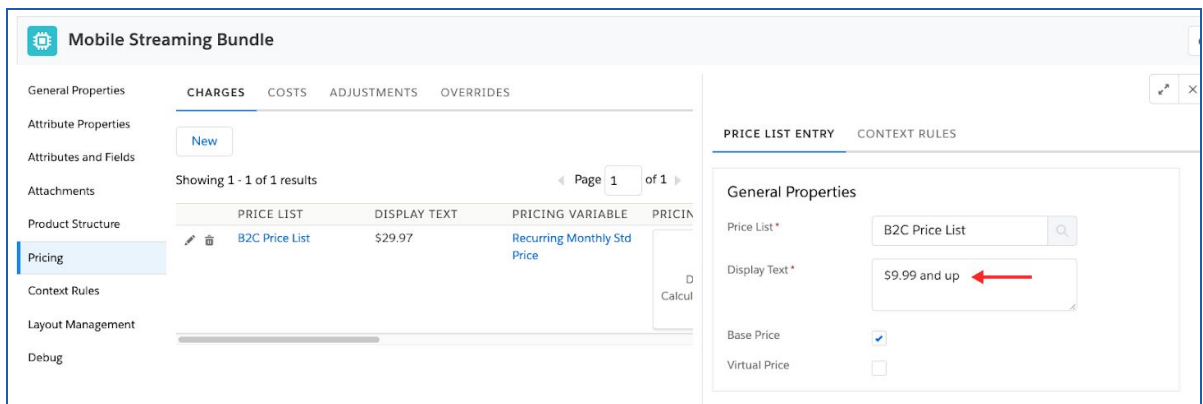


Item Name	Quantity	Recurring Charge	Recurring Total
Mobile Streaming ...	1	\$0.00	\$9.99
EPIX	1	\$9.99	\$9.99
HULU Plus			
Amazon Prime			

3. Delete the bundle from the Cart.
 - a. Click the **down arrow** icon next to **Mobile Streaming Bundle** to display the line-item action menu.
 - b. Click **Delete**. Click **Delete** from the **Delete Item** confirmation dialog box.

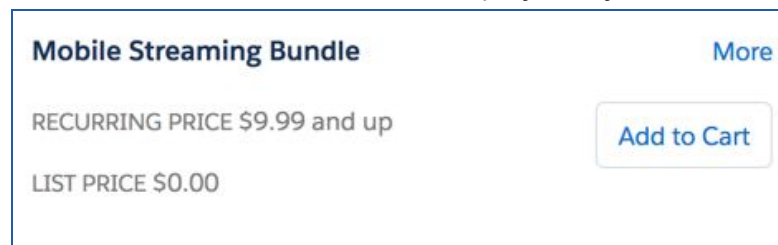
4. Change the display text to show the starting monthly price of the bundle.
 - a. Return to the browser tab where the **Vlocity Product Console** is open.
 - b. Find and open the product **Mobile Streaming Bundle**.
 - c. Click the **Pricing** facet of the product.
 - d. Click the edit icon  next to the existing price list entry.
 - e. Make this edit to the display text and click **Save**:

Field	Entry
Display Text	\$9.99 and up




The screenshot shows the 'Mobile Streaming Bundle' configuration page. On the left, the 'Pricing' facet is selected. The main area displays a table with one entry: 'B2C Price List' with a display text of '\$29.97'. The 'Display Text' field is highlighted, and a red arrow points to the 'Display Text' field in the 'General Properties' panel on the right, which is set to '\$9.99 and up'.

5. View the product in the **Products** list of the Cart.
 - a. Go to the browser tab where the Cart is open.
 - b. Refresh the browser to refresh the Product list.
 - c. Enter `stream` in the **Search** field.
 - d. Notice the **RECURRING PRICE** which shows for the **Mobile Streaming Bundle** in the Product list is the display text you entered.



The screenshot shows a product card for the 'Mobile Streaming Bundle'. It displays the 'RECURRING PRICE \$9.99 and up' and the 'LIST PRICE \$0.00'. There is a 'More' link and an 'Add to Cart' button.

Task 2: Change a bundle's price to be a flat monthly rate

1. Edit the price of the parent product of **Family Simple Choice Plan**.
 - a. Navigate to the browser tab where the **Vlocity Product Console** is open.
 - b. Click the **Search Product** tab.
 - c. Find and open **Family Simple Choice Plan**.
 - d. Click the **Pricing** facet.
 - e. Click **edit** icon  next to the price list entry.
 - f. In the **General Properties** section, edit the display text.

Field	Entry
Display Text	\$89.99

- -
 -
 -
 -
 -
 - g. In the Pricing Variable section, click **Search** and click **Recurring Monthly Std Price**.

- h. Click **\$89.99 RM** and click **Save**.

PRICE LIST ENTRY

CONTEXT RULES

General Properties

Price List *

B2C Price List

Display Text *

\$89.99

Base Price

☒

Virtual Price

☐

Pricing Variable

Charge Type *

Recurring

Frequency *

Monthly

Sub-Type *

Standard

Search

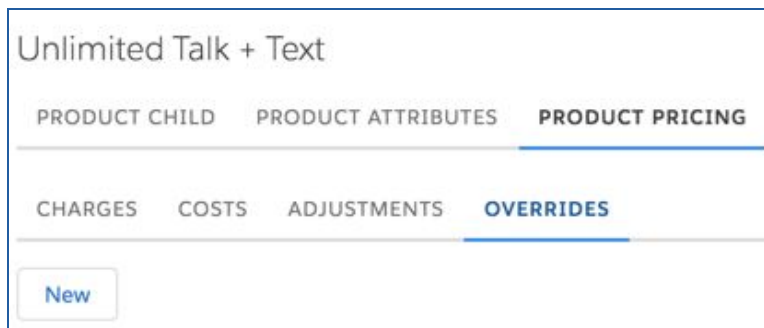
Selected Pricing Variable: Recurring Monthly Std Price

Pricing Element

Selected Pricing Element: \$89.99 RM

2. Override the pricing of the child product **Unlimited Talk + Text**.
- Locate the child products in the bundle by clicking the **Product Structure** facet and expanding the bundle (click >) to show all child products.
 - Select **Unlimited Talk + Text** (click within the row, not on the link).

