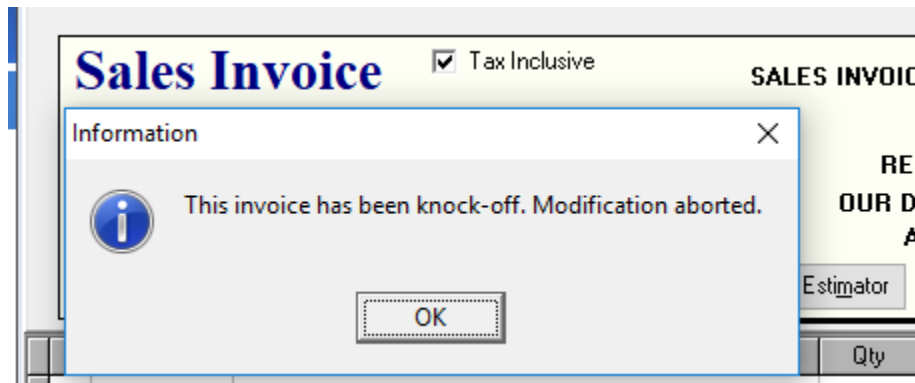




## HOW TO MODIFY/DELETE DOCUMENTS WITH KNOCK-OFF DETAIL ATTACHED

### Problem Scenario:

In QNE system, transactions that has already been knocked off, cannot be deleted or modified. A message box will prompt the user:



Transactions matched to OR, Credit Note, etc. and all transactions transferred to other form, e.g. Delivery Order to Sales Invoice, will be blocked by the system for any alteration.

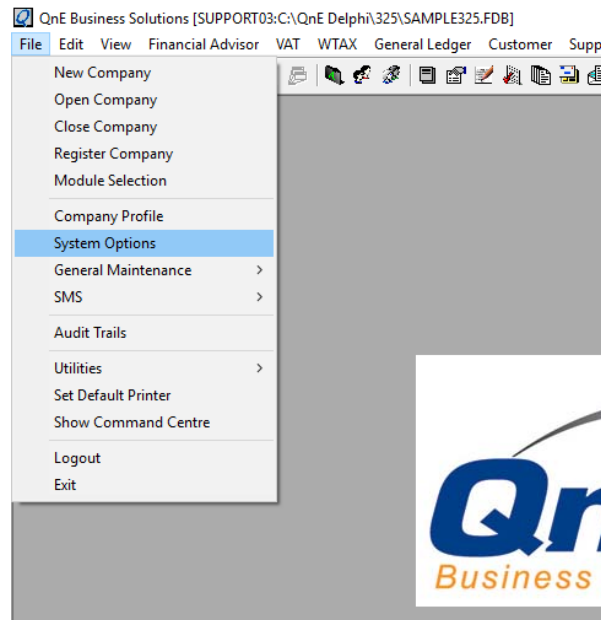
### Resolution(s):

#### Solution 1

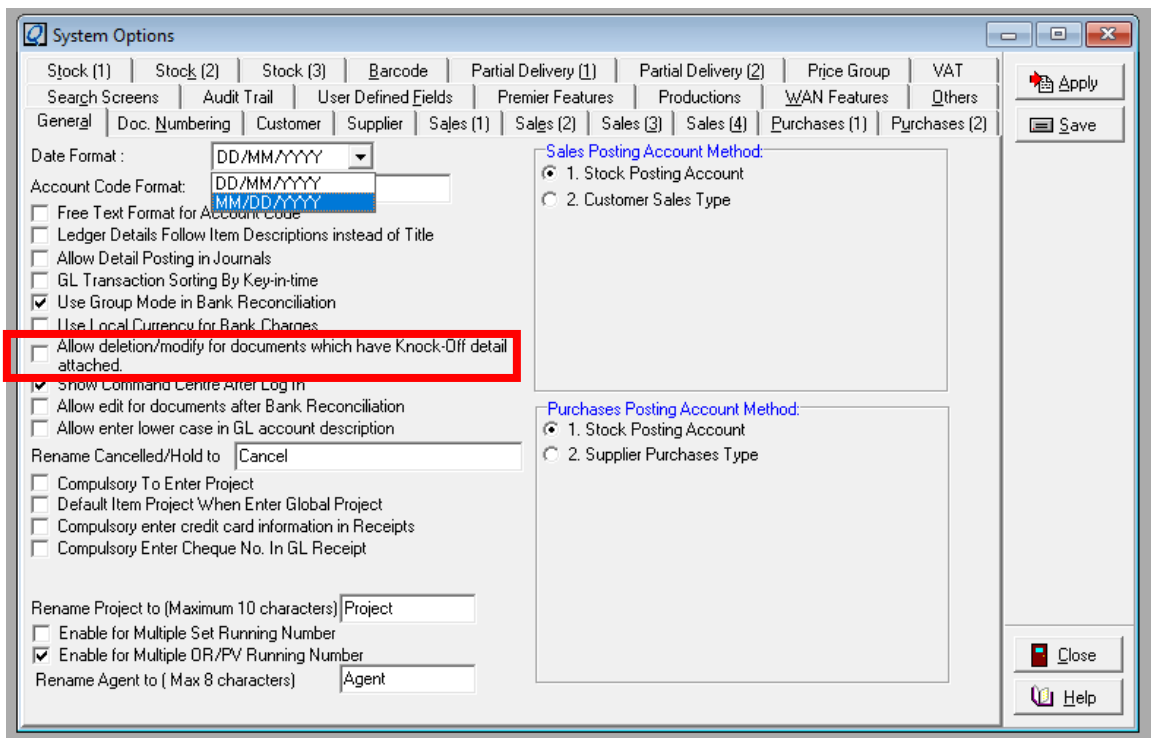
- You need to know the OR number matched to the invoice by generating reports like Transaction Knock-Off Listing, Customer Ledger Reports, etc.
- For Supplier, you need to know the Payment Voucher number matched to the Bill Entry by generating reports like Transaction Knock-Off Listing, Supplier Ledger Reports, etc.
- Unmatch the Receive Payment to the Sales Invoice (or Pay Bills to the Bill Entry)
- You can now then edit/modify the Sales Invoice or Bill Entry then Save
- Go back to Receive Payment or Pay Bills and match it back then Save.

## Solution 2

Go to File > System Options > General tab



Enable the option below, click **Apply**, then click **Save**



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## QNE KNOWLEDGE BASE

**Note:** Before doing so, please ask permission from ADMIN to avoid anomalies and conflicts within the system.

**NOTE:**



For further concerns regarding this matter, please contact support to assist you or create ticket thru this link <https://qnesupportph.freshdesk.com>

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