

# Void or Reverse an Invoice

Last Modified on 10/25/2024 9:48 am CDT

## 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**.

The screenshot shows a window titled "Select an Invoice" with a table of invoices. The table has columns for Invoice #, Location, Inv Date, Customer, Status, Customer ID, and Comments. Invoice 1200913 is highlighted in blue. To the right of the table is a vertical toolbar with buttons: Add, Edit, Void (highlighted with a red box), Credit, Reverse, Cancel, Reprint, Start With, and View. Below the table is an "Invoice Filter" section with radio buttons for Invoice #, Control #, and Invoice, and fields for Date, Month (set to 4), Location (set to 00MAIN), and Customer. An "Apply" button is at the bottom right of the filter section.

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	

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.

The screenshot shows the "Void Invoice" window. On the left, there are buttons for "Extra Charges", "Discount Programs", "Manuf Billing", and "Apply Rollups". Below these is a "Print Method" dropdown set to "1. No Roll up". In the center, there is a "Reason" text input field highlighted with a red box. To the right, there is a summary table with "Subtotal" (76.60), "Prepay \$ Used" (0.00), "Sales Tax" (4.79), and "Amount Due" (81.39). At the bottom, there are buttons for "Preview", "Cancel", "<Back", "Next>", and "Void" (highlighted with a red box).

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

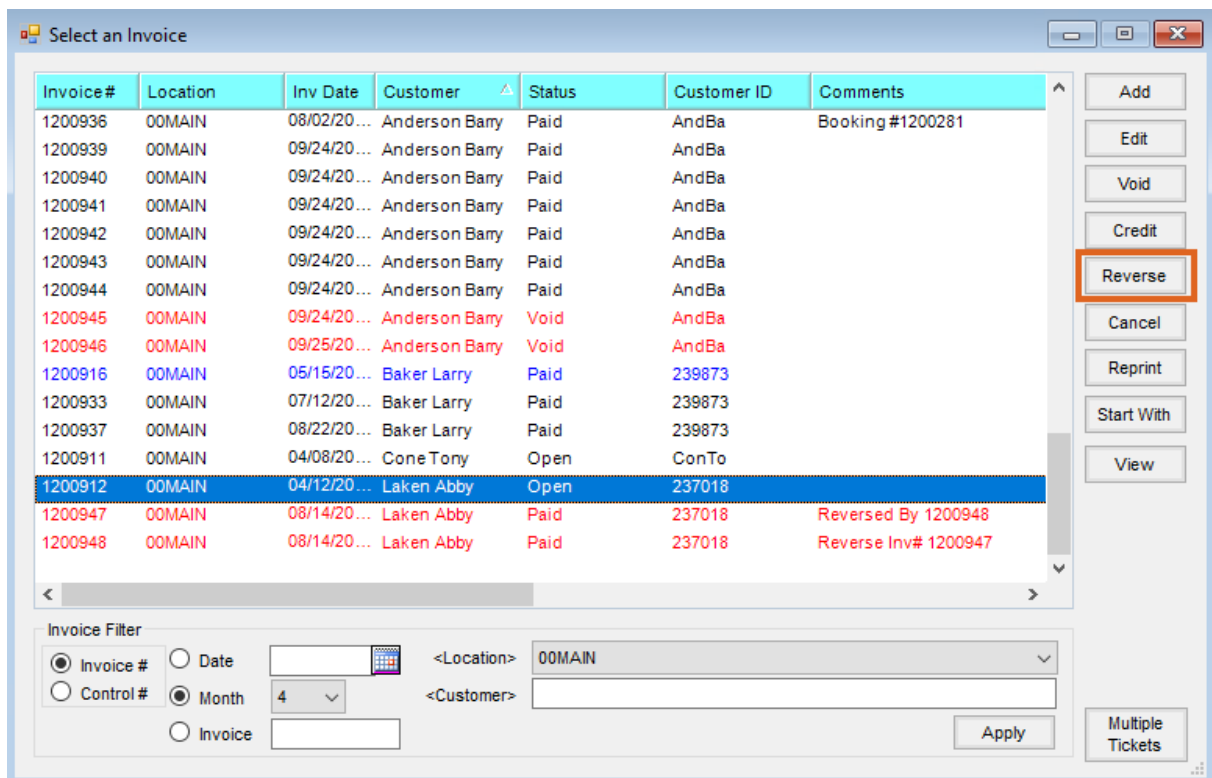
Invoices in a prior fiscal month cannot be voided but instead need to be reversed. From *A/R / Invoice*, select the original Invoice and choose **Reverse**. Reversing an Invoice leaves the original Invoice in the fiscal month where it was originally saved and creates a new, offsetting Invoice in the 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.

