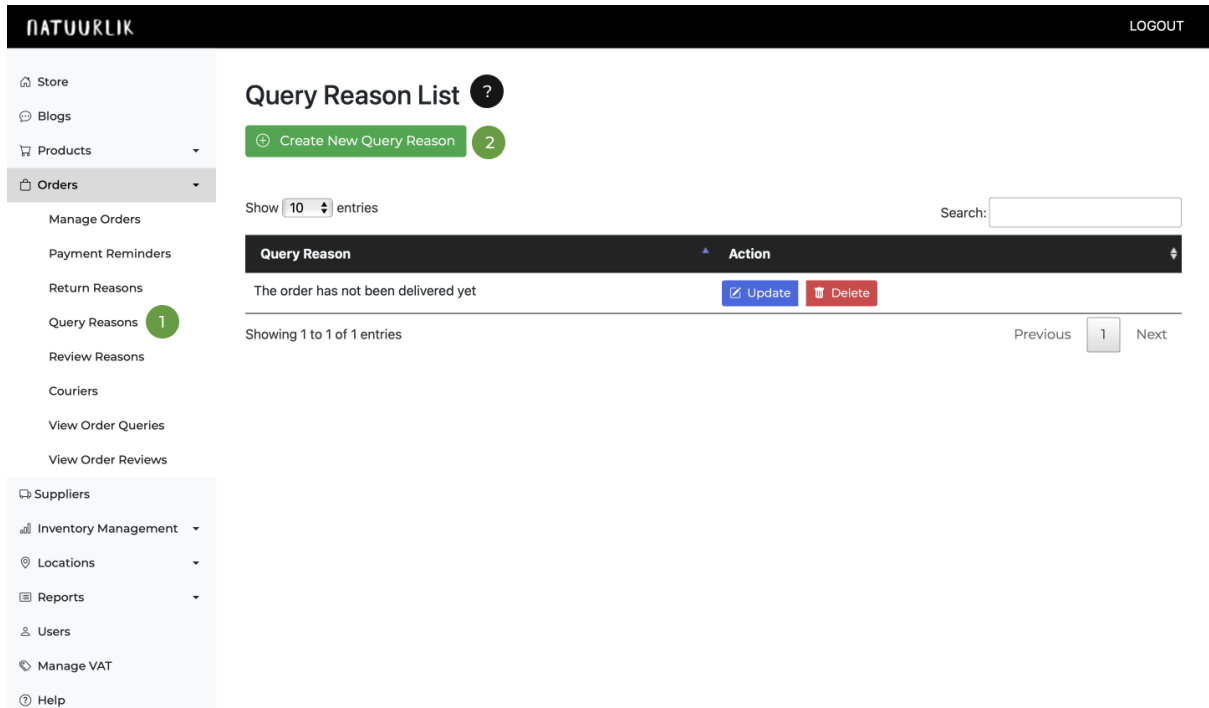


### Add a Query Reason



**NATUURLIK** LOGOUT

- Store
- Blogs
- Products
- Orders**
  - Manage Orders
  - Payment Reminders
  - Return Reasons
  - Query Reasons** (1)
  - Review Reasons
  - Couriers
  - View Order Queries
  - View Order Reviews
- Suppliers
- Inventory Management
- Locations
- Reports
- Users
- Manage VAT
- Help

