## 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 <u>OK</u>. **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*).

Edit Sales Order	
Order No: <u>Client Code:</u> Client Name: Del Com	atact , Phone No / Inv Email 🛛 🖉
50152 V FERRET V FERRET EARTHMOVING PTY LTD	▼
Details More Info Despatch Serial No QA Notes Attachments	
Deco No. Deco Date Evr Amt. Inc Amt. Invoice. Status Evo Done. Send. Div	Print
1         D-50152/1         05/04/18         662.00         969.83         2052         1	🖶 🔟 Delivery Docket
	Delivery Docket (Amount)
	🖶 🖂 Order Confirmation
	🖶 Planning Factory
	🖶 Back Order 🗌 All
	🖶 Commercial Invoice
	🖶 Despatch Label (BRW)
	🖶 Address Label (Txt)
	Deadurting Jakes
Proforma Invoice Proforma Date: Deposit Amount: Deposit Notes:	Production Jobs:
	JOD NO Status 76
DD/No: 1 Status: 4 <u>VIN No:</u>	

**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** <u>OK</u>. **Press** <TAB> to generate the window and enter the Employee number. A message may appear to advise the order is fully despatched, **click** <u>OK</u>. **Click** on the *Reset* button, another message appears, **click** on *Yes*.

<u></u>		Despatch Sales Order	
Order No: Client	t Code:	Shipping Address:	Process
50152 - FERF	RET	Ferret Earthmoving Pty Ltd	
Emp No:		555 West Street	
1 - Rob	ert JONES		PRD Ord/Job:
ALL Desp	Desp Date: 20/02/2019	DARRA QLD 4112	🗙 Select 🛛 😧 Reset
Details			
Trans:		Reset Despatch?  Are you sure you wish to reset despatch docket 1?	Stock OUT     No Stock Transaction     Awaiting
No	Part Code	<u>Yes</u> <u>No</u>	Unit Price Tax Disc Inv
		Please select Parts to despatch	

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

Confirm Reset Despatch?	
?	This action cannot be undone. Are you sure you wish to continue?
	Yes No

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.