

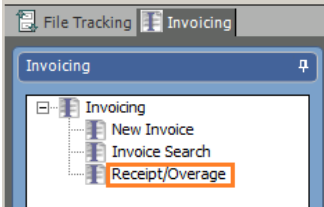
Voiding an Invoice with a Payment

If an Invoice needs to be voided, but the Invoice has a payment (receipt) applied, the invoice cannot be voided or cancelled until the receipt is removed.

How to Remove the Receipt and Void the Invoice

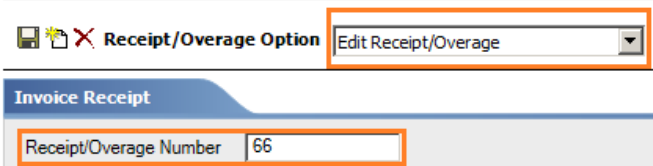
Steps

1. Go to **Module | Invoicing**. In the left pane, select **Receipt/Overage**.

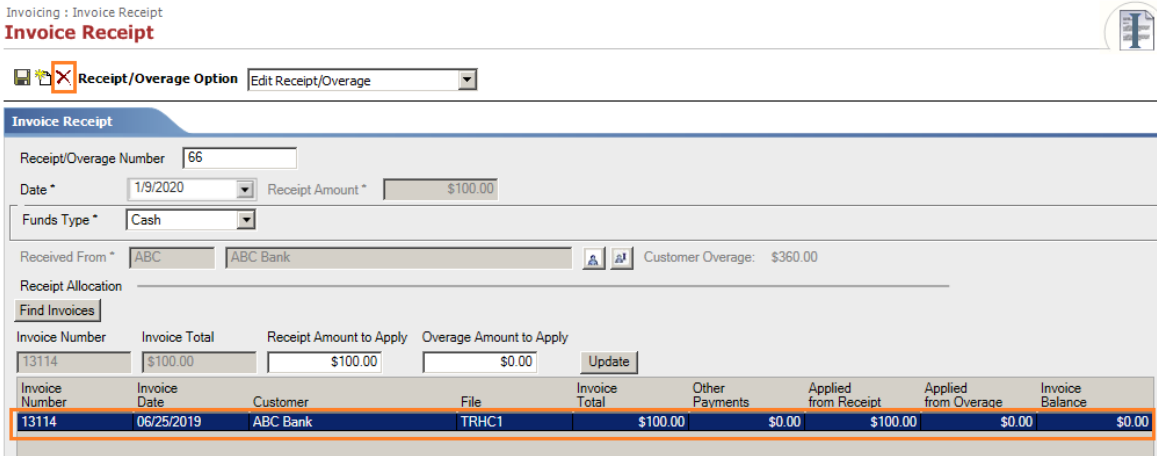


2. From the *Receipt/Overage Option* drop down, select **Edit Receipt/Overage**.
3. Input the **Receipt Number** and press TAB on your keyboard (if unsure of receipt number, print the Invoice Receipts Listing Report in the Reports module under Generic Reports or the Receipt Report under Invoice Reports in the Management Console).

Invoicing : Invoice Receipt
Invoice Receipt



4. Highlight the receipt in the grid and click the **Red X** at the top of screen to delete the receipt.





Voiding an Invoice with a Payment

5. Select **Yes**, when prompted 'Are you Sure?'. You will receive a message at the top of the window stating that the receipt has been deleted.

