

# Cancelling an Invoice

## Cancelling an Invoice

If a company would like users removed or changes made after the invoice has been issued, the invoice must first be cancelled from the **Invoice Search** page.

The page can be found under the menu tree:

- **Permits -> Invoice Search**

If not removed using this page, the invoice will appear twice as revenue for the month it was issued and both invoices will be due for payment. Invoices cannot be removed directly from the user's payment tabs.

To cancel an invoice, first find the invoice using the invoice search page and click the cancel button next to the invoice record that should be cancelled.

Invoices cannot be cancelled if they have already been paid for. To cancel an invoice that has already been paid for, the payment must be cancelled first.

Lot ADA Temp Lot													
#	Account	Invoice	Billing Date	Due Date	Permits	Parking	Tax	Total	Status	Paytype	Lock	Processed Date	Cancel
	Jane Doe	1019	Nov 19, 2020	Dec 19, 2020	1	\$0.00	\$0.00	\$0.00	Overdue				Cancel
	Jane Doe	1020	Nov 19, 2020	Dec 19, 2020	1	\$0.00	\$0.00	\$0.00	Overdue				Cancel

Lot Guest Overflow Lot													
#	Account	Invoice	Billing Date	Due Date	Permits	Parking	Tax	Total	Status	Paytype	Lock	Processed Date	Cancel
	Jane Doe	1019	Nov 19, 2020	Dec 19, 2020	1	\$25.00	\$3.25	\$28.25	Overdue				Cancel

Lot Red Student Lot West													
#	Account	Invoice	Billing Date	Due Date	Permits	Parking	Tax	Total	Status	Paytype	Lock	Processed Date	Cancel
001	ACME Meters	1018	May 29, 2019	Jun 28, 2019	2	\$1,050.00	\$136.50	\$1,186.50	Paid	Electronic Funds Transfer		Sep 26, 2022	Cancel

This will open a confirmation prompt in a pop-up window.

Are you sure you wish to cancel?  
**Invoice No. 1019**

Cancel Invoice

Abort

Confirm the invoice should be cancelled to mark it as cancelled.

The invoice will now appear as cancelled on the invoice report.

Lot ADA Temp Lot													
#	Account	Invoice	Billing Date	Due Date	Permits	Parking	Tax	Total	Status	Paytype	Lock	Processed Date	Cancel
	Jane Doe	1019	Nov 19, 2020	Dec 19, 2020	1	\$0.00	\$0.00	\$0.00	Cancelled				
	Jane Doe	1020	Nov 19, 2020	Dec 19, 2020	1	\$0.00	\$0.00	\$0.00	Overdue				Cancel

Make any changes required to the permits and users, and re-issue the invoice through the prepare invoices page. The company should be listed as an option to re-issue the invoice as long as the changes made are not further back than a year.

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