### Query Reason List ?

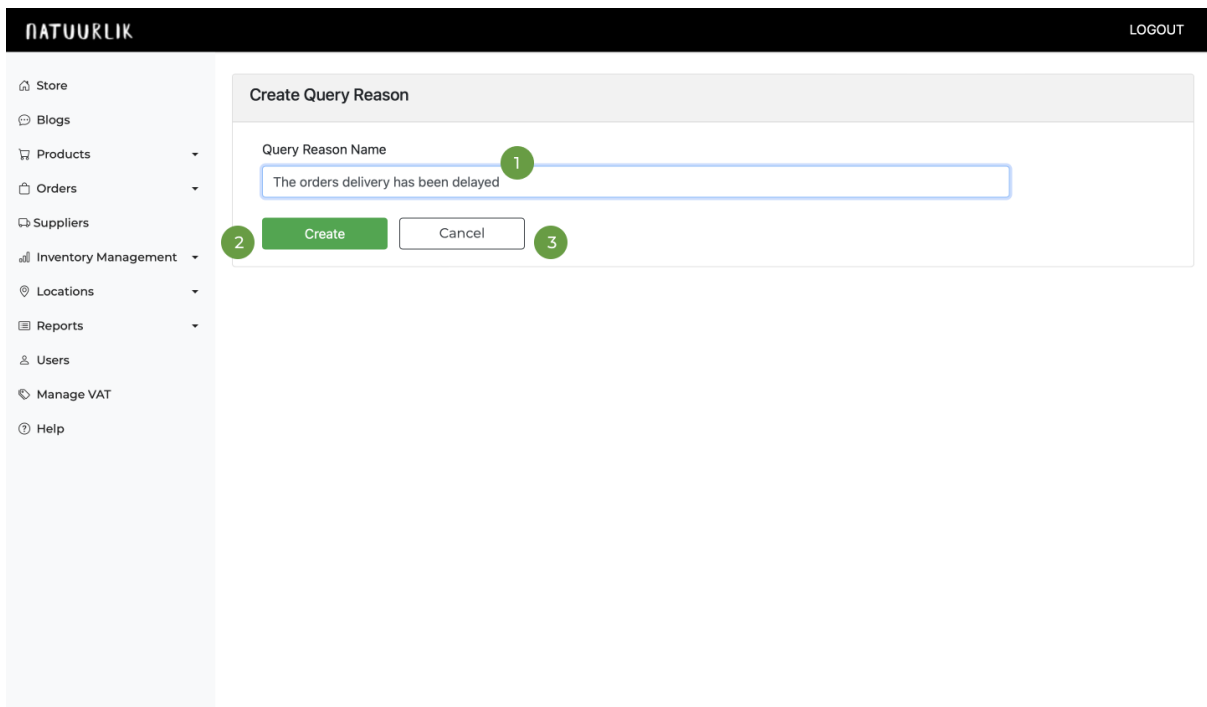
[+ Create New Query Reason](#) (2)

Show 10 entries Search:

Query Reason	Action
The order has not been delivered yet	<a href="#">Update</a> <a href="#">Delete</a>

Showing 1 to 1 of 1 entries Previous 1 Next

Step 1 – Click on the “Query Reasons” nav item (1) then, click on the “Create New Query Reason” (2) button



**NATUURLIK** LOGOUT

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- Help

### Create Query Reason

Query Reason Name (1)

The orders delivery has been delayed

[Create](#) (2) [Cancel](#) (3)

Step 2 – Add the name of the Query Reason into the textbox (1)

Step 3 – Click on the “Create” button to add the Query Reason (2) or the Cancel button (3) to return to the Query Reasons List screen

## Search for a Query Reason

The screenshot displays the 'Query Reason List' interface. On the left is a sidebar with navigation links: Store, Blogs, Products, Orders, Suppliers, Inventory Management, Locations, Reports, Users, Manage VAT, and Help. The main header shows 'NATUURLIK' and a 'LOGOUT' button. The title 'Query Reason List' is followed by a help icon. Below the title is a green button labeled 'Create New Query Reason'. A search bar is present with the text 'yet' and a green circle with the number 1 above it. The table below has columns 'Query Reason' and 'Action'. The first row contains the text 'The order has not been delivered yet' and buttons for 'Update' and 'Delete'. At the bottom, it says 'Showing 1 to 1 of 1 entries (filtered from 2 total entries)' and includes pagination links for 'Previous', '1', and 'Next'.

Step 1 – Type the name of the Query Reason you are searching for in the search bar (1)

## Update a Query Reason

The screenshot shows the 'Update Query Reason' form within the NATUURLIK application. The form is titled 'Update Query Reason' and contains a single text input field labeled 'Query Reason Name'. The text 'The order delivery is still outstanding' is entered into this field. Below the input field are two buttons: a green 'Update' button and a white 'Cancel' button. A sidebar on the left lists various system modules, and a 'LOGOUT' link is in the top right corner. Numbered callouts indicate the steps: (1) points to the input field, (2) points to the 'Update' button, and (3) points to the 'Cancel' button.

