Cancel Wholesale Order

Description

Use this task to cancel a wholesale order in the Wholesale Terminal. This job aids displays cancelling a created order that has not been invoiced and also cancelling an order during order entry.

Trigger

Perform this task when a need arises to cancel an order in the Order Status of "Created" and also cancel during order entry.
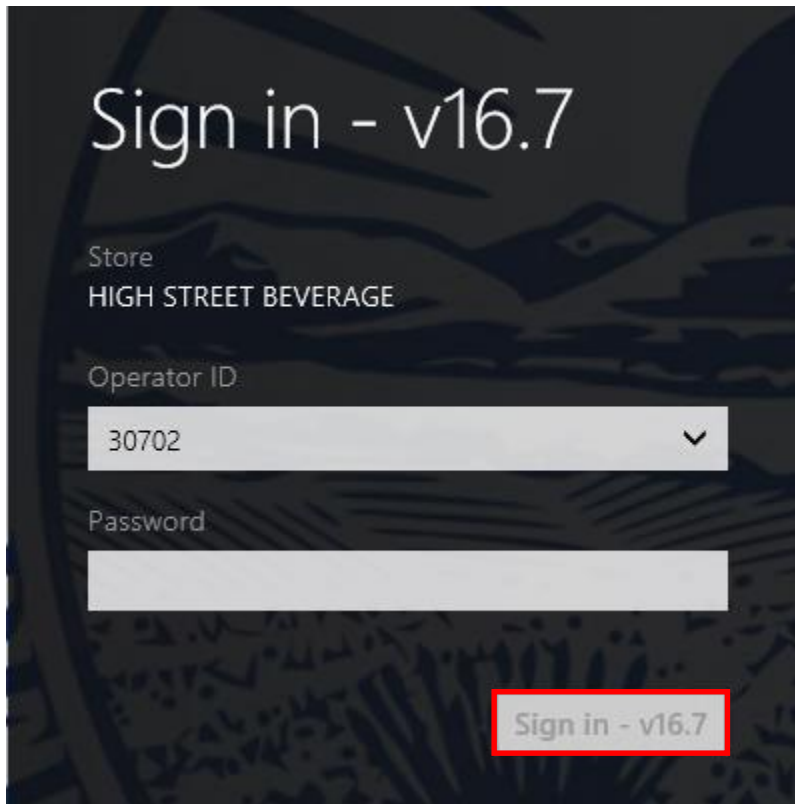
Prerequisites

The system has orders in "Created" status.

Helpful Hints

- Orders in "Invoiced" or "Canceled" status cannot be canceled. Canceled orders remain in the system and can be viewed in the future

- All actions performed in this job aid can be done using the keyboard and mouse Examples:
    - Press ↵ on Numpad or
    - Press the **Enter** key on the keyboard.

Procedure

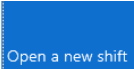1. Begin this task by signing into the Wholesale Terminal.
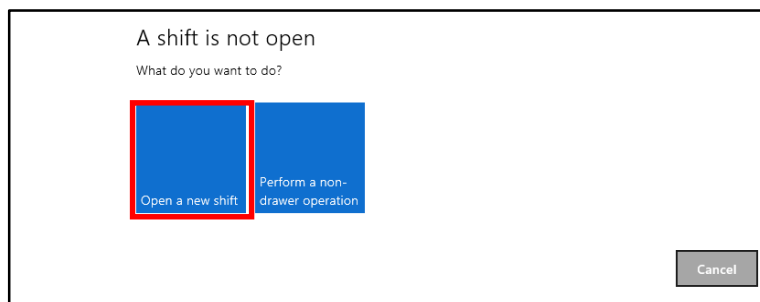
2. Press **Open a new shift** to start the shift.

