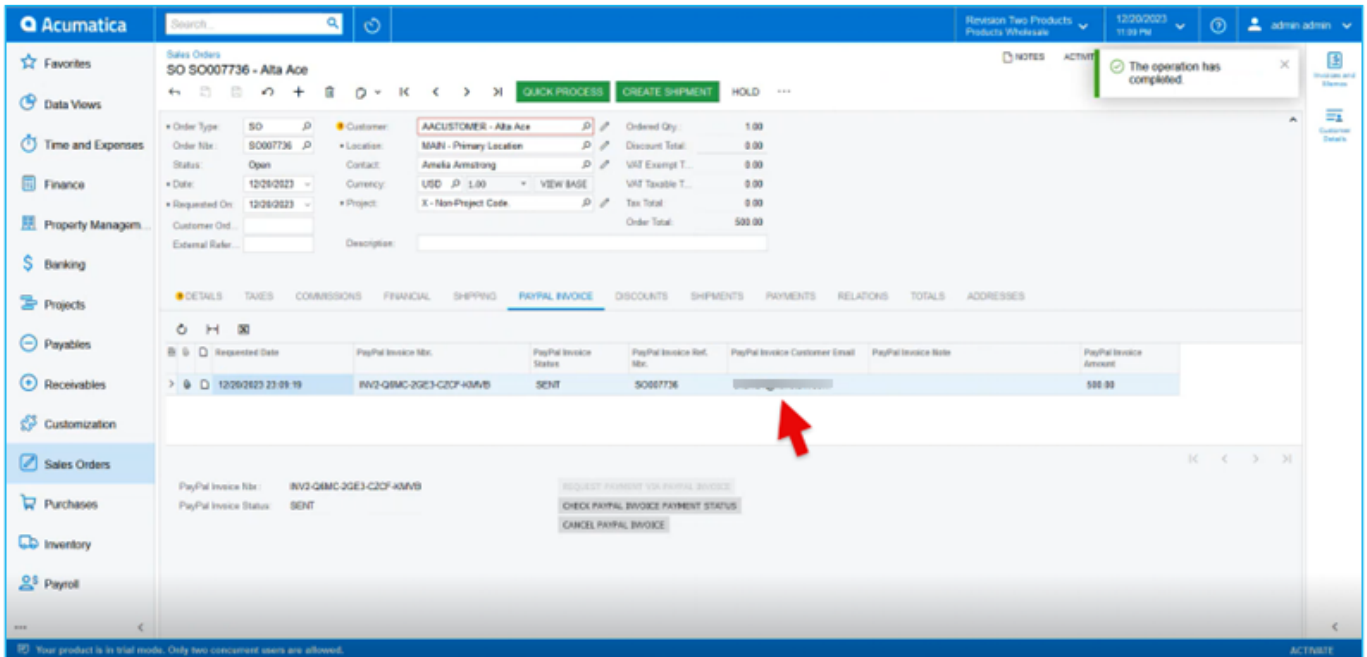


# Cancel a PayPal invoice

✖ If a PayPal invoice request needs to be canceled and the PayPal invoice is not paid, navigate to the **[Sales Order]** workspace, then click **[Sales Orders]**.

- Select the **[Sales Order]** with the PayPal invoice request that needs to be canceled.



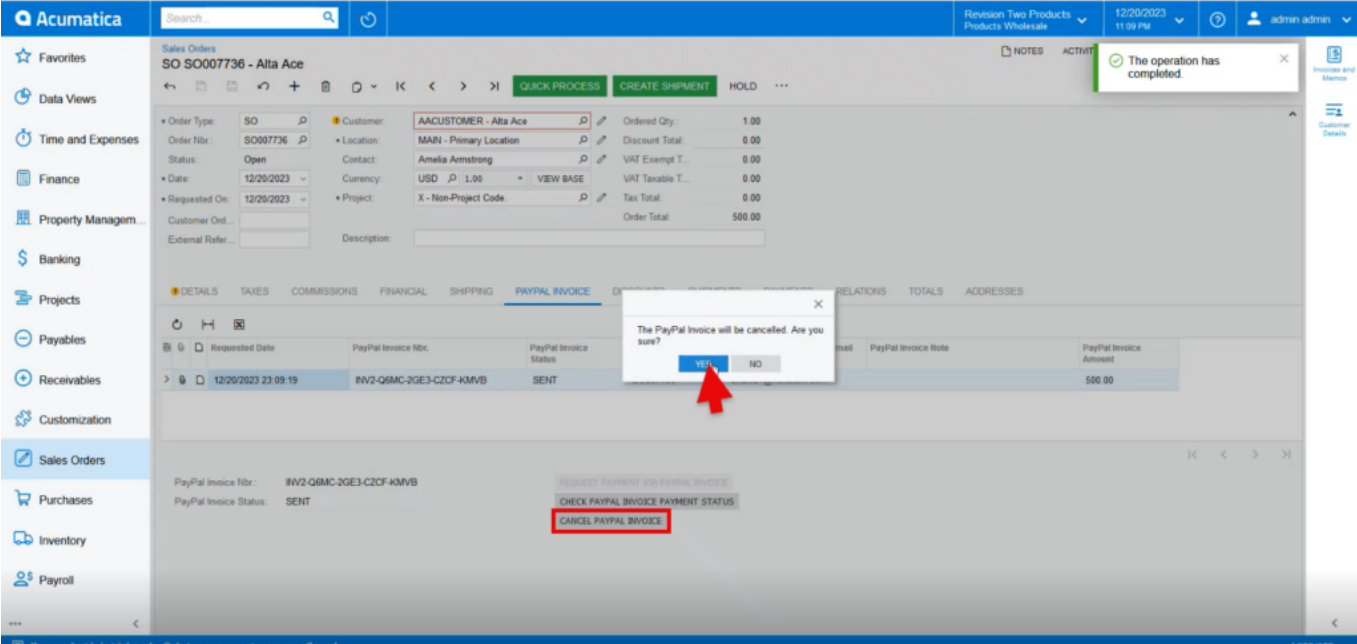
The screenshot shows the Acumatica interface with the 'Sales Orders' workspace selected. The 'PayPal Invoice' tab is active, displaying a table of PayPal invoices. A red arrow points to the 'Cancel PayPal Invoice' button in the table's action column. The table has columns for Requested Date, PayPal Invoice No., PayPal Invoice Status, PayPal Invoice Ref. No., PayPal Invoice Customer Email, PayPal Invoice Note, and PayPal Invoice Amount. The first row shows a request for 12/28/2023 23:01:19, invoice number INV2-QBMC-2GE3-C2CF-KMVB, status SENT, and amount \$50.00.