- c. In the right-hand panel, click the **PRODUCT PRICING** tab, then the **OVERRIDES** subtab.



- d. Click **New**.
- e. In the **Price List Entry** window, complete these fields and click **Save**

Field	Entry
Price List	B2C Price List
Display Text	\$0.00 when purchased with Family Simple Choice Plan
Charge Type	Recurring
Frequency	Monthly
Sub-Type	Standard
Search	To select a Pricing Variable
Pricing Variable	Recurring Monthly Std Price
Pricing Element	FREE
Effective From	[Today's date]
Active	✓

PRICE LIST ENTRY

PRICE LIST ENTRY CONTEXT RULES

General Properties

Price List * B2C Price List

Display Text * \$0.00 when purchased with Family Simple Choice Plan

Base Price ☐

Virtual Price ☐

Pricing Variable

Charge Type * Recurring

Frequency * Monthly

Sub-Type * Standard

Search

Selected Pricing Variable: Recurring Monthly Std Price

Pricing Element

Selected Pricing Element: FREE

Time Plan/Policy

Time Plan

Time Policy

Effectivity

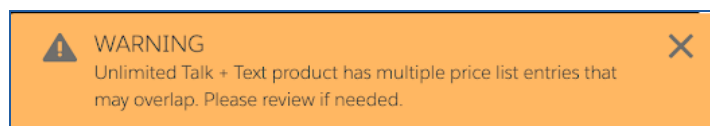
Effective From 5/23/2019 12:00 AM

Effective Until

Active ☒

Cancel Save

- f. Notice the **WARNING** message, alerting you to the overlapping price list entries for the same price list. If it were an accidental overlap, this message would prompt you to resolve the overlap. In this case, you can dismiss the message because you will assign a rule to the new price list entry. Click **X** to dismiss.



- g. The price list entry override you created displays in the list of overrides for this product.



Unlimited Talk + Text

PRODUCT CHILD PRODUCT ATTRIBUTES **PRODUCT PRICING**

CHARGES COSTS ADJUSTMENTS **OVERRIDES**

[New](#)

Showing 1 - 1 of 1 results

	CONTEXT	PRICE LIST	DISPLAY TEXT	PRICING VARIABLE	PRICING ELEMENT
 	Offer: Family Simple Choice Plan	B2C Price List	\$0.00 when purchased with Family Simple Choice Plan	Recurring Monthly Std Price	Name: FREE Code: RM-FREE Display Text: \$0 Calculation Type: Simple Charge: 0 USD Monthly

- h. Answer this question: Does this change need the base price to calculate the override price? (Circle one) Yes | No
- i. Close the right-hand panel by clicking **X**.

3. Adjust the price of **4G LTE Data Plan** by reducing the price 100%.

- a. Select **4G LTE Data Plan** by clicking within the row.
- b. In the right-hand panel, click the **PRODUCT PRICING** tab, then the **ADJUSTMENTS** subtab.

4G LTE Data Plan

PRODUCT CHILD PRODUCT ATTRIBUTES **PRODUCT PRICING**

CHARGES COSTS **ADJUSTMENTS** OVERRIDES

[New](#)

- c. Click **New**.

- d. In the **Price List Entry** window, complete these fields and click **Save**.

Field	Entry
Price List	B2C Price List
Display Text	\$0.00 when purchased with Family Simple Choice Plan
Charge Type	Adjustment
Sub-Type	Standard
Search	To select a Pricing Variable
Pricing Variable	Recurring Monthly Std Price Adjustment Pct
Pricing Element	100% Off Monthly
Effective From	[Today's date]
Active	✓

PRICE LIST ENTRY **CONTEXT RULES**

General Properties
Price List * B2C Price List
Display Text * \$0.00 when purchased with Family Simple Choice Plan
Base Price ☐
Virtual Price ☐

Pricing Variable
Charge Type * Adjustment
Sub-Type * Standard
[Search](#)
Selected Pricing Variable: Recurring Monthly Std Price Adjustment Pct


Pricing Element
Selected Pricing Element: 100% Off Monthly



Time Plan/Policy
Time Plan
Time Policy

Effectivity
Effective From 5/23/2019 12:00 AM
Effective Until
Active ☒

[Cancel](#) [Save](#)


- e. The price list entry adjustment you created displays in the list of adjustments for this product.
- f. Answer this question: Does this change require the base price to calculate the adjusted price? (Circle one). Yes | No

4. View the product in the Cart.
 - a. Navigate to the browser tab where the Cart is open.
 - b. Find and add the **Family Simple Choice Plan** to the Cart.
5. View the display text for the pricing changes.
 - a. In the **Recurring Charge** column, to the right of **Unlimited Talk + Text**, click the adjusted price link.
 - b. Click the **information** icon .

Family Simple Cho...	<input type="text"/>	1	 	\$89.99	\$0.00	\$0.00	Add
Unlimited Talk + T...	<input type="text"/>	2	\$14.99 \$0.00	\$0.00	\$0.00	\$0.00	Add
Required attribute missing for 4G LTE Data Plan.							
4G LTE Data Plan	<input type="text"/>	2	\$34.99 \$0.00	\$0.00	\$0.00	\$0.00	Add

- c. In the **Details** popup window, notice the text you entered in the display text field of the price override for **Unlimited Talk + Text**.

Details	
\$14.99	\$14.99
\$0.00 when purchased with Family Simple Choice Plan	\$0.00
	\$0.00


- d. Click **Close** to close the **Details** popup window.
 - e. Click on the adjusted price for **4G LTE Data Plan** and click the **information** icon .

- f. In the **Details** window, notice the display text displays here for the 100% off adjustment.

