

Why can't I change the contact details on an issued invoice?

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HOW-TO:

① NOTE: Editing invoices can interfere with accurate record keeping. To maintain the integrity of your audit trail in EventsAir, invoices should be reversed with a credit note and re-issued.

Attendee panel

1. Find the contact
2. Select each item (registration, function, etc) with an outstanding value, change payment status to “canceled” (override cancelation fee optional)

📄 This creates a credit note to reverse the previous invoice. Do this before updating the details, so the credit note matches the original invoice.

3. Select the credit card icon on the right (*Payments, refunds, invoices, and audit trail*)
 4. Under invoices, preview to check updated details on the credit note, click Issue
 5. Update necessary details
 6. Go back to the item(s) you cancelled, and change payment status back to Purchase
 7. Return to *Payments, refunds, invoices, and audit trail*
 8. Under invoices tab, issue the updated invoice
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