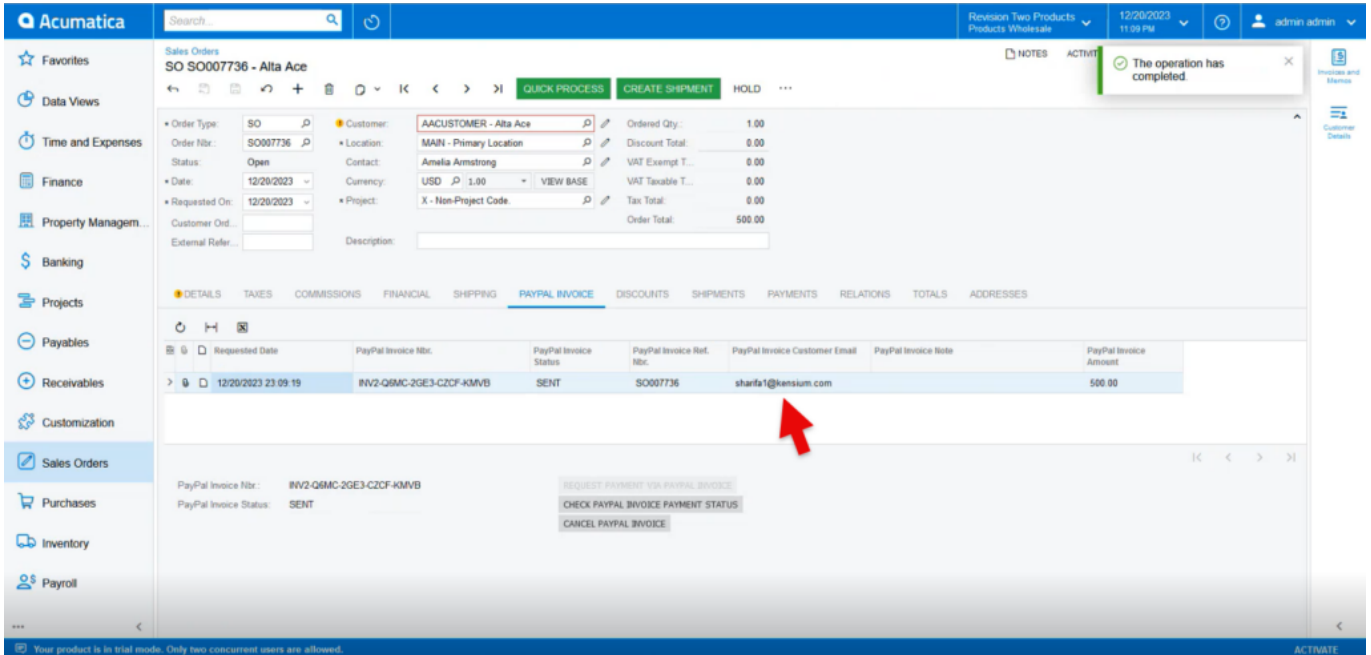


Cancel a PayPal invoice



If a PayPal invoice request needs to be canceled and the PayPal invoice is not paid, navigate to the **[Sales Order]** workspace, then click **[Sales Orders]**.

- Select the **[Sales Order]** with the PayPal invoice request that needs to be canceled.