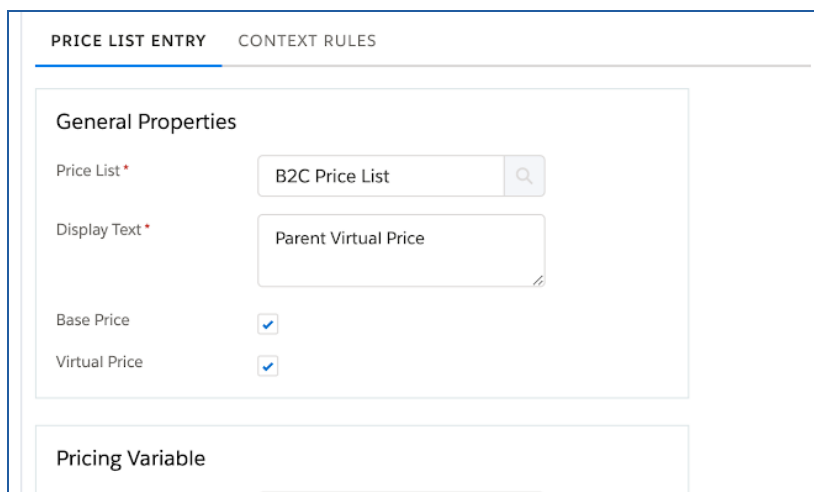
Details	
\$34.99	\$34.99
\$0.00 when purchased with Family Simple Choice Plan	-100 %
	\$0.00

- g. Click **Close** to close the **Details** popup window.
6. Delete the **Family Simple Choice Plan** bundle from the Cart.
- Click the **down arrow** icon to the right of **Family Simple Choice Plan** to display the line-item menu.
 - Click **Delete**. Click **Delete** from the **Delete Item** confirmation dialog box.

Task 3: Set a parent product as a virtual price

1. Return to the browser tab where the **Vlocity Product Console** is open.
2. Search and select the product, **iPhone X Intro Bundle**.
3. Click on the **Pricing** facet.
4. Click the **edit** icon  next to the price list entry.
5. In the **Price List Entry** pane to the right, notice the current **Display Text** under General Properties and the selected **Pricing Element**.
6. Under **General Properties**, enter the following and click **Save**.

Field	Entry
Display Text	Parent Virtual Price
Virtual Price	<input checked="" type="checkbox"/>



7. Navigate to the browser tab where you have the **Cart** open.
8. Enter `iPhone X` in the **Search** field of the Products list.
9. Click **Add to Cart** next to the **iPhone X Intro Bundle**.

10. Notice the price of the child products have rolled up into the total columns while the parent product has a recurring and one-time charge of \$0.00.

> Messages (2)

Advanced Pricing
▼

	Item Name	Quantity	Recurring Charge	Recurring Total	One Time Charge	One Time Total	Action	Promotion
This bundle has Errors.								
▼	iPhone X Intr...	1	\$0.00	\$49.98	\$0.00	\$999.99	Add	
	Unlimited Tal...	1	\$14.99	\$14.99	\$0.00	\$0.00	Add	
Required attribute missing for Apple iPhone X.								
	Apple iPhone X	1	\$0.00	\$0.00	\$999.99	\$999.99	Add	
Required attribute missing for 4G LTE Data Plan.								
	4G LTE Data Pl...	1	\$34.99	\$34.99	\$0.00	\$0.00	Add	

11. Click the down arrow icon to the right of **iPhone X Intro Bundle** to display the line-item menu, click **Delete**. Click **Delete** from the **Delete Item** confirmation dialog box.

Review

Confirm your understanding by answering these questions.

1. What are the steps to adjust child product prices in a bundle?
2. How can you create a flat monthly rate for a product bundle?
3. How can you show a minimum starting price for a product bundle in the product list of the Cart?
4. How are the prices for bundles totaled?
5. Setting a bundle's parent product to virtual price does what?
6. What is the difference between an override and an adjustment?

Exercise 4-4: Apply Manual Changes to a Product's Price in the Cart

Scenario

Ada has issued a policy to apply a 20% discount on purchases of 10 - 20 smartphones. She needs to review how to do this, so she can train the CSRs.

Goal


- Differentiate between a percentage adjustment of a price, an amount adjustment to a price in the Cart, and a price override.
- Explain how to manually adjust the price of a product in the Cart.
- Describe how to delete a manual adjustment.

Tasks

1. Add a product to the Cart
2. Adjust the charge with the percentage adjustment
3. Remove the percentage adjustment and adjust the charge with the amount
4. Remove the adjusted amount and override the charge

Time: 10 mins

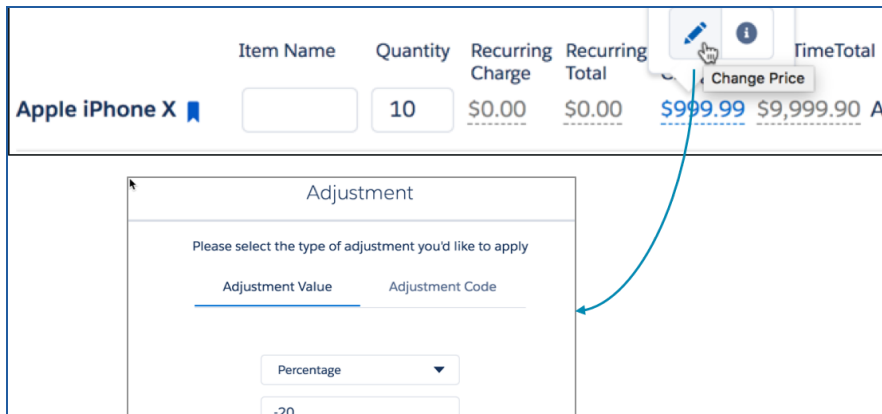
Adjusting Pricing in the Cart

You can adjust pricing in the Cart to offer discounts, such as for volume purchasing. For example, this customer is purchasing ten Apple iPhone X smartphones. By clicking on the price in the **One Time Charge** column, you can click the **edit** icon  to open the **Adjustment** window. Here you can apply a discount by a percentage, a fixed amount, or an override.



NOTE:

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



The screenshot shows a table with columns: Item Name, Quantity, Recurring Charge, Recurring Total, and TimeTotal. The first row is for 'Apple iPhone X' with a quantity of 10, recurring charges of \$0.00, and a recurring total of \$0.00. The 'TimeTotal' column shows '\$999.99' and '\$9,999.90'. A 'Change Price' button is visible. Below the table, an 'Adjustment' window is open, prompting the user to select the type of adjustment. The 'Adjustment Value' field is set to '-20' under the 'Percentage' dropdown.