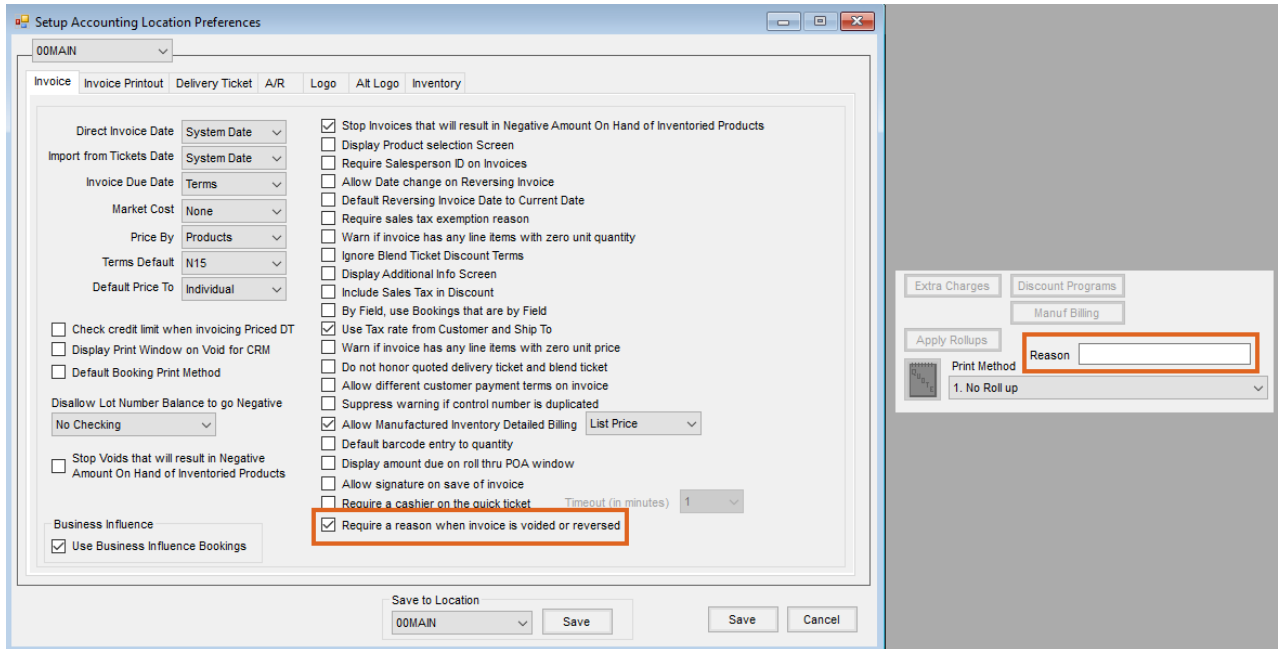
1. Navigate to *Accounting / A/R / Invoice*.
2. Highlight the appropriate Invoice and choose **Reverse**. Information can not be edited on the *Reverse Invoice* window, but a reason can be entered in the *Reason* field for the reverse.



**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	08/14/2024	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*.

