INFOLAB
ENTERPRISE SERVER

RETAIL - REVERSALS, CORRECTIONS, PROBLEMS

Introduction

In a perfect world, we expect nothing to go wrong, but in the real world, things do occasionally go wrong. For example, the network connection to the main server may go down, the power may go down, your PC may pack up, or the Operating system may go quirky and your Navigator session freezes up, or you made a serious mistake on an Invoice, and you wish to reverse it, etc. etc. Your **INFOLAB** makes provision for this.

The purpose of this Document is to present a number of available options to correct unsatisfactory situations.

Re-Processing of 'stuck' Deals

What is a 'stuck' Deal? This is an Invoice (Sale or Order), or Reversal of, or Item Line Cancellation, where processing has started, but cannot, for some reason, conclude. This can come about in a number of ways. One example is a Communications interruption (Network goes down), or perhaps the Server suffers a breakdown. It can also happen that after the system has satisfactorily passed all Validations, and before it can process all the related Transactions, another User closes one of the Ledger Accounts (or Stock Code or Other) that needs to be updated, and then the system refuses to pass the point where this entity is encountered. What **INFOLAB** does in a situation like this, is to re-direct the current processing detail to a 'transit' queue. Whatever the reported problem may be, it may then be corrected, and the system asked to continue processing the 'stuck' deal.
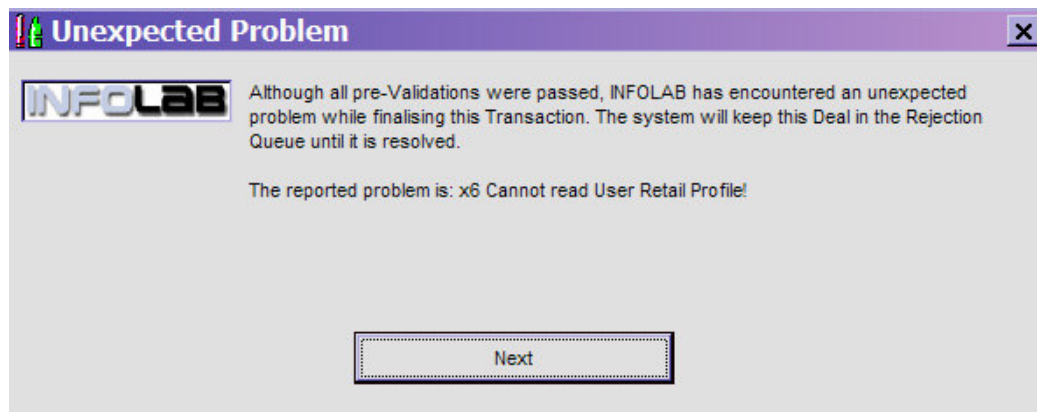