Item Name	Quantity	Recurring Charge	Recurring Total	TimeTotal
Apple iPhone X	10	\$0.00	\$0.00	\$999.99 \$9,999.90

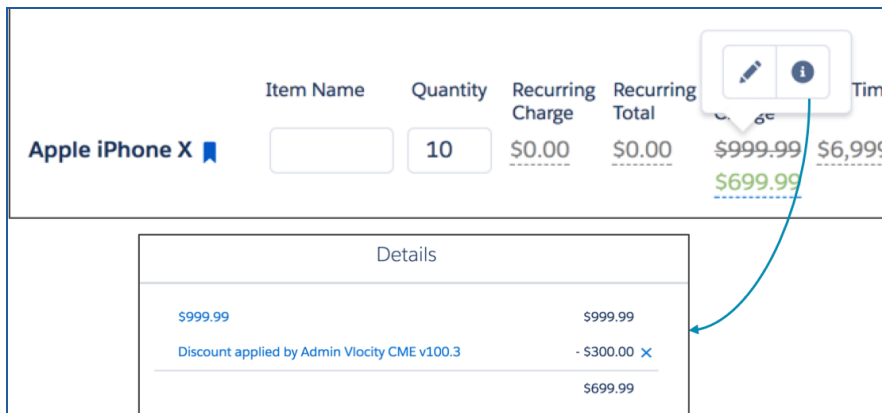
Adjustment

Please select the type of adjustment you'd like to apply

Adjustment Value: Adjustment Code:

Percentage

To see information on the adjustment, you click the adjusted price and click the **information** icon .




The screenshot shows the same table as before, but the 'TimeTotal' column now shows '\$999.99' and '\$6,999.99'. A 'Details' window is open, showing the original price of \$999.99, a discount of -\$300.00 applied by 'Admin Vlocity CME v100.3', and a final price of \$699.99.

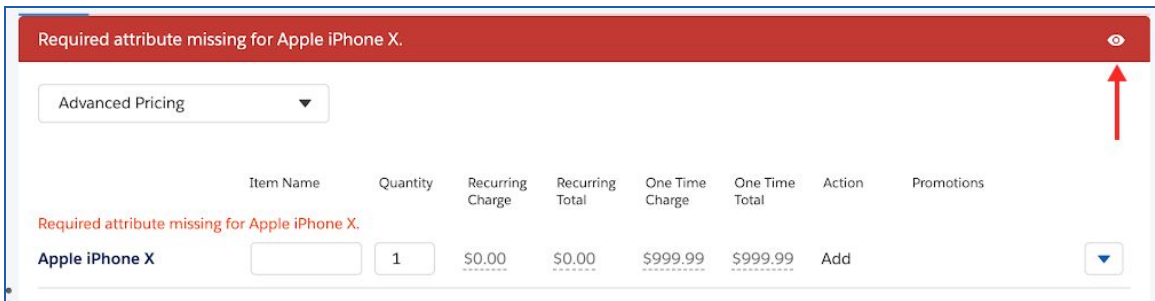
Item Name	Quantity	Recurring Charge	Recurring Total	TimeTotal
Apple iPhone X	10	\$0.00	\$0.00	\$999.99 \$6,999.99

Details

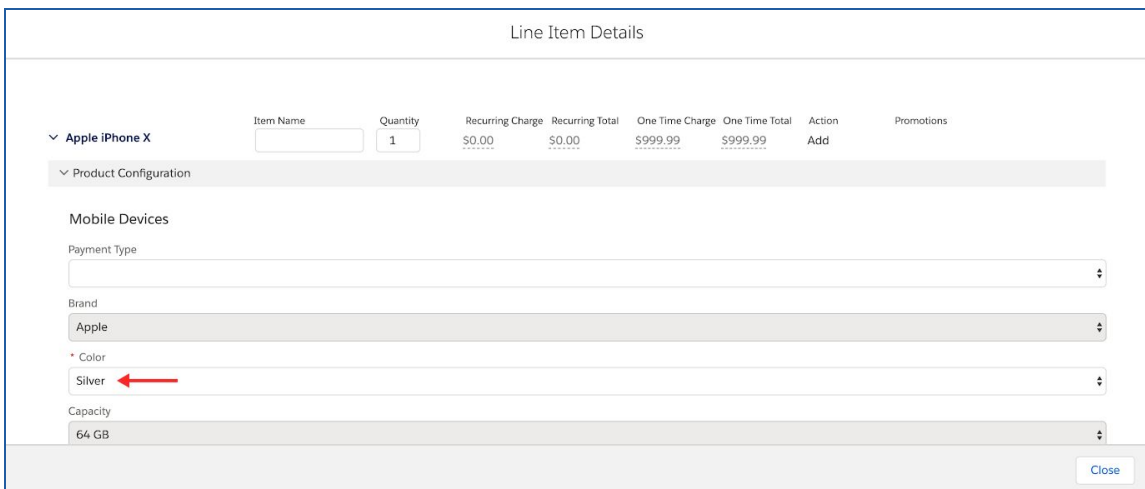
\$999.99	\$999.99
Discount applied by Admin Vlocity CME v100.3	- \$300.00
	\$699.99

Task 1: Add a product to the Cart

1. Add the product to the Cart
 - a. Navigate to the browser tab where the Cart is currently open or create a new order and click Configure Order.
 - b. Add the **Apple iPhone X** to the Cart.
2. Change the quantity of the iPhone X and its missing attribute.
 - a. Click the **Take Me There** icon  on the red banner message.




- b. Click in the **Color** field and select: **Silver**.



- c. Click **Close** to close the Line Item Details window.

- d. In the Cart, click in the **Quantity** field and change the number to 10.

Task 2: Adjust the charge with the percentage adjustment

1. Open the **Adjustment** window to edit the price.
 - a. In the Cart next to Apple iPhone X, click the amount in the **One Time Charge** column.
 - b. Click the **edit** icon .

Item Name	Quantity	Recurring Charge	Recurring Total	One Time Total	Action
Apple iPhone X	10	\$0.00	\$0.00	\$999.99	Add

2. Adjust the price by taking 20% off.
 - a. At the **Adjustment** window, enter in the field under **Percentage**: -20.

Adjustment

Please select the type of adjustment you'd like to apply

ADJUSTMENT VALUE**ADJUSTMENT CODE**

Percentage

-20

Close

Apply



- b. Click **Apply**.

- c. Notice the **One Time Charge** has been discounted by 20%.


