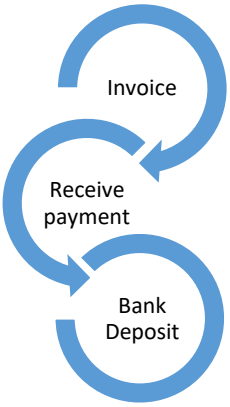
Correcting Errors in Sales Transactions
Chapter 3



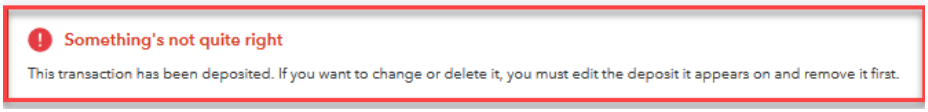
Sales transactions are linked in QBO.

For sales on account, the **deposit** of a customer payment is linked to the **payment** transaction, the **payment** transaction is linked to the **invoice**.

For cash sales, the the **deposit** of a customer payment is linked to the **Sales receipt** transaction.

If you find that you need to correct or delete any part of the transaction, think through the affect the change will have on any linked transactions.

Here are some examples of what can happen.

Action	What happens
Delete an **invoice** that has a payment applied	QBO will un-apply the payment and leave a credit balance in the customer account. Consider deleting the payment, entering a correct invoice, and re-entering the payment.
Edit an **invoice** that has a payment applied	QBO will leave a debit (unpaid) balance or a credit (unapplied) balance on the customer account. If the correction reduces the invoice amount below the amount paid, the **payment** form will automatically change. Any payment over the edited invoice amount will show as a credit. Again, consider deleting the payment first.
Try to **delete or correct** a payment (including payments entered on **Sales receipts**) that has been deposited	You will get an error message:  Something's not quite right This transaction has been deposited. If you want to change or delete it, you must edit the deposit it appears on and remove it first. You will need to delete the deposit (or remove the selected payment from the deposit), make your corrections, and re-deposit.

NOTE: In practice, once an invoice has been sent to a customer, you should not delete or change the invoice. Instead, a credit memo should be issued.