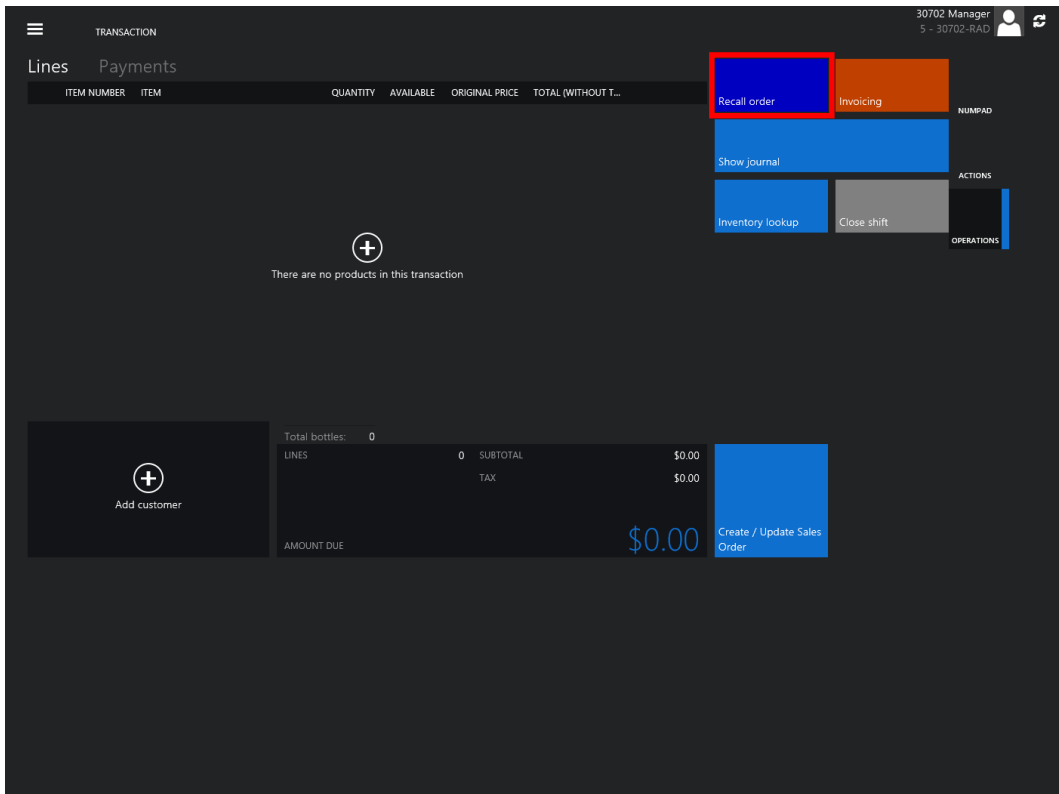The *Open shift* window will only display if the shift is not already opened.
