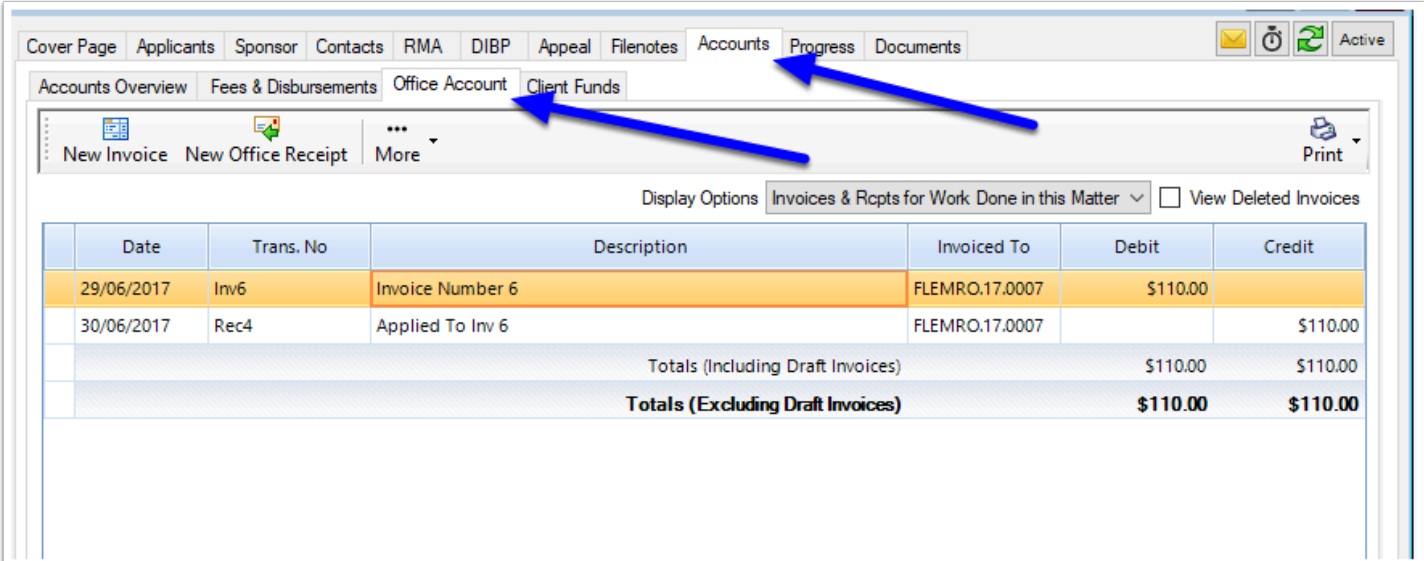


How to Correct a Mistake on a paid Invoice - How to reverse a paid Invoice

Once an invoice has been paid the contents of the invoice can not be amended nor can the invoice be 'deleted'. If you have made a mistake on the invoice or a change is required, you can not edit or delete the invoice but rather you must reverse the invoice and re-process it. However before you can reverse the invoice you must first reverse the payment transaction. The effect of a reversal is that the invoice and the receipt or transfer will all be reversed and the reversal is placed on the ledger and all of the invoiced entries are now unbilled.

1. Go to Accounts > Office Tab

First, open the Matter which contains the invoice you want to reverse and then click on the *Accounts* tab and then the *Office Account* tab. This will show you a list of all of the invoices on the matter along with any payments/transfers which have been applied to the invoice.