In the clip shown above, we demonstrate a problem that should never arise, i.e. after the Deal has already been validated, the Operator's Retail Processing Profile has disappeared! Nevertheless, we have induced this error in order to explain the procedure.
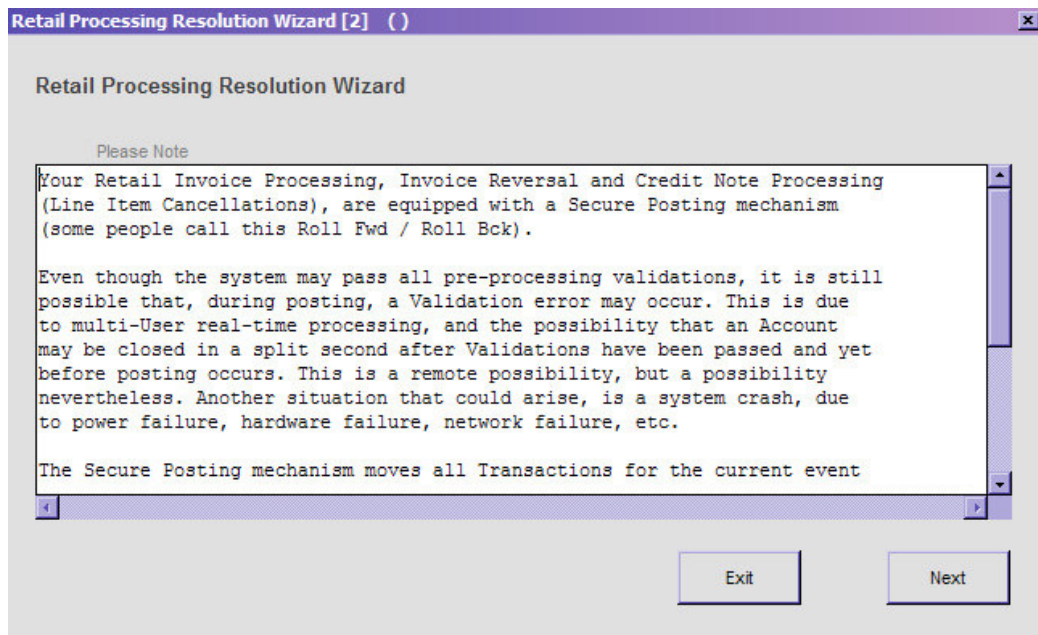
Once the problem has been corrected, i.e. in this case, the User Profile re-instated, you should use the option (as shown from the Retail Wizard), for Reversals and Corrections.
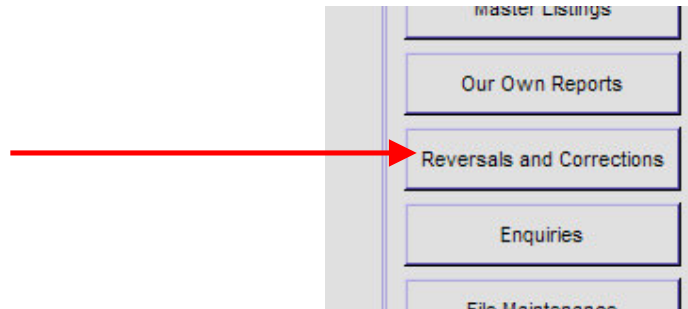
When you select this option, the following happens –
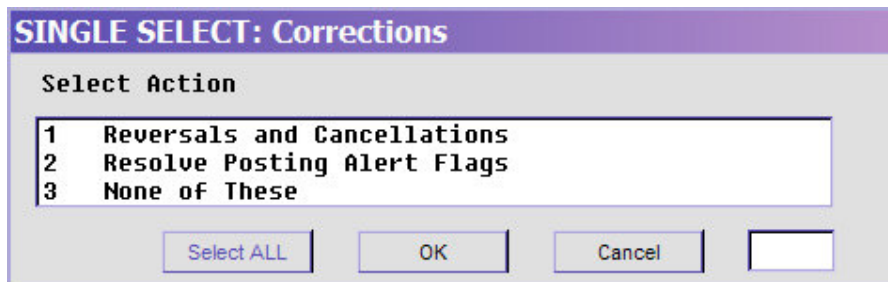
Number 2 is the option you need, i.e. to 'Resolve Posting Alert Flags'. The system then explains about 'Roll Forward, Roll Back', and you choose NEXT …


