Delete or Zero an Invoice

An invoice cannot be deleted. Instead, zero all amounts (including SGIP). You might need to zero an invoice because:

a) A duplicate invoice was created  
b) A participant ended coverage effective in a prior month  
c) A participant ended coverage in the current month but after the invoice was created  
d) A participant’s coverage was cancelled  
e) Coverage was paid through payroll

To zero an invoice:

1. On Bill Request screen 641, enter the UIN and invoice for which you need to zero the invoice.  
   (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 0 for each amount or blank all the amounts, including the Total and SGIP.  
   (Remember most keyboards let you hold down the Ctrl key and press the End key to blank out fields)  
5. Fill in the Comment field with whatever might be helpful for you or another processor (ex. pd via payroll for Sept coverage –pjw)  
6. Press Enter to save the changes.

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

- Press Enter (again); this shows you what the final invoice amounts are. If zeroed correctly, all amounts will be blank.  
- To see the overall invoice and any receipt activity, use the Total view from Invoice Detail screen 644. You’ll see the total billed, receipted, balance due, and SGIP all in one place. To do so, enter 644 into the Screen field, press enter. Then press the PF8 function key to get the Total view.