

To Reverse a Transaction

1. Pull up the vehicle either by customer name, customer number, or vehicle ID/Coast Guard/Bow Number.
2. Click on the blue Orders Tab down near the bottom of the page, under the vehicle information.

The screenshot shows a web interface for vehicle management. At the top, there are tabs for 'Vehicles' and 'Registrations'. Below these are several action buttons: 'REGISTRATION', 'TITLE', 'TRANSFER', 'PRINT VEHICLE PROFILE', and 'CHANGE HISTORY'. The main form is divided into sections: 'Snowmobile Info' (with fields for Coast Guard Number, Status, Vehicle Type, Registration Expiry, Creation Date, and Creation User), 'Snowmobile Information' (with fields for Color, Model, Use Area, and Description), 'Title Information' (with fields for Title and Title State), and 'Customer Info' (with fields for Customer #, Status, Customer Class, Business Name, First Name, Middle Name, Last Name, Suffix, Date of Birth, Address, Supplemental Address, City/Town, State, County, ZIP/Postal, Country, and Status). At the bottom, there are buttons for 'OK', 'CANCEL', and 'APPLY'. A red box highlights the 'Orders (1)' tab in the bottom navigation bar, with a red number '2' above it.

3. Click on the Order#/TAN number link for the one you want to Reverse

The screenshot shows the 'Orders (1)' tab selected. Below the navigation bar is a table with the following data:

ORDER # / TAN	RECEIPT #	ORDER DATE	CUSTOMER	SALES LOCATION (AGENT ID)	ORDER PRICE	BALANCE	PRODUCT/PURCHASE TYPE
9-2861	354830310	Tue Nov 17 2020	Taylor, J 200004539	HQ General Administration Operations (415)	\$62.50	\$0.00	V09-Rental Snowmobile(Original)

4. (a) Mark the box next to the Product being reversed and click on the (b) Reverse button.

The screenshot shows the 'Order Items' section. Below the navigation bar is a table with the following data:

PRODUCT	REG/TITLE/INSP/PLATE/DECAL ID	ITEM STATUS	PURCHASE TYPE	FISCAL YEAR	ITEM PRICE
<input checked="" type="checkbox"/> V09-Rental Snowmobile	354830298 (Active)	Active	Original	2020	\$62.50

Below the table, there is a 'REVERSE' button. A green box highlights the 'PRODUCT' column header and the 'V09-Rental Snowmobile' row, with a green number '4(a)' next to it. Another green box highlights the 'REVERSE' button, with a green number '4(b)' next to it.

5. A pop-up box will come up – (a) choose a Reverse Reason and (b) enter a Note and (c) click OK.

Reverse Reasons

5(a) Reverse Reason *

5(b) Notes

5(c) OK CANCEL

6. It will then show reversed.

Order Items

PRODUCT	REG/TITLE/INSP/PLATE/DECAL ID	ITEM STATUS	PURCHASE TYPE	FISCAL YEAR	ITEM PRICE
<input type="checkbox"/> V09-Rental Snowmobile	354830298 (Reversed)	Reversed	Original	2020	\$0.00

REVERSE