

# 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!

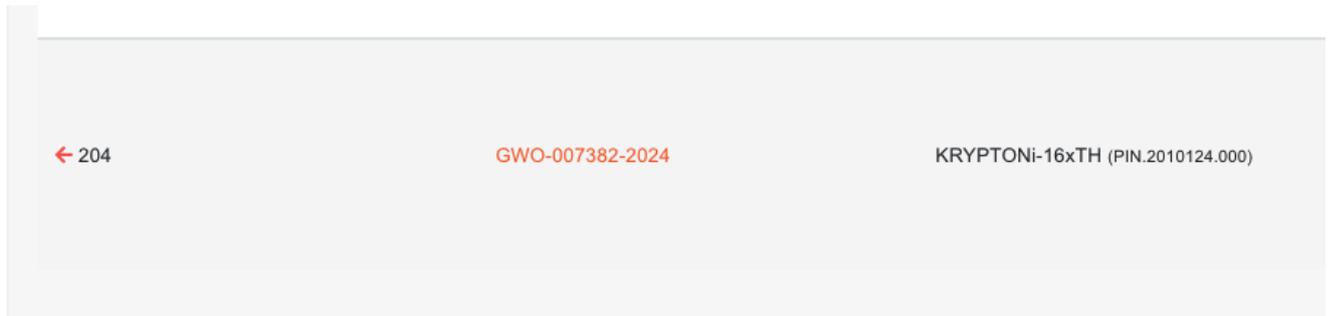
1. Open the problematic **issued invoice** and remove all of its **items**.
2. Update the **shipping** and **financing** costs to **zero**.
3. Change status of the **issued invoice** to **canceled**.
4. Change invoice's **delivery note** status to **canceled**.
5. Delete **shipping list**:



The screenshot shows a table of shipping lists. The table has columns for DOCUMENT NO., ORDER #, NUMBER OF PACKAGES, NET WEIGHT, GROSS WEIGHT, and CREATED AT. A row is highlighted in yellow with the document number SL-01057-2024. A red arrow labeled '2.' points to the document number. Another red arrow labeled '1.' points to the document number 'SL-01057-2024' in the browser's address bar. A third red arrow labeled '3.' points to a trash icon in the top right corner of the table's header area.

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 material flow table with columns for document number, work order number, and material flow name. A row is highlighted in light gray with the document number 204, work order number GWO-007382-2024, and material flow name KRYPTONI-16xTH (PIN.2010124.000).

DOCUMENT NO.	WORK ORDER NO.	MATERIAL FLOW
204	GWO-007382-2024	KRYPTONI-16xTH (PIN.2010124.000)

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

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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