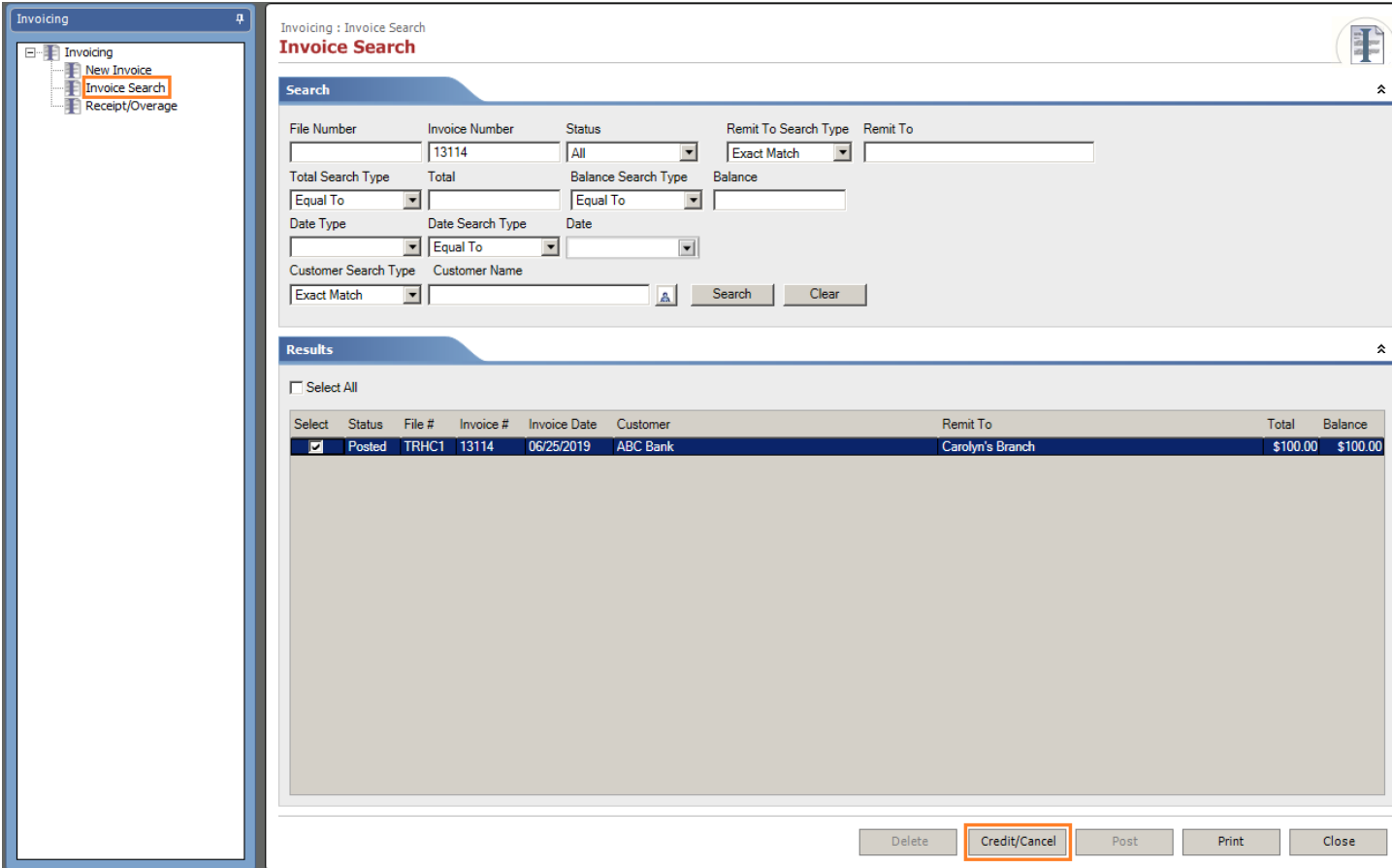
Invoicing : Invoice Receipt

Invoice Receipt

 Receipt Number 66 has been deleted.

   **Receipt/Overage Option**

6. In the left pane, click **Invoice Search** and search for the invoice that needs to be voided.
7. Select the Invoice and click the **Credit/Cancel** button at the bottom of the screen.



Invoicing : Invoice Search

Invoice Search

Search

File Number: Invoice Number: 13114 Status: All Remit To Search Type: Exact Match Remit To:

Total Search Type: Total Balance Search Type: Balance

Equal To: Equal To:

Date Type: Date Search Type: Equal To Date:

Customer Search Type: Exact Match Customer Name:

Results

Select All

Select	Status	File #	Invoice #	Invoice Date	Customer	Remit To	Total	Balance
<input checked="" type="checkbox"/>	Posted	TRHC1	13114	06/25/2019	ABC Bank	Carolyn's Branch	\$100.00	\$100.00

8. Select **Yes**, when prompted 'Are you Sure?'. The balance for the Invoice will be changed to \$0.00 and the status will become 'Credited'.

Select	Status	File #	Invoice #	Invoice Date	Customer	Remit To	Total	Balance
<input type="checkbox"/>	Credited	TRHC1	13114	06/25/2019	ABC Bank	Carolyn's Branch	\$100.00	\$0.00