“Cancel”, “Back out”, and “Zero” a receipt all mean the same thing: You want the invoice to reflect that no payment has been made. You might need to zero a receipt because of:

- An NSF – the check or bank draft that paid the invoice had insufficient funds.
- A refund has been issued (this is the last step in that process)
- A payment applied to the wrong invoice or wrong UIN (it happens!)

To zero a receipt:

1. On Receipt Entry screen 642, enter the UIN and invoice for which you need to zero the receipt.
   (You can use the F1 Help key to find the UIN; and, with the cursor in the Invoice number spot, do the same to find the invoice number.)
2. Press Enter.
3. Place C (Correct) in function; **Do not** press Enter yet.
4. Enter something for Check Number (ex. Adjust, Adj, NSF).
5. Enter 0 for each amount or blank all the amounts, including the Total.
   (Remember most keyboards let you hold down the Ctrl key and press the End key to blank out fields)
6. Fill in the Comment field with whatever might be helpful for you or another processor (ex. NSF notice rec’d 11/09/11 –pjw)
7. Press Enter to save the changes.

To check your work, do one of the following. The first is the simplest and is reliable:

a) Still on Receipt Entry screen 642, press Enter. This shows you what the final receipted amounts are. If zeroed correctly, all amounts will be blank.
b) You might review the Batch Total (shown in the upper right of the receipt screen):
   - If making just the one adjustment, the batch total shows the payment you removed. (ex. If the receipt was for $100 and you zeroed that, the batch total would show -100.)
   - If moving receipt amounts from one invoice to another, the batch total would be zero when you make the last entry in that process.
   - If correcting many receipts, the batch total shows the total of all those corrections. Rather than using batch total, use the next item.
c) If you want to see a view similar to what you see on screen 643, put the cursor on the Invoice number field and use the F1 Help key.
d) If you have other receipt activity to enter, it’s best to remain on the receipt entry screen. The best overall view of the activity on this invoice is found using the Total View, which is seen by pressing the F8 function key. You’ll see the total billed, receipted, balance due, and SGIP all in one place.