The screenshot shows a software interface with a top navigation bar containing tabs: Cover Page, Applicants, Sponsor, Contacts, RMA, DIBP, Appeal, Filenotes, Accounts, Progress, and Documents. Below this is a sub-navigation bar with tabs: Accounts Overview, Fees & Disbursements, Office Account, and Client Funds. The 'Office Account' tab is selected. Below the sub-navigation bar is a toolbar with buttons: New Invoice, New Office Receipt, and More. To the right of the toolbar is a 'Print' button. Below the toolbar is a 'Display Options' section with a dropdown menu set to 'Invoices & Rcpts for Work Done in this Matter' and a checkbox for 'View Deleted Invoices'. The main area displays a table with the following data:

Date	Trans. No	Description	Invoiced To	Debit	Credit
29/06/2017	Inv6	Invoice Number 6	FLEMRO.17.0007	\$110.00	
30/06/2017	Rec4	Applied To Inv 6	FLEMRO.17.0007		\$110.00
Totals (Including Draft Invoices)				\$110.00	\$110.00
Totals (Excluding Draft Invoices)				\$110.00	\$110.00

2. Find the Invoice that you want to reverse

Find the invoice you want to reverse and make a note of its transaction number. The receipt(s) which has been applied to the invoice will have in its description a reference to the transaction number of the invoice to which it has been applied.

Cover Page Applicants Sponsor Contacts RMA DIBP Appeal Filenotes Accounts Progress Documents

Accounts Overview Fees & Disbursements Office Account Client Funds

New Invoice New Office Receipt More

Display Options Invoices & Rcpts for Work Done in this Matter View Deleted Invoices

Date	Trans. No	Description	Invoiced To	Debit	Credit
29/06/2017	Inv6	Invoice Number 6	FLEMRO.17.0007	\$110.00	
30/06/2017	Rec4	Applied To Inv 6	FLEMRO.17.0007		\$110.00
Totals (Including Draft Invoices)				\$110.00	\$110.00
Totals (Excluding Draft Invoices)				\$110.00	\$110.00

! Note: You can't reverse the invoice until you have reversed the payment. If you try to reverse the invoice before reversing the payment you will be prevented from doing so.

Amount Includes Tax

Matter ID	Date	Trans. No	Description	Quantity	Amt Ea Inc Tax	Amount Inc Tax	Tax
Professional Fees							
FLEMRO.17...	29/06/20...	Fee1003	Professional fee for the review of documents	1.00	\$110.00	\$110.00	\$10.00

Cannot Reverse Invoice

The invoice cannot be reversed unless all receipts are reversed first.

OK

Remove

Total Excluding Tax: \$100.00 Total Tax: \$10.00 Total Including Tax: \$110.00

3. Open the applied Receipt

Next, open the receipt that was applied to the invoice that you want to reverse. To open the receipt, double click it.

Cover Page Applicants Sponsor Contacts RMA DIBP Appeal Filenotes Accounts Progress Documents

Accounts Overview Fees & Disbursements Office Account Client Funds

New Invoice New Office Receipt More

Display Options Invoices & Rcpts for Work Done in this Matter View Deleted Invoices

Date	Trans. No	Description	Invoiced To	Debit	Credit
29/06/2017	Inv6	Invoice Number 6	FLEMRO.17.0007	\$110.00	
30/06/2017	Rec4	Applied To Inv 6	FLEMRO.17.0007		\$110.00
Totals (Including Draft Invoices)				\$110.00	\$110.00
Totals (Excluding Draft Invoices)				\$110.00	\$110.00

4. Reverse the receipt

To reverse the receipt, click the **Reverse** button in the bottom left hand corner.

Receipt 4

Bank Account: Operating Account

Received From: Mr Robert James Fleming

Address: PO Box 199, Liverpool Merseyside B2343, United Kingdom

Payment Type: EFT

Total: \$110.00

Receipt No: 4

Date: 30/06/2017

Invoices Included in Receipt

Invoice Date	Invoiced To	Work Done in Matter	Invoice No	Apply
29/06/2017	FLEMRO.17.0007	FLEMRO.17.0007	6	\$110.00