	Item Name	Quantity	Recurring Charge	Recurring Total	One Time Charge	One Time Total	Action
	Apple iPhone X	<input type="text" value="10"/>	\$0.00	\$0.00	\$999.99 \$799.99	\$7,999.92	Add

3. View the explanation for the adjustment.

- a. Click the adjusted price in the **One Time Charge** column, then click the **information** icon 



	Item Name	Quantity	Recurring Charge	Recurring Total	 	One Time Total	Action
	Apple iPhone X	<input type="text" value="10"/>	\$0.00	\$0.00	\$999.99 \$799.99	\$7,999.92	Add

- b. Notice in the **Details** window, the system has automatically generated display text to indicate how the discount occurred.


Details	
\$999.99	\$999.99
Discount applied by Admin Vlocity CME	-20 % 
	\$799.99

- c. Click **Close**.



Task 3: Remove the percentage adjustment and adjust the charge with the amount

1. Remove the percentage discount you created in Task 2.
 - a. Click the adjusted price in the **One Time Charge** column, then click the **information** icon .
 - b. At the **Details** window, click the **X** next to **-20%**.
 - c. Notice the adjustment is removed. Click **Close**.
2. Discount the price by a set amount to change the one-time charge.
 - a. Click the price in the **One Time Charge** column, then click the **edit** icon .
 - b. In the **Adjustment** window, select **Amount** from the menu.
 - c. In the field beneath **Amount**, enter: -300 and click **Apply**.
 - d. You have adjusted the one-time charge to be \$699.99.


	Item Name	Quantity	Recurring Charge	Recurring Total	One Time Charge	One Time Total	Action
	Apple iPhone X	<input type="text" value="10"/>	\$0.00	\$0.00	\$999.99 \$699.99	\$6,999.90	Add

3. View the explanation for the change to the price.
 - a. Click the adjusted price, then click the **information** icon . The system has automatically created display text to explain the discount of \$300.
 - b. Click **Close**.

Task 4: Remove the adjusted amount and override the charge

1. Remove the amount adjustment you created in Task 3.
 - a. Click the adjusted price in the **One Time Charge** column, then click the **information** icon .
 - b. At the **Details** window, click the **X** next to **-\$300.00**.
 - c. **Close** the adjustment window, notice the adjustment is removed.
2. Override the base price.
 - a. Click the price in the **One Time Charge** column, then click the **edit** icon .
 - b. In the **Adjustment** window, select **Override** from the menu.
 - c. In the field beneath **Override**, enter: 759.99 and click **Apply**.
 - d. You have adjusted the one-time charge to be \$759.99.

	Item Name	Quantity	Recurring Charge	Recurring Total	One Time Charge	One Time Total	Action
	Apple iPhone X	<input type="text" value="10"/>	\$0.00	\$0.00	\$999.99 \$759.99	\$7,599.90	Add

3. View the explanation for the change to the price.
 - a. Click the changed price, then click the **information** icon . The system has automatically created display text to explain the override.
 - b. Click **Close**.
 - c. Delete the **Apple iPhone X** product from the Cart.

Review

Confirm your understanding by answering these questions.

1. How do you apply a manual percentage discount in the Cart? An amount discount?
2. How do you remove a manual discount?

Exercise 4-5: Create Pricing Components

Scenario

Ada has been diligently working on a spreadsheet of new B2C products and their prices that need to be added to the catalog. She noticed some of the pricing elements to price the new products are not currently in the B2C price list, so she must add these pricing elements.

Also, an additional time plan and time policy must be created in the product catalog. There is a product with recurring pricing that needs a time plan and policy assigned. Ada must create: a time plan for four years (48 months) and a time policy that begins upon activation and ends at the end of the plan.

Goal

- Explain where time plans, and time policies are created.
- Differentiate between a time plan and a time policy.
- Describe the options for starting and ending a time policy.
- Explain where pricing variables are stored and created.
- Differentiate between a pricing element charge and a pricing element adjustment.
- Explain the function of an effectivity time frame for a pricing element.
- Describe where the display text you enter for a pricing element charge or adjustment displays in the system.

Tasks

1. Create a one-time charge
2. Create a monthly recurring charge
3. Create a monthly recurring adjustment
4. Analyze the different types of adjustments
5. Create a duration of time for a subscription
6. Create a start and end time for subscriptions
7. Assign a duration and start/end time to a product's price

Time: 15 mins

Pricing Elements

There are pricing elements for adjustments and overrides in addition to charges. The basic types of pricing elements are:

- Charges: To assign a base price
- Adjustments: To adjust a base price
- Overrides: To override a base price

If you don't see the price you need in the list of prices with their currency and types, then you must create a new pricing element.

Creating a Pricing Element

Pricing elements are stored within their respective price lists. In addition to creating an amount and its currency, you must: 1) Find the pricing variable you want to use by selecting the parameters for the pricing variable, and 2) Select the pricing variable from the results list.

A pricing element must have an effective from date that is not in the future and have an active status to be available for use when you are creating a price list entry. If a pricing element's effectivity range is in the past, you can no longer use it to price a product.

As a best practice, the name of the pricing element should indicate as much information about the price as possible, such as the currency, amount, and whether it is a one-time or recurring charge. Additionally, if the charge is recurring, make sure to specify when it recurs. For example, a recurring monthly charge of \$9.99 could be named "\$9.99 RM" or "\$9.99 Monthly". The code is a unique code which identifies the individual pricing element.

For Subscriptions/Recurring Price

Products such as data plans, internet services, and other ongoing subscription products need a recurring price. You may also need to associate a time plan and a time policy to the price.

Time Plan

The time plan is the length of time for pricing to apply to a product. For example, a 2-year subscription to cellular service has a 24-month time plan.

