

Cancel an issued invoice

If invoice has already been issued and sent to customer, you need to issue a new credit note. You should not modify already sent invoices!

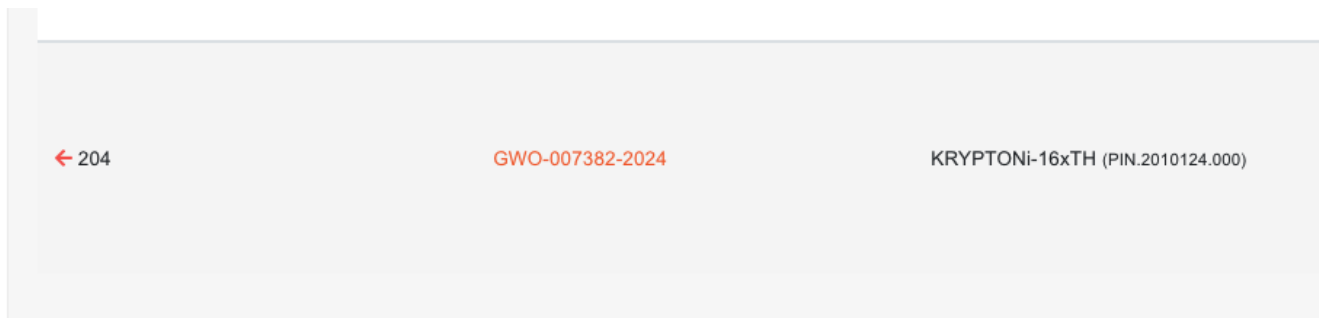
1. Open the problematic **issued invoice** and remove all of its **items**.
2. Update the **shipping** and **financing** costs to **zero**.
3. Change status of the **issued invoice** to **canceled**.
4. Change invoice's **delivery note** status to **canceled**.
5. Delete **shipping list**:



The screenshot shows a table titled 'Shipping lists' with columns: DOCUMENT NO., ORDER #, ORDER #, NUMBER OF PACKAGES, NET WEIGHT, GROSS WEIGHT, and CREATED AT. A row is highlighted with a yellow background, containing the values: SL-01057-2024, 02136-2022, 02136-2022, 9, 131.73, 166.6, and Mar 15, 2024. Above the table, there is a red button labeled 'Print parcels' and a trash icon. Red arrows and numbers indicate actions: arrow 1 points to the trash icon, arrow 2 points to the 'SL-01057-2024' document number, and arrow 3 points to the trash icon in the table's rightmost column.

DOCUMENT NO.	ORDER #	ORDER #	NUMBER OF PACKAGES	NET WEIGHT	GROSS WEIGHT	CREATED AT
SL-01057-2024	02136-2022	02136-2022	9	131.73	166.6	Mar 15, 2024

6. Delete **packing list** (flow is the same as for deleting shipping list)
7. Go to the **Packing work order** and open it's **material flow**.
8. Find all of the write-off documents:



The screenshot shows a table with three columns. The first column contains a red arrow and the number '204'. The second column contains the text 'GWO-007382-2024'. The third column contains the text 'KRYPTONI-16xTH (PIN.2010124.000)'.

← 204	GWO-007382-2024	KRYPTONI-16xTH (PIN.2010124.000)
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9. Open each write-off and cancel it (this will remove write-off transactions from database):

← GWO-007382-2024

— Basic information

ORDER #

PARTNER

Select partner company

GOODS RECEIPT

MOVEMENT TYPE

Goods writeoff sale

BOOKING DATE

15. 03 . 2024

x



STATUS

BOOKED

+ Error information

— Items

ID

PRODUCT

INVOICE

WAREHOUSE

3809787

PIN.2010124.000: KRYPTONI-16xTH

Goods in transit - 01

+ File manager

0

+ Comments

0

— Danger zone

Cancel

+ Activity timeline

Are you sure?

If already made, transactions will be deleted!

Confirm

Cancel

10. Material is now back on packing work order. Do with it what is necessary.

Revision #2

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