

## **How to re-open a closed invoice in PROMPT Business System, Order Processing and Accounts Receivable**

This procedure explains how to re-open a closed invoice for further maintenance in order processing. This is not a recommended procedure but can be done without a problem if you have the proper security clearance and execute the procedure carefully.

First, we assume that the invoice has NOT been through end-of-day and NO payments have been processed against the invoice in accounts receivable. Otherwise you should not execute this procedure, but use a credit memo and start over with a new sales order.

Go to AR, SA #1 – Maintain Open Invoice File. Scroll to the invoice record and delete the record using F5.

After deleting the record run #3 –Find Out of Balance Accounts.

Finally go to OP, SA #1 – Maintain Order Headers and maintain the status from a “C” to an “H” and the invoice will be re-opened and ready to maintain and close again.

End of procedure