

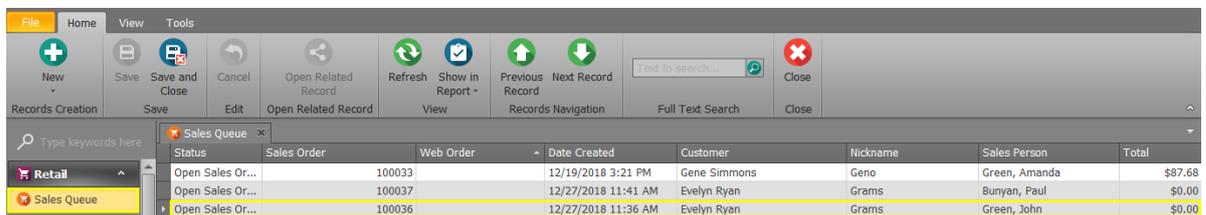
Deleting a Retail Sale

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When ringing up a Retail Customer, there are times the sale will need to be cancelled. This article will walk you through what you need to do to when ringing up a retail purchase that needs to be cancelled.

To delete a retail sale, follow the steps below:

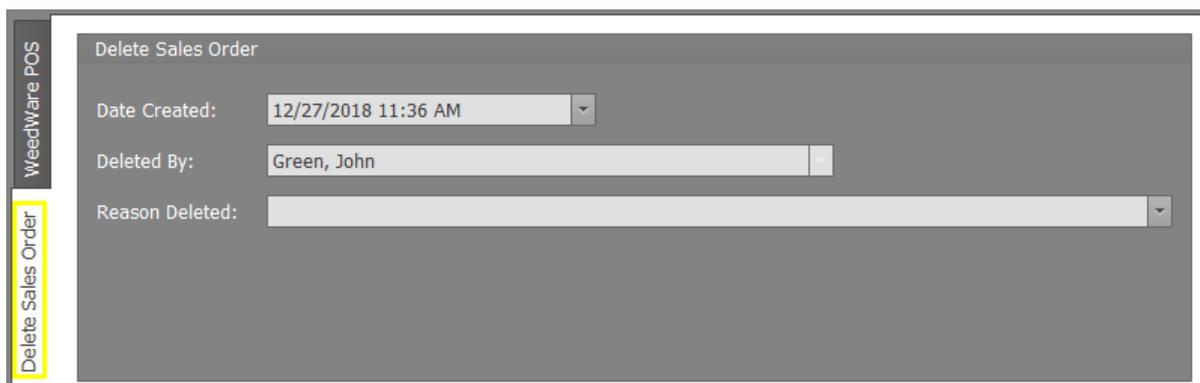
- Step 1 - While in the Retail module select Sales Queue in the navigation pane and click the sale that needs to be deleted.



The screenshot shows the WeedWare POS interface. At the top, there is a menu bar with 'File', 'Home', 'View', and 'Tools'. Below the menu bar is a toolbar with various icons for actions like 'New', 'Save', 'Save and Close', 'Cancel', 'Open Related Record', 'Refresh', 'Show in Report', 'Previous Record', 'Next Record', 'Full Text Search', and 'Close'. Below the toolbar is a search bar with the text 'Type keywords here'. Below the search bar is a table with the following columns: Status, Sales Order, Web Order, Date Created, Customer, Nickname, Sales Person, and Total. The table contains three rows of data, with the last row highlighted in yellow.

| Status | Sales Order | Web Order | Date Created | Customer | Nickname | Sales Person | Total |
|------------------|-------------|-----------|---------------------|--------------|----------|---------------|---------|
| Open Sales Or... | 100033 | | 12/19/2018 3:21 PM | Gene Simmons | Geno | Green, Amanda | \$87.68 |
| Open Sales Or... | 100037 | | 12/27/2018 11:41 AM | Evelyn Ryan | Grams | Bunyan, Paul | \$0.00 |
| Open Sales Or... | 100036 | | 12/27/2018 11:36 AM | Evelyn Ryan | Grams | Green, John | \$0.00 |

- Step 2 - Click the Delete Sales Order tab once the sale to be deleted is selected. The Deleted By field will auto-populate with the logged-in employee's name.



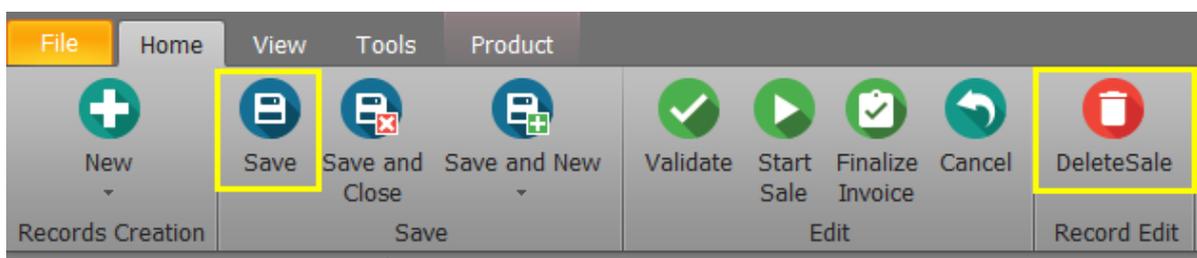
The screenshot shows the 'Delete Sales Order' dialog box in the WeedWare POS interface. The dialog box has a title bar that says 'Delete Sales Order'. It contains three fields: 'Date Created' with a dropdown menu showing '12/27/2018 11:36 AM', 'Deleted By' with a text field containing 'Green, John', and 'Reason Deleted' with a dropdown menu. The 'Delete Sales Order' tab is highlighted in the left sidebar.

- Step 3 - Justify the reason for deletion by selecting a previously used reason from the drop down or typing a new reason for deletion.

Reason Deleted: **Customer Changed Mind**

- Customer Changed Mind
- Wrong Product Purchased
- Incorrect Discount Applied

- Step 4 - Click **Save** and to finalize the deletion click **Delete Sale**.



Success! You have deleted the sale and the inventory will not be affected. If you need to review the invoice, you may still do so in the **Invoices** section of the **Retail** module.

