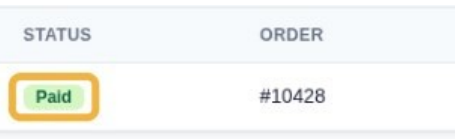
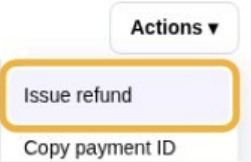
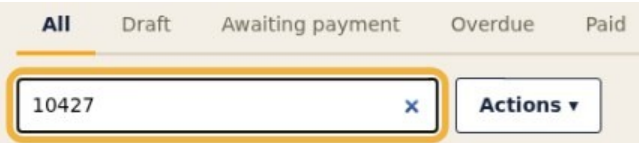
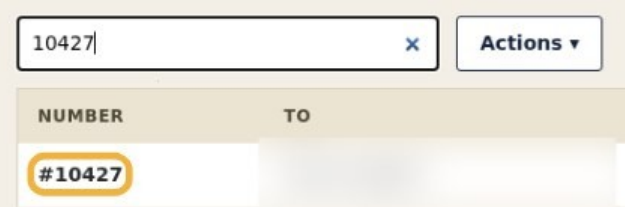
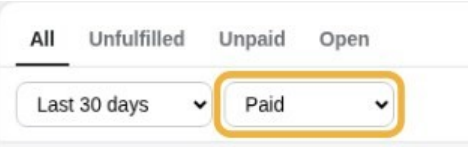


Quick reference: Northwind finance desk

For finance staff who have done these tasks before in Paynest, Ledgerly and Cartwell. Full steps: the Finance SOPs folder.

Task	Where and what to click	On screen
Paynest · Payments		
Find a payment	Payments > Search orders : type the order number.	
Check that an order is paid	In the result row, Status must read Paid . Then click the row.	
Refund a paid order	Order details > Actions > Issue refund > Refund note > Save refund . Up to 200 EUR without approval; above that, only once finance has approved in the ticket. A saved refund cannot be taken back.	
Ledgerly · Sales > Invoices		
Find an invoice	Sales > Invoices > Search invoices : type the invoice number.	
Void an unpaid invoice	Click the invoice's row > Actions > Void invoice . Overdue or Draft only. Paid: refund it in Paynest instead.	
Cartwell · Orders		
Show last month's paid orders	Orders > Date range : Last 30 days > Status : Paid.	
Export the list to CSV	Set the filters first, then Export CSV (top right). Done when the banner reads "Preparing orders.csv" with the row count.	