Problem: Duplicate Invoices when trying to post invoice to A/R**.**

This problem is caused by:
1. Printing invoices in both COP and AR simultaneously.
2. Printing invoices in COP and entering sales CR/DR memo in A/R simultaneously.
3. Assigning Order # = Invoice # in COP setup. Occurs when you first set this to "Y" and later change it to "N". For example, you have order 1 thru 6. By setting this option to "Y", when you print invoices for these orders, the system will assign invoice numbers 1 thru 6. However, the next available invoice no. in A/R setup is still set to 1. Later you decide to let the system assign invoice number from the A/R control file by setting the option (order # = invoice #) to "N" in COP setup. When you print invoices again, the system will start with invoice number 1.
4. Someone manually changed the next invoice number in A/R setup.

Problem Solution 1: Perform the following steps for each invoice in question.

1. Make sure the next invoice number in A/R setup is correct.
2. Select **Print Invoices** from the **COP PROCESSING** pull-down menu.
3. Select Print.
4. Enter the Invoice Date - The date entered is the billing date that the invoice transactions posted to Accounts Receivable.
5. Enter the first order number within the range you wish to print. It is important that you specify the exact order number range that was entered prior to running posting, or select and print one order at a time.
6. After specifying the Order No(s) to print, **answer YES to the PRINT DUPLICATE INVOICES? question.**
7. Answer "**NO**" to the prompt: Are Invoices Just Printed OK?
8. Answer "**NO**" to the prompt: Do you wish to re-use Invoice Numbers?
9. Print the invoices for the order(s) again.
10. Post the invoices.

Problem Solution 2: If the duplicate invoice is caused by printing invoice in COP and entering sales cr/dr memo in A/R simultaneously, consider the following 2 procedurial changes:

1. Use immediate invoice printing feature instead of printing invoice in range. Printing of immediate invoice will not conflict with AR CR/DR memo entry process. This includes entering I type orders, or printing immediate invoice after billing selection.

2. Consider entering credit memo in cop instead of A/R.

Note: If you have NSI's Void Invoice Enhancement (Enh. 48), use it to void the invoice(s) that has the "Integrity Error". By doing this, you eliminate steps 1 thru 8. ***Refer to Chapter 48 in NETcellent Standard Macola Enhancements Manual for usage instructions***.

If you have any questions please contact your Netcellent Reseller.