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.

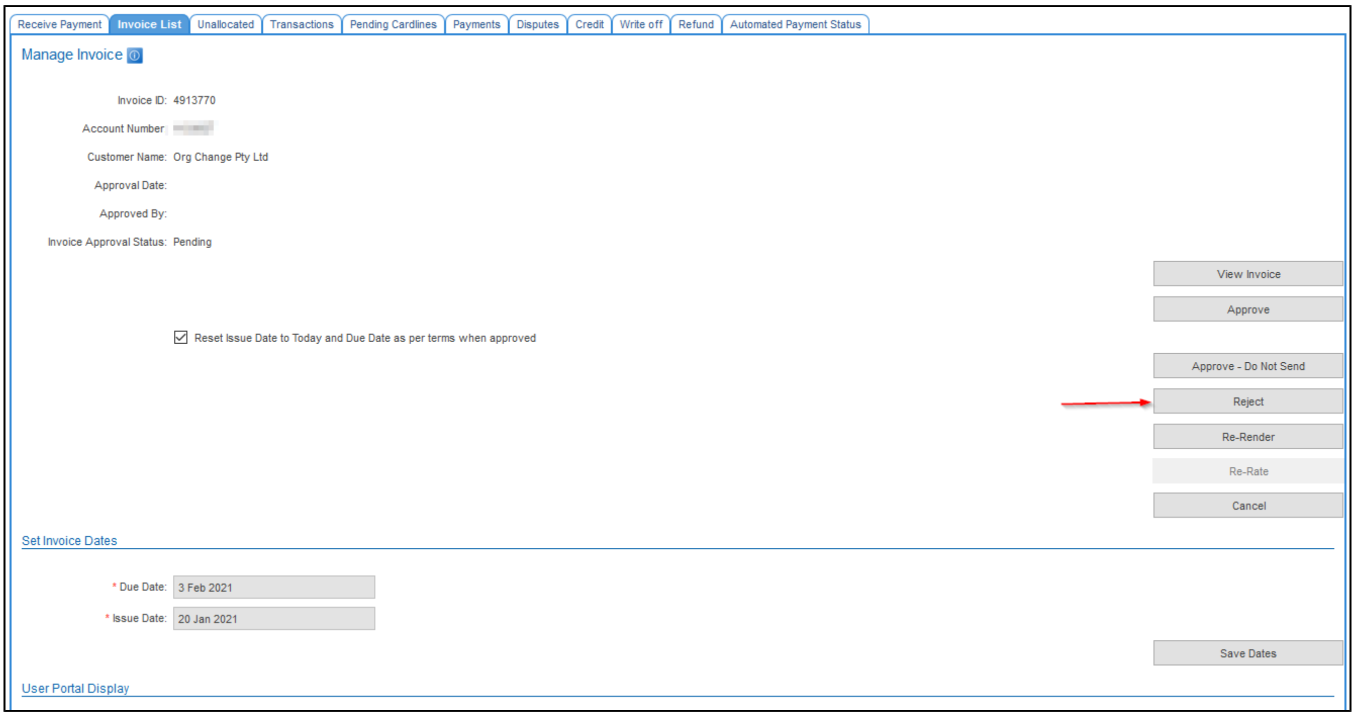
An invoice can only be rejected if it is currently in a *pending* status.

Why Would I Use this?

