

Voiding/Deleting Transactions in QBO

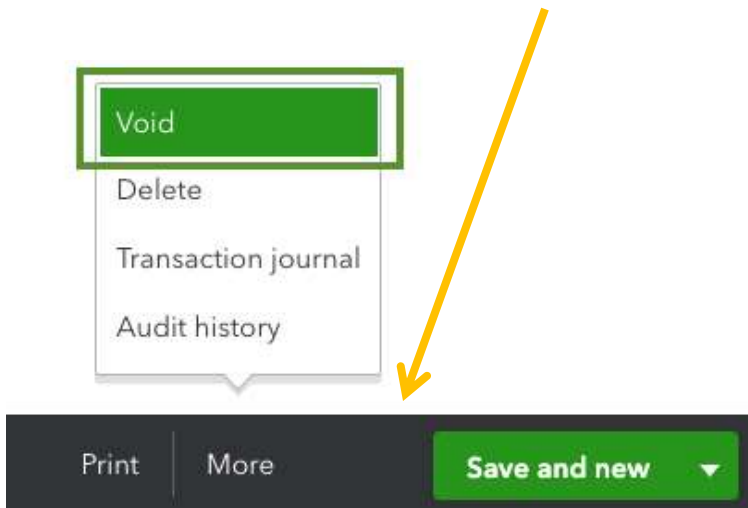
There are times when you will need to void or delete a transaction, be it a sales receipt, a deposit, a bill, bill payment, or other type of transaction. This procedure explains the process you will need to use.

In most cases, it's best to void a transaction rather than delete it. That way, the transaction doesn't affect your account balances or reports, but you always have a record of it. That's a key part of good accounting.

In QuickBooks Online there are some transactions you cannot void: deposits and vendor credits for example, but they can be deleted in which case they can be reentered correctly if needed. You can't void bills, but you can void bill payments. Deposits can be deleted

Delete a transaction only if you're sure you don't need a record of it. When you delete a transaction, you completely erase it from your books. It won't appear anywhere on your reports or in your accounts. You can use your Audit Log to recover some details, but you can't recover the transaction. You can delete any type of transaction in QuickBooks.

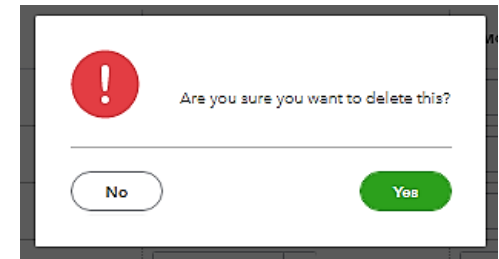
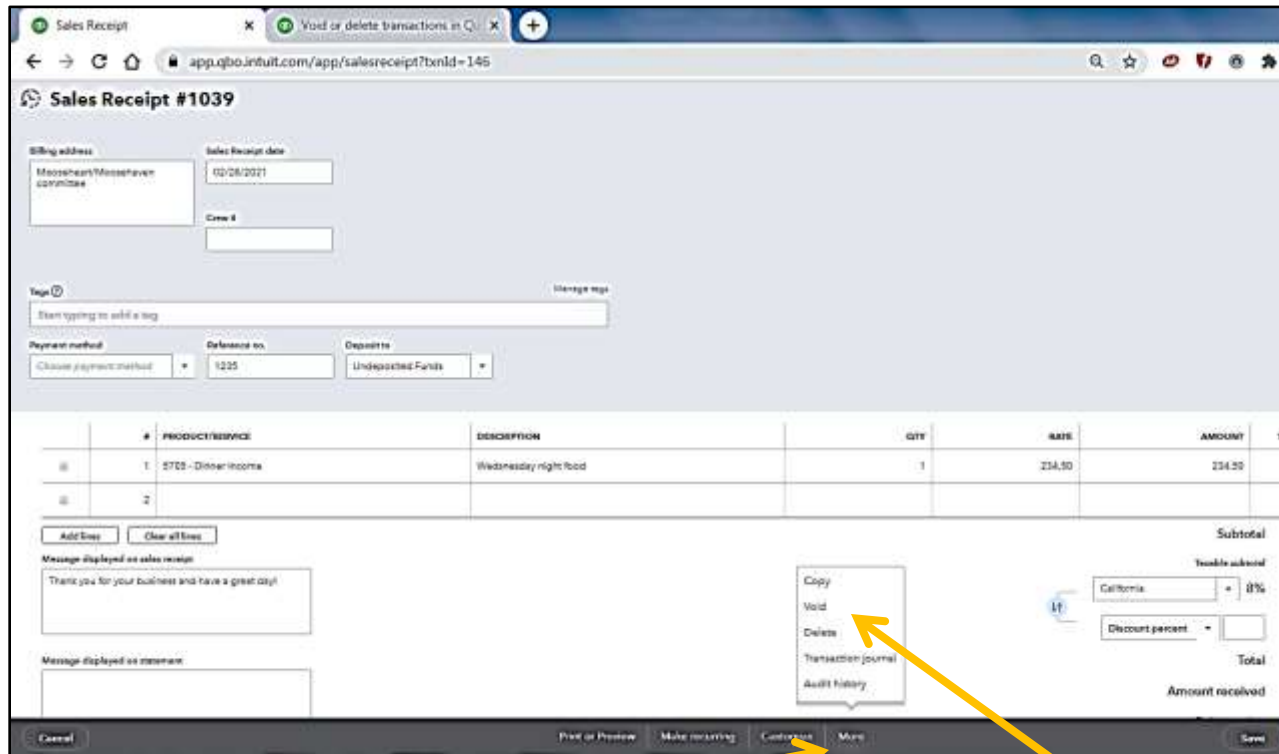
Most transactions have a MORE button at the very bottom of the screen. Click on this to see the options for voiding or deleting.



