Managing payments associated with a cancelled term

This document covers how to manage invoices and payments that have been raised for a term that did not run.

The steps

There are three steps to complete to cancel a term.

1) Archiving unpaid orders

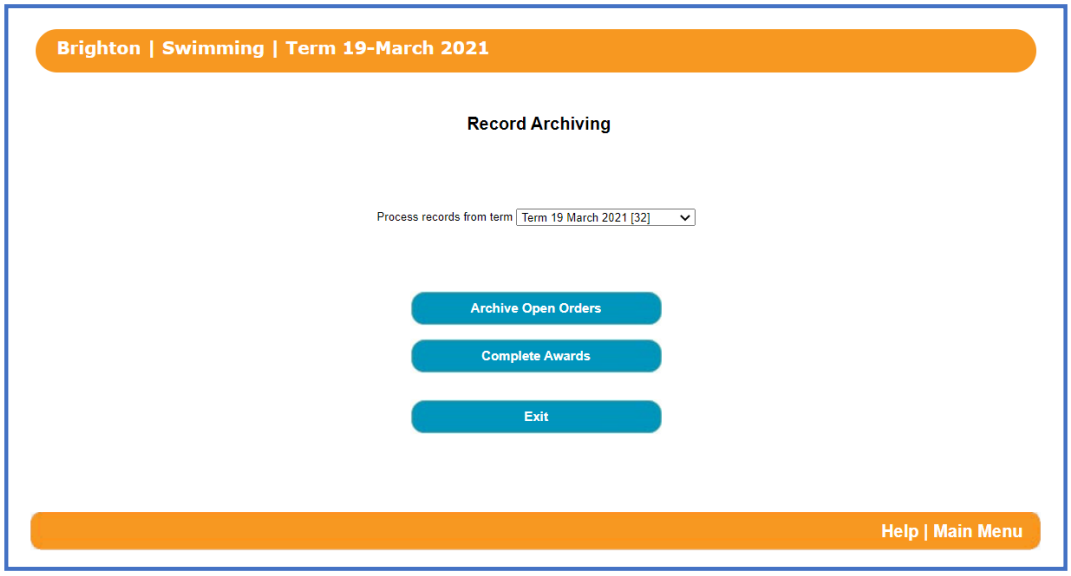
In this process, you will archive (cancel) all orders that were created but not paid.

Start by selecting the **Location Activity** and **Term** you wish to archive.

Next, manually change the URL at the top of the page to… (this page is not accessible from the menu)

https://www.morleisure.co.uk/Portal/ro_arc.asp

Ensure you have selected the correct term as recovering incorrectly archived data takes time and may be charged.



Once you are happy you have selected the correct term, press the **Archive Open Orders** button. The page will blink and the process will be complete.

To check the orders have been archived press **Main Menu** then **Financials** and finally **Checkout,** the checkout should be blank.

2) Reversing payments

Proceed to the checkout (if you are not on it) by pressing **Financials** and **Checkout** from the main menu.

Next press the button marked **Show Paid.** You will now see all the orders that have been paid off previously, each order will have a **Reverse** button, pressing this button will remove the payment and any credits from the order, turning payments into new credits.

3) Cancelling Orders

The final step of the operation is to cancel the order, the **Cancel** button will show on the checkout page if the order is outstanding, part paid, or has just been reversed.

If the order has never been paid or was part-paid, pressing the cancel button will remove credits from the order, turning any part payments into credits and marking the order as cancelled. If the order was previously paid, credits will have been created previously so the order will simply be marked as cancelled.

If any aspect of this manual needs improvement please email support@morsolutions.co.uk with your suggestion(s).