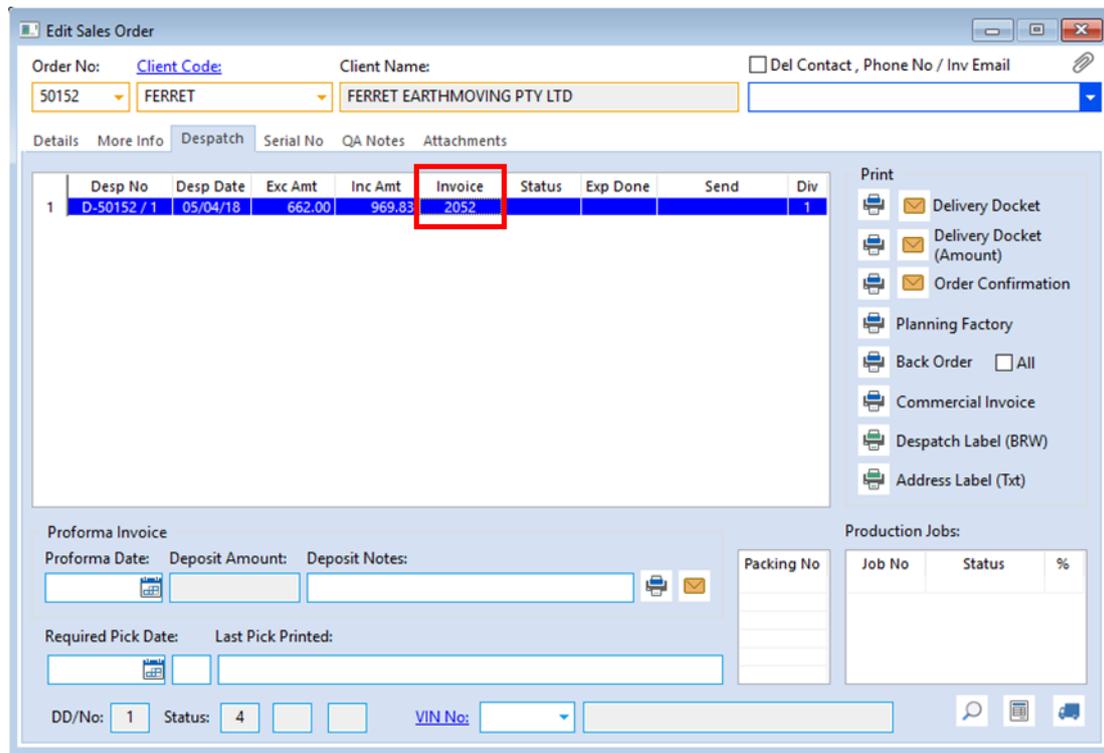


2007-204 - Reset Despatched Client/Production Order

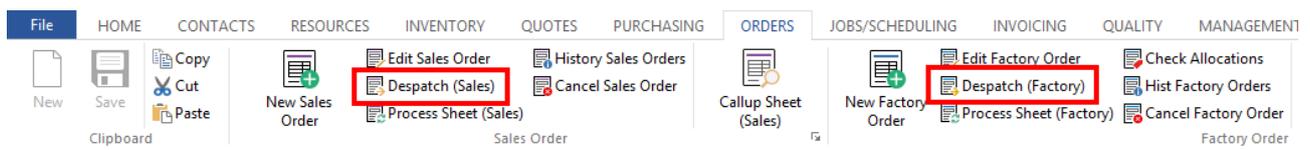
Overview:

A Client or Production Order may need to be edited or to have items added or removed after the order has been despatched. To enable the user to do this the despatch will need to be reset.

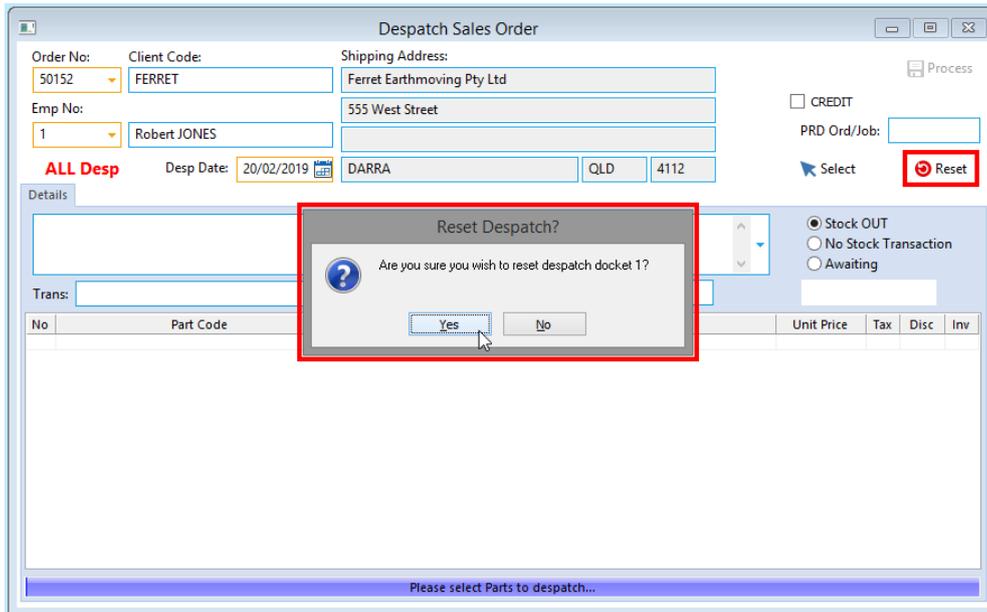
From the OPTO ribbon, select the 'Orders' tab and **click** on the 'Edit Sales Order' icon. In the **Order No** field **press <F2>** and select the order from the pop-up list then **click** on **OK**. **Press <TAB>** to generate the window and **click** on the 'Despatch' tab. If the order has been invoiced, the invoice will need to be deleted. To delete and invoice the USER will need permission (See *Invoice Deletion in the Invoice chapter*).



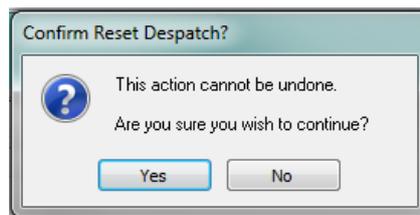
Click on either the 'Despatch Sales Order' or the 'Despatch Factory Order' icon, whichever applies.



Enter the order number or **press** <F2> and select the order from the pop-up list and **click** OK. **Press** <TAB> to generate the window and enter the Employee number. A message may appear to advise the order is fully despatched, **click** OK. **Click** on the **Reset** button, another message appears, **click** on **Yes**.



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



Yet another 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.