

Invoice Cancellation After Payment

Please follow the steps below if there is a need to cancel invoice. We need to record both the initial payment from customer and the return of payment to customer. **DO NOT** delete the payment from customer record.

<div>1. Open Invoice</div> <div><div>a. Click on Search on the top left corner.</div><div>b. Scan the invoice barcode or type in the invoice number</div><div>c. Select Customer Invoices</div></div>	<div><div>Search</div><div>SI2209-11223</div><div><div>Third parties</div><div>Contacts</div><div>Products or services</div><div>Worksheets</div><div>Customer Invoices</div><div>Customer payments</div><div>Miscellaneous payments</div><div>Users</div></div></div>																		
<div>2. If full payment was made, click RE-OPEN</div>	<div><div>RE-OPEN</div></div>																		
<div>3. Click ENTER PAYMENT</div> <div><div>a. Put Comment: “Cancelled”</div><div>b. Enter -ve amount: e.g. -1200 This is the <u>amount return to customer</u></div><div>c. Choose Yes and Click Validate</div></div>	<div><div>ENTER PAYMENT</div><div><div>Yes</div><div>Yes</div><div>No</div></div><div>VALIDATE</div></div> <div><table><tr><th>Type</th><th>Bank account</th><th>Amount</th></tr><tr><td>Cash</td><td>REC</td><td>750.00</td></tr><tr><td>Cash</td><td>REC</td><td>-750.00</td></tr><tr><td colspan="2">dy paid (without credit notes and down payments)</td><td>0.00</td></tr><tr><td colspan="2">Billed</td><td>1,500.00</td></tr><tr><td colspan="2">Remaining unpaid</td><td>1,500.00</td></tr></table></div>	Type	Bank account	Amount	Cash	REC	750.00	Cash	REC	-750.00	dy paid (without credit notes and down payments)		0.00	Billed		1,500.00	Remaining unpaid		1,500.00
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<div>4. Click CLASSIFY ‘ABANDONED’</div> <div><div>a. Choose Reason: Other</div><div>b. Describe reason for cancellation in comment</div><div>c. Click Yes</div></div>	<div><div>CLASSIFY ‘ABANDONED’</div><div><div>Cancel an invoice</div><div>Why do you want to classify this invoice 'abandoned'?</div><div>Reason<div><div>Bad customer</div><div>Other</div></div></div><div>Comment<div>This Test is not available at Aikhan Lab</div></div><div><div>Are you sure you want to cancel invoice SI2210-0010?</div><div>YesNo</div></div></div></div>																		
<div>5. Go to Related worksheet and click CANCEL</div>	<div><div>RELATED OBJECTS</div><div><table><tr><th>Type</th><th>Ref.</th></tr><tr><td>Worksheets</td><td>2210-00127</td></tr></table></div><div><div>CANCEL</div></div></div>	Type	Ref.	Worksheets	2210-00127														
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