

Enterprise - How to Undo Invoice Corrections

Last Modified on 01/06/2020 3:06 pm CST

Undo an invoice correction may be utilized if an invoice has already been corrected and you wish to undo that "correction".

Note Keep in mind that undoing these corrections may effect your Accounts Receivable and General ledger. We recommend contacting support if you are unsure if a correction should be undone.

1. Find the invoice that needs correcting
 - Invoice can be found on the customer record under invoice history

Crom Equipment (Primary)
321 9th Street ID: 10623
Minneapolis, MN 45005
(651) 553-6553

- visifile
- ▶ details
- ▶ defaults
- documents
- ▶ integrations
- ▶ invoice history**
 - invoice detail
- ▶ invoice setup
- ▶ evaluations
- messages
- payment history
- tasks
- search

employee
customer
order

Invoices

 Detailed View
Customer ▲
Overdue
Customer: Crom Equipment| | |
| --- | --- |
| 62001 Inv ID: 30079 OVERDUE | **Crom Eq** Entity Invc Last Invc |
| 62000 Inv ID: 30078 OVERDUE | **Crom Eq** Entity Invc Last Invc |
| 61938 Inv ID: 29998 OVERDUE | **Crom Eq** Entity Invc Last Invc |
| 61900-1-1 Inv ID: 29969 | **Crom Eq** Entity Invc Last Invc |

- Or you can find Invoices under Pay/Bill > Invoice Register on the left

Payroll / Invoicing

Current Weekend Bill **11/15/2015**

622 Unused Timesheets
17 Timesheets Not Paid

payroll and invoicing
time entry
▶ check register
incomplete transactions
▶ invoice register
invoice detail
▶ other

employee
customer
order
assignment
contact
pay / bill
calendar

Invoices Detailed View

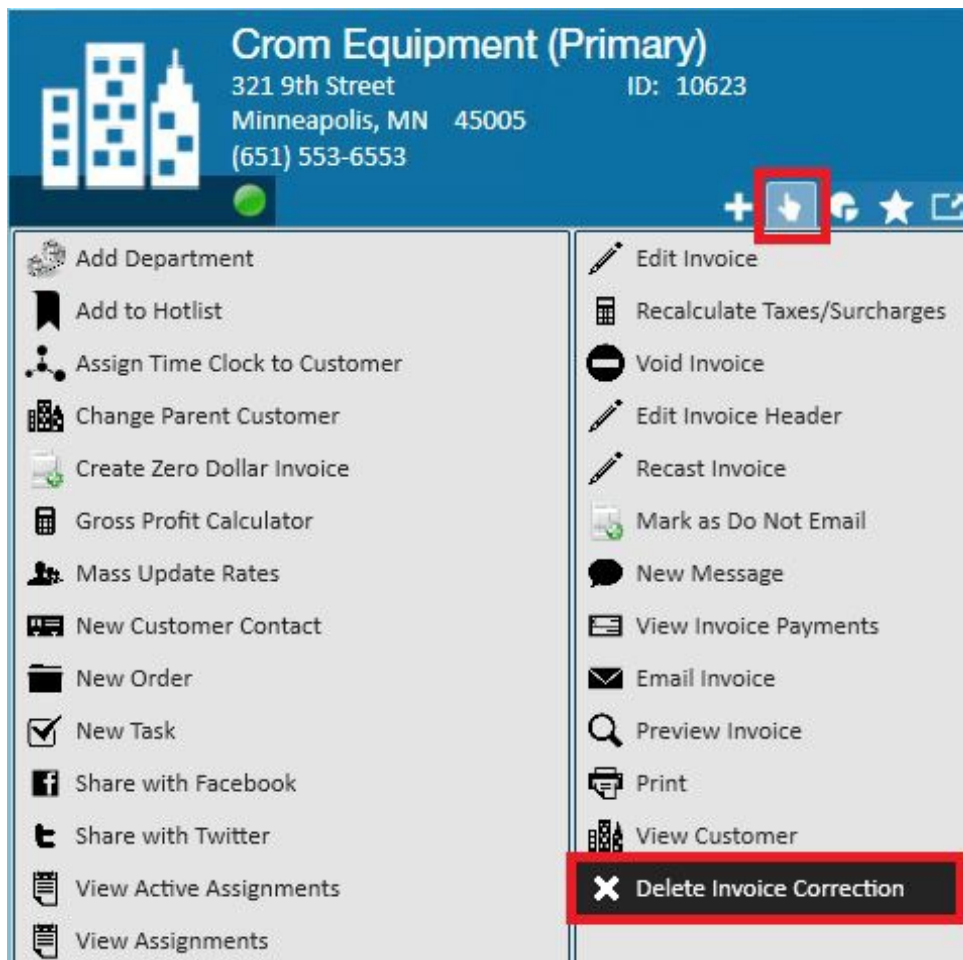
Drag a column header here to group by

Ov...	Posted	Inv Num	Date
		123 Inv ID: 12108 OVERDUE	Farnsworth's De Entity Invoice Date Last Paid Invoice Due
		45126-1 Inv ID: 12058	Rocky Road Ice C Entity Invoice Date Last Paid Invoice Due
		45811-1 Inv ID: 12066	Balloons Inc., Pr Entity Invoice Date Last Paid Invoice Due
		45829-1 Inv ID: 12065	Balloons Inc., NI Entity Invoice Date Last Paid Invoice Due
		45855-1 Inv ID: 12095	Crom Equipmen Entity Invoice Date Last Paid Invoice Due
		45871-1 Inv ID: 12115	Belmond Hlring Entity Invoice Date Last Paid Invoice Due
			Aramark, Prima