Recorded By: Clara Oswald

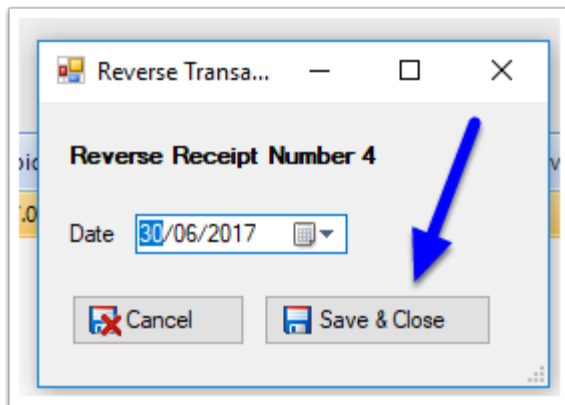
Deposit Status: Deposited

Total: \$110.00

Print Reverse Close

5. Confirm the Reversal Date

You will be asked to confirm the date the reversal of the transaction took place. Set the date and then click **Save & Close**.



6. Receipt Reversed

The receipt is now reversed and the reversal is listed on the Office Account ledger below the original receipt.

Cover Page Applicants Sponsor Contacts RMA DIBP Appeal Filenotes Accounts Progress Documents						
Accounts Overview Fees & Disbursements Office Account Client Funds						
New Invoice New Office Receipt More						
Display Options Invoices & Rcpts for Work Done in this Matter View Deleted Invoices						
Date	Trans. No	Description	Invoiced To	Debit	Credit	
29/06/2017	Inv6	Invoice Number 6	FLEMRO.17.0007	\$110.00		
30/06/2017	Rec4	Applied To Inv 6	FLEMRO.17.0007		\$110.00	
30/06/2017	Rec4	Reversal: Applied To Inv 6	FLEMRO.17.0007		-\$110.00	
Totals (Including Draft Invoices)				\$110.00	\$0.00	
Totals (Excluding Draft Invoices)				\$110.00	\$0.00	

If you open the original receipt it will be marked as having been reversed.

Receipt 4

Bank Account: Operating Account
 Received From: Mr Robert James Fleming
 Address: PO Box 199, Liverpool Merseyside B2343, United Kingdom
 Payment Type: EFT
 Total: \$110.00

Receipt No: 4
 Date: 30/06/2017

**This item has been reversed
 Reversed by Clara Oswald**

Invoices Included in Receipt

Invoice Date	Invoiced To	Work Done in Matter	Invoice No	Apply
29/06/2017	FLEMRO.17.0007	FLEMRO.17.0007	6	\$110.00

Recorded By: Clara Oswald
 Deposit Status: Deposited
 Total: \$110.00

Buttons: Print, Reverse, Close

7. Open the Invoice

Now open the invoice that you want to reverse by double clicking it.

Cover Page | Applicants | Sponsor | Contacts | RMA | DIBP | Appeal | Filenotes | Accounts | Progress | Documents

Accounts Overview | Fees & Disbursements | Office Account | Client Funds

New Invoice | New Office Receipt | More

Display Options: Invoices & Rcpts for Work Done in this Matter | View Deleted Invoices

Date	Trans. No	Description	Invoiced To	Debit	Credit
29/06/2017	Inv6	Invoice Number 6	FLEMRO.17.0007	\$110.00	
30/06/2017	Rec4	Applied To Inv 6	FLEMRO.17.0007		\$110.00
30/06/2017	Rec4	Reversal: Applied To Inv 6	FLEMRO.17.0007		-\$110.00
Totals (Including Draft Invoices)				\$110.00	\$0.00
Totals (Excluding Draft Invoices)				\$110.00	\$0.00

8. Reverse the Invoice

To reverse the invoice, click the **Reverse** button in the bottom left hand corner.