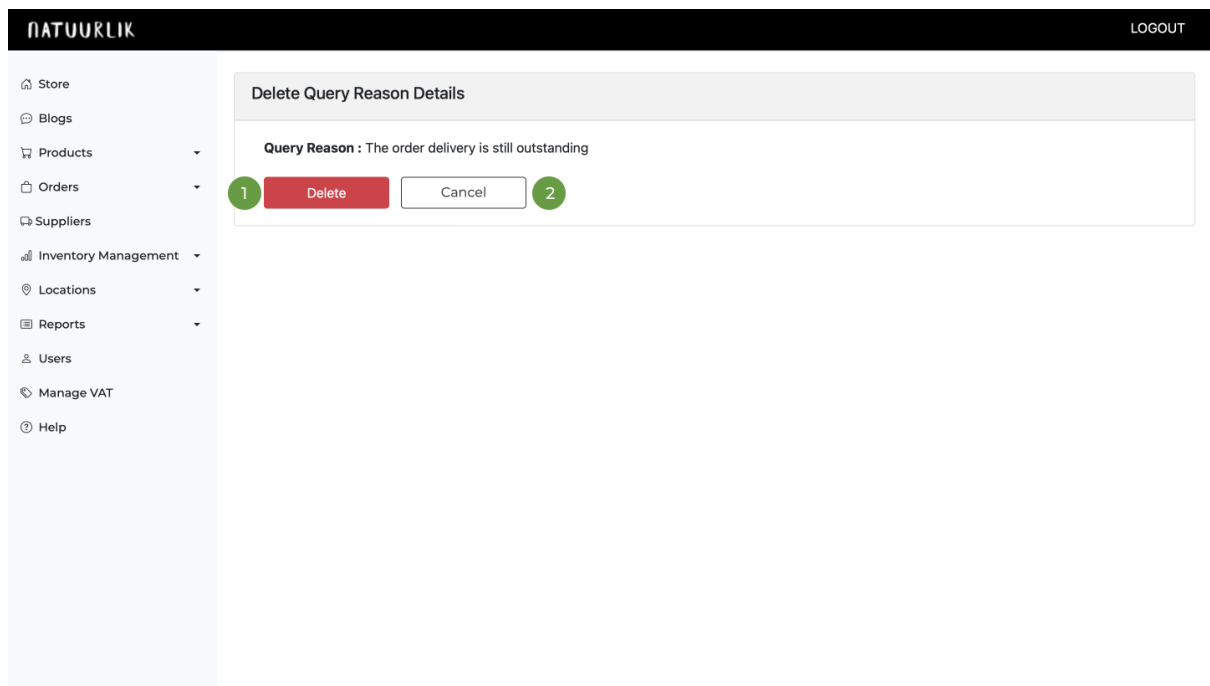
Step 1 – Fill in the Query Reason details in the provided form

Step 2 – Click on the “Update” button (1) to update the Query Reason details or “Cancel” button (2) to return to the Query Reasons List screen

The screenshot shows a 'Confirm Query Reason Details' dialog box. It has a title bar with a close button (X) in the top right corner. The main text inside the dialog is 'Confirm Query Reason Details'. At the bottom of the dialog are two buttons: a green 'Confirm' button and a white 'Close' button. Numbered callouts indicate the steps: (1) points to the 'Confirm' button and (2) points to the 'Close' button.

Step 3 – Click on the “Confirm” button (1) to proceed with the update or the “Close” button (2) to return to the Query Reasons List screen

## Delete a Query Reason



Step 1 – Click on the “Delete” button to delete the Query Reason (1) or the “Cancel” button (2) to return to the Query Reasons List screen



Step 2 – Click on the “Confirm” button (1) to confirm the deletion Query Reason or the “Cancel button (2) to return to the Query Reasons List screen