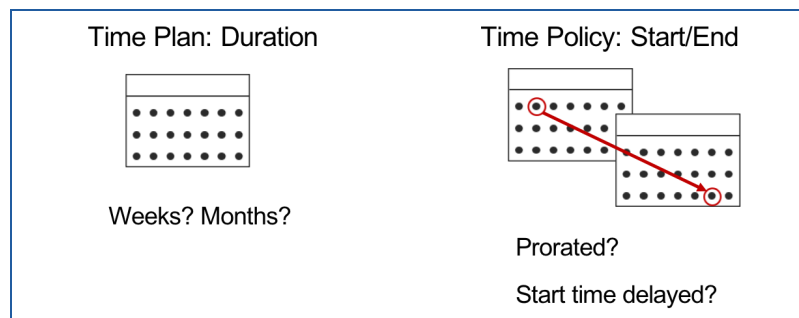
Settings for a time plan include:

- Total duration of the time
- The units of measure for the duration: Day, Week, Month, Year

Time Policy

A time policy indicates when the price starts, and stops being applied. When you create a time policy, you have these setting options:



Setting	Options
Start Policy	<ul style="list-style-type: none">• Purchase Date: Typically, the date on which the customer submits payment and signs the agreement• Cycle Start Date: Date on which the customer's next billing cycle begins• First Day of Month: First day of month• Activation Start: Date on which the customer activates the service or device
End Policy	<ul style="list-style-type: none">• End of Plan Duration: The last day of the plan's duration• Cycle End Date: The last day of the billing cycle• Set by Order Management• Last Day of Month: The last day of the month
Type	<ul style="list-style-type: none">• Start Proratable (on/off)• End Proratable (on/off)
Start Time Delayed	<ul style="list-style-type: none">• Start Time Delayed (on/off)• Delay Offset: Amount, supporting positive and negative numbers• Delay Offset Unit of Measure: Day, Week, Month, or Year

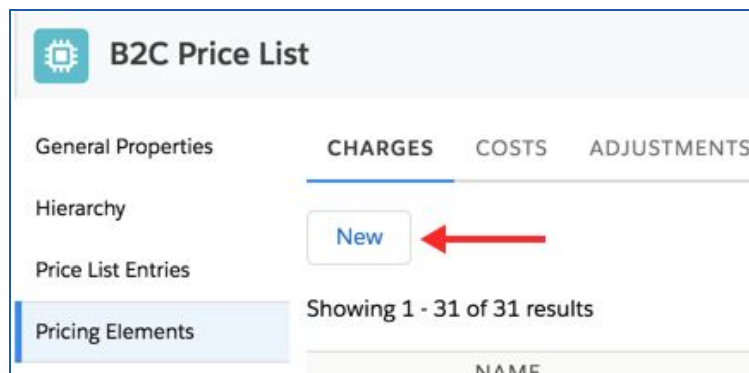


Examples

Time Plans	Time Policies
Annual time plan	Starts first day of month, ends on cycle end date
3-year time plan	Starts on purchase date, ends at end of plan's duration

Task 1: Create a one-time charge

1. Create a one-time charge of \$12.99.
 - a. At the **Vlocity Product Console**, click the **search** icon  to the right of **Price List**.
 - b. Click the **search** icon  to the right of the **Search** field.
 - c. Click **B2C Price List** to open it.
 - d. Click the **Pricing Elements** facet.
 - e. In the **CHARGES** tab in the **Pricing Elements** facet, click **New**.



- f. In the right-hand panel, find the one-time standard pricing variable by making these selections and clicking **Search**:

Field	Entry
Charge Type	One-time
Sub-Type	Standard

- g. From the results list of pricing variables, click: **One Time Std Price**. The pricing element you create will be associated with this pricing variable.

- h. Complete the **General Properties**, **Currency Value**, and **Effectivity** information, and click **Save**.

Field	Entry	Notes
Name	\$12.99 OT	OT indicates this is a one-time price.
Code	OT-12.99	The code for each pricing element must be unique.
Display Text	\$12.99	
Charge	12.99	This is the actual price.
Effective From	[Today's date]	The date the pricing element becomes effective.
Active	✓	Must be selected for the pricing element to be used.

Pricing Variable

Charge Type *

Sub-Type *

Selected Pricing Variable: One Time Std Price

General Properties

Name *

Code *

Display Text *

Help Text

Currency Value

Calculation Type

Charge *

Currency Code *

Effectivity

Effective From *

Effective Until

Active ☒

2. View the new pricing element.

\$12.99 OT	OT-12.99	One Time Std Price	12.99
------------	----------	--------------------	-------

Task 2: Create a monthly recurring charge

1. Create a monthly recurring charge of \$549.99.
 - a. In the **CHARGES** tab in the **Pricing Elements** facet, click **New**.
 - b. Find the monthly recurring pricing variable by making these selections and clicking **Search**.

Field	Entry
Charge Type	Recurring
Frequency	Monthly
Sub-Type	Standard

- c. From the results list of pricing variables, click: **Recurring Monthly Std Price**.
The pricing element you create will be associated with this pricing variable.
- d. Complete the **General Properties**, **Currency Value**, and **Effectivity** information, and click **Save**.

Field	Entry	Notes
Name	\$549.99 RM	RM indicates this is a recurring monthly price.
Code	RM-549.99	The code for each pricing element must be unique.
Display Text	\$549.99	
Charge	549.99	This is the actual price.
Effective From	[Today's date]	The date the pricing element becomes effective.
Active	✓	Must be selected for the pricing element to be used.

Pricing Variable

Charge Type *

Frequency *

Sub-Type *

[Search](#)

Selected Pricing Variable: Recurring Monthly Std Price

General Properties

Name *

Code *

Display Text *

Help Text

Currency Value

Calculation Type

Charge * Monthly

Currency Code *

Effectivity

Effective From *

Effective Until

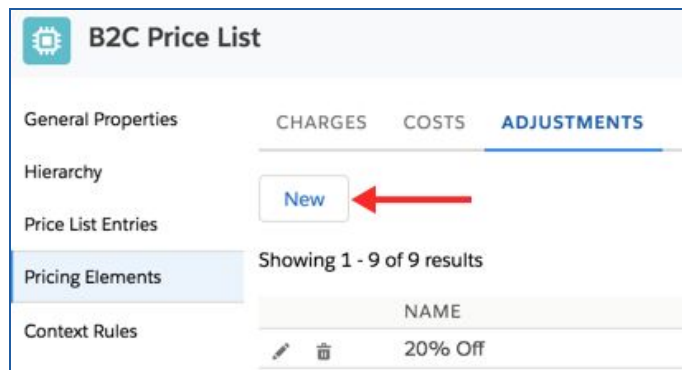
Active ☒

[Save](#)

2. View your new pricing element.

Task 3: Create a monthly recurring adjustment

1. Create a monthly recurring adjustment for \$3.00 off the price.
 - a. In the **Pricing Elements** facet, click the **ADJUSTMENTS** tab, and then click **New**.