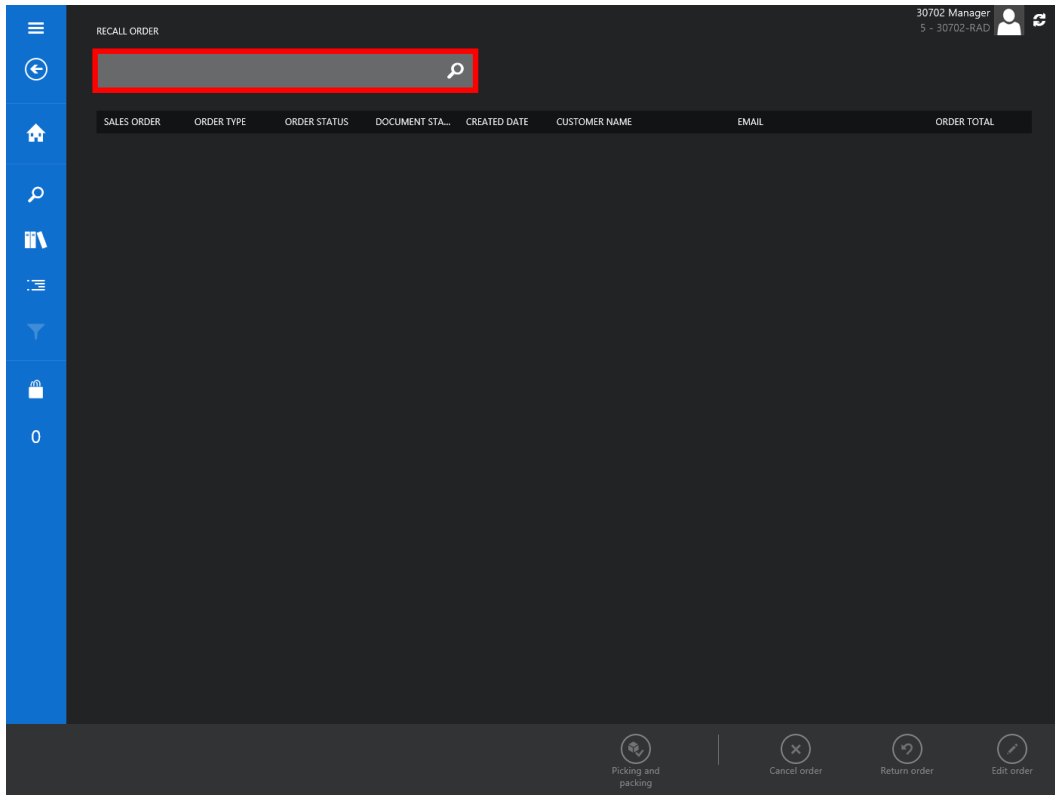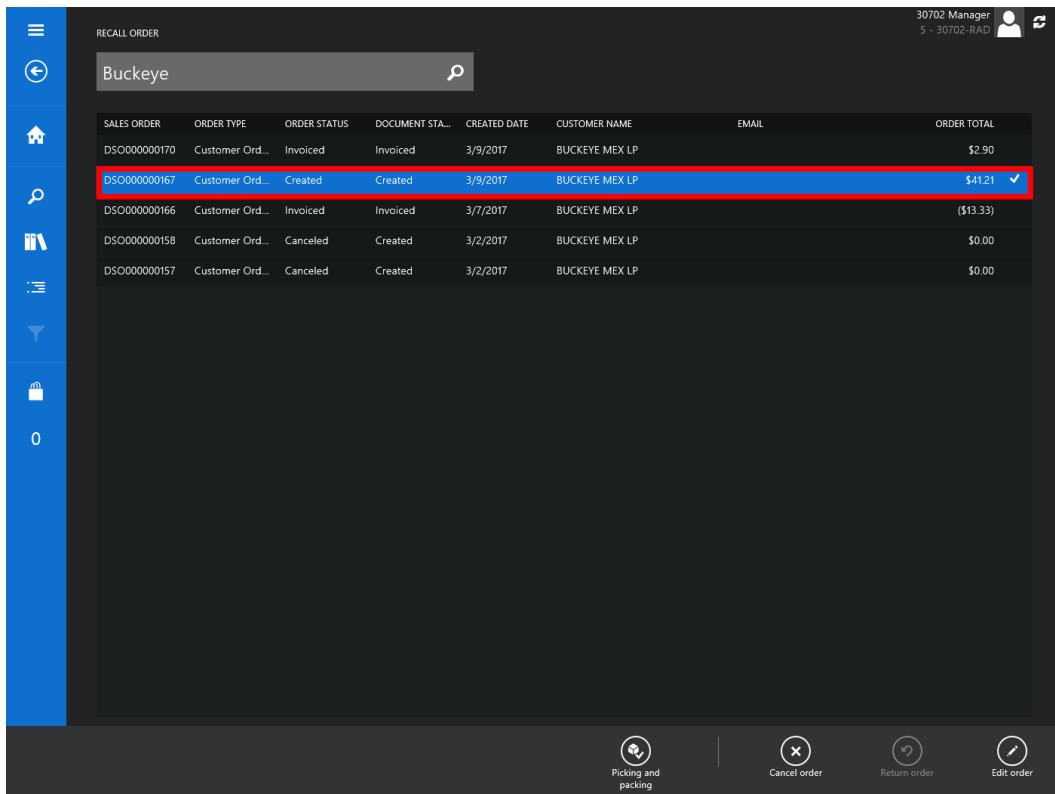
3. Press **OPERATIONS** .