You can only void one transaction at a time. Since the change is permanent, QuickBooks limits how many you can void to prevent mistakes.

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SALES RECEIPTS:



As stated above click on the word **More** on the Sales Receipt screen and you can **Void or Delete** as appropriate. You will be asked to confirm your choice. Select **Yes** to confirm.

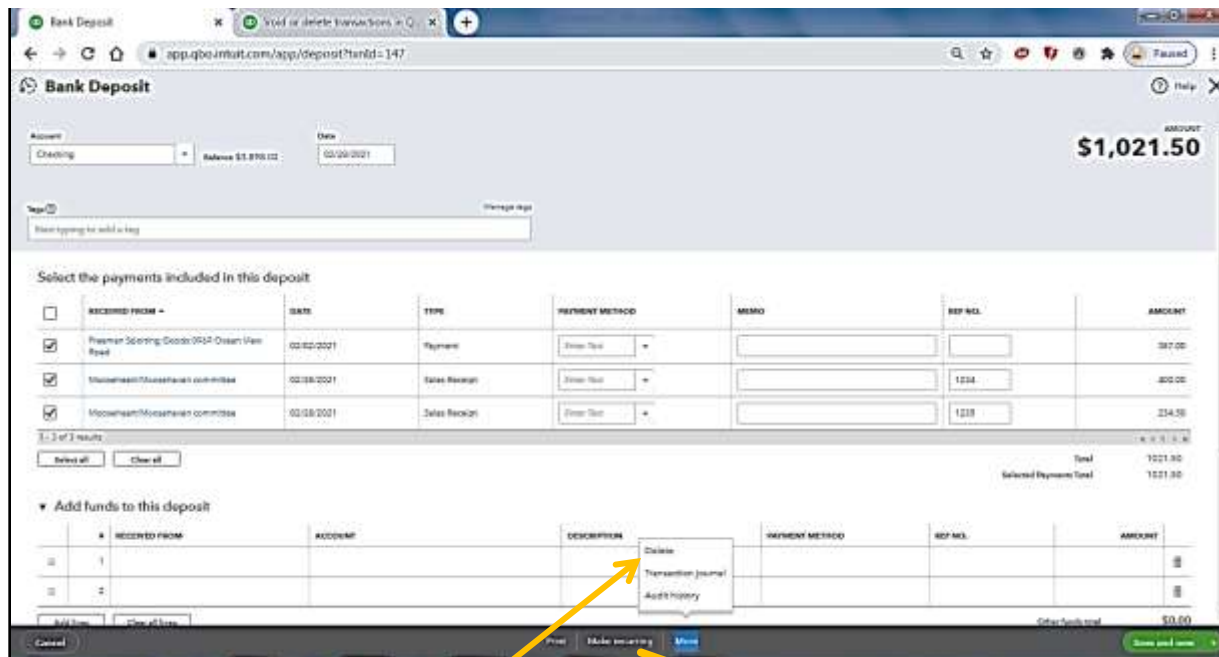
If you only need to change some part of the sales receipt (amount, account, date etc.) you can just edit it and Save it again. IF IT IS ALREADY PART OF A DEPOSIT, you must first Delete that Deposit before any changes can be made. Make any new entry needed then **Save and Close** or **Save and New** as appropriate.

