
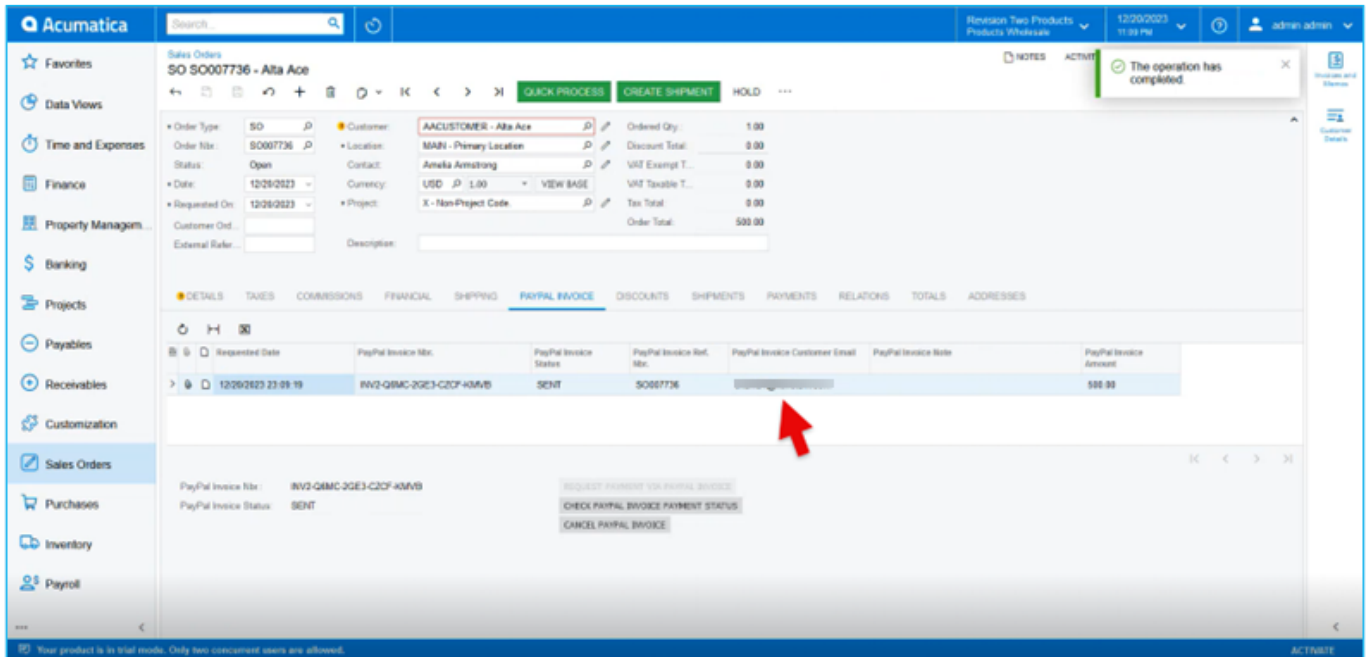


# Cancel a PayPal invoice

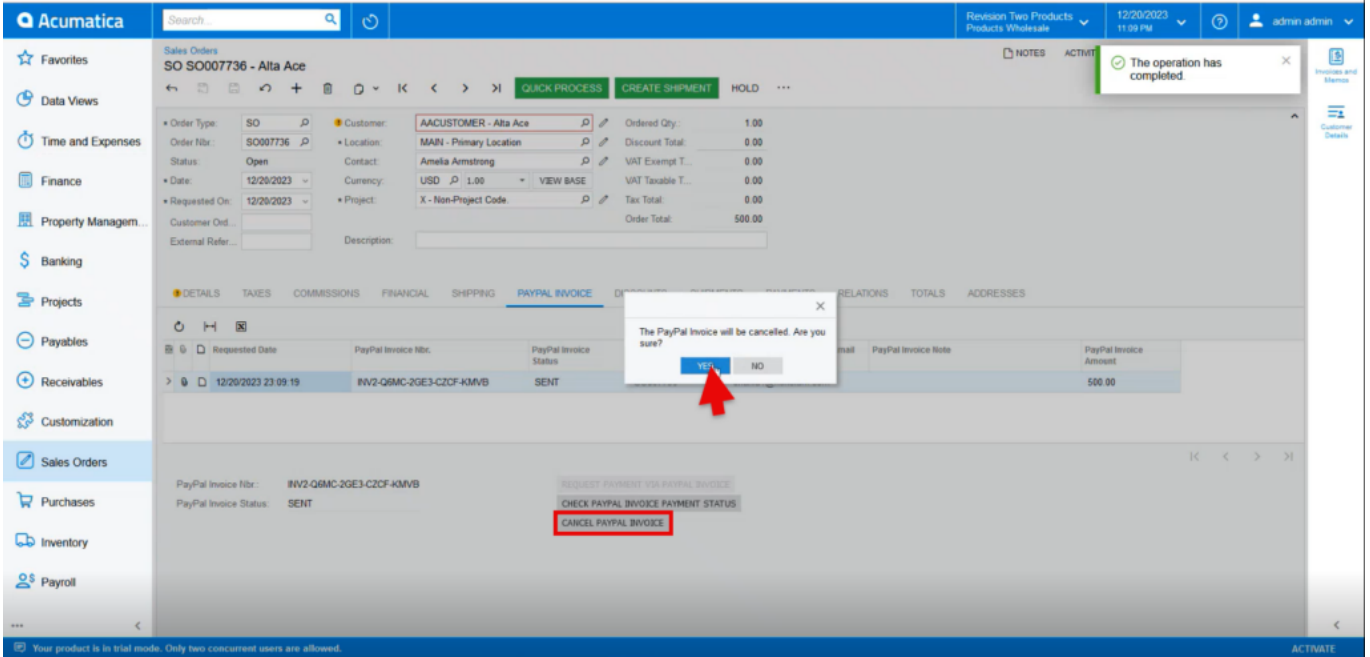
 If a PayPal invoice request needs to be canceled and the PayPal invoice is not paid, navigate to the **[Sales Order]** workspace, then click **[Sales Orders]**.

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



## Sales Orders

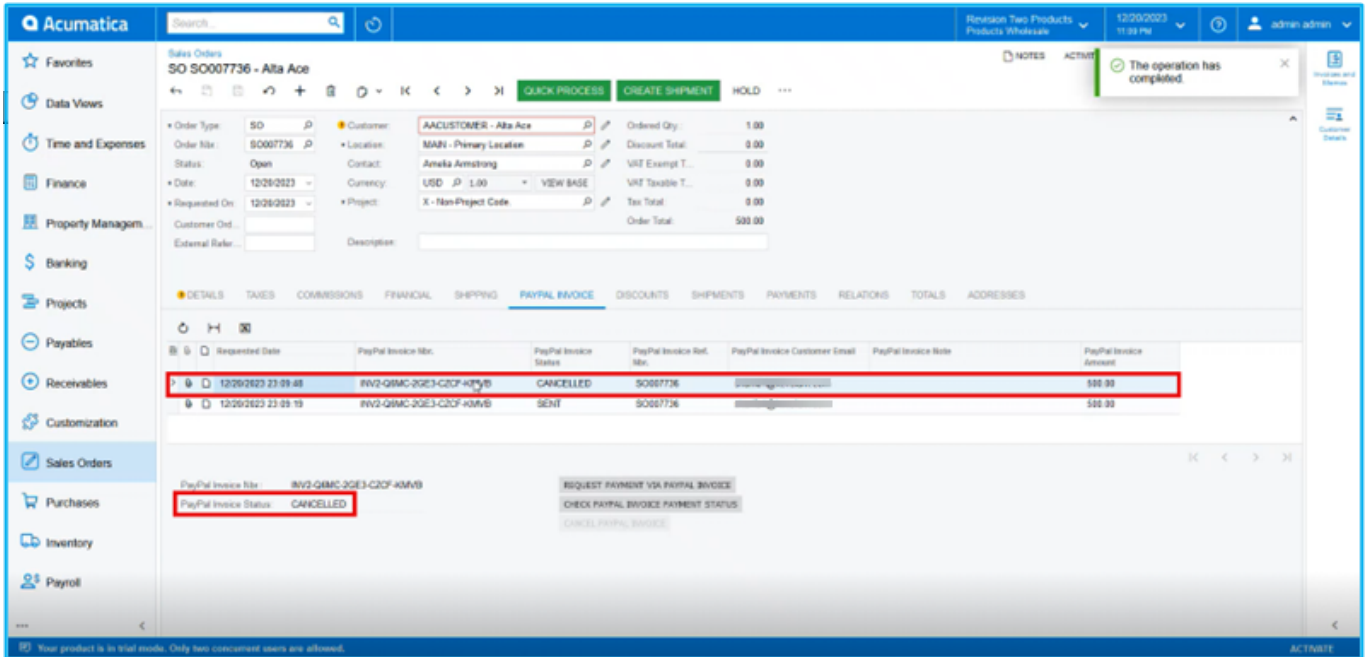
- Click on the **[PayPal Invoice]** tab.