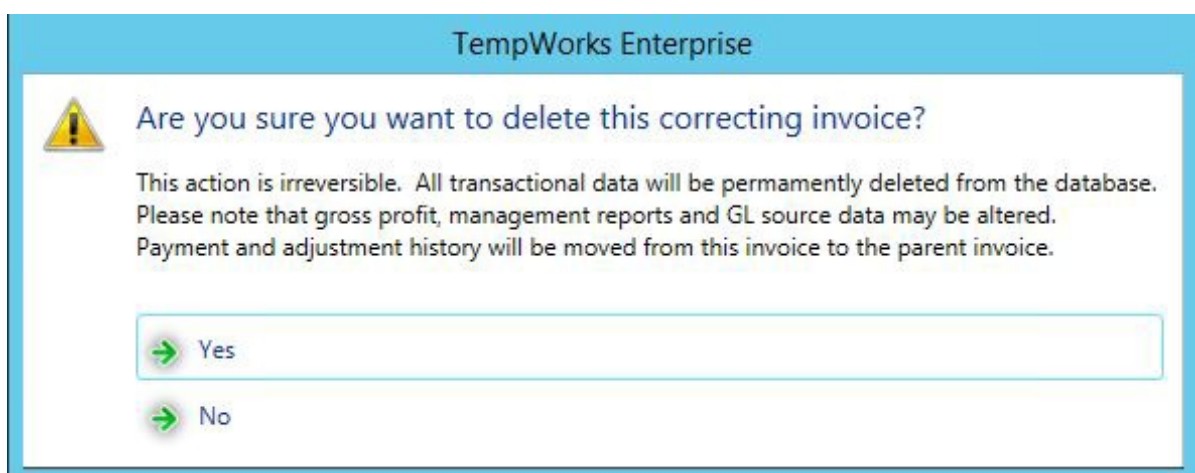
2. Select the invoice correction that should be undone by double clicking to open it.
 - *Note* The invoice correction will typically be a -1 invoice, meaning, it will display the original invoice number with a -1 behind it. Also, there will be a -1 for each time the invoice was corrected.
 - It is recommended to undo the last correction first and work your way back to the original invoice, depending on the corrections that have been completed

for this invoice and need to be removed.

3. Once the invoice correction is open select the actions button then click the option to delete invoice correction:



4. A prompt will verify this is the action you would like to take:



5. Selecting yes will delete the correction from the database.

Note Gross profit, management reports and gl source data may be altered by

undoing a correction. Any payment and adjustment history affiliated with this invoice will be moved to the parent invoice. Select no if you would like to abandon the invoice correction undo action.

