**How to 'Cancel' an Invoice / Payment**

Each Invoice is an official financial record, and once saved, CANNOT be cancelled within SQLWorks.

If you wish to reverse a sale for a legitimate reason (for example: because a customer has cancelled an order and requires a refund), SQLWorks allows you to formally amend the accounts to record this correctly for auditing purposes. Please follow the procedure shown from page 2.

(**Editor's note:** here's what you'll need to aim for – deallocating any incorrect invoices/payments, and reconciling them to the appropriate corrective transaction.)
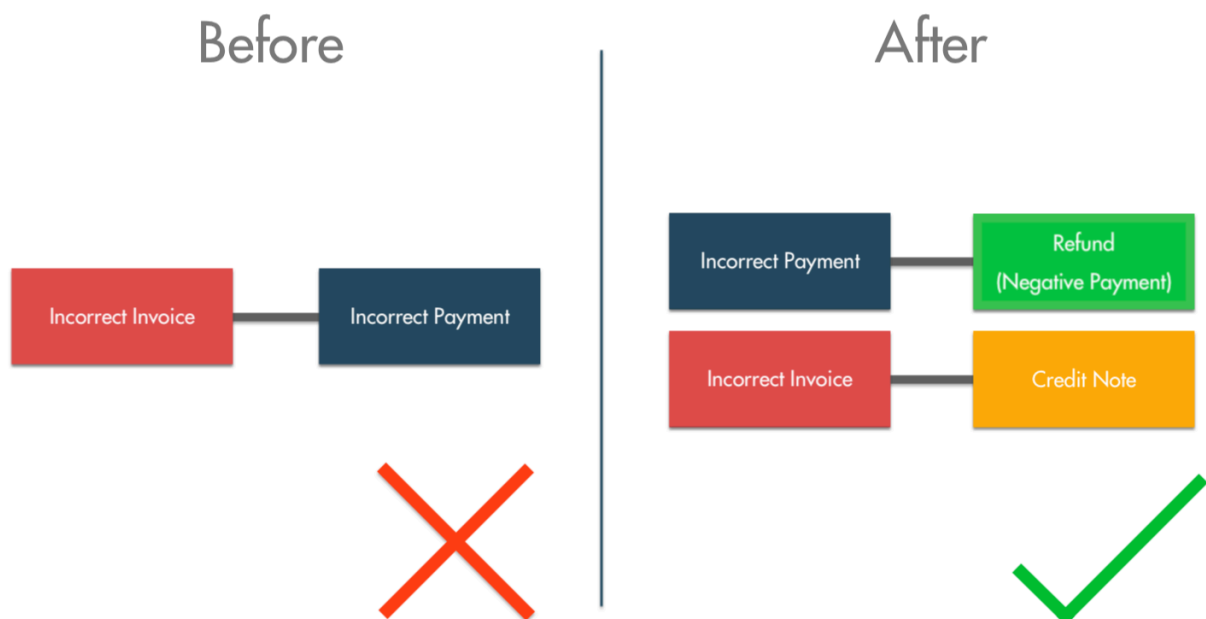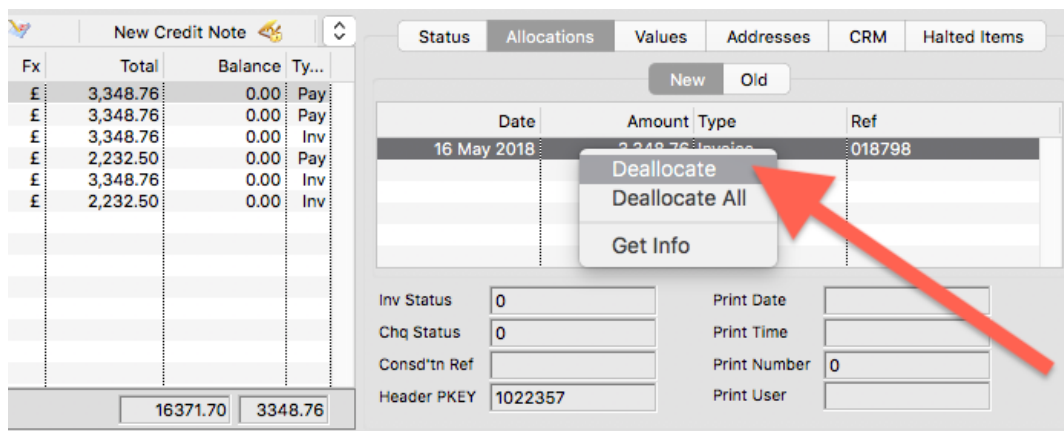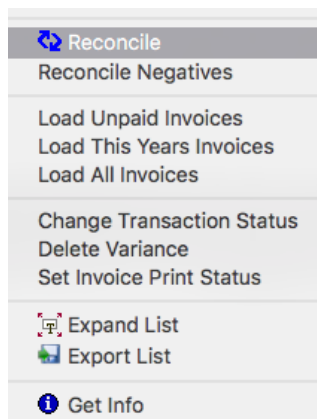
Procedure 1 (Incorrect invoice)