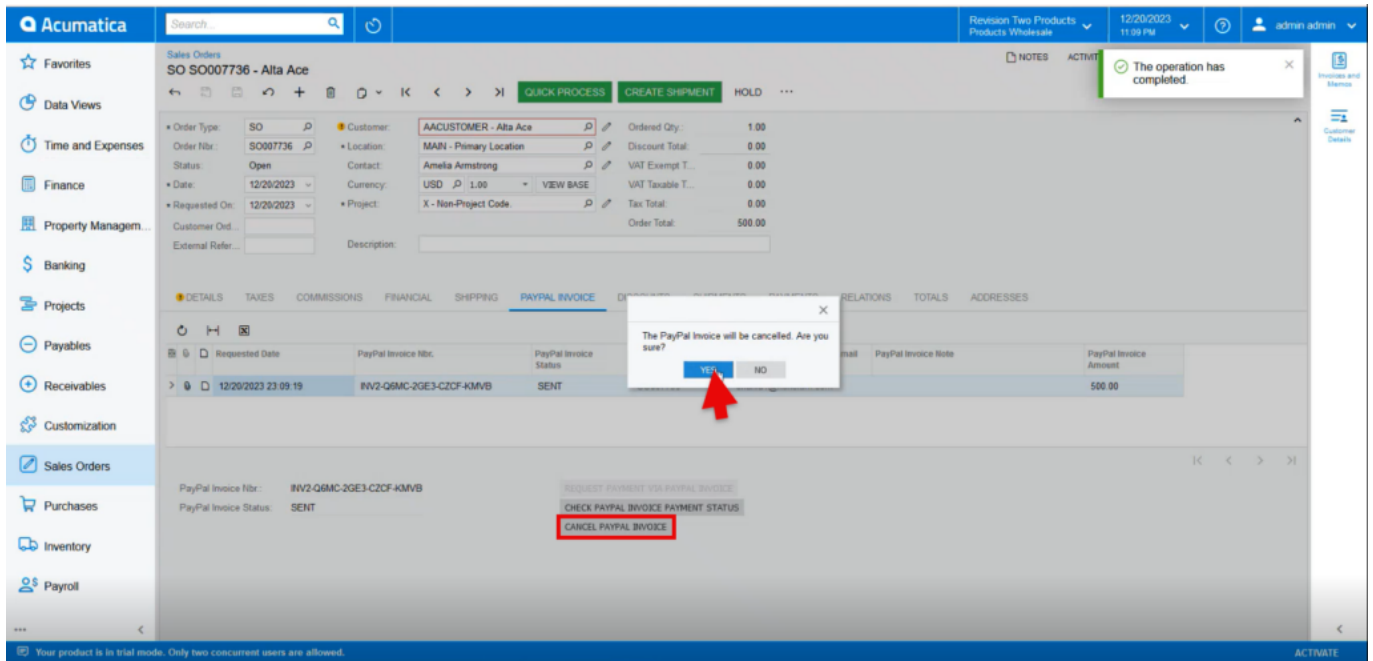


The screenshot shows the Acumatica Sales Orders workspace for order SO007736. The 'PAYPAL INVOICE' tab is selected, displaying a table with one row of invoice data. A red arrow points to the 'PayPal Invoice Customer Email' field, which contains 'sharif1@kensium.com'. Below the table, there are buttons for 'REQUEST PAYMENT VIA PAYPAL INVOICE', 'CHECK PAYPAL INVOICE PAYMENT STATUS', and 'CANCEL PAYPAL INVOICE'.

Requested Date	PayPal Invoice Nbr.	PayPal Invoice Status	PayPal Invoice Ref. Nbr.	PayPal Invoice Customer Email	PayPal Invoice Rate	PayPal Invoice Amount
12/20/2023 23:09:19	INV2-QIMC-2GE3-CZCF-KMVB	SENT	SO007736	sharif1@kensium.com		500.00

Sales Orders

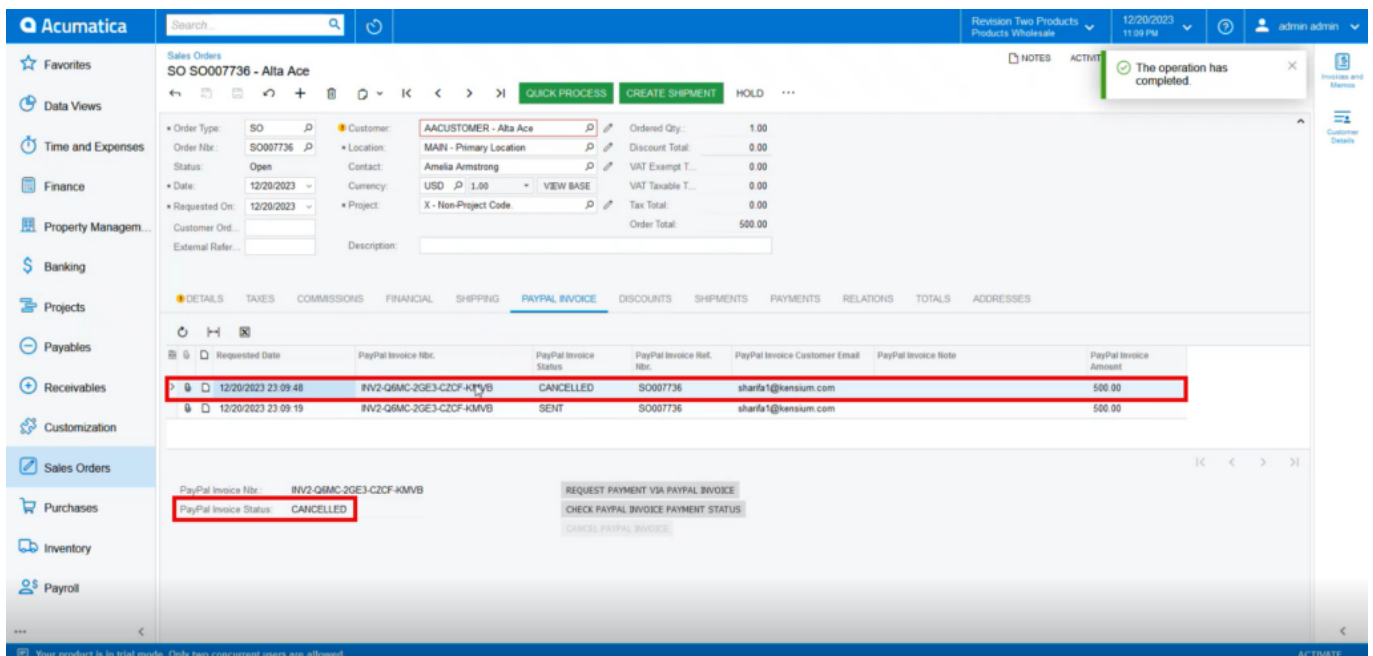
- Click on the **[PayPal Invoice]** tab.



