

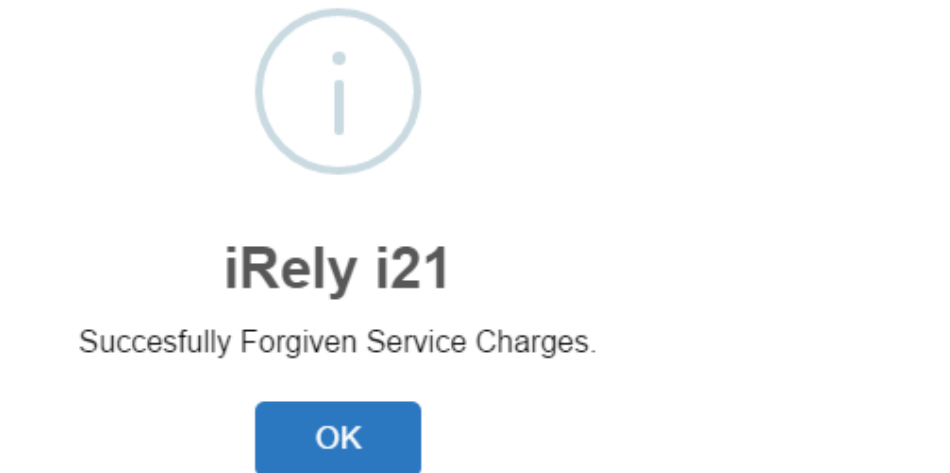
# How to Forgive Service Charge Invoice

1. Go to **Sales | Service Charge Invoice menu** to open the **Service Charge Invoice screen**.
2. Select the invoice records that you want to forgive.
3. Click **Forgive** button. Note that you cannot forgive invoice that is already posted. You need to unpost it first before you will be able to 'Forgive'.




Service Charge Invoice Number	Date	Customer Name	Amount	Posted
SC-1	3/18/2016	All U Need Kwik-Stop	4,128.22	<input checked="" type="checkbox"/>
SC-3	5/16/2016	Brown Brother Farms	9.00	<input type="checkbox"/>
SC-4	3/1/2016	BGD	83.89	<input type="checkbox"/>
SC-10	2/28/2016	BGD	2.91	<input type="checkbox"/>
SC-11	2/29/2016	ABC Reseller	14.29	<input type="checkbox"/>

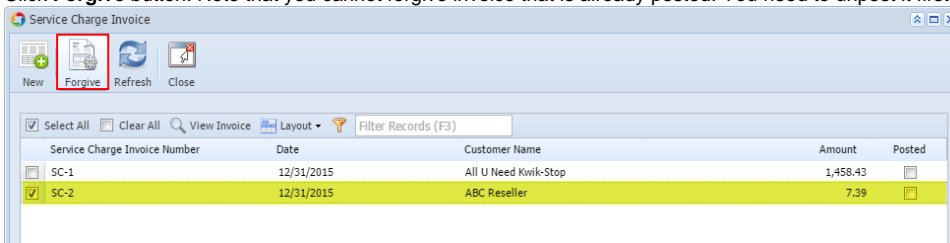
4. Once done, the system will show this message. Click the **OK** button.



Forgiven invoices will be removed from the Service Charge Invoice list and Customer History list.

 Service charges that are already forgiven will no longer be included the next time you process the service charge for a specific customer. For example, if you calculate and forgive the service charges as of Nov. 30, the next computation will start from Dec. 1 when you process service charge as of Dec. 30.

1. Go to **Sales | Service Charge Invoice menu** to open the **Service Charge Invoice screen**.
2. Select the invoice records that you want to forgive.
3. Click **Forgive** button. Note that you cannot forgive invoice that is already posted. You need to unpost it first before you will be able to 'Forgive'.



Service Charge Invoice Number	Date	Customer Name	Amount	Posted
SC-1	12/31/2015	All U Need Kwik-Stop	1,458.43	<input type="checkbox"/>
SC-2	12/31/2015	ABC Reseller	7.39	<input type="checkbox"/>

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Service charges that are already forgiven will no longer be included the next time you process the service charge for a specific customer. For example, if you calculate and forgive the service charges as of Nov. 30, the computation will start from Dec. 1 when you process service charge as of Dec. 30.