

AP-35 Cancel Invoice or Invoice Lines

Purpose

The purpose of this Quick Reference Guide (**QRG**) is to provide a step-by-step explanation of how to Cancel Invoice or Invoice Lines in the North Carolina Financial System (**NCFS**).

Introduction and Overview

This QRG covers the procedure of cancelling invoices.

User Tip

The following are prerequisites to cancel invoice or an invoice line:

1. Invoices should not be paid.
2. Invoices should not have any holds.
3. Invoices should not be in the PPR process. If the invoice to be cancelled has been selected in a PPR, cancel the PPR first and then continue with the steps below.

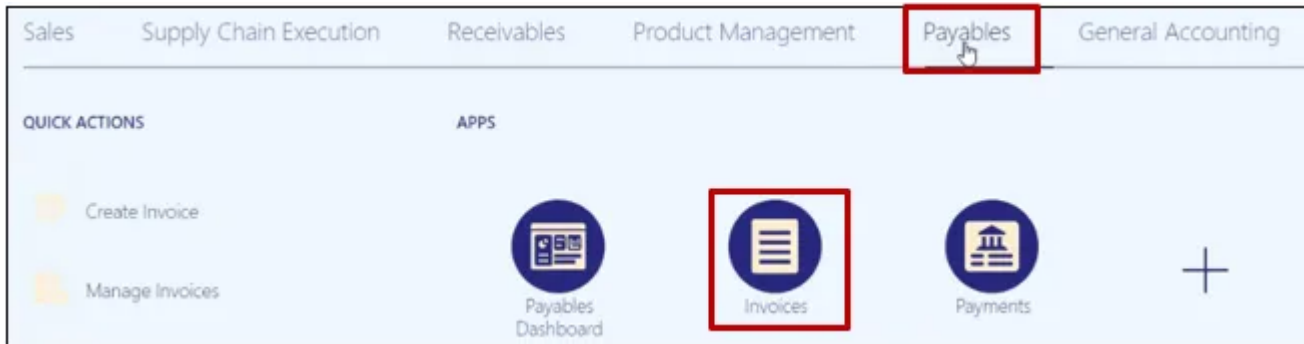
Cancel Invoice

To cancel an invoice in NCFS, please follow the steps below. There are 8 steps to complete this process.

Step 1. Log in to the NCFS portal with your credentials to access the system.

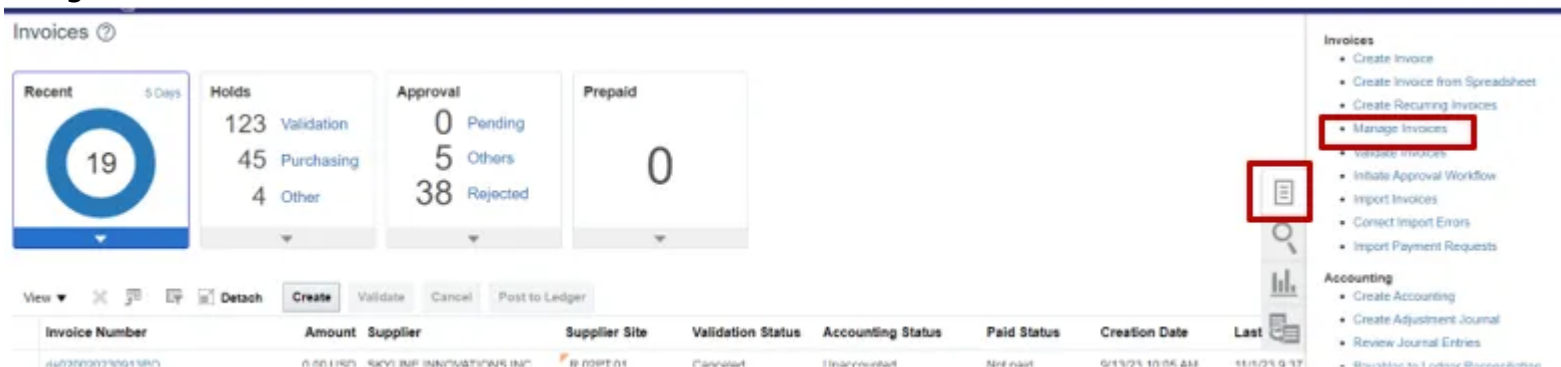
Step 2. On the **Home** page, click the **Payables** tab and then click the **Invoices** app.

