

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**:

| 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:

| | | |
|-------|-----------------|----------------------------------|
| ← 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

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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