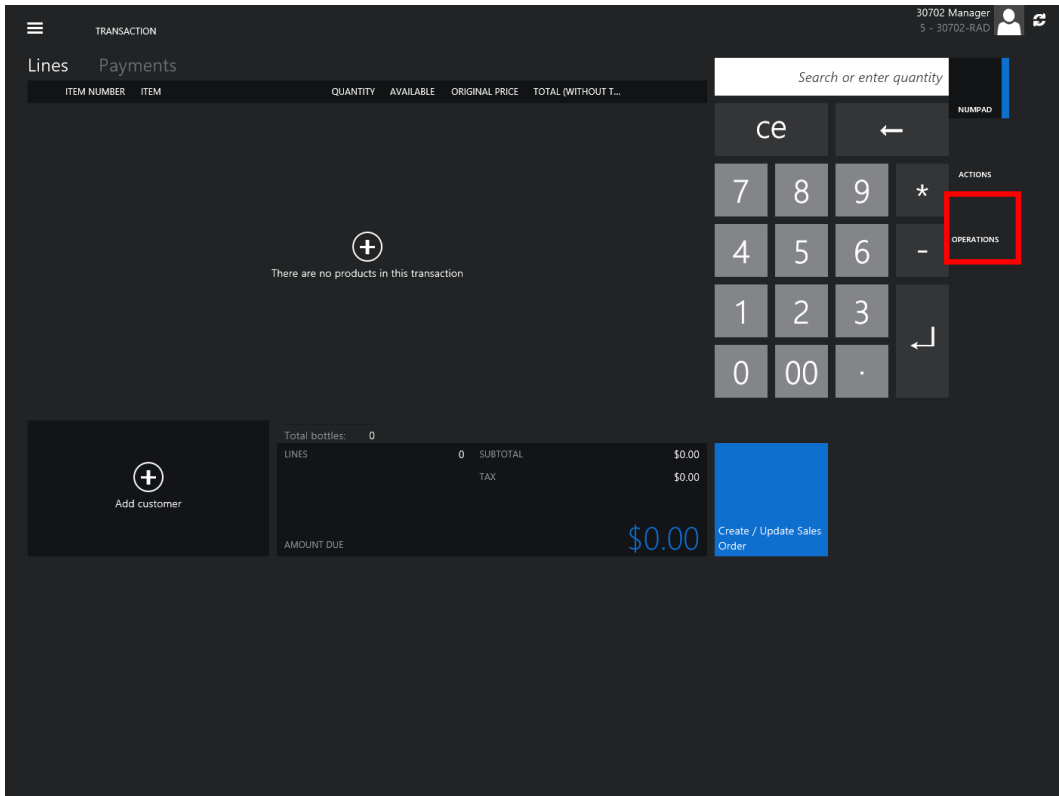
4. Press **Recall order** to recall the previous order.

