Void or Reverse an Invoice

Last Modified on 08/07/2025 11:52 am CDT

Agvance does not allow COD Payments from being voided or reversed as this process was designed to be used when a Customer is required to provide payment before leaving with the Product, and paid Invoices are not to be voided in Agvance. Therefore, a workaround is necessary in place of voiding or reversing a COD Invoice. See the *COD* tab here for more information.

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.

Select an	nvoice							
Invoice#	Location	Inv Date	Customer 🛛 🛆	Status	Customer ID	Comments	^	Add
1200938	00MAIN	08/30/20	Ade James	Paid	AdeJa	250156 / Home Heat		
1200913	00MAIN	04/12/20	Ady John	Open	238072			Edit
1200901	00MAIN	03/12/20	Aikins Ken	Paid	239809			Void
1200902	00MAIN	03/12/20	Aikins Ken	Paid	239809	Reversed By 1200949		
1200949	00MAIN	03/12/20	Aikins Ken	Paid	239809	Reverse Inv# 1200902		Credit
1200900	00MAIN	03/06/20	Anderson Barry	Paid	AndBa			Devenue
1200903	00MAIN	03/12/20	Anderson Barry	Paid	AndBa			Reverse
1200904	00MAIN	03/22/20	Anderson Barry	Paid	AndBa			Cancel
1200905	00MAIN	03/22/20	Anderson Barry	Paid	AndBa			
1200906	00MAIN	03/28/20	Anderson Barry	Paid	AndBa			Reprint
1200907	00MAIN	04/05/20	Anderson Barry	Paid	AndBa			Chart Mith
1200908	00MAIN	04/05/20	Anderson Barry	Paid	AndBa			Start with
1200909	00MAIN	04/05/20	Anderson Barry	Paid	AndBa			View
1200910	00MAIN	04/05/20	Anderson Barry	Paid	AndBa			
1200914	00MAIN	04/12/20	Anderson Barry	Paid	AndBa			
1200917	00MAIN	05/20/20	Anderson Barry	Paid	AndBa			
1200918	00MAIN	05/20/20	Anderson Barry	Paid	AndBa		~	
<							>	
Invoice Filte	er							
Invoice	# O Date		Location>	00MAIN			\sim	
O Contro	I# Month	4 ~	<customer></customer>	•				
	O Invoice					Appl	y	Multiple Tickets

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 be edited on the Void Invoice window.

Extra Charges Discount Programs Manuf Billing	Apply To All Customers	Subtotal Prepay \$ Used	76.60 0.00 4.79
Apply Rollups Print Method		Amount Due	81.39
^{μα} τ _ε 1. No Roll up · Pr	eview Cancel	<back n<="" th=""><th>lext> Void</th></back>	lext> Void

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

Reverse an Invoice

Invoices in a prior fiscal month cannot be voided but instead need to 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. Reversed Invoices show on the Customer Statement.

In Accounting Preferences, there is an option on the A/R tab called *Do Not Mark Reversing Invoices as Paid*. If this option is NOT selected, both the original Invoice and the reversing Invoice are marked as *Paid* upon saving the reversal. If this option IS selected, both the original and the reversing Invoices remain with an *Open* status.

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.

	-							
Invoice#	Location	Inv Date Custo	mer 🔺	Status	Customer ID	Comments	^	Add
1200936	00MAIN	08/02/20 Ander	son Barry	Paid	AndBa	Booking #1200281		Edit
1200939	00MAIN	09/24/20 Ander	son Barry	Paid	AndBa			Luit
1200940	00MAIN	09/24/20 Ander	son Barry	Paid	AndBa			Void
1200941	00MAIN	09/24/20 Ander	son Barry	Paid	AndBa			
1200942	00MAIN	09/24/20 Ander	son Barry	Paid	AndBa			Credit
1200943	00MAIN	09/24/20 Ander	son Barry	Paid	AndBa			Reverse
1200944	00MAIN	09/24/20 Ander	son Barry	Paid	AndBa			
1200945	00MAIN	09/24/20 Ander	son Barry	Void	AndBa			Cancel
1200946	00MAIN	09/25/20 Ander	son Barry	Void	AndBa			
1200916	00MAIN	05/15/20 Baker	Larry	Paid	239873			Reprint
1200933	00MAIN	07/12/20 Baker	Larry	Paid	239873			Start With
1200937	00MAIN	08/22/20 Baker	Larry	Paid	239873			
1200911	00MAIN	04/08/20 Cone	Tony	Open	ConTo			View
1200912	00MAIN	04/12/20 Laken	Abby	Open	237018			
1200947	00MAIN	08/14/20 Laken	Abby	Paid	237018	Reversed By 1200948		
1200948	00MAIN	08/14/20 Laken	Abby I	Paid	237018	Reverse Inv# 1200947		
							× .	
<						2	•	
Invoice Filt	er						_	
Invoic	e# 🔿 Date		<location></location>	00MAIN			\sim	
O Contro	ol# Month	4 ~	Customer>					
				L				Multiple

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.

00MAIN ~			
Invoice Invoice Printout	Delivery Ticket A/R	Logo Alt Logo Inventory	
Direct Invoice Date Import from Tickets Date Invoice Due Date Market Cost Price By Terms Default Default Price To	System Date ~ System Date ~ Terms ~ None ~ Products ~ Individual ~	Stop Invoices that will result in Negative Amount On Hand of Inventoried Products Display Product selection Screen Require Salesperson D on Invoices Allow Date change on Reversing Invoice Default Reversing Invoice Date to Current Date Require sales tax exemption reason Warn if Invoice has any line items with zero unit quantity Ignore Blend Ticket Discount Terms Display Additional Info Screen Include Sales Tax in Discount By Field, use Bookings that are by Field	Extra Charges Discount Programs Manuf Biling
Check credit limit wh	en invoicing Priced DT v on Void for CRM Method	Use Tax rate from Customer and Ship To Warn if invoice has any line items with zero unit price Do not honor quoted delivery ticket and blend ticket	Apply Rollups Print Method Reason
Disallow Lot Number Bal No Checking	ance to go Negative	Allow dimeteritic Customer payment terms on invoice Suppress warning if Control number is duplicated Allow Manufactured Inventory Detailed Billing List Price	1. No Roll up
Stop Voids that will result in Negative Amount On Hand of Inventoried Products		Default barcode entry to quantity Display amount due on roll thru POA window Allow signature on save of invoice	
Business Influence	nce Bookings	Require a cashier on the quick ticket Timeout (in minutes)	
		Save to Location OMAIN V Save Save Cancel	

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*.

Select an li	nvoice			
Invoice#	Location	Inv Date	Customer	Void Reason
1200947	00MAIN	08/14/2024	Laken Abby	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.

🖳 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 567	Void Reason	Entered in error			
End 572	V	oid Cancel			