1. Select the incorrect invoice, and under the 'Allocations' Tab on the right, right click any allocated payments and click 'Deallocate'.

   This will un-reconcile your incorrect invoice from any connected payments.

2. Make a new Credit Note, for the same amount as the incorrect invoice.

3. Select new Credit Note, right click and choose 'Reconcile.' This will open the sales receipt window, where you can reconcile the corrective amount to the incorrect (now outstanding) Invoice.
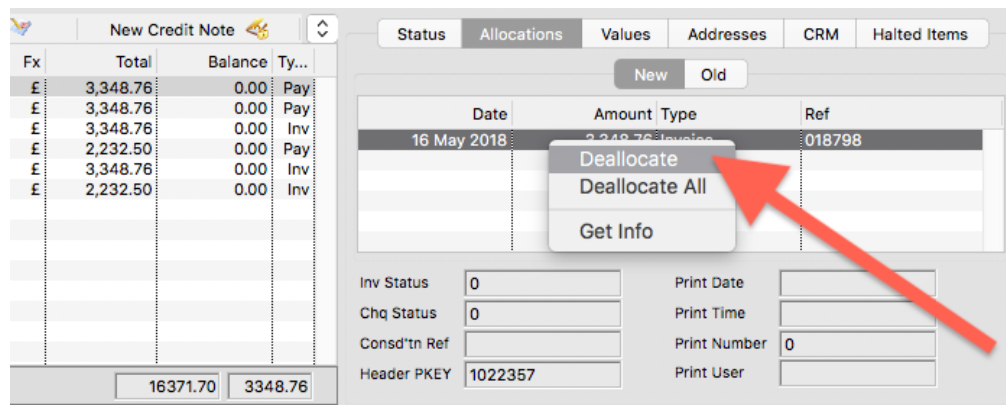
Procedure 2 (Incorrect Payment)

4. (If not already unreconciled) select the incorrect payment, and under the 'Allocations' Tab on the right, right click any allocated invoices and click 'Deallocate'.

   This will un-reconcile your incorrect payment from any connected invoices.

5. Make a new negative Payment (a 'refund') of the same value. For example, if the initial payment was £200 in error, make a payment of £ -200.

6. Select both the initial payment and the refund payment, right click and choose 'Reconcile Negatives.'
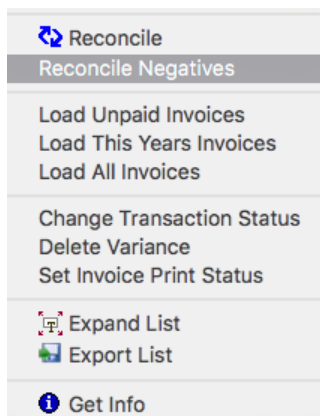
7. Your sales accounts on SQLWorks will now have either/both:

   - The incorrect Invoice reconciled to a Credit Note
   - The incorrect Payment negative reconciled to the refund Payment.

   When reconciling in the Bank Ledger, all corrective transactions will balance to zero, and can be reconciled against any bank statement.