- b. Search for the pricing variable for the monthly recurring standard pricing absolute adjustment by making these selections and clicking **Search**:

Field	Entry
Charge Type	Adjustment
Sub-Type	Standard

- c. From the results list of pricing variables, click: **Recurring Monthly Std Price Adjustment Abs**. This is an amount adjustment (or absolute adjustment) instead of a percentage adjustment.
 - d. The pricing element you create will be associated with this pricing variable.

- e. Complete the **General Properties, Currency Value, and Effectivity** information, and click **Save**.

Field	Entry	Notes
Name	\$3.00 Off Monthly	Three dollars will be taken off the monthly recurring charge of the list price.
Code	M-ADJ-\$3-OFF	The code for each pricing element must be unique.
Display Text	\$3.00 Off Monthly	
Adjustment Value	-3.00	This is the actual price.
Effective From	[Today's date]	The date the pricing element becomes effective.
Active	✓	Must be selected for the pricing element to be used.

Pricing Variable
Charge Type * Adjustment
Sub-Type * Standard
[Search](#)
Selected Pricing Variable: Recurring Monthly Std Price Adjustment Abs

General Properties
Name * \$3.00 Off Monthly
Code * M-ADJ-\$3-OFF
Display Text * \$3.00 Off Monthly
Help Text

Currency Value
Calculation Type Simple
Adjustment Method Absolute
Adjustment Value * -3.00 USD

Effectivity
Effective From * 5/24/2019 12:00 AM
Effective Until
Active ☒

Save


2. View your new entry in the list.

Task 4: Analyze the different types of adjustments



1. View the list of adjustment pricing elements by making sure you are on the **ADJUSTMENTS** tab in the **Pricing Elements** facet.
2. Look at the pricing variable column and answer these questions.
 - a. What is the difference between the pricing variable **One Time Std Price Adjustment Pct** and **One Time Std Price Adjustment Abs**?

 - b. What is the difference between **Recurring Monthly Std Price Adjustment Pct** and **Recurring Monthly Std Price Adjustment Abs**?

Task 5: Create a duration of time for a subscription


1. Create a time plan for four years (48 months).
 - a. Navigate to the **Vlocity Product Console**.
 - b. In the **Pricing** section, click the **new** icon  next to **Time Plan**.
 - c. Complete these fields and click **Save**.


Field	Entry	Notes
Name	TP-48M	Best practice is to indicate the duration of the plan in the name.
Description	48-month plan	
Total Duration	48	
Total Duration UoM	Month	
Active	<input checked="" type="checkbox"/>	Must be selected for the time plan to be shown as a choice in the time plan list.
Effective Start Date	[Today's date]	Must have a date of today or in the past.



2. View the time plan in the Vlocity Product Console.
 - a. Go to the **Vlocity Product Console** and click the **search** icon  beside **Time Plan**.
 - b. Click  again. The new entry displays in the list.

Task 6: Create a start and end time for subscriptions








Create a time policy that begins when the subscription is activated and ends at the end of the subscription plan.



1. Create a start time that begins when the product or service is activated and an end time of the end of the subscription plan.
 - a. In the **Vlocity Product Console**, in the **Pricing** section, click  next to **Time Policy**.
 - b. Complete these fields and click **Save**.

Field	Entry	Notes
Name	TPOL-ACTSTART-ENDEPLAN	Best practice is to indicate in the name when the policy begins.
Description	Activation to end of plan	It's helpful to describe the start and end of policy.
Start Policy	Activation Start	
End Policy	End of Plan Duration	
Active		Must be selected for the time plan to be shown as a choice in the time plan list.
Effective Start Date	[Today's date]	Must have a date of today or in the past.

2. View the new entry in the Vlocity Product Console.
 - a. Go to the **Vlocity Product Console** and click the **search** icon  beside **Time Policy**.
 - b. Click  again. The new entry displays in the list.

Task 7: Assign a duration and start/end time to a product's price

1. Locate and open the **No Limits Data Plan** product.
 - a. Navigate to **Vlocity Product Console**.
 - b. Click  next to **Product** or click the Search Product tab.
 - c. In the Search field, enter `no limits` and click .
 - d. Select the product **No Limits Data Plan**.
2. Add a time plan to the price list entry for the product.
 - a. Click the **Pricing** facet.
 - b. Click the edit icon  next to the price list entry to edit it.
 - c. In the right-hand panel, scroll to the section **Time Plan/Policy**.
 - d. Beside **Time Plan**, click .
 - e. In the **Time Plan Lookup** window, click .
 - f. Click **Select** next to **TP-12M Plan**.
3. Add a time policy to the price list entry for the product.
 - a. Beside **Time Policy**, click .
 - b. At the **Time Policy Lookup** window, click .
 - c. Next to **TPOL-FIRSTDAY**, click **Select**.
 - d. Click **Save**.
4. Notice the time plan and time policy now appear in the price list entry.

PRICE LIST	DISPLAY TEXT	PRICING VARIABLE	PRICING ELEMENT	TIME PLAN	TIME POLICY
  B2C Price List	\$54.99	Recurring Monthly Std Price	<div><div>Name: \$54.99 RM Code: RM-54.99 Display Text: \$54.99 Calculation Type: Simple Charge: 54.99 USD Monthly</div></div>	TP-12M	TPOL-FIRSTDAY

Review

Confirm your understanding by answering these questions.

1. What is a pricing element? A pricing variable?
2. How is a pricing variable associated with a pricing element?
3. How do you create a pricing element charge?
4. Where are pricing elements located?
5. What is the difference between a recurring and one-time pricing element?
6. What is the difference between a pricing element charge and a pricing element adjustment?
7. How do the Effective Until and Effective From dates affect a pricing element?
8. Where does the display text for a pricing element show up in the system?
9. What is the difference between a price list and price book?
10. How do you create a time plan? A time policy?
11. What is the difference between a time plan and a time policy?

Exercise 4-6: Building Price for Cloud Products Challenge

Scenario

Ada has been coming up with new pricing strategies for a number of their products. Infiwave's objective is to attract new consumer customers, in addition to increasing recurring revenue.

