



## 15 Minute Tip Talk – February 15, 2017

### Cancelling Docs? Timing is Everything

*Available starting SAP Business One 9.0*

#### **Background**

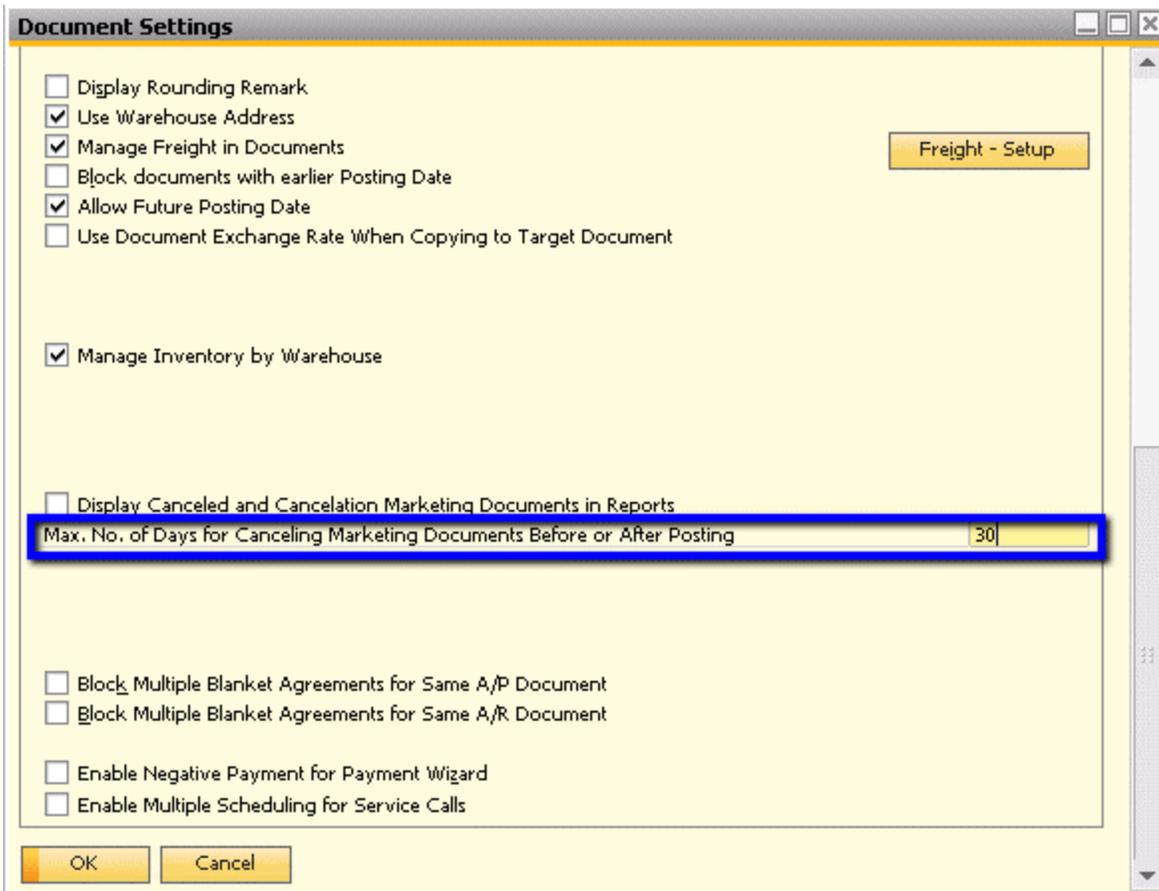
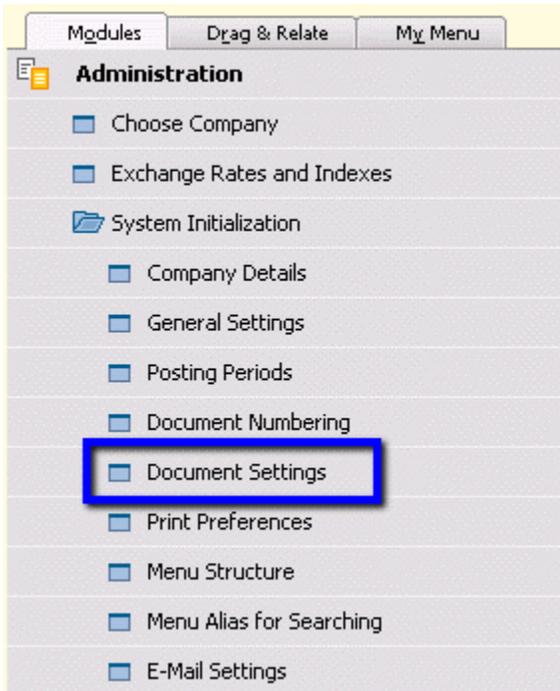
Document cancellation is an integral part of document and enterprise resource management, as it provides a way to mitigate human error and changes in requests.