Client: FLEMRO.17.0007
 Invoice To: FLEMRO.17.0007 - Fleming, Bob
 Invoice To Details: Mr Robert James Fleming, PO Box 199, Liverpool Merseyside B2343, United Kingdom
 Invoice No: 6
 Date: 29/06/2017
 Due Date: 29/07/2017
 Status: Final - Printed/Sent
 Finalised By: Clara Oswald
☒ Amount Includes Tax

Matter ID	Date	Trans. No	Description	Quantity	Amt Ea Inc Tax	Amount Inc Tax	Tax
Professional Fees							
FLEMRO.17...	29/06/20...	Fee1003	Professional fee for the review of documents	1.00	\$110.00	\$110.00	\$10.00

Total Excluding Tax: \$100.00
 Total Tax: \$10.00
 Total Including Tax: \$110.00
 Total Adjustments: \$0.00
 Total Paid: \$0.00
 Balance Due: \$110.00
 Print Options: ☐ Show funds available for transfer of: \$0.00
 Due After Transfer: \$110.00

Buttons: Remove, Print, Reverse, Close

9. Confirm the reversal date

You will be asked to confirm the date the reversal of the transaction took place. Set the date and then click **Save & Close**.

Reverse Transaction

Reverse Invoice Number 6

Date: 30/06/2017

Buttons: Cancel, Save & Close

10. Invoice Reversed

The invoice is now reversed and the invoice reversal is listed on the Office Account ledger below the original invoice.

Cover Page Applicants Sponsor Contacts RMA DIBP Appeal Filenotes Accounts Progress Documents						Active	
Accounts Overview Fees & Disbursements Office Account Client Funds						Print	
New Invoice New Office Receipt More							
Display Options Invoices & Rcpts for Work Done in this Matter						<input type="checkbox"/> View Deleted Invoices	
	Date	Trans. No	Description	Invoiced To	Debit	Credit	
	29/06/2017	Inv6	Invoice Number 6	FLEMRO.17.0007	\$110.00		
	30/06/2017	Rec4	Applied To Inv 6	FLEMRO.17.0007		\$110.00	
	30/06/2017	Rec4	Reversal: Applied To Inv 6	FLEMRO.17.0007		-\$110.00	
	30/06/2017	Inv6	Reversal: Invoice Number 6	FLEMRO.17.0007	-\$110.00		
Totals (Including Draft Invoices)					\$0.00	\$0.00	
Totals (Excluding Draft Invoices)					\$0.00	\$0.00	

If you open the original invoice it will be marked as having been reversed.

Client

FLEMRO.17.0007

Invoice To

FLEMRO.17.0007 - Fleming, Bob

Invoice To Details

Mr Robert James Fleming
PO Box 199
Liverpool Merseyside B2343
United Kingdom

Invoice No

6

Date

29/06/2017

Due Date

29/07/2017

Status

Final - Printed/Sent

Finalised By

Clara Oswald

☒ Amount Includes Tax

This item has been reversed

Reversed by Clara Oswald

	Matter ID	Date	Trans. No	Description	Quantity	Amt Ea Inc Tax	Amount Inc Tax	Tax
Professional Fees								
	FLEMRO.17...	29/06/20...	Fee1003	Professional fee for the review of documents	1.00	\$110.00	\$110.00	\$10.00

Total Excluding Tax:

\$100.00

Total Tax:

\$10.00

Total Including Tax:

\$110.00

Total Adjustments:

\$0.00

Total Paid:

\$0.00

Balance Due:

\$0.00

Print Options:

☐ Show funds available for transfer of:

\$0.00

Due After Transfer:

\$0.00

Remove

Print

Reverse

Close

In the *Fees & Disbursements* tab, the entries from the reversed invoice will now be marked as 'Billable Next Invoice'.

Cover Page

Applicants

Sponsor

Contacts

RMA

DIBP

Appeal

Filenotes

Accounts

Progress

Documents

Active

Accounts Overview

Fees & Disbursements

Office Account

Client Funds

\$

New Fee

📁

New Disbursement

📁

New Cost

📅

New Invoice

⋮

More

🖨️

Print

Display Options

All Except Deleted

	Date	Trans. No	Description	Staff	Qty / Hours	Amount Ex	Amount Inc	Invoice No. / Status
^	1. Professional Fees							
➔	29/06/2017	Fee1003	Professional fee for the review of documents	CO	1.00	\$100.00	\$110.00	Billable - Next Invoice
	Totals					\$100.00	\$110.00	
	Grand Totals					\$100.00	\$110.00	