Image



Step 3. On the Overview page, click on the **Task** panel and select **Manage Invoices** function.

Image



Step 4. **Manage Invoices** page is displayed, enter the appropriate search criteria and click **Search**.

Image

The screenshot shows the 'Manage Invoices' page with a search form. A red box highlights the search criteria fields, which include: Business Unit (dropdown), Invoice Number (text field), Invoice Amount (text field), Invoice Date (date field), Supplier or Party (text field with search icon), Supplier Number (text field), Supplier Site (dropdown), Taxpayer ID (text field), and Invoice Group (text field). There are also 'Advanced' and 'Saved Search' buttons, and a 'Done' button in the top right corner. A 'Search' button is highlighted with a red box at the bottom right.

Step 5. Select the invoice you would like to cancel by clicking in the **Invoice Number**.

Image

The screenshot shows the 'Manage Invoices' page with a table of invoices. The first row is highlighted with a red box. The table has columns: Invoice Number, Invoice Date, Creation Date, Supplier or Party, Supplier Site, Unpaid Amount, Invoice Amount, Applied Prepayments, Invoice Type, Notes, Validation Status, and Approval Status.

Invoice Number	Invoice Date	Creation Date	Supplier or Party	Supplier Site	Unpaid Amount	Invoice Amount	Applied Prepayments	Invoice Type	Notes	Validation Status	Approval Status
0800AP800MULG4	9/1/23	11/3/23 2:27 PM	FORMS & SUPPLY INC	R.08PTA	11.00 USD	11.00 USD	0.00 USD	Standard		Validated	Required

Step 6. Click on **Invoice Actions** and select **Cancel Invoice**.

Note: Once the invoice is validated, you can only Cancel the invoice and not Delete it.

Image

Edit Invoice: INV-1031-4

Invoice Header

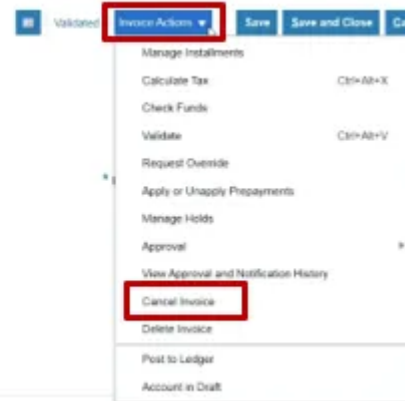
Identifying PO
Business Unit 1900 DEPARTMENT OF PUBLIC SAFETY
Supplier FORMS & SUPPLY INC
Supplier Number 110344
Supplier Site R 19PTA
* Legal Entity NC DEPARTMENT OF PUB
Invoice Group

* Number INV-1031-4
* Amount USD 1,300.00
Type Standard
Description

Lines

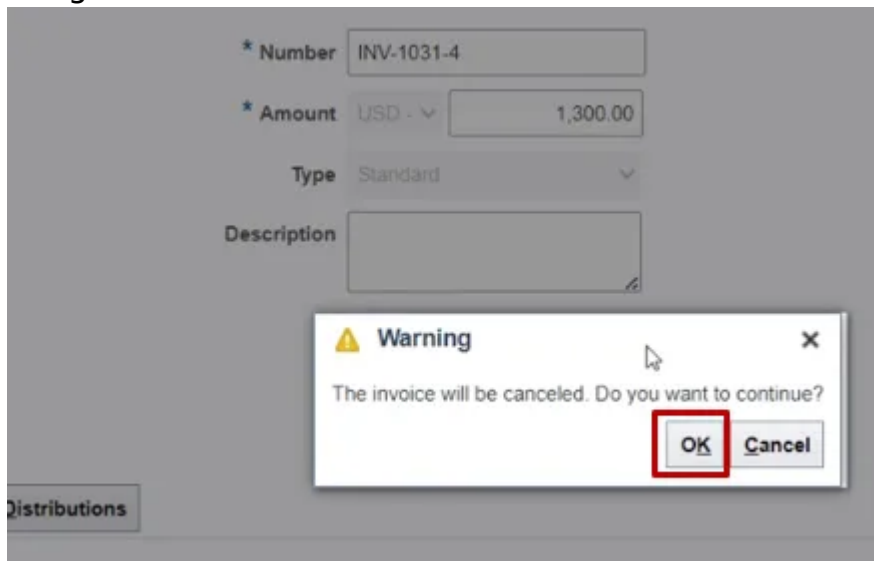
Match Invoice Lines

View + - X Y Z Detach Allocate Cancel Line Distributions



Step 7. You will receive a warning message, click **OK**.

