

Rejecting an Invoice

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Overview

The **Reject** invoice function allows you to reject an invoice. This will change the status from *Pending* to *Rejected*.

Rejecting an invoice will create a note against the account that is visible in the **Notes** tab of the account.

An invoice can only be rejected if it is currently in a *pending* status.

Why Would I Use this?

An invoice may be rejected due to incorrect charges appearing, calls or other usage being rated incorrectly, or when you need help from Emersion support.

Reject an Invoice

Navigate to the [Manage Invoice](#) page for the invoice you wish to reject, and click **Reject**

Receive Payment **Invoice List** Unallocated Transactions Pending Cardlines Payments Disputes Credit Write off Refund Automated Payment Status

Manage Invoice ⓘ

Invoice ID: 4913770

Account Number:

Customer Name: Org Change Pty Ltd

Approval Date:

Approved By:

Invoice Approval Status: Pending

☒ Reset Issue Date to Today and Due Date as per terms when approved

View Invoice

Approve

Approve - Do Not Send

Reject

Re-Render

Re-Rate

Cancel

[Set Invoice Dates](#)

* Due Date:

* Issue Date:

[User Portal Display](#)

Save Dates

The *Reject Invoice* page will appear:

Reject Invoice

Invoice ID: 4913770

Account Number:

Customer Name: Org Change Pty Ltd

☐ Emersion to Action?

* What was expected?:

* What was observed?:

* What research has been performed to isolate the issue?:

The rejecting an invoice function can be used in two ways.

- use the rejection of an invoice to group invoices for further investigation by your team.
- Flag as **Emersion to Action** and complete the additional form fields.

If the **Emersion to Action** is selected, a support ticket will be created on your behalf for our support team to review.

If an invoice is rejected and it is determined that no system fault occurred, you will be charged for the time spent on your issue.

Submit

Back

Fill in the following fields:

1. What was expected?
2. What was observed?
3. What research has been performed to isolate the issue?

Once the required data has been filled in, click **Submit** to reject the invoice.

Emersion to Action

If the *Emersion to Action* checkbox is checked before clicking **Submit**, this will create a support request to be investigated by the Emersion support team.

If this is required, please ensure that the three text fields are filled in with as much detail as possible to expedite the resolution of this issue.

Un-rejecting an Invoice

Once the issue that caused the invoice to need to be rejected has been resolved, the invoice can be un-rejected, which will place the invoice back into *Pending* status.

To do this, navigate to the **Manage Invoice** screen and click **Unreject** button.

Receive Payment

Invoice Link

Unallocated

Transactions

Pending Cardless

Payments

Disputes

Credit

Write off

Refund

Automated Payment Status

Manage Invoice

Invoice ID: 4913770

Account Number:

Customer Name: Org Change Pty Ltd

Approval Date:

Approved By:

Invoice Approval Status: Rejected

Rejected Count: 1

Notes History

DateTime: 22 Jan 2021 15:33:52

Added By: Michael Test

* Details: ->prevWhat was expected?

test

What was observed?

test

What research has been performed to isolate the issue?

test->prev

☒ Reset Issue Date to Today and Due Date as per terms when approved

View Invoice

Approve

Approve - Do Not Send

Unreject

Re-Sender

Related Pages

- [Re-Rate Invoice](#)
- [Unapproving Invoice](#)
- [Payment Extensions](#)
- [Rejecting an Invoice](#)
- [Approving an Invoice](#)
- [Acceptance Testing: Payment Extensions](#)
- [Grant a Payment Extension](#)
- [Payment Extensions Fundamentals](#)