

OperationsCommander - <https://opscom.wiki>

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.

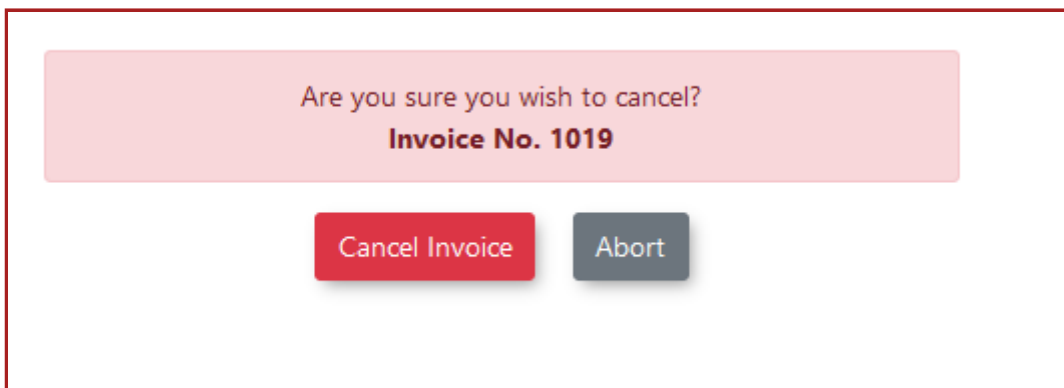
Invoices cannot be cancelled if they have already been paid for. To cancel an invoice that has already been paid for, the payment must be cancelled first.

| 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.



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.

Revision #4

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