5. Enter the appropriate customer name in the **Search** field. In this example, enter "Buckeye."

6. Select the appropriate order to cancel. In this example, select "DSO000000167."

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7. Press to cancel the order.

> The sales order must be in "Created" status in order to cancel the order.

8. Press to complete this task.

Customer order cancelled

|	
Transaction	Date
30702-D30000011	3/10/2017
Register	Time
30702-RAD	10:03:14 AM
Sales person	Line items
30702 Manager	1

Close

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Canceling the order during order entry.
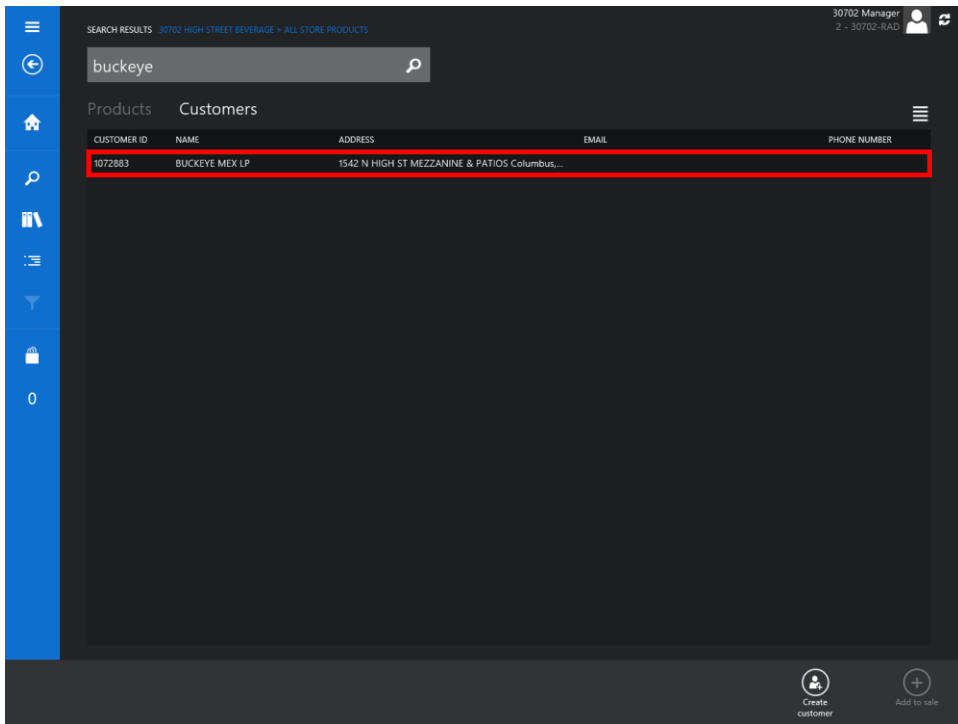
1. Press to add a customer to the order.
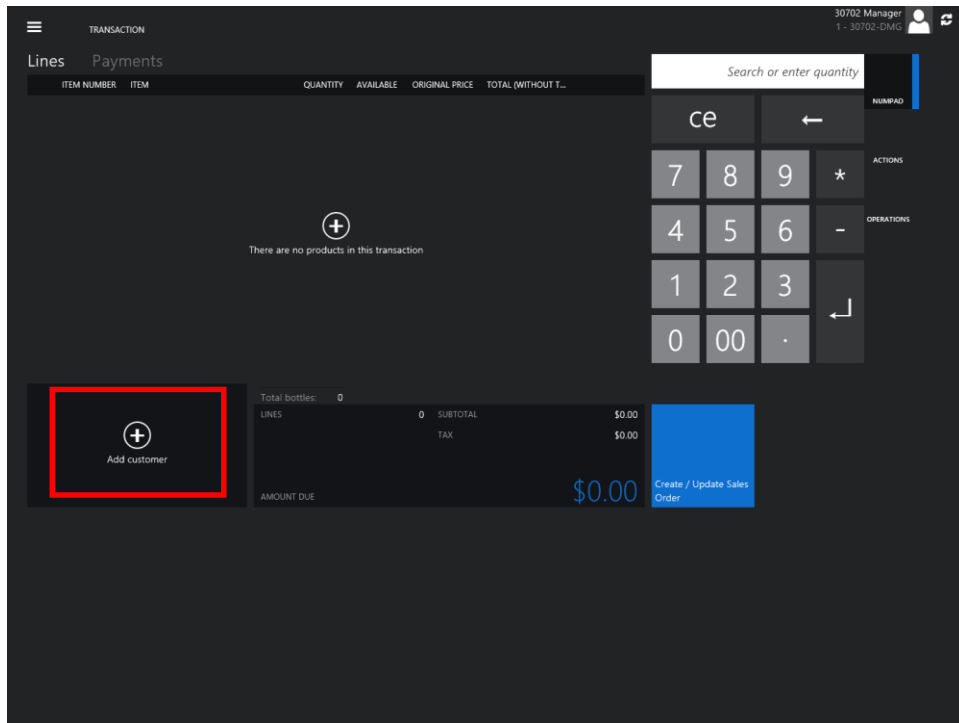
2. Enter the appropriate customer name in the **Search** field. In this example, enter "buckeye."

