FAQ - How to manage invoices created by mistake in Qargo, including cancellation and number reuse

Updated October 21, 2026

Managing invoices created by mistake in Qargo

In Qargo, invoices are central to accurate financial records, so invoices created by mistake must be handled carefully. Users cannot permanently delete invoices. However, Qargo offers alternatives, such as canceling or repurposing an invoice, to maintain traceability and sequence integrity.

Key points to know

- **Invoices cannot be permanently deleted**: To ensure traceability, Qargo does not allow invoices to be completely removed from the records.
- **Two main alternatives**: Cancel the invoice to preserve traceability, or repurpose it to reuse the invoice number while adjusting its details.

Canceling an invoice

To cancel an invoice:

1. Open the invoice in question.
2. Click the three-dot ("more") menu on the invoice.
3. Select **"Cancel invoice."**

Once canceled, the invoice is no longer valid for billing purposes but remains in the system for audit and traceability purposes. This ensures that any transactions or activity linked to the invoice can be referenced later if needed.
Linked orders are detached and return to **Ready to invoice**.

Repurposing an invoice

If an invoice was created by mistake but the invoice number must stay in sequence, the invoice can be repurposed instead of canceled:

1. Open the invoice.
2. Change the customer on the invoice to the correct one.
3. Remove any existing charges (e.g., zero-value lines).
4. Add or allocate the correct charges for the correct customer.

This approach keeps the invoice number sequence intact while correcting the content of the invoice.

Handling zero-value invoices

For invoices containing only zero-value lines, the choice between repurposing and cancellation depends on the intent:

- Cancel if the invoice is no longer required.
- Repurpose if the number needs to be reused for a valid transaction.

Replacing an invoice that has a wrong number

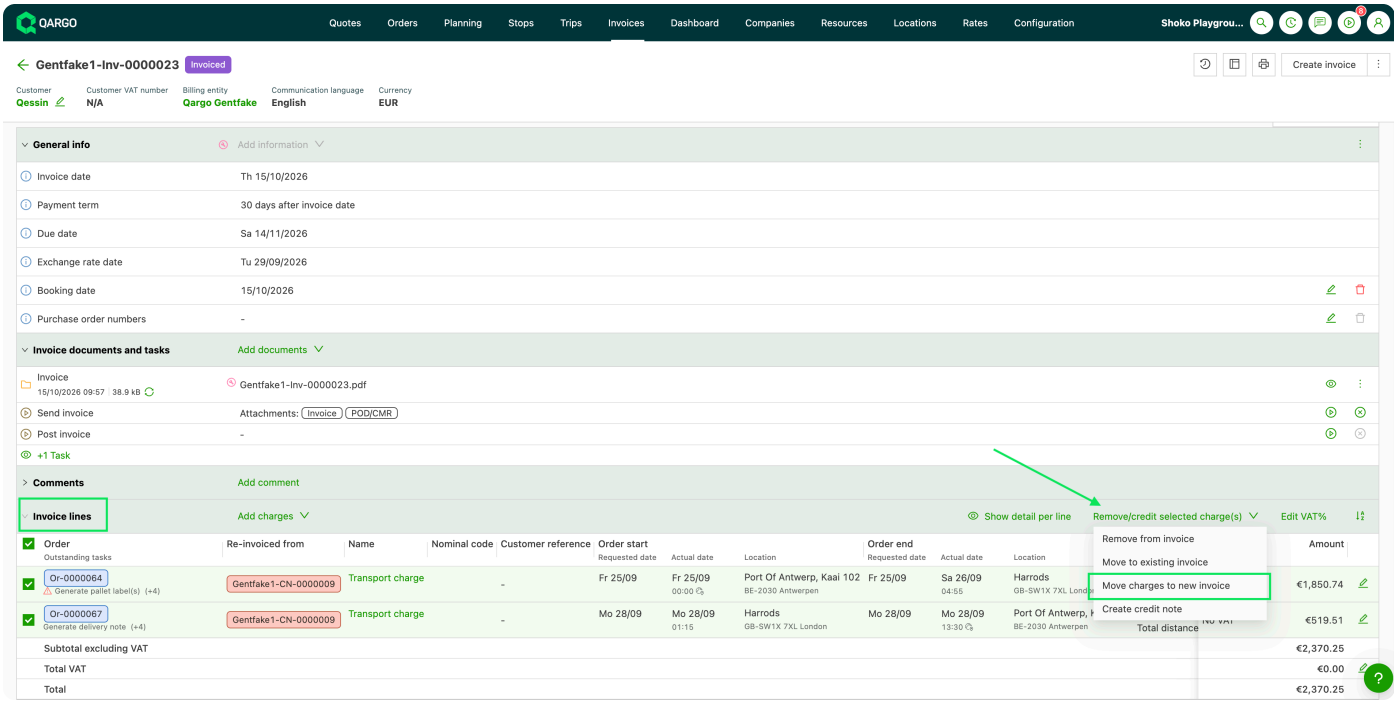
Use this procedure when the invoice number itself is wrong. A common cause is year-based numbering that was not updated at the year-end cutover.