The screenshot shows the Acumatica Sales Orders interface for order SO SO007736 - Alta Ace. A confirmation dialog box is displayed in the center, asking "The PayPal Invoice will be cancelled. Are you sure?". The dialog has "YES" and "NO" buttons. A red arrow points to the "YES" button. Below the dialog, the "PAYPAL INVOICE" tab is active, showing a table with one row: "12/20/2023 23:09:19 INV2-Q6MC-2GE3-CZCF-KMVB SENT 500.00". Below the table, the "PayPal Invoice Status" is "SENT". At the bottom, there are buttons: "REQUEST PAYMENT VIA PAYPAL INVOICE", "CHECK PAYPAL INVOICE PAYMENT STATUS", and "CANCEL PAYPAL INVOICE". The "CANCEL PAYPAL INVOICE" button is highlighted with a red box.

Sales Orders

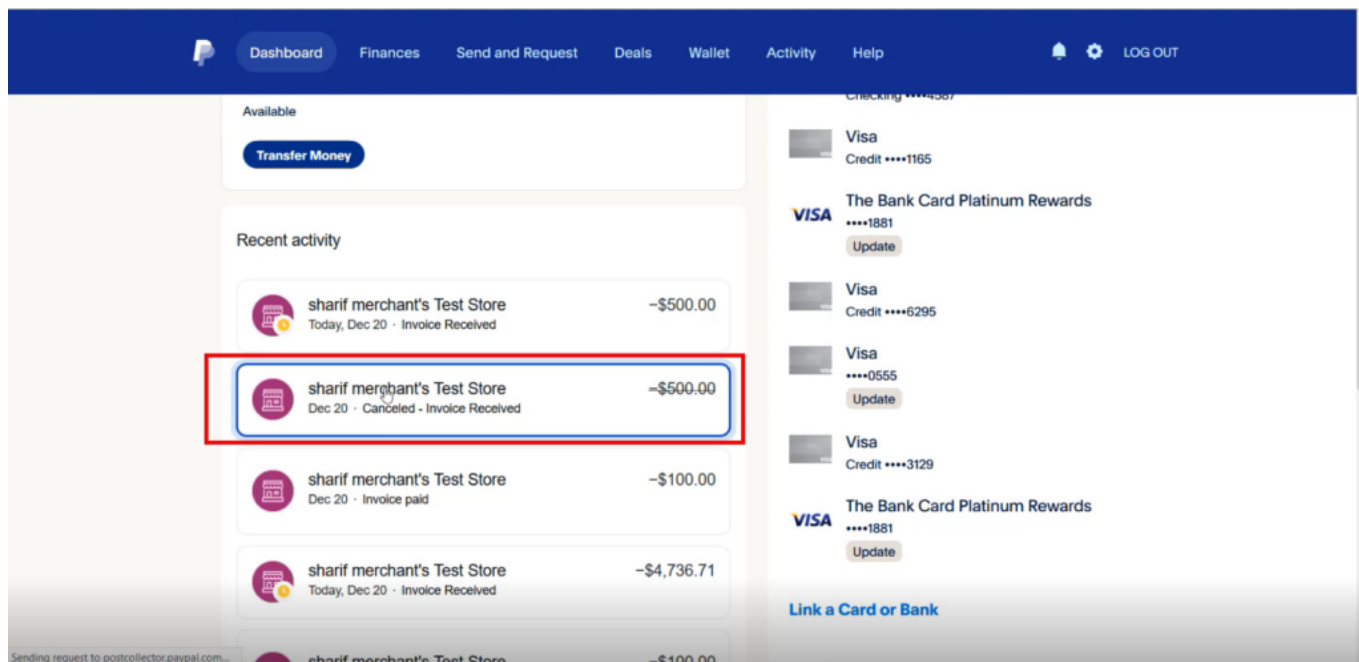
- Click [Cancel PayPal Invoice].