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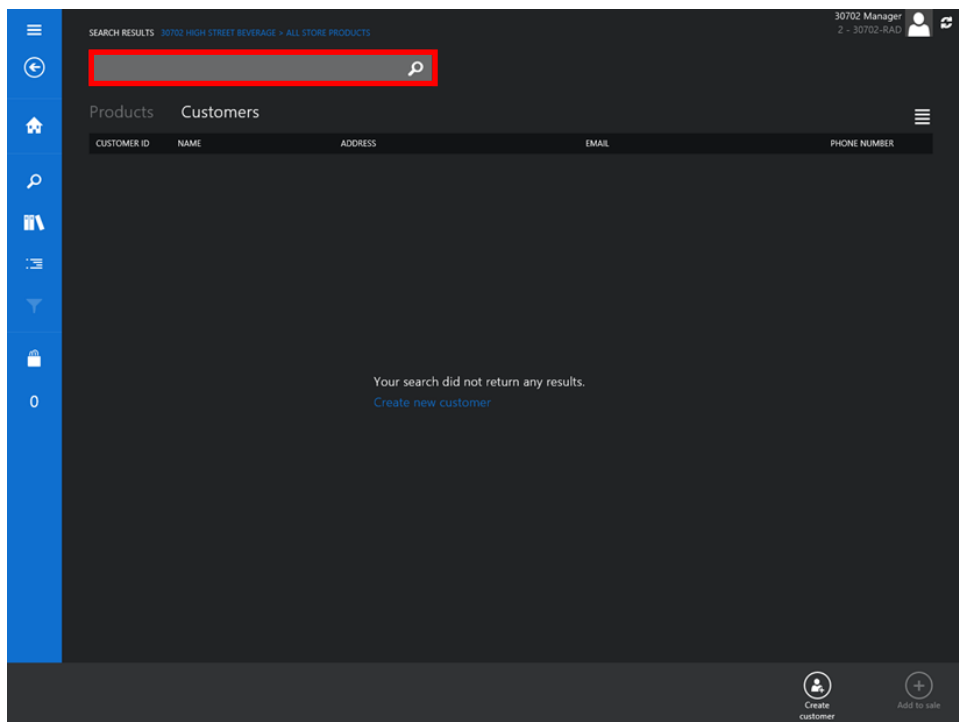
3. Select the appropriate customer record.
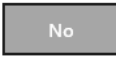
4. Press to add the customer to the sale.

