

# Orders not going through to the receivers

**Close the Call Center program**

**image-1622026170884.png**

**Go to file explorer**

**image-1622026424753.png**

**Click on 'This PC'**

**image-1622026456198.png**

**Then Local Disk (C:)**

**image-1622026476465.png**

**Go into the 'WINCI' folder**

**image-1622026695653.png**

**Click on the 'Orders' folder**

**image-1622026833411.png**

**Delete all the files within the 'Orders' folder**

**image-1622026919655.png**

**Open the Call Center program back open**

**image-1622026060277.png**

**Get them to edit an order and ask if the shop received it**

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Revision #2

Created Tue, Jul 26, 2022 11:22 AM by Simon

Updated Tue, Jul 26, 2022 11:23 AM by Simon