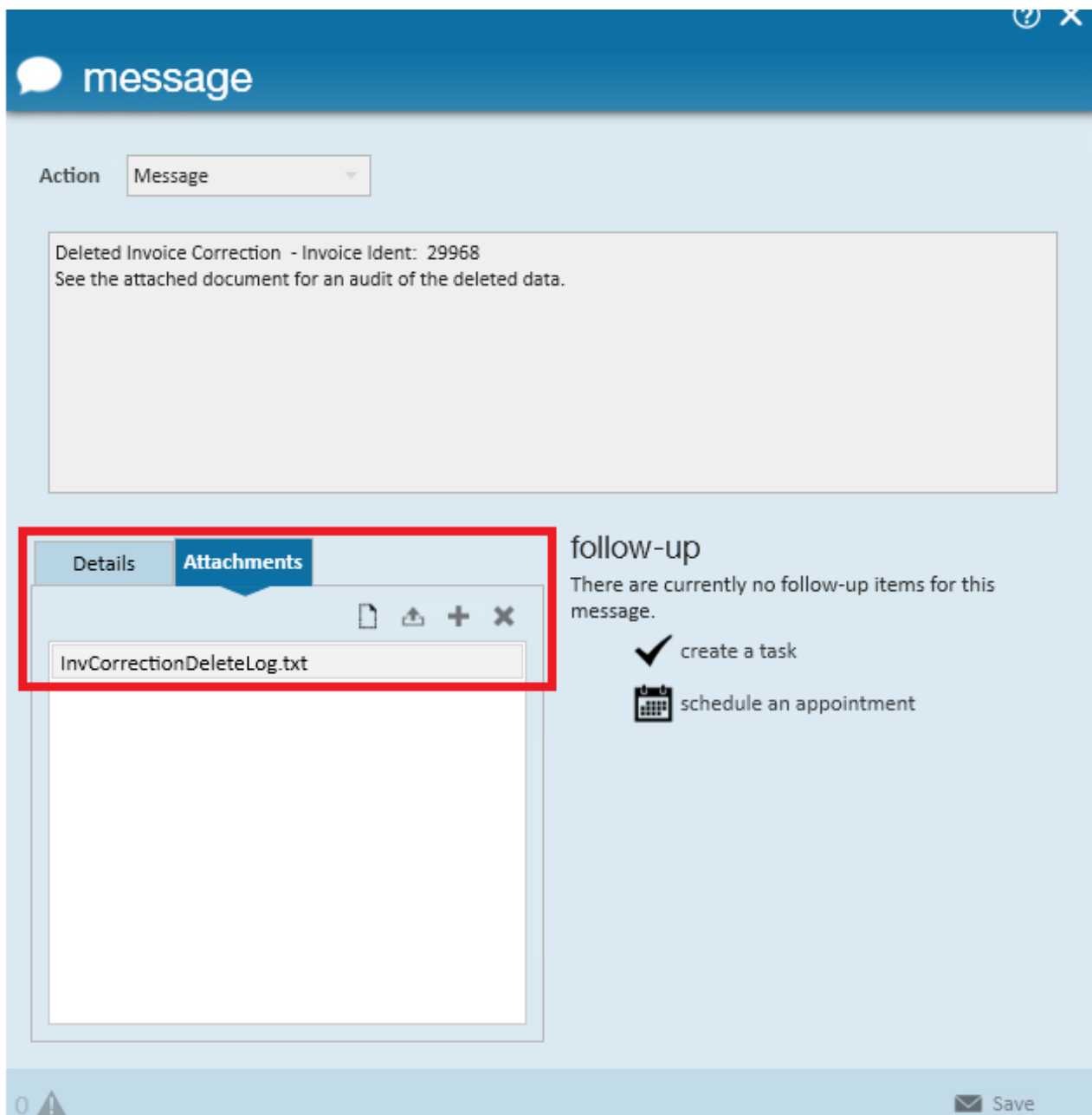
After Undoing an Invoice Correction

Once the deletion is complete, a message is automatically logged within the messages section of the extended invoice details noting that the invoice correction has been deleted.

The screenshot displays the 'Crom Equipment' invoice system interface. At the top left, the company name 'Crom Equipment' is shown along with its address: 'PO Box 123, Eagan, MN, 55121'. On the top right, invoice details are provided: 'Invoice Number 61900 Weekend Bill 10/4/2015', 'Invoice Date 10/9/2015', and 'Pay Date 11/16/2015'. A summary box indicates an 'Owed Balance (\$190.80)' and an 'Amount Paid \$506.51'. A left-hand navigation menu includes options like 'Extended Invoice Details', 'Transactions', 'Email Recipients', 'Email Log', 'Payments', 'Merged Invoices', and 'Messages', with 'Messages' highlighted. The main content area features a table with columns for 'Date', 'Action', 'Message', 'Contact', and 'Rep'. Two messages are listed: one from 11/20/2015 regarding a deleted invoice correction, and another from 11/11/2015 regarding an invoice number.

Date	Action	Message	Contact	Rep
11/20/2015	Message	Deleted Invoice Correction - Invoice Ident: 29968 See the attached document for an audit of the delet...		dwood
		Please see the attached invoice		
		Thank you, Barbara, for your continued business.		
11/11/2015	Email	Please see the attached invoice number 61900.	Billings, Barbara	dominic....

Double click the message to view message details:



The message also includes an automatically generated and attached document that acts as a historical audit of the deleted invoice.

Double click the attachment to view the deleted data.

```
tmpAC5C - Notepad
File Edit Format View Help
<invoicedeletelog><InvoiceRunErrorMessage><invoiceRunErrorMessageID>17369</invoiceRunError
ge>Invoice recipient (Kozelek, Stephanie) for emailed invoice is inactive</errorMessage><i
eListID><ARInvoiceMergeID>2190</ARInvoiceMergeID><MergeTypeID>4</MergeTypeID><MergeOriginT
0000</InvoiceAmount><InvoiceDate>2015-10-09T00:00:00</InvoiceDate><Sort>1000</Sort><Invoic
00:00</WeekendBill><WeekendDate>2015-10-04T00:00:00</WeekendDate><SalesTaxID/><SalesTaxPer
ypeID>10</MergeOriginTypeID><MergeOriginID>53811</MergeOriginID><MergeOriginVarID/><Master
MergeID>103595</InvoiceMergeID><HierID>2</HierID><_ts>AAAAAAK+wjw=</_ts><Created>2015-10-2
entage>0.000000</SalesTaxPercentage><Aident>4295064586</Aident><EmpName>Crom, David</EmpNa
nvIdent>29909</MasterInvIdent><MasterInvoiceNumber>61900</MasterInvoiceNumber><InvIdent>29
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ame>Crom, David</EmpName><SkillCodeID>753</SkillCodeID><SkillCodeDescription>Unknown</Skil
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cted>1</Selected><FromTxns>0</FromTxns><TxnID>-1</TxnID><CtxnsID>-1</CtxnsID><CustomerID>1
```

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