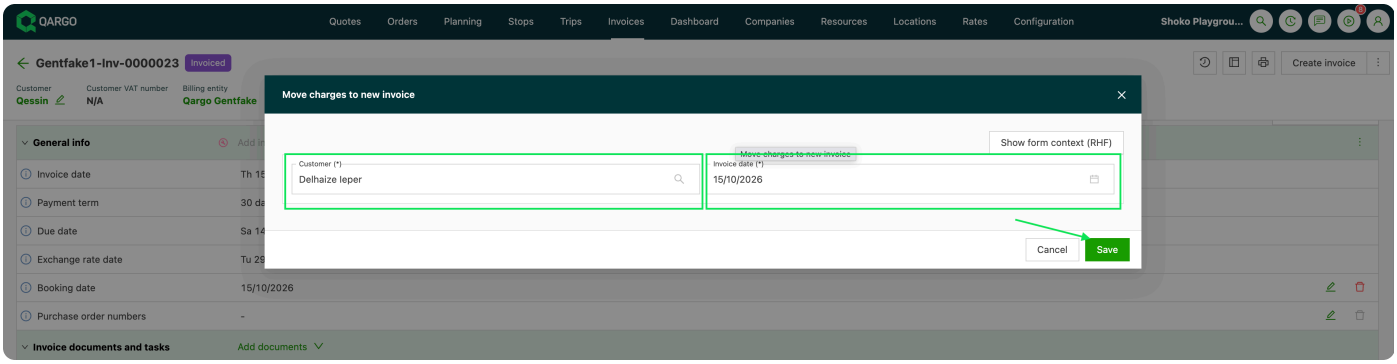
Before starting

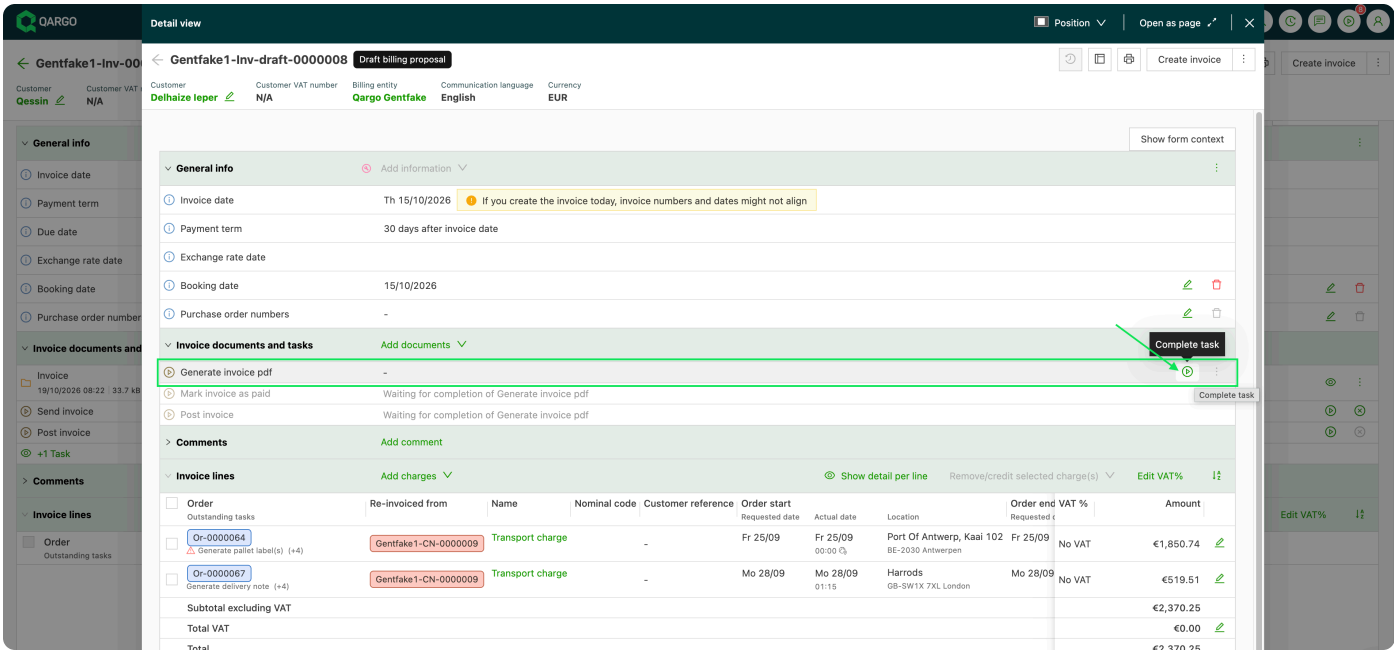
- **Stop billing.** Contact **Qargo Support** via chat to update the numbering sequence first. Otherwise, the new invoice receives the same wrong number.
- **Invoices must have the status 'Invoiced'.** If the invoice has the status Posted, the record has been imported into the accounting package and cannot be updated.