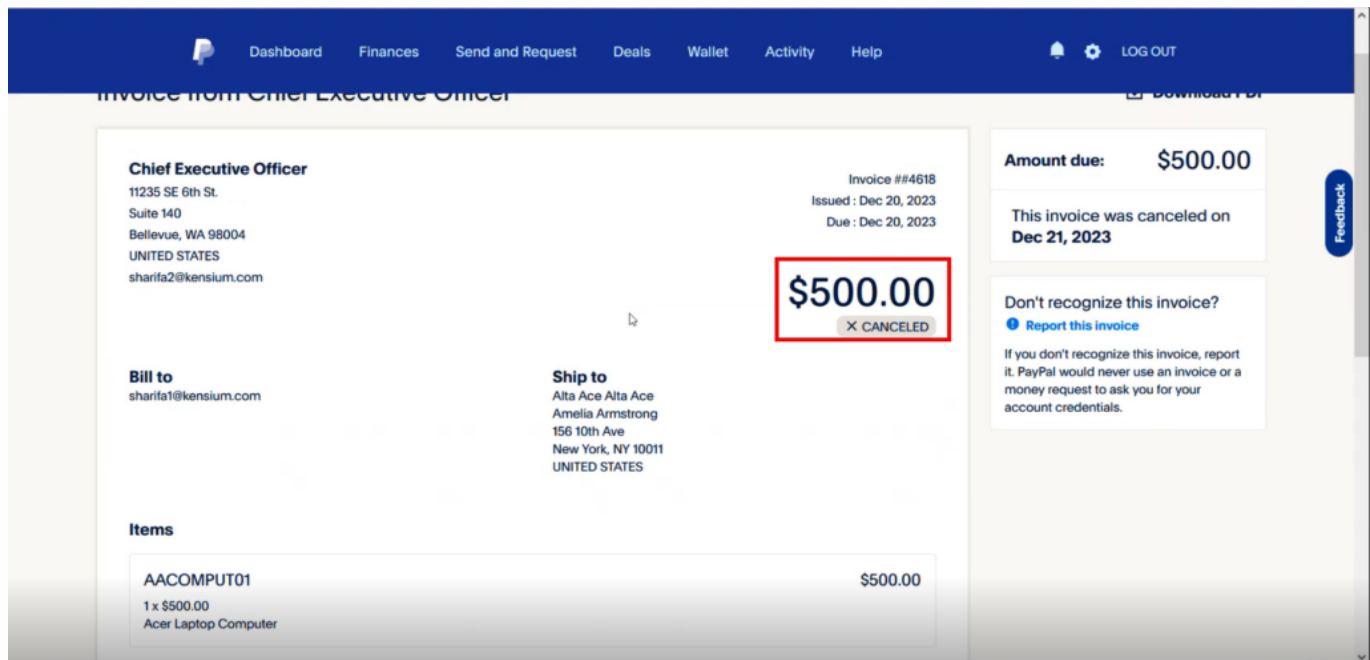
The screenshot shows the Acumatica Sales Orders interface for order SO SO007736 - Alta Ace. The "PAYPAL INVOICE" tab is active, showing a table with two rows: "12/20/2023 23:09:48 INV2-Q6MC-2GE3-CZCF-KMVB CANCELLED SO007736 sharifa1@kensium.com 500.00" and "12/20/2023 23:09:19 INV2-Q6MC-2GE3-CZCF-KMVB SENT SO007736 sharifa1@kensium.com 500.00". The first row is highlighted with a red box. Below the table, the "PayPal Invoice Status" is "CANCELLED". At the bottom, there are buttons: "REQUEST PAYMENT VIA PAYPAL INVOICE", "CHECK PAYPAL INVOICE PAYMENT STATUS", and "CANCEL PAYPAL INVOICE". The "CANCEL PAYPAL INVOICE" button is highlighted with a red box.

Sales Orders

- ✖ A new line appears in the table indicating that the PayPal invoice is now canceled.
- The customer also sees that the invoice is now canceled, and no longer has the option to pay the invoice.



Paypal



Paypal

- A refund of the PayPal invoice has already been paid, the invoice cannot be canceled, and a refund must be made.