

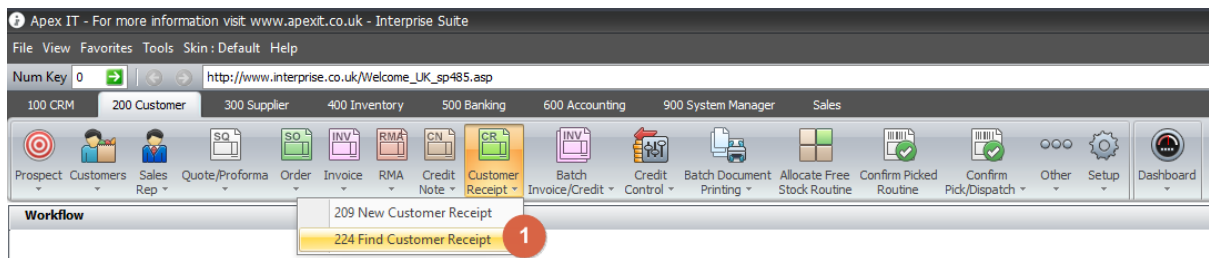


How to Void a Customer Receipt

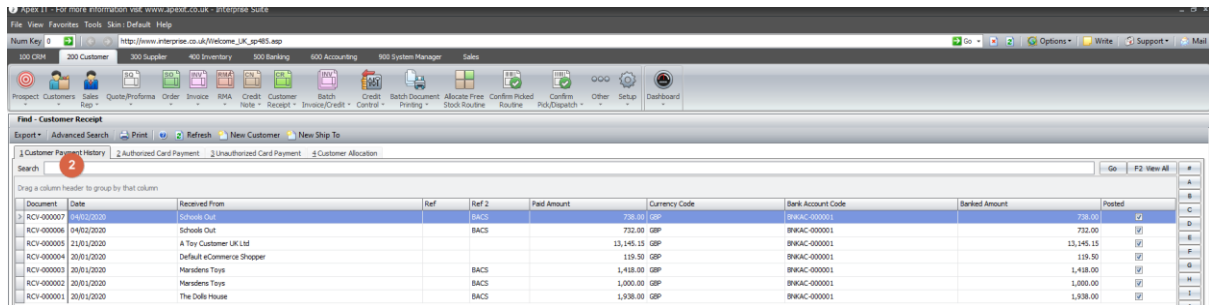
NB. If a receipt that has been generated from the Payment tab on the Sales Order or Invoice then the receipt cannot be Voided. This has to be done as a Customer Refund and the Refund will show as outstanding on the account, not the Invoice. There is a link below on how to create a refund if required.

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

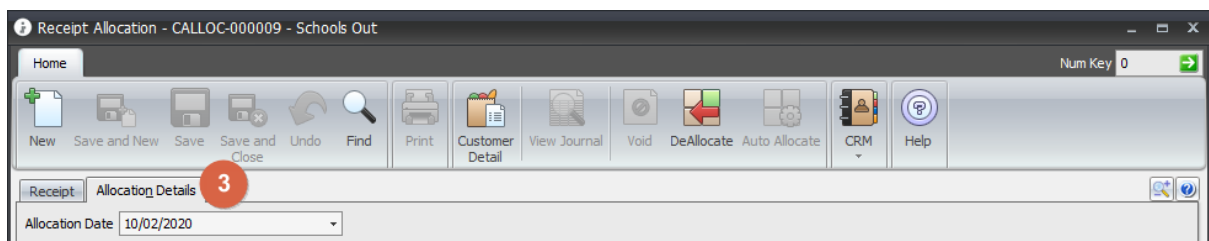
Customer - Customer Receipt - 224 Find Customer Receipt (1)



