

Void or Reverse an Invoice

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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**.

Invoice #	Location	Inv Date	Customer	Status	Customer ID	Comments
1200938	00MAIN	08/30/20...	Ade James	Paid	AdeJa	250156 / Home Heat
1200913	00MAIN	04/12/20...	Ady John	Open	238072	
1200901	00MAIN	03/12/20...	Aikins Ken	Paid	239809	
1200902	00MAIN	03/12/20...	Aikins Ken	Paid	239809	Reversed By 1200949
1200949	00MAIN	03/12/20...	Aikins Ken	Paid	239809	Reverse Inv# 1200902
1200900	00MAIN	03/06/20...	Anderson Bary	Paid	AndBa	
1200903	00MAIN	03/12/20...	Anderson Bary	Paid	AndBa	
1200904	00MAIN	03/22/20...	Anderson Bary	Paid	AndBa	
1200905	00MAIN	03/22/20...	Anderson Bary	Paid	AndBa	
1200906	00MAIN	03/28/20...	Anderson Bary	Paid	AndBa	
1200907	00MAIN	04/05/20...	Anderson Bary	Paid	AndBa	
1200908	00MAIN	04/05/20...	Anderson Bary	Paid	AndBa	
1200909	00MAIN	04/05/20...	Anderson Bary	Paid	AndBa	
1200910	00MAIN	04/05/20...	Anderson Bary	Paid	AndBa	
1200914	00MAIN	04/12/20...	Anderson Bary	Paid	AndBa	
1200917	00MAIN	05/20/20...	Anderson Bary	Paid	AndBa	
1200918	00MAIN	05/20/20...	Anderson Bary	Paid	AndBa	

Invoice Filter

Invoice # Date <Location> 00MAIN

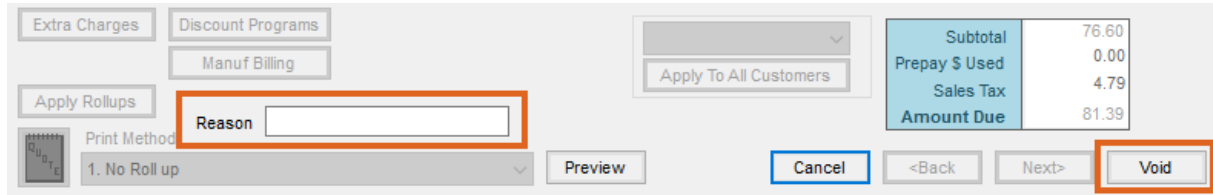
Control # Month 4 <Customer>

Invoice

Apply 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 edited on the *Void Invoice* window.



Subtotal	76.60
Prepay \$ Used	0.00
Sales Tax	4.79
Amount Due	81.39

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.

The screenshot shows a window titled "Select an Invoice" with a table of invoice data and a right-hand menu. The "Reverse" button in the menu is highlighted with a red box. Below the table is an "Invoice Filter" section with various options and input fields.

Invoice #	Location	Inv Date	Customer	Status	Customer ID	Comments
1200936	00MAIN	08/02/20...	Anderson Bary	Paid	AndBa	Booking #1200281
1200939	00MAIN	09/24/20...	Anderson Bary	Paid	AndBa	
1200940	00MAIN	09/24/20...	Anderson Bary	Paid	AndBa	
1200941	00MAIN	09/24/20...	Anderson Bary	Paid	AndBa	
1200942	00MAIN	09/24/20...	Anderson Bary	Paid	AndBa	
1200943	00MAIN	09/24/20...	Anderson Bary	Paid	AndBa	
1200944	00MAIN	09/24/20...	Anderson Bary	Paid	AndBa	
1200945	00MAIN	09/24/20...	Anderson Bary	Void	AndBa	
1200946	00MAIN	09/25/20...	Anderson Bary	Void	AndBa	
1200916	00MAIN	05/15/20...	Baker Larry	Paid	239873	
1200933	00MAIN	07/12/20...	Baker Larry	Paid	239873	
1200937	00MAIN	08/22/20...	Baker Larry	Paid	239873	
1200911	00MAIN	04/08/20...	Cone Tony	Open	ConTo	
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 Filter

Invoice # Date
 Control # Month 4
 Invoice

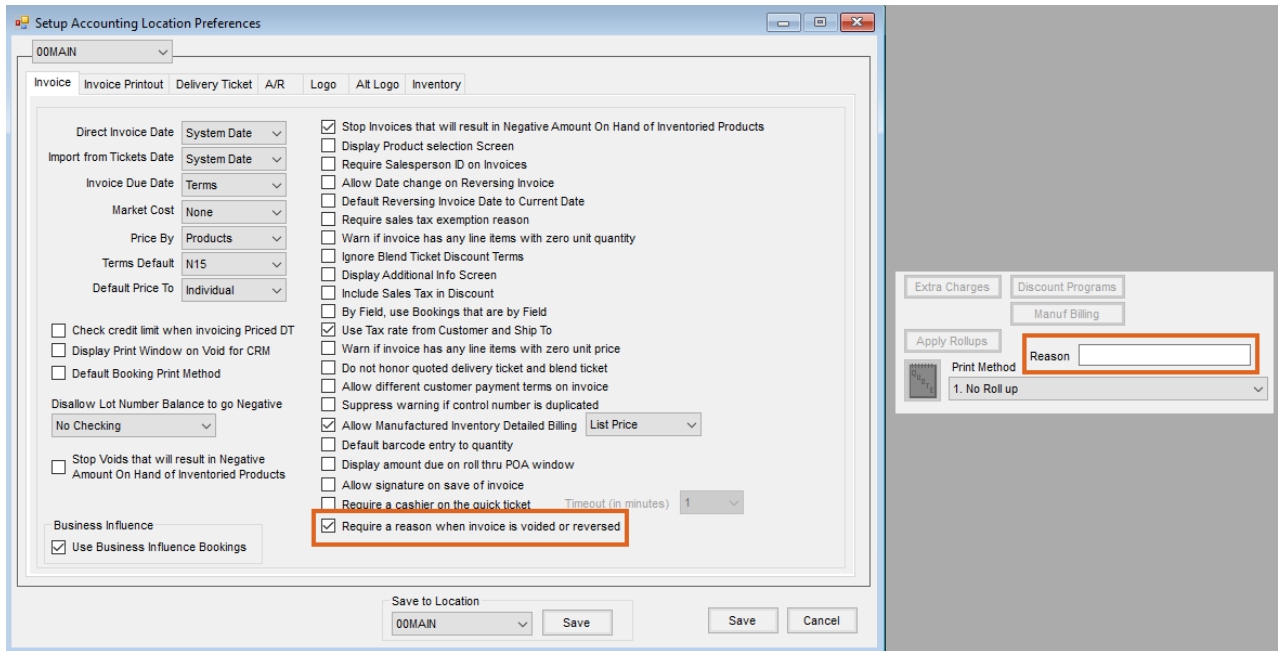
<Location> 00MAIN <Customer>

Buttons: Add, Edit, Void, Credit, Reverse, Cancel, Reprint, Start With, View, Apply, Multiple Tickets

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.



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
1200947	00MAIN	08/14/20...	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*.

