Cancelling an Invoice

> This article explains how to cancel an existing invoice within the OperationsCommander (OPSCOM) system. This feature allows administrators to invalidate an issued invoice to make necessary adjustments—such as removing users or modifying permits—before re-issuing a corrected version. This guide is intended for OPSCOM administrators responsible for company billing and financial management.

Setup & Configuration

There is no specific module setup required to use the invoice cancellation feature. It is a standard administrative tool available to staff with the appropriate billing and permit management permissions.

Using this Feature

To cancel an invoice, administrators must use the dedicated search page. Invoices cannot be removed or cancelled directly from a user's individual payment tabs.

Cancelling the Invoice

1. Hover over **Permits** and click **Invoice Search**.
2. Enter the necessary search criteria to locate the specific invoice.
3. Click the **Cancel** button located next to the invoice record you wish to void.

4. Accept the confirmation prompt in the pop-up window to finalize the cancellation.

> **Invoices cannot be cancelled if they have already been paid.** To cancel an invoice that has a completed payment associated with it, you must first access the transaction records and cancel the payment itself before attempting to cancel the invoice.

Visual Cues & Status Indicators

- Once the cancellation is confirmed, the invoice will automatically update and appear as **Cancelled** on the invoice report.

Best Practices & Considerations

- **Prevent Revenue Duplication: Always cancel an incorrect invoice from the Invoice Search page before issuing a new one.** If the original invoice is not removed, the system will record the revenue twice for that month, and both invoices will incorrectly show as due for payment.
- **Re-issuing an Invoice:** After cancelling the invoice, make any required changes to the permits and users. You can then re-issue the invoice through the **Prepare Invoices** page. **The company will be listed as an option for re-issuance as long as the changes made are not further back than a year.**

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