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



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



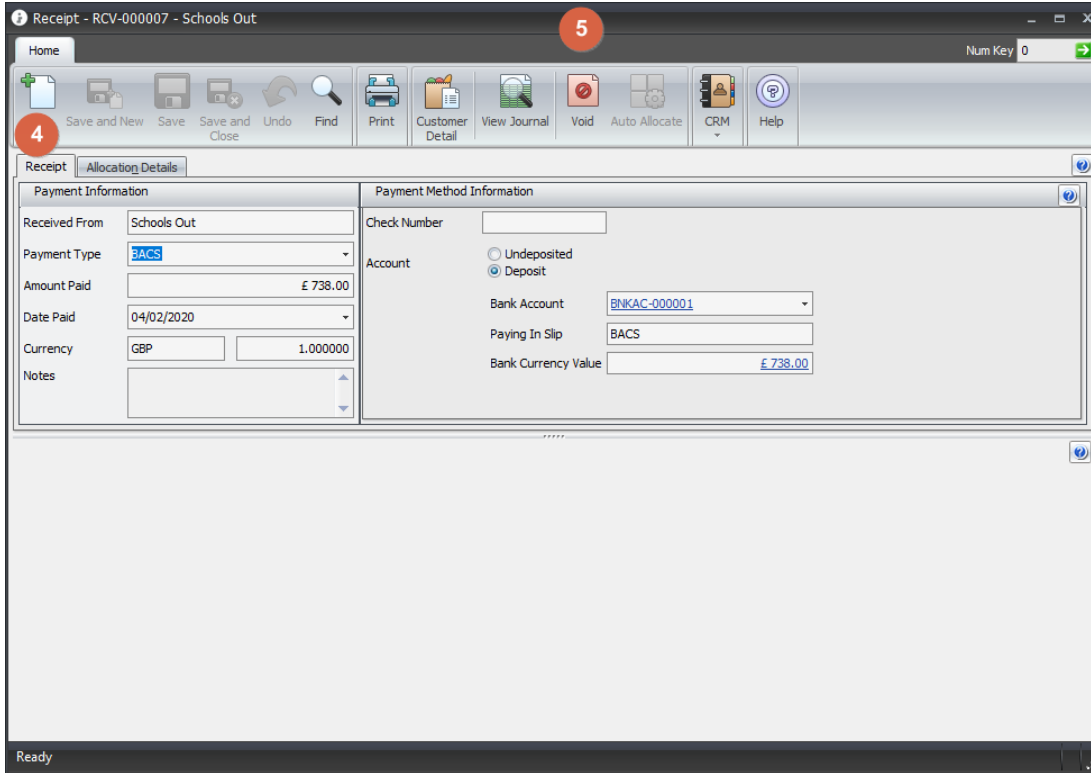
NB. The receipt does not need to be deallocated before voiding, voiding the Receipt will de-allocate automatically.



