

Canceling a Client/Production Order

The option to cancel production/client orders is password protected. To use this feature the user will need permissions and an internal password.

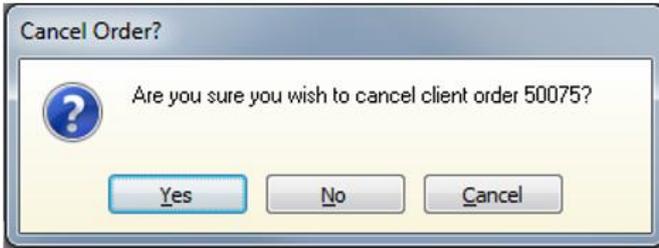
To Cancel a Client/Production Order

From the OPTO ribbon, select the 'Orders' tab and **click** on the 'Cancel Sales Order' or the 'Cancel Factory Order' icons. Enter the employee internal password in the red field and **press** <TAB> to generate the window. Type in the order number - or **press** <F2>, and select the order number from the pop-up list and **click** on OK.

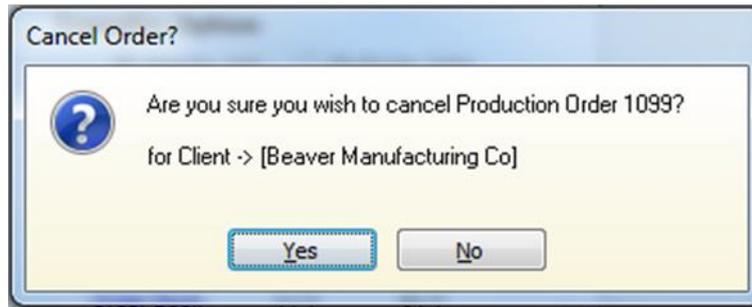
The image shows two screenshots of software windows. The left window is titled 'Cancel Sales Order' and contains an 'Employee Password' field (with a red box around it), a 'Sales Order No' dropdown menu (with '50151' selected and a red box around it), and a 'Send' button (with a red box around it). Below these fields is a yellow banner that says 'Please Enter Job No!'. The right window is titled 'Cancel Production Order' and contains an 'Employee Password' field (with a red box around it), a 'Div:' dropdown menu (with '1' selected), a 'Transfer Option' section with 'Single Job' selected, a 'Job No' dropdown menu (with '1191' selected and a red box around it), and a 'Send' button (with a red box around it). A red banner at the bottom of the right window says 'Password not found.'

Click on the **Send** button (circled above) and the Client/Production Order is sent to history. Where a Production order is sent to history, the job tickets and process tickets are also sent to history with the order. **Click** on Yes and/or OK on messages.

Client Order



Production Order



Click on the 'Finish' or 'Close' button to close the window.

NOTE: To un-cancel/bring back the order – see 'Retrieving Orders from History in this chapter.'