How to issue a correction invoice

There is couple of ways to issue correction invoice depending on what you need to correct.

Issuing invoice from order

When issued invoice with services and you need to correct some prices on invoiced services first you need to open the order. After this you need to assure that order is in "Accepted" state. As far as order was previously invoiced probably the order is in "Invoiced" state what means you need to change it to "Accepted" state. Now you can change the prices of the services on this order. You can do this in the same way as when you were preparing order. Just select proper executed service and press edit button on the left side of the table of executed services. On the tab "Prices" select price you would like to change and again press edit button on the left side of the table in which you select the price. Change the price you needed and press OK. Do the same with all prices you would like to change. If you have some additional price to invoice to customer just register new price in same window where you were changing prices.

After you change (add) all prices you invoice this order in the same way as you were doing in the first place with original invoice. That means change the state of the order to "Executed" and press Invoice on the left side main tool bar as on picture below.

A window with invoicing option will be displayed. It is the same window as in case of issuing standard invoice. Only this time you need to select option "Create correcting invoice based on order changes". Of course you need also to select original invoice as on picture below.
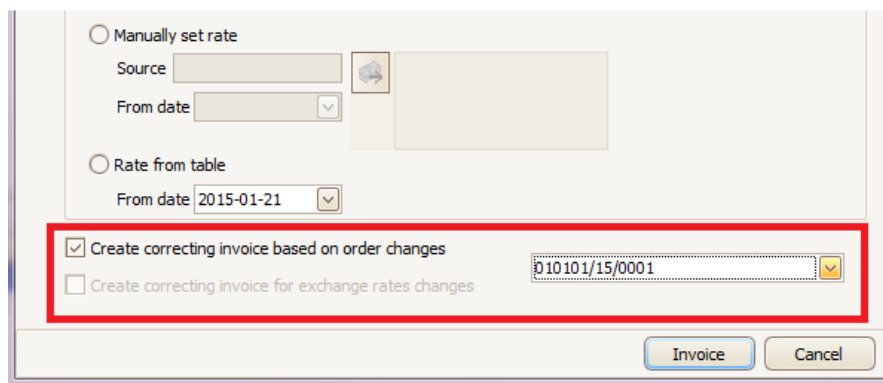
When you have selected al options properly just press Invoice button.

An invoice view window will open. Now just proceed as you would work with standard invoice. What you have to remember that on invoice positions will be displayed values how this position should

look like on the original after correction. For example, if you invoiced 100 EUR on original invoice and now you corrected this position for -20 EUR on correction invoice position will be displayed 80 EUR.

You will also notice that you can't delete any positions which were issued on original invoice and only positions corrected will be changed and other positions will have same value as original invoice positions.

## Issuing correction invoice from invoice view in case of changed services

In this case first you have to do is to change prices on services in the same way as it was described in previous paragraph. Only in this case after changing the state of order to "Executed" you open invoice view and from "Outgoing invoice" menu you have to choose the options on picture below.
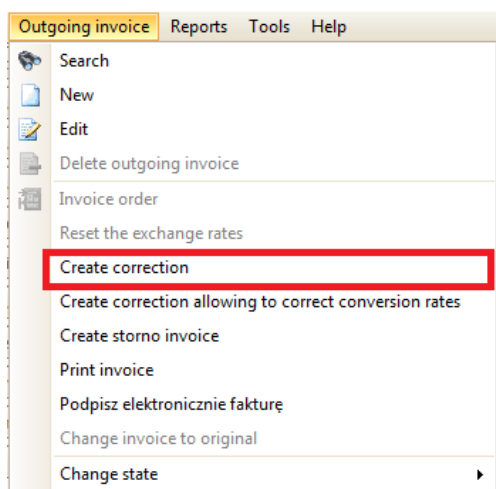
Choosing this option will create an invoice just as in previous paragraph with which you have to proceed in the same way.

Issuing correction invoice for invoice without services

In this case just open invoice you would like to correct and in menu "Outgoing invoice" select one of the available options shown on picture below.
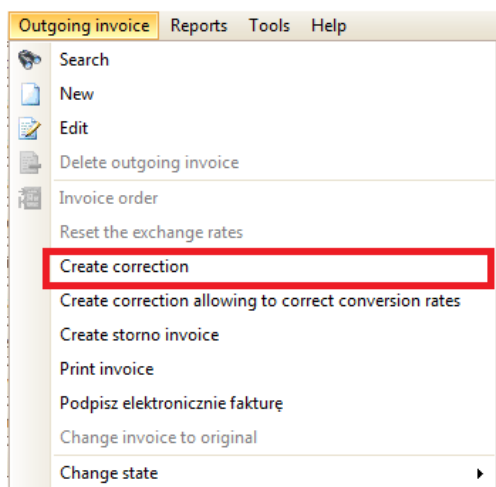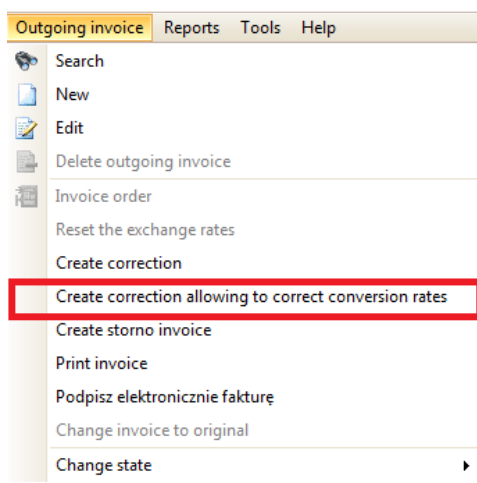

This option allows you to create correction and then manually change all positions on it. Again you have to remember that if you are correcting, for example, a position for -20 EUR then on this position should be written value from original invoice minus 20 EUR. That means f your value for this position

on original invoice was 100 EUR and you have to reduce it by 20 EUR then on this position should be written 80 EUR. As earlier you cannot delete any position but you can add new one.

Create correction invoice allowing to correct exchange rates

This option is actually used in case if on original invoice you have some services from orders prices of which are in other currency then your invoice. However you made a mistake in exchange rates but all prices from orders are OK. Then you have to choose option from picture below.


After using this option a correction invoice will be issued which allows you to put new exchange rates to services. This is done by storning (minusing) all service prices from original invoice and adding same service prices again. Change of exchange rates should be done on those newly added prices. Just select the price for which you need to change exchange rate and press "Change currency rates" button from left side of the table.

After changing the exchange rates just proceed as usually.

Issue storno invoice

If you would like to storno whole invoice that means issue a correction invoice minusing it to zero you need to use option on picture below.
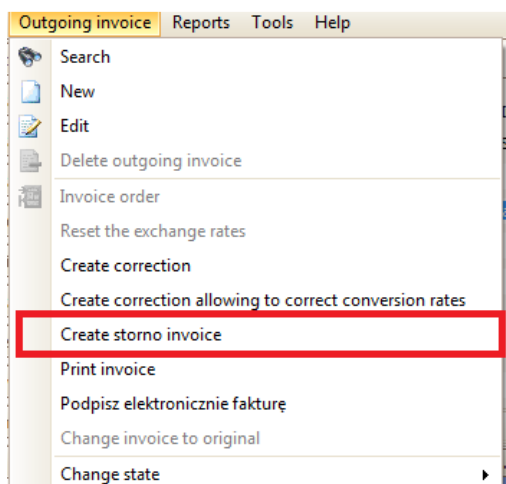
Such issued correction invoice is ready to be sent to cutomer.