Requested Date	PayPal Invoice No.	PayPal Invoice Status	PayPal Invoice Ref. No.	PayPal Invoice Customer Email	PayPal Invoice Note	PayPal Invoice Amount
12/28/2023 23:01:19	INV2-QBMC-2GE3-C2CF-KMVB	SENT	SO007736			\$50.00

Buttons below the table: REQUEST PAYMENT FOR PAYPAL INVOICE, CHECK PAYPAL INVOICE PAYMENT STATUS, CANCEL PAYPAL INVOICE.

Sales Orders

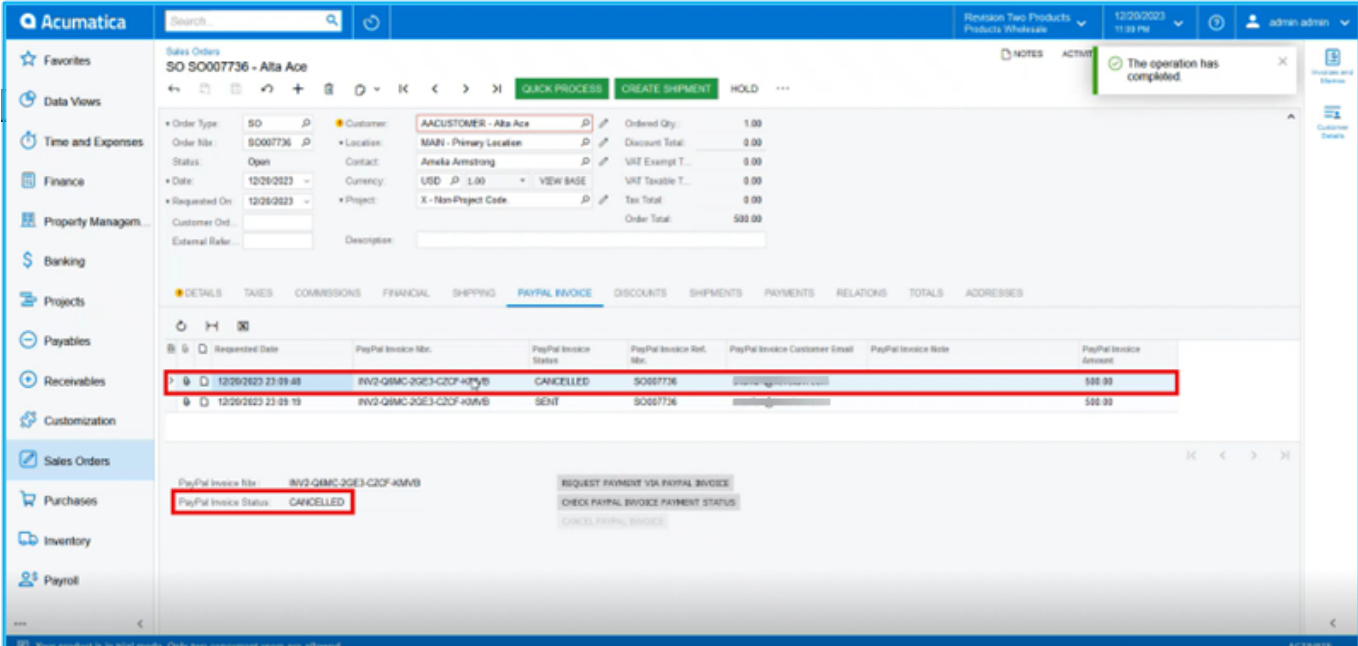
- Click on the **[PayPal Invoice]** tab.



