Reset a Processed Order in the Order Batch

There are times when a store will not be done ordering when the system auto-finalizes, and processes the order.

In these cases if the order has not dropped to the warehouse then it will be in a *Waiting* status and you can reset it.

The reset process will return the order to a finalized status, and the store can re-open it and continue ordering.

When the store is done ordering they will need to finalize the order. After that is complete update the order date in Billing Pass Processing, and then you can load the order back to the batch.

# Reset Order Process

OPORDER Option 15

Filter by a warehouse, or enter the order number.

The batch must be in *Waiting* status to reset.

Put a 2=Update next to the batch and press Enter.

This will list the orders inside the batch.

Put an R=Reset next to the order you need to reset, and press Enter.

The reset will return the order to *Finalized* status. The store can re-open the order and continue to add items. Remind them to finalize when they are done, and to let you know.

After the store finishes the order you will need to process the order again.

OPORDER Option 1

2=Update and make sure that the order date is today.

Press F10=Update to complete the update.

L=Load Order to send it back to the batch.

If the pass for the order has already run you may need to process the order manually. Follow the procedure for sending an individual sales order.