

9.2 Cancel an Invoice

Purpose: Use this document as a reference for how to cancel a bill in ctcLink.

Audience: Student Financials Staff.

! You must have at least one of these local college managed security roles:

- ZZ SF Bill Customers

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

The Third Party Invoice process is for internal tracking purposes only. When canceling an invoice, it does not negatively impact the Corporate Account. This process is used to reset an invoice that was generated previously.

Cancel an Invoice

Navigation: NavBar > Navigator > Student Financials > Bill Customers > Cancel Invoice

1. The **Bill Cancellation** search page displays.
2. Search for an existing **Run Control ID** or select the **Add a New Value** tab and create a new one. Once you have saved a Run Control ID for a given process it will be available for future use.
3. Select the **Search** or **Add** button.

Bill Cancellation

Find an Existing Value

Add a New Value

Run Control ID

Add

Find an Existing Value | Add a New Value

 You can go back to the **Billing Request 1** tab under **Create Billing Request** to locate either the **Invoice Range** (Individual Student Invoice Numbers) or locate the **Billing Request Number** associated with the invoice.

4. The **Bill Cancellation** page displays.
5. Enter or select a **Business Unit** and **Run Option**.
6. **Run Option #1**
 - a. If you select the **Run Option** of "Invoice ID", the **ID**, **External Org ID**, and **Invoice Number** fields become available to locate the invoice to cancel. For this example, a student invoice is selected.
 - b. Enter the External Org ID.
 - c. Enter the Invoice Number.
7. Select the lookup icon and select the Invoice from the search results.

 If you selected "Invoice per Student" when creating a billing request, it is important to note that each student on the invoice has a different invoice number. You will need to cancel all appropriate student invoice numbers or use **Run Option #2** to select all students in the invoice.

Bill Cancellation

Run Control ID CANCEL_BILL_WA171 Report Manager Process Monitor

Business Unit

*Run Option

Billing Request Nbr

ID Nidless, Francis

External Org ID

Invoice Number

*Bill Cancellation Log Option

8. Run Option #2

- If you select the **Run Option** of "**Billing Request Nbr**", the Billing Request Nbr field becomes available to locate the billing request number to cancel.

! The system will only show the most recent Billing Request Number. If your Billing Request Number is not the most recent, you must cancel all invoices that are most recent until you get to the number you need to cancel. Please remember that the invoices are for informational purposes only and does not impact the Corporate Account, only the invoice generated.

9. SBCTC recommends selecting "Log All Activity" in the **Bill Cancellation Log Option** field to view all of the process results.
10. Select the **Save** button.
11. Select the **Run** button.

Bill Cancellation

Run Control ID CANCEL_BILL_WA171 Report Manager Process Monitor [Run](#)

Business Unit

*Run Option

Billing Request Nbr

ID

External Org ID

Invoice Number

*Bill Cancellation Log Option

12. The **Process Scheduler Request** page displays.
13. Select the **OK** button.

Process Scheduler Request

User ID CTC_ARISK Run Control ID CANCEL_BILL_WA171

Server Name Run Date

Recurrence Run Time

Time Zone

Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	Billing Cancellation	SFPUNPRC	COBOL SQL	<input type="text" value="(None)"/> <input type="button" value="▼"/>	<input type="text" value="(None)"/> <input type="button" value="▼"/>	Distribution

14. The **Bill Cancellation** page displays.
15. Select the **Process Monitor** link to verify the **Run Status** is "Success" and the **Distribution Status** is "Posted".

Bill Cancellation

Run Control ID CANCEL_BILL_WA171

Report Manager **Process Monitor** Run

Process Instance:64082420

Business Unit WA171 

*Run Option Bill Request Nbr

Billing Request Nbr 1429 

ID

External Org ID

Invoice Number

*Bill Cancellation Log Option Log All Activity

Save Return to Search Notify Add Update/Display

View Cancellation Results

Navigation: NavBar > Navigation > Student Financials > Bill Customers > Review Invoice Cancellation

1. The Bill Cancellation search page displays.
2. Enter a **Business Unit** and select the **Search** button.
3. The **Search Results** display.
4. **Run Option #1** from above
 - Select the most recent report (highest number). This one **does not** have a **Billing Request Nbr**.

Bill Cancellation

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Business Unit begins with

Billing Cancellation Number =

Search **Clear** [Basic Search](#) [Save Search Criteria](#)

Search Results

View All First 1-4 of 4 Last

Business Unit	Billing Cancellation Number	Invoice Number	Billing Request Nbr
WA171	2	WA172TPC000000000000246 0	
WA171	3	WA171TPC000000000000435 0	
WA171	24	WA171TPC000000000001490 0	
WA171	921	WA171STU000000000018763 0	

5. **Run Option #2** from above.

- Select the most recent report (highest number). This one **does** have a **Billing Request Nbr**.

Bill Cancellation

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Business Unit begins with

Billing Cancellation Number =

Search **Clear** [Basic Search](#) [Save Search Criteria](#)

Search Results

View All First 1-5 of 5 Last

Business Unit	Billing Cancellation Number	Invoice Number	Billing Request Nbr
WA171	2	WA172TPC000000000000246 0	
WA171	3	WA171TPC000000000000435 0	
WA171	24	WA171TPC000000000001490 0	
WA171	921	WA171STU000000000018763 0	
WA171	922	WA171TPC00000000003449 1429	

6. Review the results of **Run Option #1**.

Bill Cancellation

Business Unit WA171 Spokane Community College

Billing Cancellation Number 921

User ID CTC_ARISK

Billing Request Nbr

[Find](#) | [View All](#) First  **1 of 1**  Last

Invoice Number WA171STU00000000018763

ID 201036446 Nidless, Francis

External Org ID

Billing Cancellation Status Cancelled Successfully

Message

 [Return to Search](#)  [Notify](#)

7. Review the results of **Run Option #2**.

Bill Cancellation

Business Unit WA171 Spokane Community College

Billing Cancellation Number 922

User ID CTC_ARISK

Billing Request Nbr 1429

[Find](#) | [View All](#) First  **1 of 1**  Last

Invoice Number WA171TPC00000000003449

ID

External Org ID 000033036 Chewelah School District

Billing Cancellation Status Cancelled Successfully

Message

 [Return to Search](#)  [Notify](#)

8. Process complete.