

FAQ

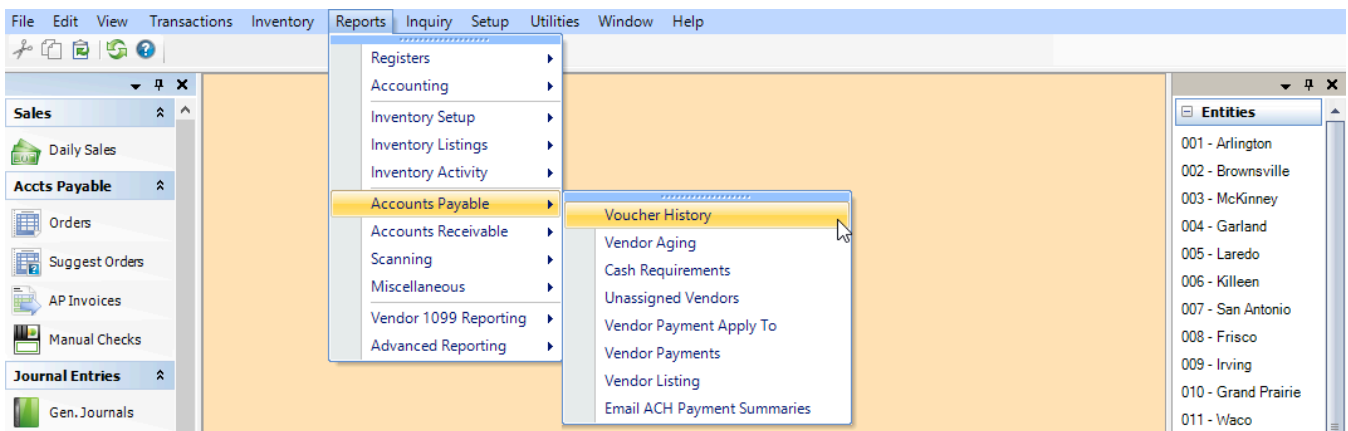
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Why can't I find an invoice I want to void?

There are two possible reasons you are unable to locate an invoice to void.

Has the Invoice Been Paid?

First, verify whether the invoice has been paid.



1. Go to **Reports > Accounts Payable > Voucher History**.

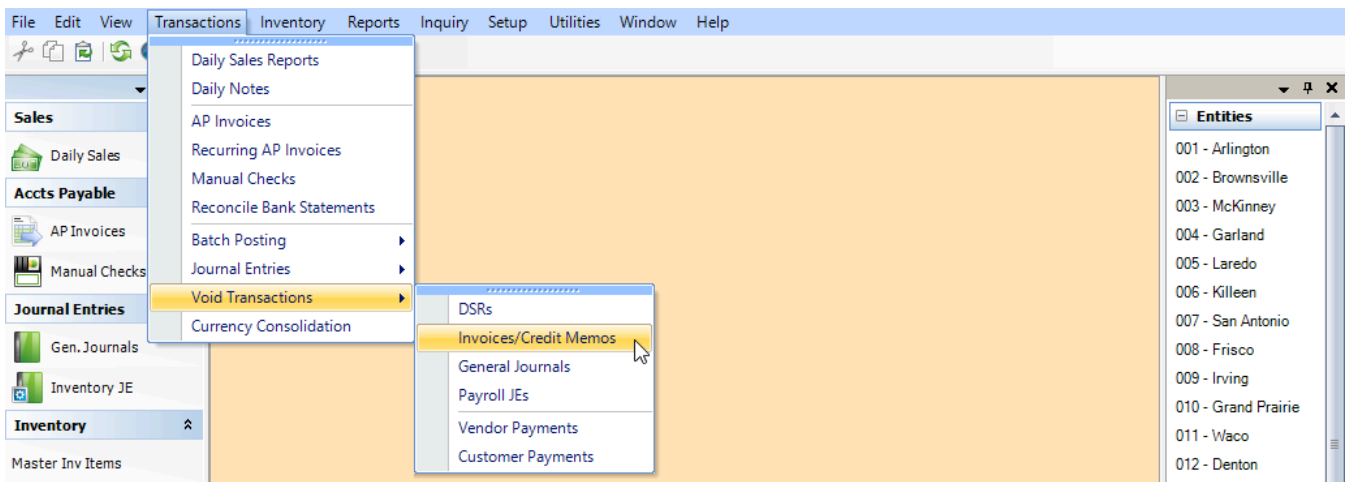
2. Enter the **Voucher Number** you wish to void.
3. Click **Preview**.
4. Verify whether the invoice has been paid via the **Paid** column. If paid, a check mark appears in the box.

| Batch Code | Voucher # | Vendor Code | Vendor Name | Doc Type | Apply Date | Doc Date | Doc # | Amount | Paid | Man Chk# | PO# | Check Date |
|---------------|---------------|--------------|--------------------|----------|------------|----------|----------|---------|-------------------------------------|----------|-----|------------|
| BV-001-000020 | V-001-0000030 | SHAMR OCK | Shamrock Foods Inc | INV | 7/1/2017 | 7/1/2017 | 18761650 | \$79.45 | <input checked="" type="checkbox"/> | | | |

Total Voucher(s): 1 Grand Total: \$79.45

Is the Look Back Date Set Correctly?

The second reason the invoice might not show to be voided is that the look back date isn't set correctly when you search for invoices to void.



1. Go to **Transactions > Void Transactions > Invoices/Credit Memos**.
2. Ensure the look back date is set back far enough to include the **Apply Date** of the invoice.

Vendor Code: [] Vendor Name: []

Voucher # [] (Show vouchers for last 6 months)

Document # []

Void Date: [] Recover this voucher into a new batch

Doc Type: [] Doc Date: 7/7/2017 Due Date: 7/7/2017

Doc Amount: [] Apply Date: 7/7/2017 Posted Date: 7/7/2017

If you are still unable to locate the invoice, please contact our Compeat Support Team at support@compeat.com. Please provide the entity number and invoice identifier.

Was this Helpful ?

yes

no

I get an error when creating my 1099 year end forms. What do I do?

I created a new bank account and GL entries do not show on the Reconciliation Screen. How do I fix this?

Why doesn't this credit memo show in my payment batch?

Why is there an asterisk next to the items on my Inventory Count Variance Report?

How do I view which vendors are receiving a 1099 for this tax year?

How do I make a vendor a 1099 vendor?

How do I make an vendor's invoice with a different 1099 box type than the default?

I am trying to import vendor files but Compeat says the directory doesn't exist. What do I do?

Items aren't auto-populating when I place orders. What do I do?

I get a catch weight error when importing invoices. What do I do?

What kind of barcode scanner can I use for mobile inventory counts?

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