

Adjusting a Delivered Invoice in AlarmBiller

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AlarmBiller – Adjusting an Invoice that has Been Delivered.

An invoice that has been delivered (marked as printed or emailed to the customer) cannot be deleted. To check if an invoice has been marked as delivered, open the invoice by clicking on the invoice number in blue. On the second panel on the right-hand side, and underneath Salesperson, you will see the delivery method, and when it was originally delivered.

Sometimes while reviewing an invoice internally, users accidentally mark the invoice as delivered by clicking the 'Print' option. To avoid this, if you need to see an invoice before sending it to the customer, click on the printer/envelope icon in the top right of the invoice, and select 'Preview'. This will allow you to view the invoice, without marking it as printed. If you select 'Print' AlarmBiller will mark the invoice as printed and delivered to the customer.

If you need to get rid of an invoice that has been delivered, you have two options.

1. Edit the invoice and make the dollar amount \$0.00. To do this click on the invoice number in blue; click edit; modify the amount to \$0.00 and save.
2. Create a credit and credit the invoice. Create a credit with the same line item and same dollar amount as the invoice. Click Apply and apply it to the invoice; click Save.