Previous to SAP Business One version 9.0, in order to cancel a document with journal or inventory postings, users could not select Cancel from the context menu but must create a reversal document. This means creating a return to cancel a delivery and a credit memo for an invoice. The challenge with using reversal documents as cancellations, however, is that it is difficult to distinguish the intent of the document at a glance when using a single document type for two different purposes. For example, to determine the rate of goods returns, users must separate returns documents that represent a true goods return from those that are used to correct erroneous delivery postings.

Starting SAP Business One 9.0, you may cancel just about any open marketing document from the context menu. The system will automatically create a cancellation document as well as the respective journal entry to reflect the cancellation. Similar to reversal documents, cancellations may affect reports and inventory. For this reason, it is important to properly manage the timing of cancellation.

#### **Document Settings**

SAP Business One allows user to specify the time range within which cancellation of a marketing document is allowed. This can be found in Administration > System Initialization > Document Settings in the General tab.



Note that if your company allows future posting, you may be able to cancel a document on a date that is earlier than the posting date.

## Canceling

In the following example, we have posted invoice on 01/01/18. When we try to cancel after 01/31/18, we will see an error message stating: *Cancellation is not possible; posting date exceeds limit of 30 days allowed for cancellation.*

The screenshot displays the 'A/R Invoice' window. The 'Posting Date' field is highlighted with a blue box and contains the value '01/01/2018'. Below the invoice details is a table with the following data:

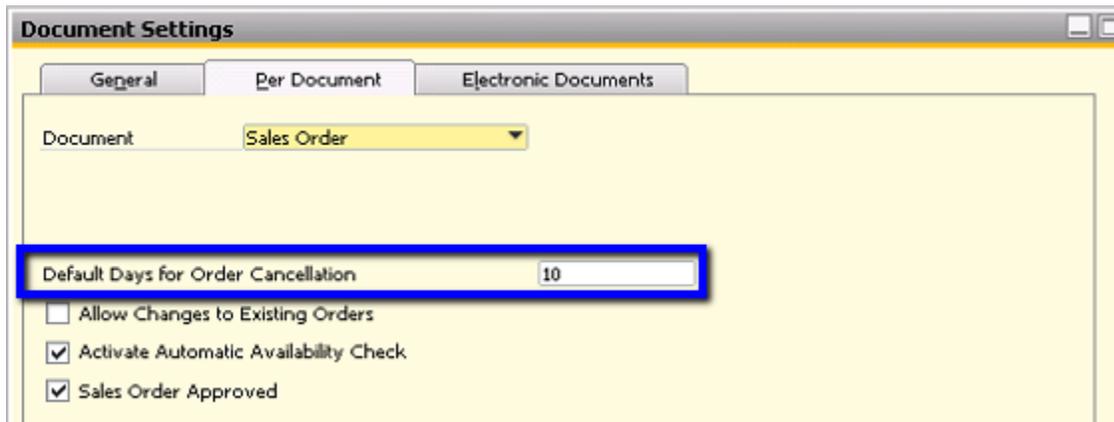
#	Item No.	Quantity	Unit Price	Disc...	Tax C...	Total (LC)
1	A00001	1	400.00 \$	0.000	NY	400.00 \$

At the bottom of the window, the 'System Messages Log (15)' is visible. The first message is highlighted with a blue box and reads: 'Cancellation is not possible; posting date exceeds limit of 30 days allowed for cancellation'.

## Orders, Quotations, and Purchase Requests

Note that the maximum days for cancellation does not apply to orders, quotations, or purchase requests, where you can set a validity date. Therefore, users will be able to cancel those documents after the 30-day period set in the General tab of the Document Settings. Users can set the number of days during which sales orders can be cancelled in the Per Document tab of

Administration > System Initialization > Document Settings. This represents the period during which the customer may cancel the order without any consequences.



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