Once it is saved again it will show on the Deposit screen to be included in a deposit.

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Deposits: When you have used Sales Receipts (Chapter must) to complete the Deposit screen and you **Delete the Deposit**, the Sales Receipts that were in the original deposit will still show. Now you can make any corrections (add a sales receipt, take out a sales receipt, change an amount) then redeposit the corrected form. Lodges that input data directly on the Deposit screen will need to start over and either pull up their recurring transaction or enter each line/account/amount needed.

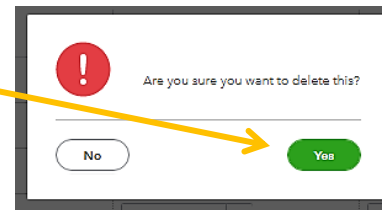


To add a Sales Receipt, you need to go to **+New** and select Sales Receipt and create and Save it.

To remove a Sales Receipt from this deposit, just don't place a check mark in it for this deposit. Later you can choose it for another Deposit or Void/Delete it.


If the amount of the Sales Receipt is incorrect, you need to go to that Sales Receipt and change it. Save it. Then you can recheck the receipts needed to complete the corrected Deposit.

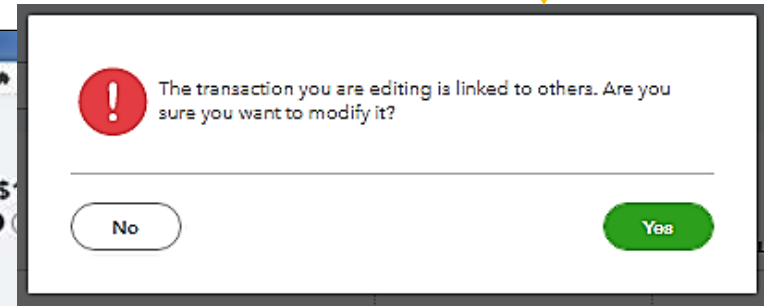
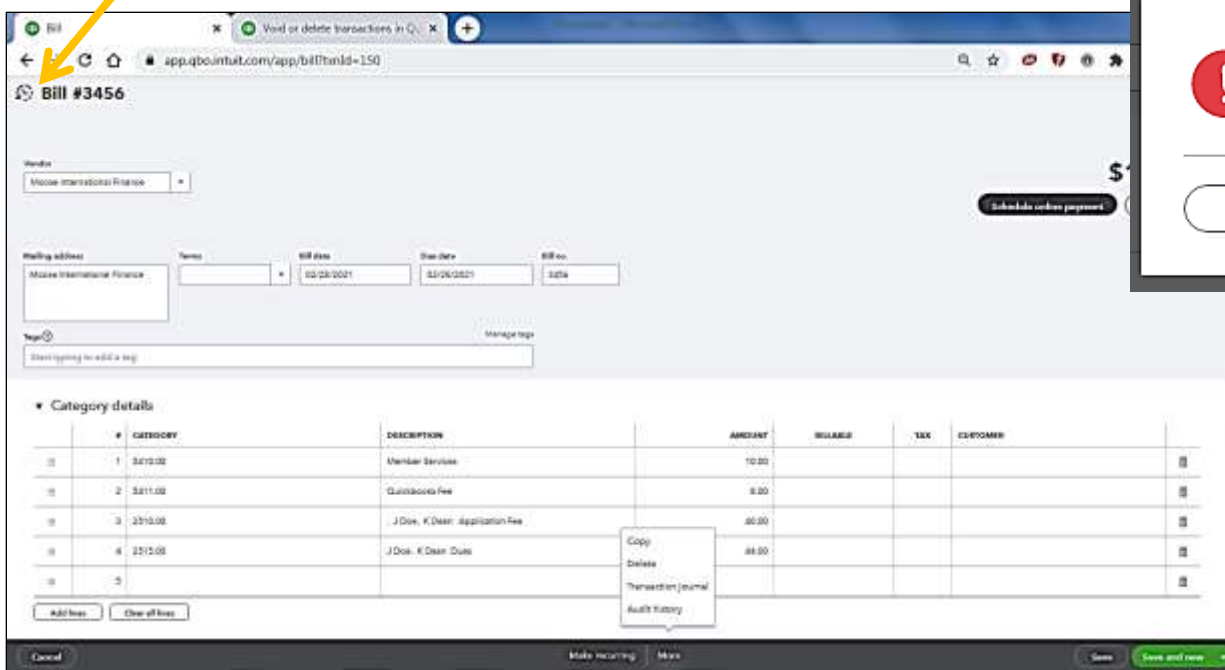
Click on More, then Delete. Confirm by clicking on Yes.



