DAC Voiding Posted Orders

The following steps are used to create a credit memo, and apply it to the order:

1. From the Main Operations Menu, select #3 (Billing System), and press Enter.
2. Select #1 (Work With Orders (Current)), and press Enter.
3. Press F10 (New Order).
4. Enter the customer in one of these ways:
    - Type the customer number, and press field +.
    - Press F4 to search for a customer, type X to select the customer, and press Enter.
5. Type C for the Order Type field, and press Enter.
6. With the cursor on Reason Code, enter the reason for crediting the invoice in one of these ways:
    - Type the reason's code, and press field +.
    - Press F4 to search for a reason, type X to select the reason, and press Enter.
7. With the cursor on Apply To Invoice, enter the invoice number of the posted order to be credited in one of these ways:
    - Type the invoice number, and press field +.
    - Press F4 to search for the invoice number, type X to select the invoice number, and press Enter.
8. Type or change any of the following information, as necessary, when the Change Order Information screen appears:
    - Route for the Route # field.
    - Sequence number for the Sequence field.
    - Messages for the Special Messages fields.
9. Press Enter once, and press Enter again to confirm.
10. To add the items of the posted order to the credit memo, press F15 (Shift/F3) to display the orders for the customer, type X to select the order to void, and press Enter.
11. Press F7 to exit, and press Enter to confirm.
12. Review the Display Order Totals, and press Enter.
13. Press F3 to exit, and press F3 again to return to the Billing System screen.