

How to Void a Customer Receipt

NB. If a receipt that has been generated from the Payment tab on the Sales Order or Invoice then the receipt cannot be Voided. This has to be done as a Customer Refund and the Refund will show as outstanding on the account, not the Invoice. There is a link below on how to create a refund if required.

https://www.interprise.co.uk/interprise-suite-knowledge-base/100-customer-refund/

Customer - Customer Receipt - 224 Find Customer Receipt (1)

🚯 Apex	🖇 Apex IT - For more information visit www.apexit.co.uk - Interprise Suite																
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Prospect	Customers *	Sales Rep ∗	Quote/Proforma	Order	Invoice	RMA	Credit Note *	Customer Receipt *	Batch Invoice/Credit *	Credit Control 🔻	Batch Document Printing *	Allocate Free Stock Routine	Confirm Picked Routine	Confirm Pick/Dispatch *	Other	Setup	Dashboard *
Workf	Workflow 209 New Customer Receipt 224 Find Customer Receipt																

This will give a list of Receipts that have been posted. Search for the Receipt number or Customer Name (2)

Apex 11 - For more information visit www.apext.co.uk - interprise Suite													
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Image: Image:													
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2 Authorized Card Payment 2 Unaufhorized Card Payment 2 Unaufhorized Card Payment 4 Customer Allocation													
Search 2	Search 2 Go F2 Vern M #												
Drag a column header to group by that column									A				
Document Date	Received From	Ref	Ref 2	Paid Amount	Currency Code	Bank Account Code	Banked Amount	Posted					
> RCV-000007 04/02/2020													
RCV-000006 04/02/2020	Schools Out		BACS	732.00	GBP	BNKAC-000001	732.0		-				
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RCV-000001 20/01/2020	The Dols House		BACS	1,938.00	GBP	BNKAC-000001	1,938.0	v	-				

Open the Receipt. If the receipt has been allocated it will go straight to the allocation tab (3)

Receipt Allocation - CALLOC-000009 - Schools Out	_ = ×
Home	Num Key 0 🔁
New Save and New Save Save and Undo Find Open Cose Print Open Cose View Journal View Journal Void DeAllocate Auto Allocate CRM Help	
Receipt Allocation Details 3 Allocation Date 10/02/2020	•

NB. The receipt does not need to be deallocated before voiding, voiding the Receipt will deallocate automatically.



How to Void a Customer Receipt

Click back on the Receipt Tab (4) and select the Void button (5)

Receipt - RCV-	000007 - Schools Out		>
Home			Num Key D
t B.		E	
Save and I	New Save Save and Undo Find	Print Customer	er View Journal Void Auto Allocate CRM Help
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Receipt Allocat	io <u>n</u> Details	Deverent Method T	d Tafamatian
Payment Inform		Payment Method In	
Received From	Schools Out	Check Number	
Payment Type	BACS	Account	O Undeposited O Deposit
Amount Paid	£ 738.00		Bank Account BNKAC-000001
Date Paid	04/02/2020 -		Paving In Sing BACS
Currency	GBP 1.000000		Bank Currency Value £ 738.00
Notes	▲		
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Deads			
Ready			

Select 'Yes' when prompted.

Interprise Suite	
Interprise Suite	
Are you sure you want to Void this transaction? You can not undo this action! Continue?	
Yes	No



How to Void a Customer Receipt

Enter the required Date (7) for the Void Receipt and select OK (8).

	-
Home Num Key 0	•
New Save and New Save Save and Undo Find Print Customer View Journal Void Auto Allocate CRM Help	
Receipt Allocation_Details	0
Payment Information Payment Method Information	
Received From Schools Out Check Number	
Payment Type BACS Account Undeposited	
Amount Paid £ 738.00 Void Receipt Date _ X	
Date Paid 04/02/2020 Void Receipt	
Currency GBP 1.000000 Specify the date to be used on the VR and allocation.	
Notes	
Void Receipt Date 15/03/2021	
OK Cancel	9
8	
Ready	

NB. If the version of Interprise you are running is prior to v63 then the Receipt will be voided with today's date. You can find the version you are running on the bottom right of the main Interprise window.

📤 Admin User	🚟 English - United Kingdom	🛃 Connect Thru LAN	🆰 SP4.8.5	Published Version: 2017.0.0.65
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