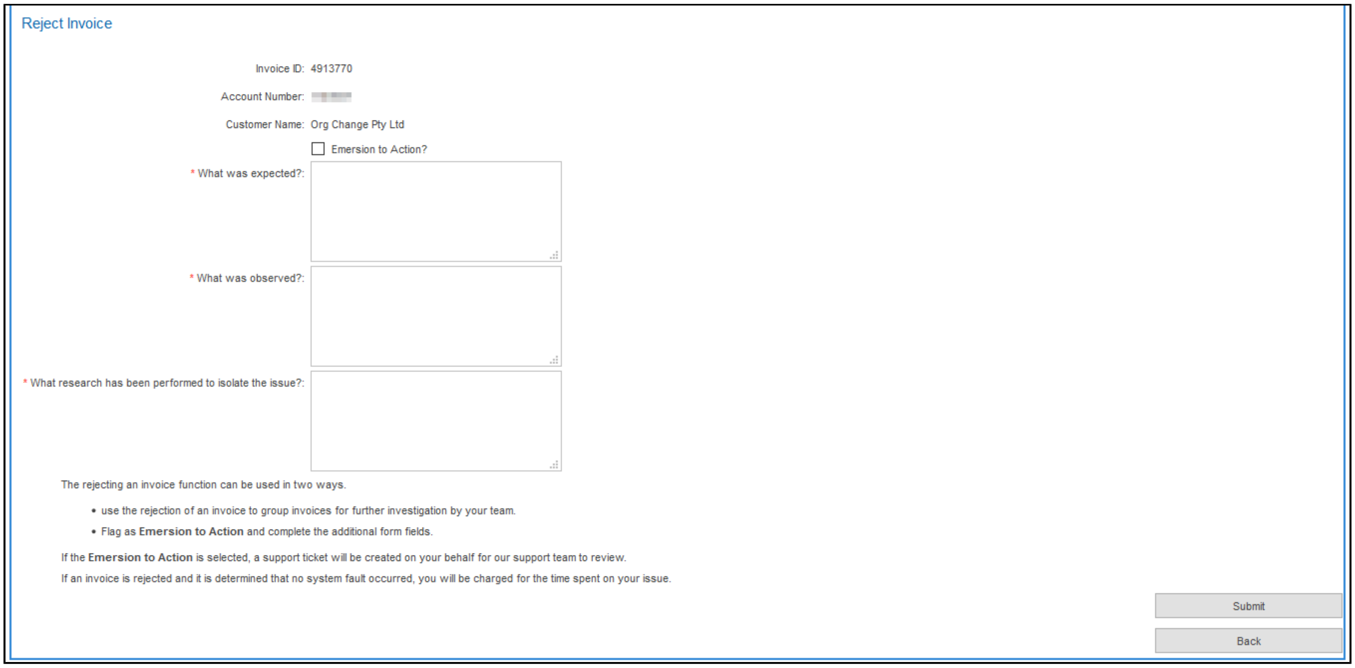
An invoice may be rejected due to incorrect charges appearing, calls or other usage being rated incorrectly, or when you need help from Emersion support.

Reject an Invoice

Navigate to the Manage Invoice page for the invoice you wish to reject, and click **Reject**



The *Reject Invoice* page will appear:



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

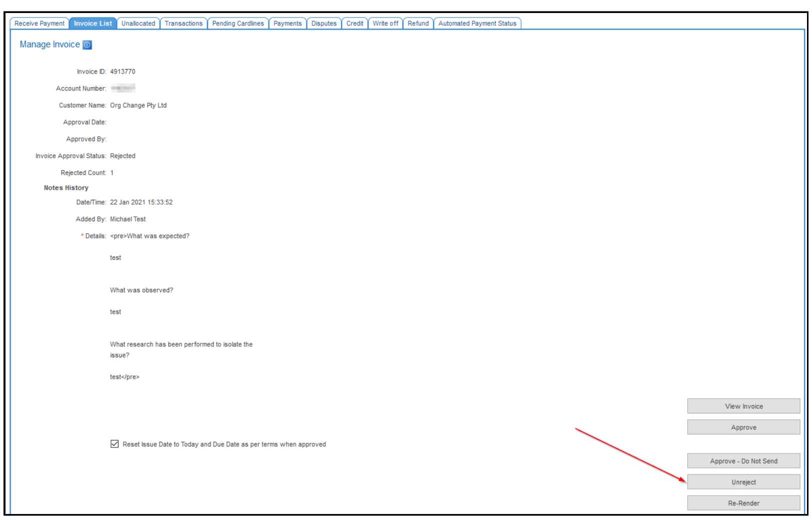
If the *Emersion to Action* checkbox is checked before clicking **Submit**, this will create a support request to be investigated by the Emersion support team.

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.



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