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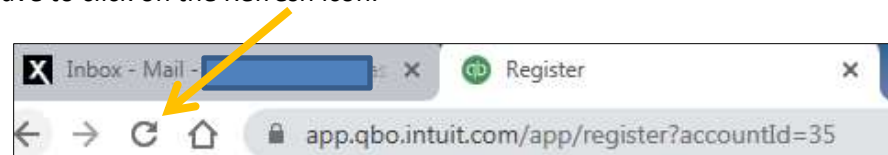
Bills:

You cannot Void a Bill, but you can change it (edit) or **Delete** it. The process will depend on if you have already paid the bill or not. If you have entered a Bill and before you pay it you realize you need to make a change to it, just find the bill, (go to Bill screen, click on the previous icon,  double click on the bill to open it) once open- make changes and save. You will be asked to verify you really want to edit it.

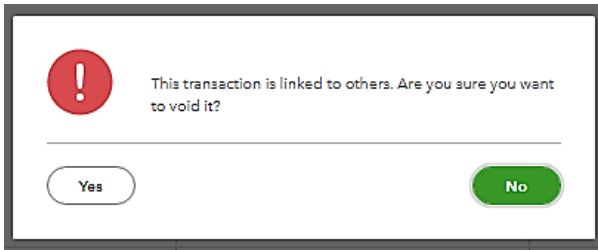


If you have already paid the Bill in QBO, you will first have to Void the Bill Payment - then change the Bill - then pay the bill again. If you have printed or written a check, this will void that check number and it would be registered in your check register as Voided with a \$ 0.00 payment.

To see this on your check register you may have to click on the Refresh icon.



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When you Void a transaction, you will be asked to confirm that you are sure you want to do it. Notice, the green default answer is **No** in this instance! Click Yes if you are sure.

If you are voiding a Bill/Bill payment transaction be sure to make comments in the Memo to explain why you had to void it, including the date and your name or initials and if it was reissued, and what check # was used.

Memo
Voided - Replaced by ck # 2222

When voiding a Bill Payment (check) and you are **not** going to reissue a payment make sure you also edit the Bill to reflect that check # xxxx was voided and not replaced. Edit Bill to \$0.00. This might be done with outdated checks or donated back checks.

Memo
Voided - Not replaced mmm 3/3/21

If you are going to reissue the Bill Payment (check) make note on the Bill and Bill payment as to original check #.
Replaces Check # xxxx

A common issue is that a Bill may be deleted without voiding the Bill Payment. This leads to an imbalance in the A/P Aging Detail Report giving a negative Open Balance. After making sure this is an actual payment, you will need to re-enter the corresponding bill to offset the expense. If

you are at all unsure, contact your QBO Trainer.

DATE	TRANSACTION TYPE	NUM	VENDOR	DUE DATE	PAID DUE	AMOUNT	OPEN BALANCE
03/07/2021	Bill Payment (Check)	78	Moose International Rinsce	03/07/2021	0	-159.00	-159.00