

# Void or Reverse Payment

Last Modified on 03/31/2026 7:36 am CDT

## Void

If a payment entered in the current fiscal month was entered incorrectly, the payment may be voided. This is done from *A/R / Payments* by selecting the payment and then choosing **Void**. Voiding a payment removes the payment from the Customer's account, therefore adjusting the Customer balance, reopening the Invoices, and affecting the General Ledger.

Voided Payments do not appear on the Customer Statement. If an Invoice has two Payments and one is a duplicate, voiding the duplicate will only mark the Invoice as unpaid if the amount due no longer matches the amount paid.

There are some types of payments that cannot be voided. Payments on COD Invoices, payments on partially invoiced Bookings, and paid Bookings that were paid with multiple payments cannot be voided.

## Reverse

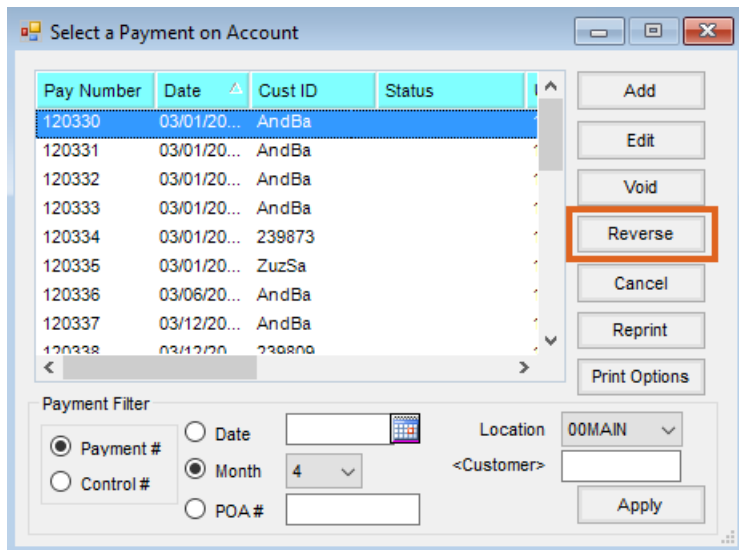
Sometimes payments entered in prior fiscal months need corrected. These payments cannot be voided but may often be reversed. Reversing a payment is done from *A/R / Payments* by selecting the payment and then choosing **Reverse**.

Reversing a payment leaves the original payment in the fiscal month where it was originally saved but adds an additional offsetting payment into the current fiscal month. The Customer balance is adjusted by reversing a payment, Invoices from the original payment are reopened, and the General Ledger is affected accordingly.

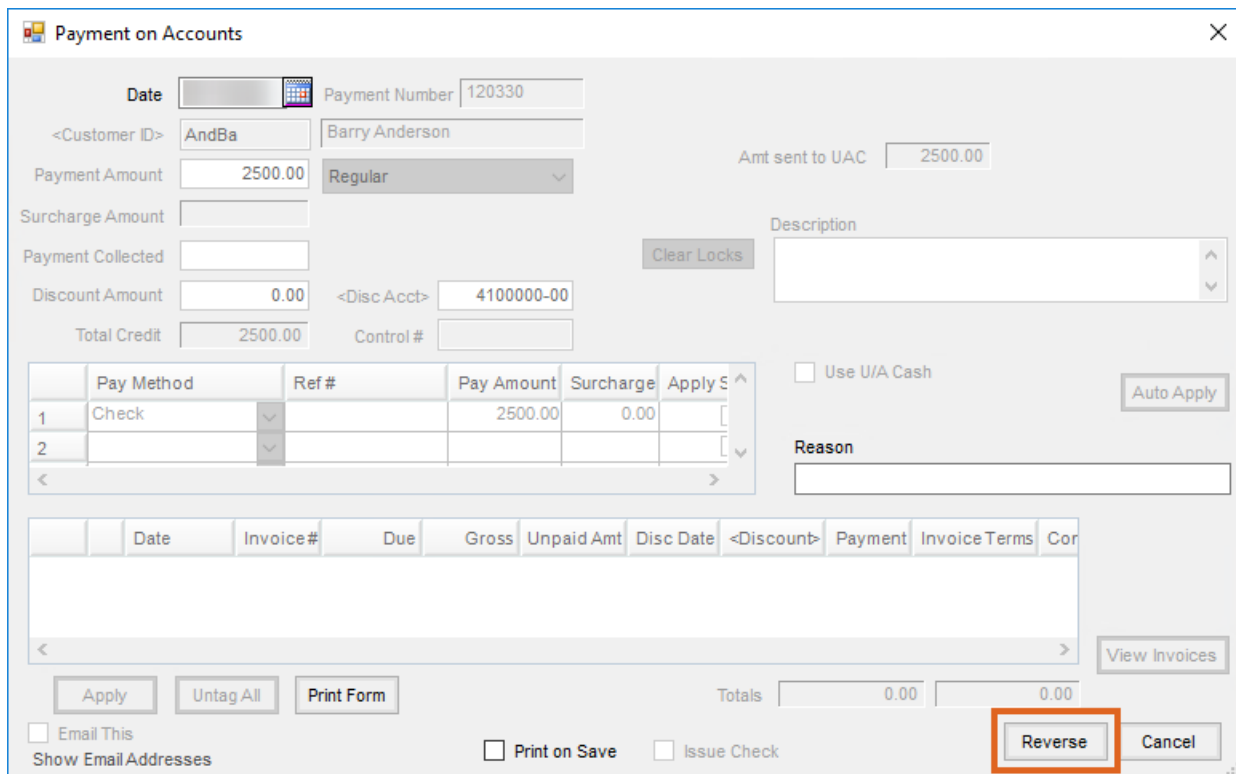
Some types of payment cannot be reversed. Payments on COD Invoices, partially invoiced Bookings, and paid Bookings that were paid with multiple payments cannot be reversed.

## Prior Month

Reverse a Customer payment made in a prior fiscal month at *Accounting / AR / Payments* by highlighting the payment and selecting **Reverse**.



On the window that follows, choose **Reverse** at the bottom of the screen to finish the reversal process.



Reversing a payment will reopen the Invoice(s) paid by the payment and reset the Customer balance. The payment can then be re-entered if necessary.

## COD Payments

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.

1. Create a negative Invoice for the amount of the original transaction for this Customer.

**Note:** It is important to make sure the Invoice is being created in the Agvance Location where the original Invoice was generated. This ensures the next step puts a negative amount in the *Bank Deposit* window for the correct Location to counteract the original Payment that was recorded.

2. When the Invoice has been created and saved, the *Roll Through Payment* screen displays to make the payment. Make sure to use the same Pay Method for the negative Payment originally used for the positive Payment being counteracted.
3. Once this process has been completed, navigate to *Accounting / G/L / Bank Deposit*. A negative Payment matching the amount of the positive Payment needing voided should be displayed. These two entries can be cleared by tagging them and using the **Mark Deposited** button. This clears both without making unnecessary Journal Entries. Alternatively, tag both transactions (which wash each other out) and **Save** the deposit.