Goal

- Review the requirements below and challenge yourself to create and assign product pricing.
- Challenge exercises solidify what you learned in the exercises, build your skills, and allow you to make mistakes -- which is how you will master this application.

Tasks

1. Review pricing requirements
2. Build pricing for new products
3. Test new products and pricing in Cart

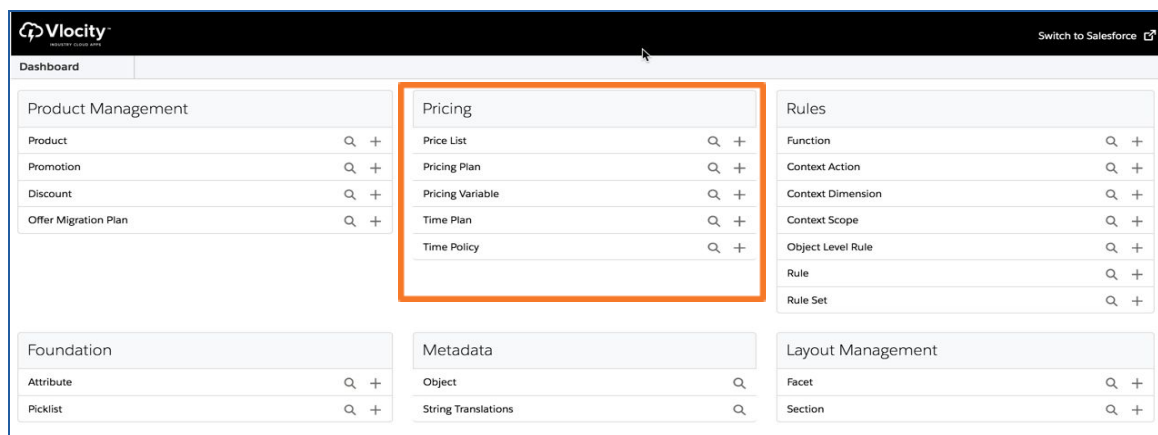
Time: 25 mins

Task 1: Review pricing requirements

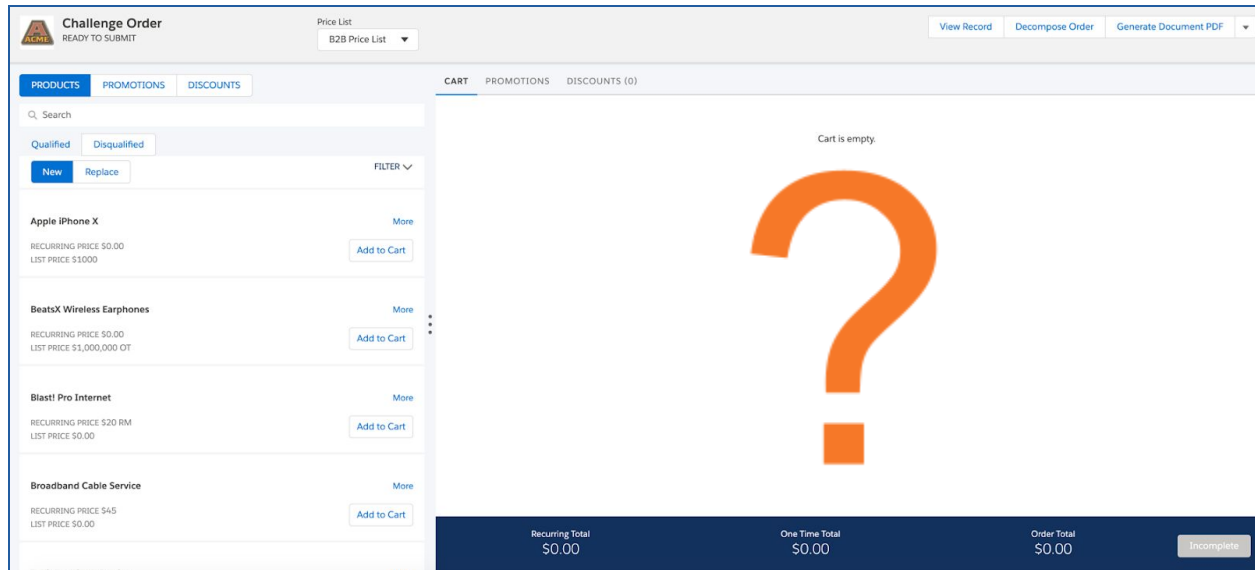
Marketing Pricing Requirements

Product	Smart Hub Cloud Backup	<ul style="list-style-type: none"> Now available to B2C customers. \$15 recurring monthly effective immediately.
Product	Smart Cloud Storage	<ul style="list-style-type: none"> Now available to B2C customers. Rolled up pricing.
Child Product	Cloud Storage – 100 GB	<ul style="list-style-type: none"> No change in pricing.
Child Product	Cloud Storage – 1TB	<ul style="list-style-type: none"> \$5 off monthly for 6 months from date of purchase to cycle end date.
Child Product	Cloud Storage – 10 TB	<ul style="list-style-type: none"> 20% off monthly for 9 months from date of purchase to cycle end date.

Task 2: Build pricing for new products



Task 3: Test new products and pricing in the Cart



The screenshot displays the Salesforce Challenge Order interface. The top header shows "Challenge Order" with a "READY TO SUBMIT" status and a "Price List" dropdown set to "B2B Price List". Action buttons include "View Record", "Decompose Order", and "Generate Document PDF".

The main interface is divided into two sections. On the left, the "PRODUCTS" tab is active, showing a search bar and filters for "Qualified" and "Disqualified" items. Below these are four product listings, each with an "Add to Cart" button:

- Apple iPhone X**: RECURRING PRICE \$0.00, LIST PRICE \$1000
- BeatsX Wireless Earphones**: RECURRING PRICE \$0.00, LIST PRICE \$1,000,000 OT
- Blast! Pro Internet**: RECURRING PRICE \$20 RM, LIST PRICE \$0.00
- Broadband Cable Service**: RECURRING PRICE \$45, LIST PRICE \$0.00

On the right, the "CART" tab is active, displaying a large orange question mark and the text "Cart is empty." Below the cart area, a summary bar shows:

Recurring Total	One Time Total	Order Total
\$0.00	\$0.00	\$0.00

An "Incomplete" button is located at the bottom right of the summary bar.



Yay! All done!