

▶ **Dealing with ## Sales
Orders**

Sage 200 Help Sheet



▶ Overview

The following guidance is for Sales Orders only; the same process cannot be used for Purchase Orders.

When Sales Orders are in progress a TBA order number can be seen on screen until the order is saved and a genuine order number assigned. These are shown elsewhere in Sage and within the underlying database with a Document Number that begins ##.

Caution needs to be taken when dealing with ## orders as there could be genuine live orders listed which users are currently entering and have yet to save. These orders can be seen when running reports such as Sales Order Allocations Not Despatched.

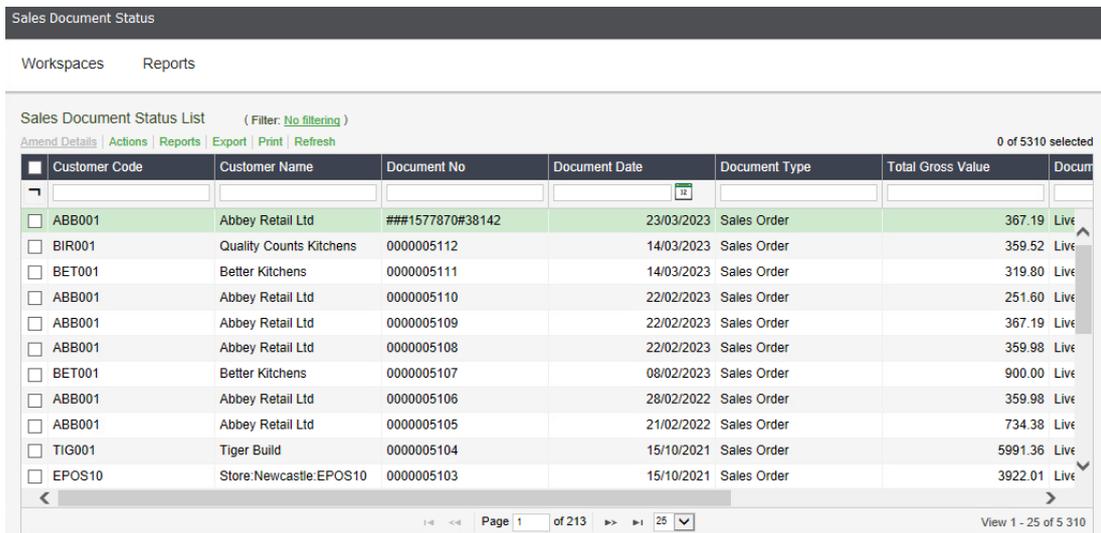
▶ Dealing with crashed “##” Sales Orders

Before you start, clear any disconnected logins using the User Login Status utility found in Accounting System Manager > System Utilities or by clicking on the Tools menu (cog icon in the top right hand corner of the Sage 200 program).

From the menu on the left-hand side go to Sales Order Processing > Enquiries > Sales Document Status.

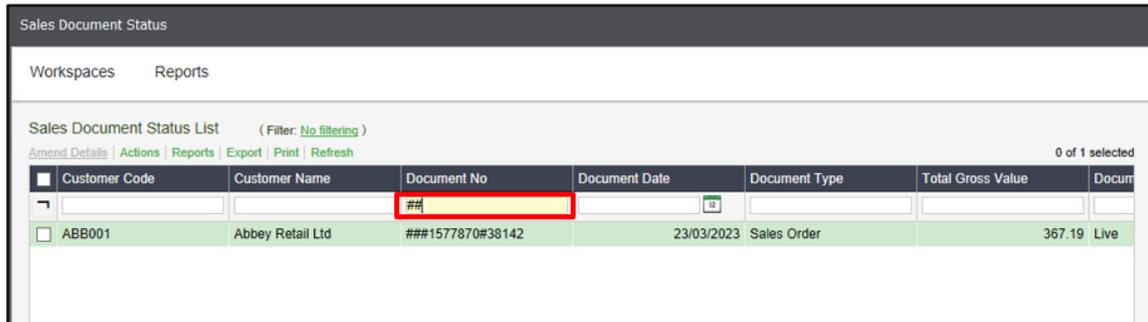
If you do not see this on the menu have your Sage administrator grant this to you.

The Sales Document Status workspace will look something like this upon launch.



Customer Code	Customer Name	Document No	Document Date	Document Type	Total Gross Value	Docum
ABB001	Abbey Retail Ltd	###1577870#38142	23/03/2023	Sales Order	367.19	Live
BIR001	Quality Counts Kitchens	0000005112	14/03/2023	Sales Order	359.52	Live
BET001	Better Kitchens	0000005111	14/03/2023	Sales Order	319.80	Live
ABB001	Abbey Retail Ltd	0000005110	22/02/2023	Sales Order	251.60	Live
ABB001	Abbey Retail Ltd	0000005109	22/02/2023	Sales Order	367.19	Live
ABB001	Abbey Retail Ltd	0000005108	22/02/2023	Sales Order	359.98	Live
BET001	Better Kitchens	0000005107	08/02/2023	Sales Order	900.00	Live
ABB001	Abbey Retail Ltd	0000005106	28/02/2022	Sales Order	359.98	Live
ABB001	Abbey Retail Ltd	0000005105	21/02/2022	Sales Order	734.38	Live
TIG001	Tiger Build	0000005104	15/10/2021	Sales Order	5991.36	Live
EPOS10	Store:Newcastle:EPOS10	0000005103	15/10/2021	Sales Order	3922.01	Live

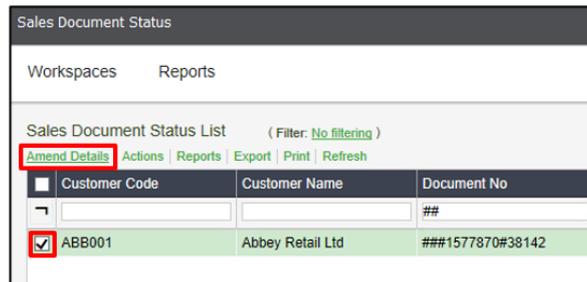
As can be seen above, a temporary order has appeared at the top of the list. If the “##” order is not appearing in the list of orders by default, you can filter the list by typing “##” into the Document No field as follows:



<input type="checkbox"/>	Customer Code	Customer Name	Document No	Document Date	Document Type	Total Gross Value	Docurr
<input type="checkbox"/>			##				
<input type="checkbox"/>	ABB001	Abbey Retail Ltd	###1577870#38142	23/03/2023	Sales Order	367.19	Live

This will return all temporary orders that are currently on the system. As mentioned previously, any orders that are currently being entered which have not been saved will also appear.

Select the correct order and click on Amend Details.



<input type="checkbox"/>	Customer Code	Customer Name	Document No
<input type="checkbox"/>			##
<input checked="" type="checkbox"/>	ABB001	Abbey Retail Ltd	###1577870#38142

Your order will open. You can either save the order that will appear in the Sales Orders List with a valid order number which you can progress as normal; or click on Close to remove the order and clear any allocated stock.