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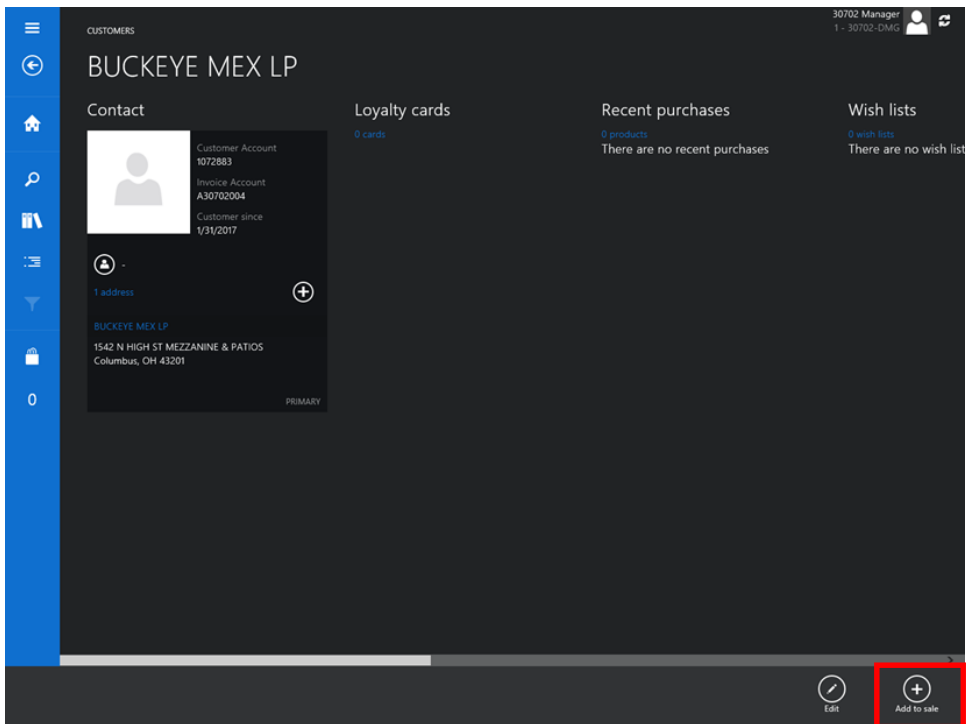
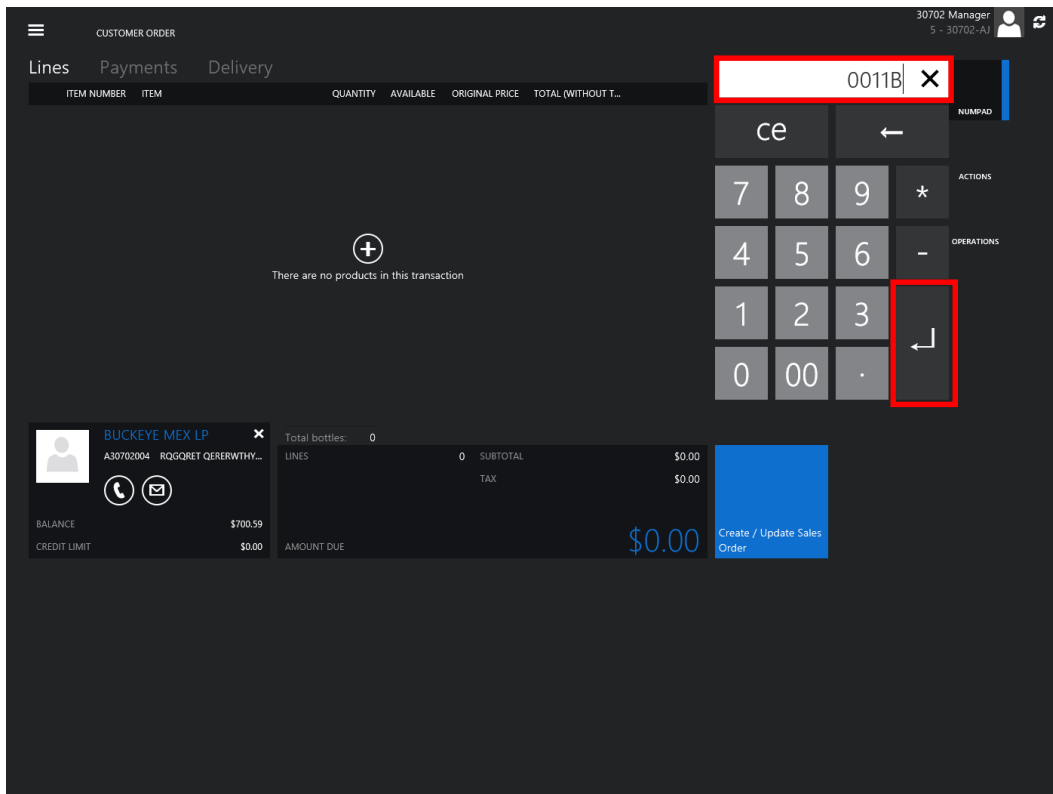4. Press [Yes] to verify the customer's age.

