

4 Invoices

This chapter is for the Northwind accounts team. It covers what to do with an invoice after it was sent.

Notice	Void an invoice only when nothing was paid. A paid invoice is refunded, not voided.
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Ledgerly is a demo accounting app made for these guides; Northwind is a made-up company. The screenshots are real recordings of the demo. Customer names are blurred.

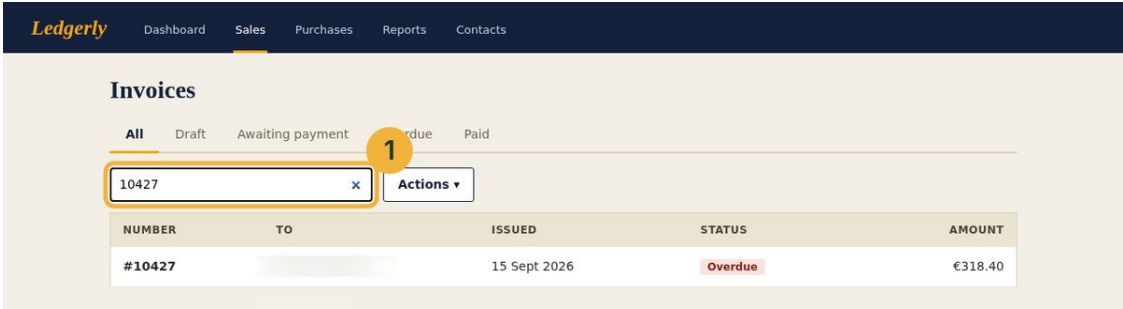
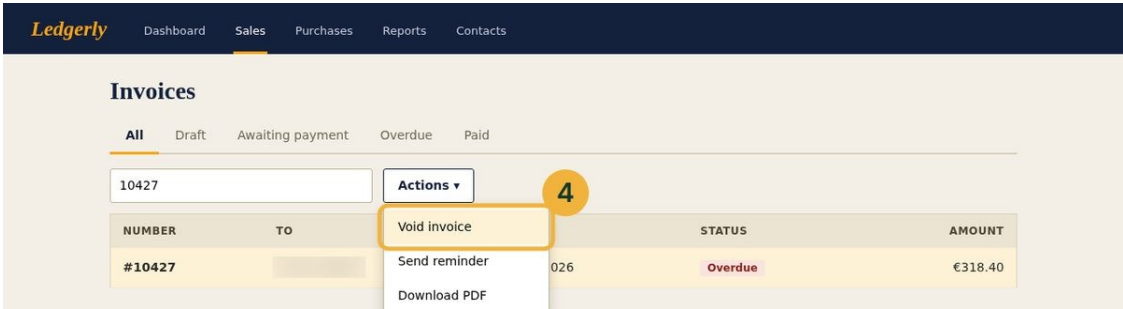
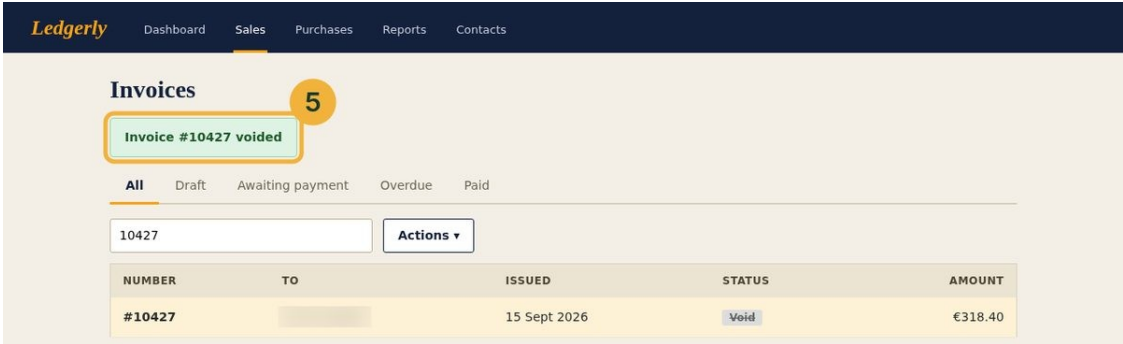
4.1 Void an unpaid invoice

Do this when an invoice was sent in error and the customer has not paid it.

Before you start

You need the Ledgerly Finance role and the invoice number. The invoice's status must be Awaiting payment or Overdue; a Paid invoice cannot be voided (see 4.2).

Steps

#	Step
1	<p>On the Invoices page, in Search invoices, type the invoice number, for example 10427. One row is left.</p> 
2	<p>Click the row #10427 and check that its status is not Paid.</p>
3	<p>Click Actions. A menu opens.</p>
4	<p>Choose Void invoice.</p> 
5	<p>Check the notice above the tabs and the status in the row.</p> 

Result

A green notice reads "Invoice #10427 voided" and the status reads Void, struck through. The invoice stays in the list with its number. Tell the person who asked, with the invoice number.

If it goes wrong

A red notice reads "... is Paid and cannot be voided": see 4.2.

4.2 Troubleshooting

"#10428 is Paid and cannot be voided: issue a refund instead"

Symptom	<p>After Actions > Void invoice, a red notice reads "#10428 is Paid and cannot be voided: issue a refund instead". The status still reads Paid.</p> <div><div>LedgerlyDashboardSalesPurchasesReportsContacts</div><div><div>Invoices</div><div><div>#10428 is Paid and cannot be voided: issue a refund instead.</div><div>AllDraftAwaiting paymentOverduePaid</div><div><div>10428</div><div>Actions</div></div><table><thead><tr><th>NUMBER</th><th>TO</th><th>ISSUED</th><th>STATUS</th><th>AMOUNT</th></tr></thead><tbody><tr><td>#10428</td><td></td><td>18 Sept 2026</td><td>Paid</td><td>€1,240.00</td></tr></tbody></table></div></div></div>	NUMBER	TO	ISSUED	STATUS	AMOUNT	#10428		18 Sept 2026	Paid	€1,240.00
NUMBER	TO	ISSUED	STATUS	AMOUNT							
#10428		18 Sept 2026	Paid	€1,240.00							
Cause	The customer has paid the invoice. Ledgerly only voids invoices that were not paid.										
What to do	Change nothing in Ledgerly. Refund the order in Paynest, following the finance SOP "Issue a refund on a paid order".										

4.3 Glossary entries added by this chapter

Term, as the screen shows it	What it means
Awaiting payment	Sent, not paid, not yet due. Can be voided.
Overdue	Sent, not paid, and past its due date. Can be voided.
Paid	The payment has arrived. Cannot be voided; the order is refunded instead.
Void	Cancelled. The invoice keeps its number and stays in the list, struck through, and is owed by nobody.