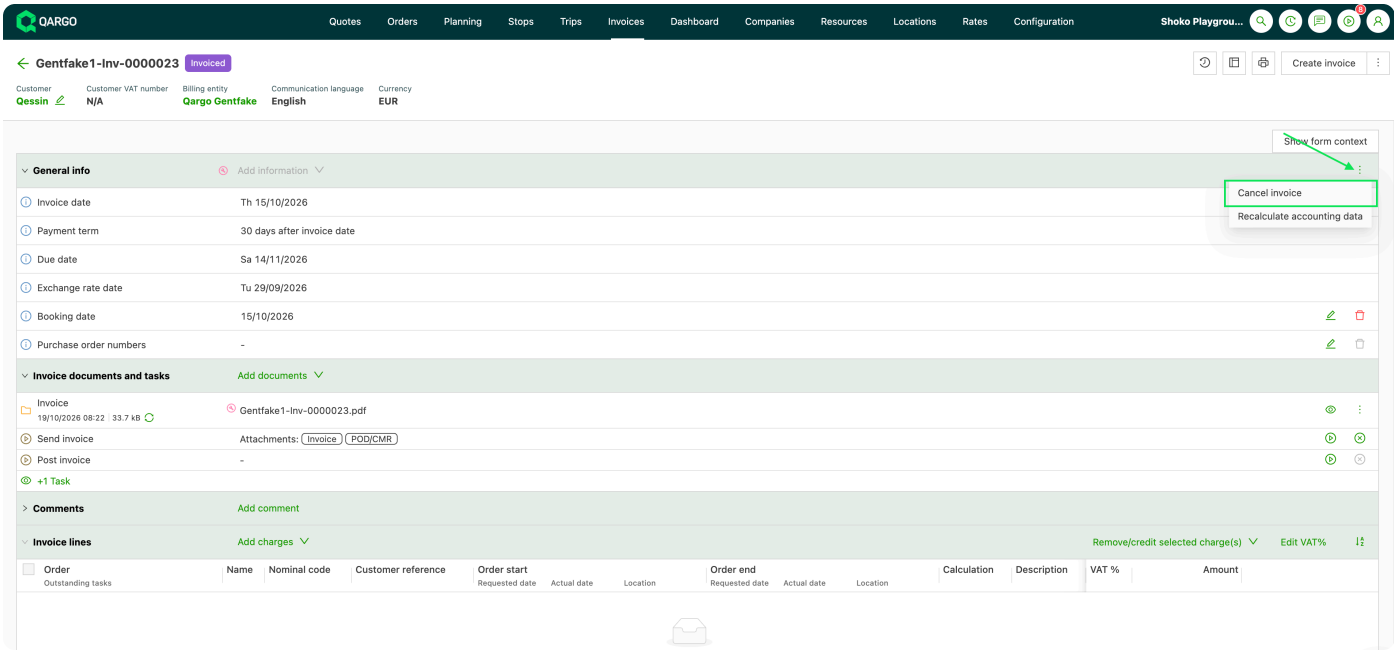
Steps

1. Go to **Invoices > Invoices** to open the main invoice list.
2. Click the invoice whose number needs fixing.
3. In the **Invoice lines** panel, select the charges to move.
4. On the right, open **Remove/credit selected charge(s)** and choose **Move charges to new invoice**.
5. Select the customer and the invoice date, then click **Save**.
6. Check the new invoice, then click **Generate invoice PDF** to create it.
7. If the original invoice is not needed, open the three-dot menu (top right) and select **Cancel invoice**. Click **Yes** to confirm. The status changes to **Canceled**.









A posted invoice cannot be changed. The charges are credited, then invoiced again.

1. Go to **Invoices > Invoices** and open the posted invoice.
2. In the **Invoice lines** panel, select all charges.
3. Open **Remove/credit selected charge(s)** and choose **Create credit memo**.
4. Choose **Create credit memo** (or **Create draft credit memo**). If a draft was created, click **Generate credit memo PDF**.
5. Open the credit memo (**Invoices > Credit memos**). In the **Credit memo lines** panel, select the charges.
6. Open **Remove/invoice selected charges** and choose **Re-invoice charges**.
7. In the **Create invoice(s)** window, check the billing preferences, the invoice date, the booking date and the exchange rate date, then click **Save**. The customer is taken from the charges.
8. Open the new invoice, check the details and click **Generate invoice PDF**. The new invoice receives the next number in the corrected sequence.