The screenshot shows the Acumatica software interface for a Sales Order (SO SO007736 - Alta Ace). The interface includes a navigation sidebar on the left with categories 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 the Sales Order details, including Order Type (SO), Order Nbr (SO007736), Status (Open), Date (12/20/2023), and Customer (AACUSTOMER - Alta Ace). A table below shows the PayPal Invoice details, with a row for the invoice Nbr (INV2-Q6MC-2GE3-CZCF-KMVB) and status (SENT). A dialog box is open in the center, asking "The PayPal Invoice will be cancelled. Are you sure?" with "YES" and "NO" buttons. A red arrow points to the "YES" button. Below the dialog, the "CANCEL PAYPAL INVOICE" button is highlighted with a red box. A notification banner at the top right states "The operation has completed."

## Sales Orders

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



The screenshot shows the Acumatica interface for a sales order. The order details are as follows:

- Order Type: SO
- Order No: SO007736
- Status: Open
- Date: 12/29/2023
- Requested On: 12/29/2023
- Customer: AACUSTOMER - Alta Ace
- Location: MAH - Primary Location
- Contact: Amela Armstrong
- Currency: USD 1.00
- Project: X - Non-Project Code
- Ordered Qty: 1.00
- Discount Total: 0.00
- VAT Exempt T.: 0.00
- VAT Taxable T.: 0.00
- Tax Total: 0.00
- Order Total: 500.00

The 'PAYPAL INVOICE' tab is active, showing a table of PayPal invoices:

Requested Date	PayPal Invoice No.	PayPal Invoice Status	PayPal Invoice Ref. No.	PayPal Invoice Customer Email	PayPal Invoice Rate	PayPal Invoice Amount
12/29/2023 23:39:48	INV2-QIMC-2GE3-CZCF-40MVB	CANCELLED	SO007736	amela.armstrong@altace.com		\$0.00
12/29/2023 23:39:19	INV2-QIMC-2GE3-CZCF-40MVB	SENT	SO007736	amela.armstrong@altace.com		\$0.00

Below the table, the 'PayPal Invoice No.' is INV2-QIMC-2GE3-CZCF-40MVB and the 'PayPal Invoice Status' is CANCELLED. Action buttons include 'REQUEST PAYMENT VIA PAYPAL INVOICE', 'CHECK PAYPAL INVOICE PAYMENT STATUS', and 'CANCEL PAYPAL INVOICE'.

## 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.

The screenshot shows the PayPal dashboard with a blue header containing navigation links: Dashboard, Finances, Send and Request, Deals, Wallet, Activity, and Help. On the right, there are icons for a bell, settings, and a LOG OUT button. The main content area is divided into two columns. The left column has a 'Transfer Money' button and a 'Recent activity' section. The activity list includes three entries from 'sharif merchant's Test Store': a \$500.00 invoice received today, a \$500.00 canceled invoice received on Dec 20, and a \$100.00 invoice paid on Dec 20. The second entry is highlighted with a red box. The right column displays a list of linked Visa credit cards, including 'The Bank Card Platinum Rewards' cards with various card numbers and an 'Update' button for each. A 'Link a Card or Bank' link is at the bottom.

Paypal

The screenshot shows a PayPal invoice for a canceled transaction. The header includes navigation links and a LOG OUT button. The invoice is titled 'Invoice from Chief Executive Officer'. The recipient's address is listed as 'Chief Executive Officer, 11235 SE 6th St, Suite 140, Bellevue, WA 98004, UNITED STATES'. The invoice details are: Invoice #4618, Issued: Dec 20, 2023, Due: Dec 20, 2023. The amount due is \$500.00, which is highlighted with a red box and labeled 'X CANCELED'. A message states 'This invoice was canceled on Dec 21, 2023' with a 'Report this invoice' link. Below this, there is a 'Don't recognize this invoice?' section with a 'Report this invoice' link and a note: '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.' The 'Items' section lists 'AACOMPUT01' for \$500.00, described as '1 x \$500.00 Acer Laptop Computer'. The 'Ship to' address is 'Alta Ace Alta Ace, Amelia Armstrong, 156 10th Ave, New York, NY 10011, UNITED STATES'.

Paypal



KENSIUM

## PayPal Invoicing

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