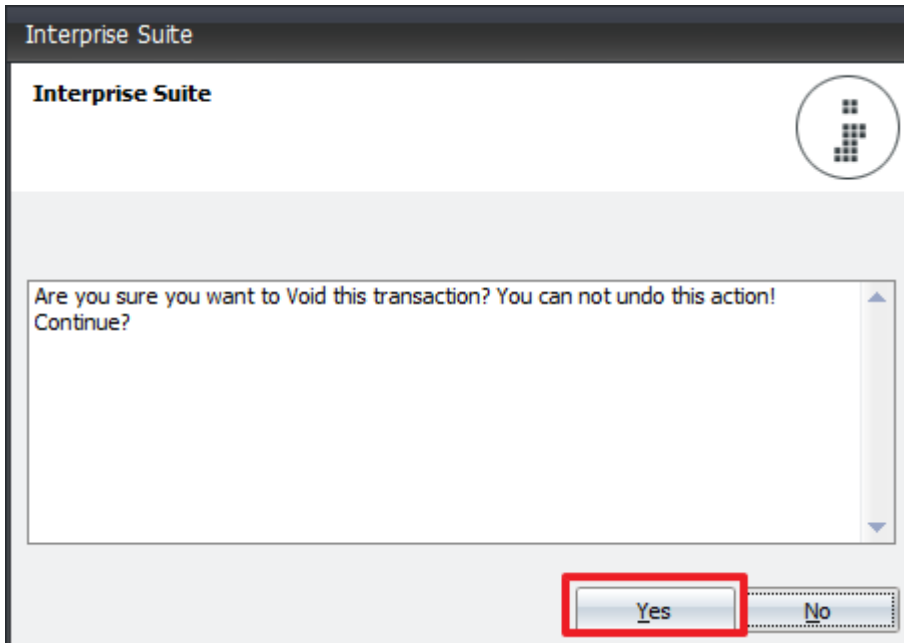
interprise suite™

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



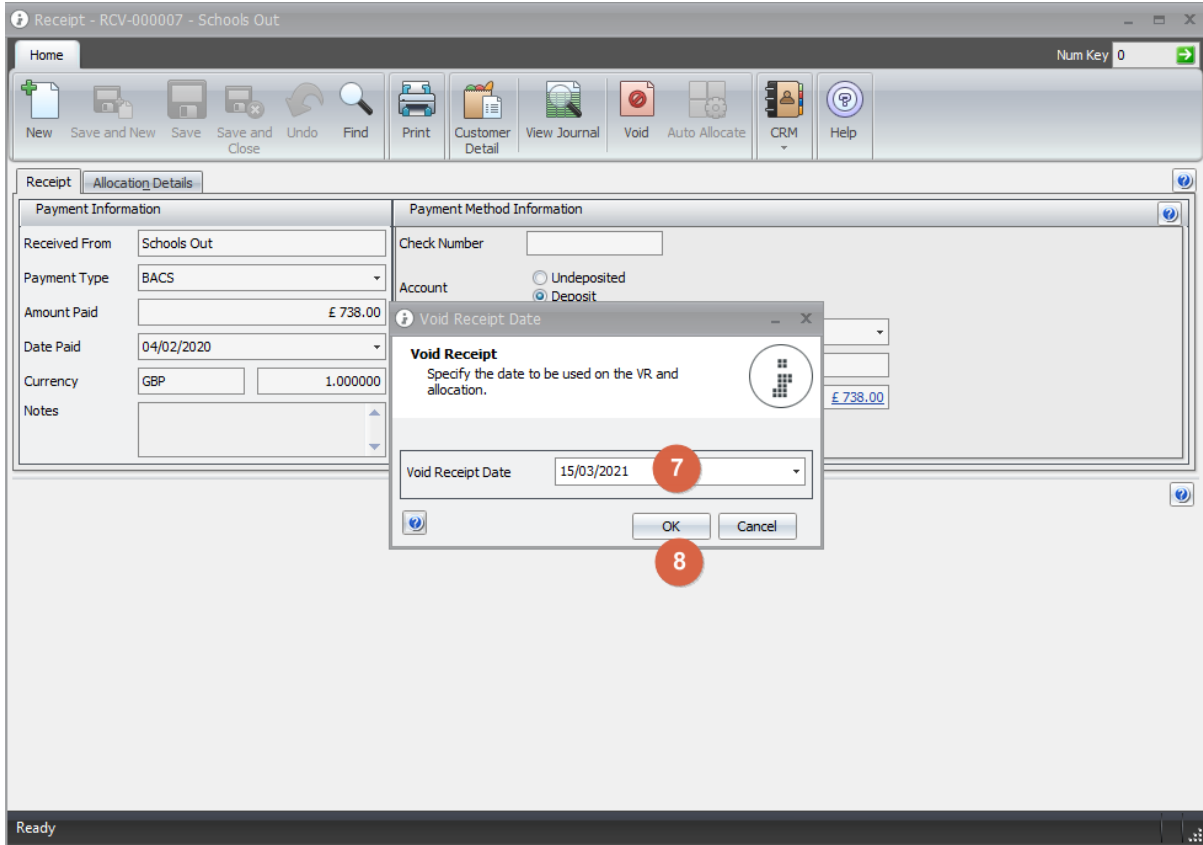
Select 'Yes' when prompted.





How to Void a Customer Receipt

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



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.

