

Void an unpaid invoice

Northwind - October 4, 2026

Purpose	Cancel an invoice that was sent in error, before the customer pays it.
Scope	Status Overdue or Draft: void it here. Status Paid: do not void, refund it (SOP: Issue a refund on a paid order).
Owner	Lena, finance lead. Review: 31 March 2027
Version	1.0
Prerequisites	Finance role in Ledgerly; the invoice number and who asked for the cancellation.

- 1 In **Search invoices**, type the invoice number, for example 10427.

LedgerlyDashboardSalesPurchasesReportsContacts

Invoices

AllDraftAwaiting paymentOverduePaid

1

10427

Actions

NUMBER	TO	ISSUED	STATUS	AMOUNT
#10427		15 Sept 2026	Overdue	€318.40

- 2 Click the invoice's row and check its status. If it is **Paid**, stop and use the refund SOP.

The screenshot shows the Ledgerly web application interface. At the top is a dark blue navigation bar with the 'Ledgerly' logo and menu items: Dashboard, Sales, Purchases, Reports, and Contacts. The 'Sales' menu item is highlighted. Below the navigation bar is the 'Invoices' section. It features a filter bar with tabs: All, Draft, Awaiting payment, Overdue, and Paid. The 'All' tab is selected. Below the filter bar is a search input field containing '10427' and an 'Actions' dropdown button. A table below displays the search results. The table has five columns: NUMBER, TO, ISSUED, STATUS, and AMOUNT. The first row shows invoice #10427, which is circled in orange. A yellow circle with the number '2' is placed over the 'NUMBER' column header. The status of the invoice is 'Overdue', indicated by a red label. The amount is €318.40.

NUMBER	TO	ISSUED	STATUS	AMOUNT
#10427		15 Sept 2026	Overdue	€318.40

- 3 Select **Actions > Void invoice**. A green notice reads "Invoice #10427 voided".

This screenshot shows the same Ledgerly interface as the previous one, but after the 'Void invoice' action. A green notification box at the top left of the 'Invoices' section displays the message 'Invoice #10427 voided'. A yellow circle with the number '3' is placed over this notification. The search input field still contains '10427'. The table below now shows the invoice #10427 with a status of 'Void', indicated by a grey label. The amount remains €318.40.

NUMBER	TO	ISSUED	STATUS	AMOUNT
#10427		15 Sept 2026	Void	€318.40

- 4 Tell the person who asked that the invoice is void, with the invoice number.

Ledgerly Dashboard Sales Purchases Reports Contacts

Invoices

Invoice #10427 voided

All Draft Awaiting payment Overdue Paid

10427 Actions ▾

NUMBER	TO	ISSUED	STATUS	AMOUNT
#10427		15 Sept 2026	Void	€318.40