Void or Reverse an Invoice

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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**.

nvoice#	Location	Inv Date Customer	A Status	Customer ID	Comments	^	Add
200938	00MAIN	08/30/20 Ade James	Paid	AdeJa	250156 / Home Heat	-	
200913	00MAIN	04/12/20 Ady John	Open	238072			Edit
200901	00MAIN	03/12/20 Aikins Ken	Paid	239809			Void
200902	00MAIN	03/12/20 Aikins Ken	Paid	239809	Reversed By 1200949		
200949	00MAIN	03/12/20 Aikins Ken	Paid	239809	Reverse Inv# 1200902		Credit
200900	00MAIN	03/06/20 Anderson Bamy	y Paid	AndBa			Reverse
200903	00MAIN	03/12/20 Anderson Bamy	y Paid	AndBa			Reverse
200904	00MAIN	03/22/20 Anderson Bamy	y Paid	AndBa			Cancel
200905	00MAIN	03/22/20 Anderson Barry	y Paid	AndBa			
200906	00MAIN	03/28/20 Anderson Barry	y Paid	AndBa			Reprint
200907	00MAIN	04/05/20 Anderson Barry	y Paid	AndBa			Start With
200908	00MAIN	04/05/20 Anderson Barry	y Paid	AndBa			Start With
200909	00MAIN	04/05/20 Anderson Barry	y Paid	AndBa			View
200910	00MAIN	04/05/20 Anderson Barry	y Paid	AndBa			
200914	00MAIN	04/12/20 Anderson Barry	y Paid	AndBa			
200917	00MAIN	05/20/20 Anderson Barry	y Paid	AndBa			
200918	00MAIN	05/20/20 Anderson Barry	y Paid	AndBa		Υ.	
c						>	
Invoice Filt	er						
Invoice	e # 🔿 Date	<locatio< td=""><td>n> 00MAIN</td><td></td><td></td><td>\sim</td><td></td></locatio<>	n> 00MAIN			\sim	
O Contro	ol# 💿 Month	4 V <custome< td=""><td>er></td><td></td><td></td><td></td><td></td></custome<>	er>				

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		Subtotal	76.60
Manuf Billing	Apply To All Customers	Prepay \$ Used	0.00
Apply Rollups		Sales Tax Amount Due	4.79 81.39
Print Method Reason		Amount buc	
1. No Roll up	Preview Cancel	<back< th=""><th>Next> Void</th></back<>	Next> 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	Customer 🖉 🛆	Status	Customer ID	Comments	^	Add
1200936	00MAIN	08/02/20	Anderson Barry	Paid	AndBa	Booking #1200281		
1200939	00MAIN	09/24/20	Anderson Barry	Paid	AndBa			Edit
1200940	00MAIN	09/24/20	Anderson Barry	Paid	AndBa			Void
1200941	00MAIN	09/24/20	Anderson Barry	Paid	AndBa			
1200942	00MAIN	09/24/20	Anderson Barry	Paid	AndBa			Credit
1200943	00MAIN	09/24/20	Anderson Barry	Paid	AndBa			Reverse
1200944	00MAIN	09/24/20	Anderson Barry	Paid	AndBa			Reverse
1200945	00MAIN	09/24/20	Anderson Barry	Void	AndBa			Cancel
1200946	00MAIN	09/25/20	Anderson 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			orant with
1200911	00MAIN	04/08/20	ConeTony	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	Paid	237018	Reverse Inv# 1200947		
							×	
<							>	
Invoice Filt	er						_	
Invoice	e# 🔿 Date		Location>	00MAIN			\sim	
O Contro	l# 🖲 Month	4 ~	<customer></customer>					

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.

Setup Accounting Location Preferences		
00MAIN V		
Invoice Invoice Printout Delivery Ticket A/R	Logo Alt Logo Inventory	
Direct Invoice Date System Date Import from Tickets Date System Date Invoice Due Date Terms Market Cost None Price By Products Terms Default N15 Default Price To Individual Check credit limit when invoicing Priced DT Display Print Window on Void for CRM Display Pr	Stop Invoices that will result in Negative Amount On Hand of Inventoried Products Display Product selection Screen 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 Display Additional Info Screen Include Sales Tax in Discount Dy Field, use Bookings that are by Field Use Tax rate from Customer and Ship To Do not honor quoted delivery ticket and blend ticket Allow different customer payment terms on invoice Suppress varing if control number is duplicated Allow signature on roll thru POA window Allow signature on save of invoice Require a reason when invoice is voided or reversed Require a reason when invoice is voided or reversed	Extra Charges Discount Programs Manuf Billing Apply Rollups Print Method 1. No Roll up
	Save to Location 00MAN V 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 Invoice						
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			