Verify Customer Date of Birth

The age limit is 21. Check the customer's ID. The customer must have been born before 3/7/1996.

[Yes]   [No]

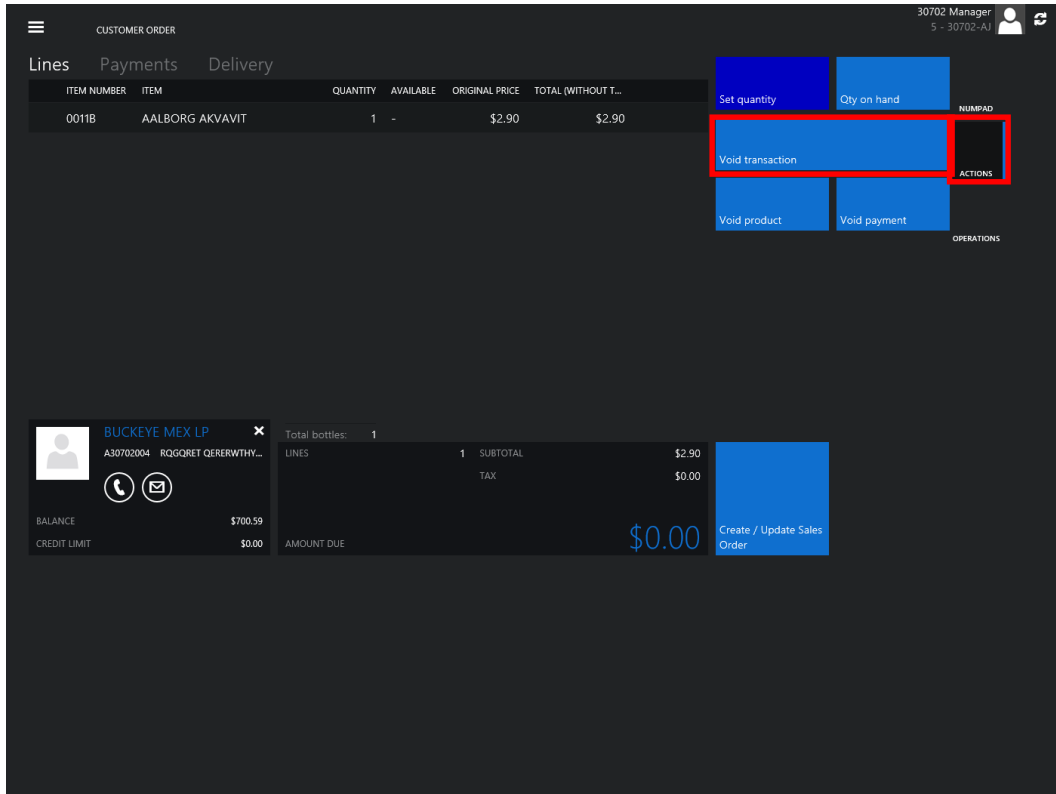5. Enter the product number in the Numpad. In this example, enter "0011B."

6. Press ↵ to add the product to the order.

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7. Press ACTIONS tab to access the Actions menu.

8. Press Void transaction to cancel the order entry.

9. Press Yes to cancel the transaction.

Results

You have canceled an order in an Order Status of "Created" and also canceled a wholesale order during order entry.

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