9. Continue with accounting. The credit memo and the new invoice are linked: the invoice shows the credit memo under **Re-invoiced from**, and the credit memo shows the invoice under **Re-invoiced on**.

The credit memo balances the original invoice. Qargo does not allow invoices with negative totals, so a credit memo is how a posted invoice is reversed.
If the **customer** is wrong, change the bill-to on the order or charges before re-invoicing.
The credit memo balances the original invoice. Qargo does not allow invoices with negative totals, so a credit memo is the way to reverse an invoice.

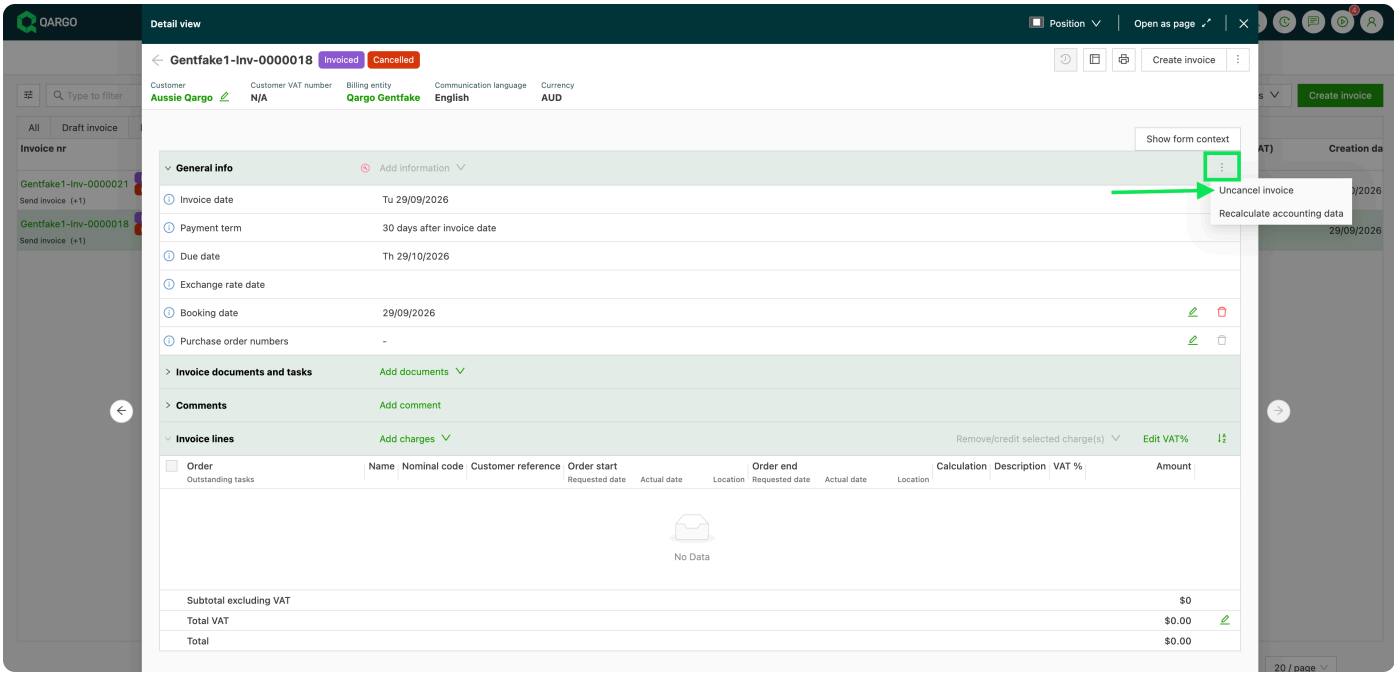
Related FAQs

Q: Why can't an invoice be permanently deleted?

A: Deleting invoices could disrupt financial records and audit trails. To maintain traceable and accurate records, Qargo ensures that all issued invoices are either canceled or corrected and reused rather than removed.

Q: Is cancellation final?

A: No. Canceled invoices remain in the system for traceability. If an invoice is canceled by mistake, it can still be referenced or recovered.
To undo a cancellation, open the invoice under the **Canceled** tab and click **Uncancel invoice**.



Q: Can a canceled invoice number be reused?

A: Yes. If the invoice is already canceled, the cancellation can be undone to bring the number back, but the orders that were attached before canceling are not reattached. They remain at Ready to invoice and need to be added to the invoice again. If invoice number integrity is critical and the invoice is still live, consider repurposing the invoice instead. Following the steps and guidelines above makes it possible to manage invoices created in error effectively, ensuring compliance and accuracy in the financial records.

Q: Can the invoice number of a posted invoice be edited?

***A: No.** Posted invoices are already in the accounting package. The charges can be credited, then invoiced again. Follow the steps above.*