2007-101c - Reset Despatched Factory Order

Overview:
A despatched Factory Order may need to be reset because the quantity and or price is incorrect. A despatch can only be reset if there is no invoice against the despatch. The only item that could be added to a Factory order after a despatch reset would be a dummy part as the whole production process would have been completed at this stage.

Click on the **Orders** tab from the ribbon and select Despatch (Factory).

Enter the order number or **press** <F2> and select the order from the pop-up list and **click** OK. **Press** <TAB> to populate the order. An alert will appear in the window that the order if All Despatched.

Click on the Reset icon and a message appears asking are you sure you want to reset the despatch, **click** on Yes.

Another message appears (see below), **click** on Yes.

The final message appears to advise the despatch has been reset, **Click** OK,

The USER can now edit/add and/or remove items on the order as necessary.