Recover from an Interrupted Save, Finalize, or Conversion

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Overview

This guide will help you determine the result of an interrupted action before safely resuming or correcting it.

If this issue is stopping your work, do not worry. Follow the steps one at a time, and check the result before trying again.

The action is verified, safely resumed, or corrected without intentional duplication.

Who can do this

You need access to Source inquiry/status access and transaction-specific correction authority.

Before you start

Record action, source ID, expected target ID, time, user, terminal, company, message, external response, and pre-action state.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Open source and target inquiries plus notifications/logs.

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Step 1: Stop repeated clicks or retries

Step 2: Search source and expected target by stable identifiers

Step 3: Check source status and downstream stock/payment/journal/external records

Step 4: Classify outcome as complete, not started, partial, or unknown

Step 5: Resume only through a supported action for confirmed incomplete work

Step 6: Escalate partial/unknown states with evidence

Check your work

Exactly one valid final state and one consistent downstream transaction chain exist.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- A missing success message does not prove failure.
- Do not delete partial records without clear approval and dependency analysis.

Related guides

- Prevent and Resolve Duplicate Transactions
- Collect Safe Diagnostic Evidence for Support
- Correct Data without Deleting History

What to do next

> **Prevent and Resolve Duplicate Transactions**.

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