The screenshot shows the Acumatica software interface. On the left is a navigation menu with options like Favorites, Data Views, Time and Expenses, Finance, Property Management, Banking, Projects, Payables, Receivables, Customization, Sales Orders, Purchases, Inventory, and Payroll. The main area displays a Sales Order for 'SO SO007736 - Alta Ace'. Below this, there's a section for 'PAYPAL INVOICE' with a table showing invoice details. A confirmation dialog box is open, asking 'The PayPal Invoice will be cancelled. Are you sure?'. A red arrow points to the 'YES' button. At the bottom of the 'PAYPAL INVOICE' section, there are buttons for 'REQUEST PAYMENT FOR PAYPAL INVOICE', 'CHECK PAYPAL INVOICE PAYMENT STATUS', and 'CANCEL PAYPAL INVOICE', with the last one highlighted by a red box.

## Sales Orders

- Click **[Cancel PayPal Invoice]**.



The screenshot shows the Acumatica software interface. On the left is a navigation menu with options like Favorites, Data Views, Time and Expenses, Finance, Property Management, Banking, Projects, Payables, Receivables, Customization, Sales Orders, Purchases, Inventory, and Payroll. The main area displays a sales order for 'SO 50007736 - Alta Ace'. The order details include Order Type (SO), Order No. (50007736), Status (Open), Date (12/29/2023), Requested On (12/29/2023), Customer (AACUSTOMER - Alta Ace), Location (MAH - Primary Location), Contact (Amela Armstrong), Currency (USD), and Project (X - Non-Project Code). The order total is \$50.00. Below the order details, there is a tabbed interface with tabs for DETAILS, TAXES, COMMISSIONS, FINANCIAL, SHIPPING, PAYPAL INVOICE, DISCOUNTS, SHIPMENTS, PAYMENTS, RELATIONS, TOTALS, and ADDRESSES. The 'PAYPAL INVOICE' tab is active, showing a table of PayPal invoices. The table has columns for Requested Date, PayPal Invoice No., PayPal Invoice Status, PayPal Invoice Ref. No., PayPal Invoice Customer Email, PayPal Invoice Note, and PayPal Invoice Amount. Two rows are visible: one for a cancelled invoice (INV2-QBMC-2GE3-CZCF-K0MVB) and one for a sent invoice (INV2-QBMC-2GE3-CZCF-K0MVB). The cancelled invoice row is highlighted with a red border. Below the table, the 'PayPal Invoice No.' is displayed as 'INV2-QBMC-2GE3-CZCF-K0MVB' and the 'PayPal Invoice Status' is 'CANCELLED'. There are buttons for 'REQUEST PAYMENT VIA PAYPAL INVOICE', 'CHECK PAYPAL INVOICE PAYMENT STATUS', and 'CANCEL PAYPAL INVOICE'. A notification banner at the top right states 'The operation has completed.'

## Sales Orders

- A new line appears in the table indicating that the PayPal invoice is now canceled.
- The customer also sees that the invoice is now canceled, and no longer has the option to pay the invoice.



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# PayPal Invoicing

Available

[Transfer Money](#)

Recent activity

Transaction	Amount
sharif merchant's Test Store Today, Dec 20 · Invoice Received	-\$500.00
sharif merchant's Test Store Dec 20 · Canceled - Invoice Received	-\$500.00
sharif merchant's Test Store Dec 20 · Invoice paid	-\$100.00
sharif merchant's Test Store Today, Dec 20 · Invoice Received	-\$4,736.71

Checking \*\*\*\*4567

Visa  
Credit \*\*\*\*1165

The Bank Card Platinum Rewards  
\*\*\*\*1881  
[Update](#)

Visa  
Credit \*\*\*\*6295

Visa  
\*\*\*\*0555  
[Update](#)

Visa  
Credit \*\*\*\*3129

The Bank Card Platinum Rewards  
\*\*\*\*1881  
[Update](#)

[Link a Card or Bank](#)

Paypal

Invoice from Chief Executive Officer

Chief Executive Officer  
11235 SE 6th St.  
Suite 140  
Bellevue, WA 98004  
UNITED STATES

Invoice #4618  
Issued: Dec 20, 2023  
Due: Dec 20, 2023

Amount due: \$500.00

This invoice was canceled on Dec 21, 2023

Don't recognize this invoice?  
[Report this invoice](#)

If you don't recognize this invoice, report it. PayPal would never use an invoice or a money request to ask you for your account credentials.

**\$500.00**  
X CANCELED

Bill to

Ship to  
Alta Ace Alta Ace  
Amelia Armstrong  
156 10th Ave  
New York, NY 10011  
UNITED STATES

Items

Item	Amount
AACOMPUT01 1 x \$500.00 Acer Laptop Computer	\$500.00

Paypal

- A refund of the PayPal invoice has already been paid, the invoice cannot be canceled, and a refund must be made.

