

Void or Reverse an Invoice

Last Modified on 12/06/2022 1:27 pm CST

Void an Invoice

Invoices saved in the current fiscal month may be voided from *A/R / Invoices* by selecting the Invoice and then choosing **Void**. If an Invoice was saved in a prior fiscal month, the void is not allowed. When an Invoice is voided, all posting for the customer account, the inventory, and the general ledger is reversed. If tickets (Delivery, Blend, or Energy) were used to create the Invoice, the tickets are reopened when the Invoice is voided. Voided Invoices do not show on the Customer Statement.

Invoices are only available to void in the same month it was entered.

1. Navigate to *Accounting / A/R / Invoice*.
2. Highlight the appropriate Invoice and choose **Void**.

Invoice#	Location	Inv Date	Customer	Status
1200848	00MAIN	04/29/2022	Cowgill Bob	Open
1200846	00MAIN	04/28/2022	Anderson Barry	Open
1200847	00MAIN	04/28/2022	Anderson Barry	Open
1200842	00MAIN	04/27/2022	Anderson Barry	Paid
1200843	00MAIN	04/27/2022	Acuff Weldon	Void

3. Verify the correct Invoice has been chosen, optionally enter a reason for voiding in the *Reason* field, then select **Void**. Information may not be edited on the *Void Invoice* window.

Subtotal	124684.50
Prepay \$ Used	4859.96
Sales Tax	0.00
Amount Due	119824.54

Note: A voided Invoice displays in red on the *Select an Invoice* window.


Reverse an Invoice

At times when voiding Invoices is not allowed, they may be reversed. From *A/R / Invoice*, select the original Invoice and choose **Reverse**. Reversing an Invoice leaves the original Invoice in the fiscal month where it was originally saved and creates a new, offsetting Invoice in the current month. When an Invoice is reversed, all posting for the Customer account, the inventory, and the general ledger is reversed. If tickets (Delivery, Blend, or Energy) were used to create the Invoice, the tickets are reopened when the Invoice is reversed. Reversing Invoices show on the Customer Statement.

Note: Once an Invoice is reversed, neither the original Invoice nor the reversal Invoice may be voided.

Invoices can be reversed at any time regardless of the *Paid* status or when the original Invoice was entered.

1. Navigate to *Accounting / A/R / Invoice*.
2. Highlight the appropriate Invoice and choose **Reverse**. Information can not be edited on the *Reverse Invoice* window, but a reason can be entered in the *Reason* field for the reverse.



The screenshot shows a table of invoices with columns for Invoice#, Location, Inv Date, Customer, and Status. The first row is highlighted in blue. To the right of the table is a vertical menu with buttons for Add, Edit, Void, Credit, and Reverse. The Reverse button is highlighted with a red box.

Invoice#	Location	Inv Date	Customer	Status
1200848	00MAIN	04/29/2022	Cowgill Bob	Open
1200846	00MAIN	04/28/2022	Anderson Barry	Open
1200847	00MAIN	04/28/2022	Anderson Barry	Open
1200842	00MAIN	04/27/2022	Anderson Barry	Paid
1200843	00MAIN	04/27/2022	Acuff Weldon	Void
1200844	00MAIN	04/27/2022	Abrego Waltraud	Paid
1200845	00MAIN	04/27/2022	Abeb Mikaela	Void

Note: Reversing an Invoice creates a new Invoice with the same products, quantities, and prices as the original Invoice. When saved, those quantities are negated. The original Invoice and reversed Invoice display in red on the *Select an Invoice* window.

Require Reason

There is a location preference, found at *Accounting / Setup / Location Preferences*, to *Require a reason when invoice is voided or reversed*. When selected and an Invoice is voided or reversed, a *Reason* area displays and must be entered to allow the transaction to be saved.

Allow Manufactured Inventory Detailed Billing List Price
Default barcode entry to quantity
Display amount due on roll thru POA window
Require a cashier on the quick ticket Timeout (in minutes)
Require a reason when invoice is voided or reversed

Extra Charges Discount Programs
Manuf Billing
Apply Rollups
Print Method Reason
1. No Roll up

When the voided or reversed Invoice is edited, the *Reason* entered displays. It also optionally displays at the *Select an Invoice* screen, found at *Accounting / AR / Invoice*.

Invoice #	Location	Inv Date	Customer	Void Reason
1200846	00MAIN	04/28/2022	Anderson Barry	Entered in error

Note: This *Require a reason when invoice is voided or reversed* preference also enables a *Void Reason* area at the *Batch Void Invoices* utility, found at *Hub / Admin Utilities / Accounting / A/R Utilities / Batch Void Invoice*.

This should only be run after making a database image and ensuring all users are out of the system

Select Range
 Invoice #
 Date
Location 00MAIN
Start
End
Void Reason
Void Cancel