And the next step makes it all quite clear. It indicates (in this example), that there is 1 Invoice not fully processed, and no problems with reversals or Line Cancellations. If the problem that gave rise to the Alert has been corrected, you should now simply choose 'Process Invoice', and the system will inspect the Transit Queue, and continue processing the Invoice you select.
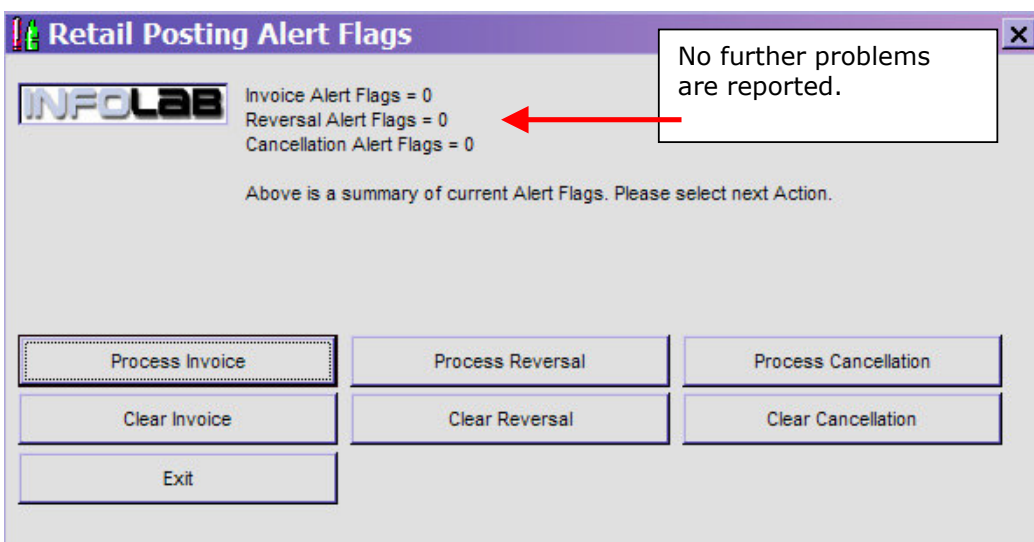
Choose 'Process Invoice' in the clip shown above, to produce the available Invoices for processing.
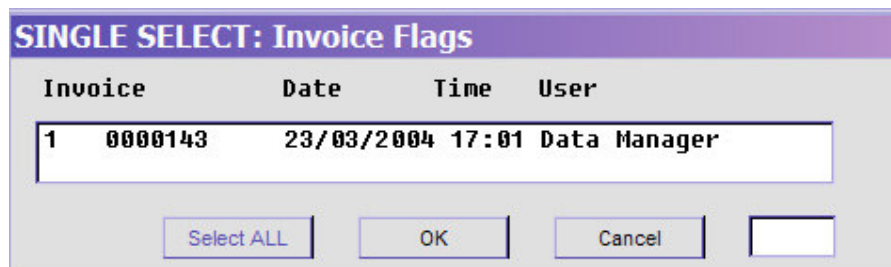
If no further problem is encountered, the processing will conclude, and the system offers an updated status of outstanding problems. In this case, all is clear now.

And the above sequence is the method to deal with any stuck Deal, whether Invoice, Reversal or Line Cancellation on a Sale or Order. Please note that the
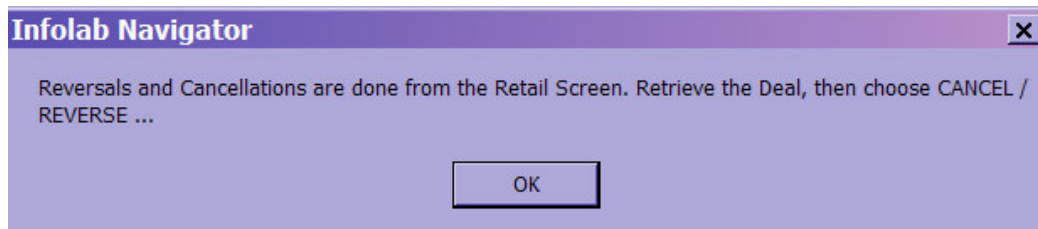
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'CLEAR' options offered on the Corrections Wizard are not to be used. Why are they there? Simply for an emergency, if you cannot get the problem corrected, and for some reason cannot get any support or assistance. Using a CLEAR option will almost certainly result in some transaction loss, and the system will caution you in this regard if you choose one of those options. CLEAR will remove the stuck Deal, without further processing it.

Now let's have another look at what happens when you select 'Reversals and Corrections'.

SINGLE SELECT: Corrections

Select Action

1	Reversals and Cancellations
2	Resolve Posting Alert Flags
3	None of These

Select ALL   OK   Cancel

If you choose # 1, the following happens –

Infolab Navigator

Reversals and Cancellations are done from the Retail Screen. Retrieve the Deal, then choose CANCEL / REVERSE ...

OK

And you find out that the option is only included in case you look for it here, while in fact you should do Reversals and Cancellations directly on the Retail Screen.

Other Support Options outside of Retail

While this Document has a focus on corrections inside the Retail Module, you should also be aware that there are further options in some other Modules, which may relate to a Retail problem. For example, in the Accounting Controls Module, there is a sub-Menu called 'Support Options', and another called 'Support Transactions', which offer additional options to correct rejected or otherwise mis-behaving Transactions.