Image



Step 8. The status of the invoice is now cancelled.

Note: The same invoice number cannot be used on another invoice even if the invoice is cancelled.

Image

Canceled

Invoice Actions ▼

Save

Number

INV-1031-4

Date

10/31/23

* Amount

USD - US

0.00

Payment Terms

Immediate

Dollar

Terms Date

10/31/23

Type

Standard

Requester

Description

Attachments

None +

Note

Cancel Invoice Lines

If you would like to cancel just the invoice lines, follow this step below.

Step 1. Search for the invoice and navigate to the **Lines** section, select the line which needs to be cancelled and click on the **Cancel** button.

Note: Once you cancel a line, make sure to update the header amount to match the line amount and revalidate the invoice.

Image

Lines ? Match Invoice Lines

View + - X J L Detach Allocate Cancel Line Distributions

Distribution Budgetary Control Reference Tax Purchase Order Asset Project

* Number	* Type	* Amount	Distribution Set	Distribution Combination	Accounting Date	Prorate Across All Item Lines	* Budget Date	Status
1	Item	1,300.00	1900-014558-52199015-0000000-00000		10/31/23	☐	10/31/23	Reserved

Invoice Does Not Cancel

If the invoice does not cancel and displays “Needs Revalidation” it may be due to budget dates on the invoice distributions that are from a closed fiscal year.

Follow the steps below to update the budget dates for the invoice distributions lines to cancel the invoice. There are 5 steps to complete this process.

Step 1. Edit the invoice: Click the Distributions button to open Manage Distributions from the Task Icon.

Image

Edit Invoice

Needs revalidation Invoice Actions Save Save and Close Cancel

Last Saved: 3/25/25 1:23 PM

Invoice Header Show More

Identifying PO
Business Unit
Supplier
Supplier Number
Supplier Site
Legal Entity
Invoice Group

Lines ? Match Invoice Lines

View Detach Allocate Cancel Line Distributions

Distribution Budgetary Control Reference Tax Purchase Order Income Tax Asset Project

* Number	* Type	* Amount	Distribution Set	Distribution Combination
1	Item	0.00		
2	Item	0.00		
3	Item	0.00		
4	Item	0.00		
5	Item	0.00		

Taxes

Totals

Items 0.00 Freight 0.00 Miscellaneous 0.00 Tax 0.00 Included Prepayments 0.00 Total 0.00

Manage Distributions

View Invoice Line All Reverse Adjust Tax Recovery Check Funds View Results

Budgetary Control Status Purchase Order Receipt Income Tax Project

Line	* Distribution	* Type	* Amount	mbination	* Accounting Date	Description	Budgetary Control
							* Budget Date Status
1	1	Item	319.95	0000-1602DW-000	11/1/23		10/26/23 Reserved
1	2	Item	-319.95	0000-1602DW-000	3/25/25		10/26/23 Failed
2	1	Item	29.95	0000-1602DW-000	11/1/23		10/26/23 Reserved
2	2	Item	-29.95	0000-1602DW-000	3/25/25		10/26/23 Failed
3	1	Item	69.90	0000-1602DW-000	11/1/23		10/26/23 Reserved
3	2	Item	-69.90	0000-1602DW-000	3/25/25		10/26/23 Failed
4	1	Item	429.95	0000-1602DW-000	11/1/23		10/26/23 Reserved

Distributions Total Amount 0.00

Remaining Amount 0.00

Invoice Amount 0.00

Save and Close Cancel

Step 2. Change the Invoice Line to All display lines.

Step 3. Changed the failed budget dates to the current date under the Budget Date column.

Step 4. Click Save and Close in the bottom right corner.

Step 5. Once you have saved and closed, go to the top right corner, choose the drop-down from Invoice Actions and choose Cancel invoice. This will cancel the invoice with the updated budget dates.

Wrap-Up

Cancel invoice or invoice lines in NCFS using the steps above.

Additional Resources

- Virtual Instructor-Led Training (vILT)
 - [AP101: Invoice Management](#)

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