

AR History (Account) - Invoice Adjustment Error Fixed (21737)

Last Modified on 07/15/2026 11:03 am PDT

An issue was fixed where attempting to adjust a paid invoice resulted in a "Failed to Adjust: Bad Request" error. Users can now successfully create and post adjustments on invoices with a zero balance.

AR HISTORY

CURRENT

1-30 DAYS

31-60 DAYS

61-90 DAYS

91-120 DAYS

120+ DAYS

TOTAL

-28.81

0.00

0.00

0.00

0.00

0.00

-28.81

Limit to open items

STATEMENT

INVOICE

AUTO APPLY

BALANCE WRITE OFF

WALLET (7) / AUTO PAY MAX \$0

Search

DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMO...	BALANCE	RUNNING SUM
06/11/26	06/26/26	2026-06	59950001	Invoice		243.61	(243.61)		271.19
06/09/26	06/24/26	2026-06		Invoice		301.24	(301.24)		632.59
06/08/26	06/23/26	2026-06		Invoice		165.01	(165.01)		311.35
06/01/26	06/16/26	2026-06		Invoice		146.34	(146.34)		146.34
06/16/26	06/16/26	2026-06	59950001	Merchant Proc...		4.00	(4.00)		75.19
06/11/26	06/11/26	2026-06	59950001	Merchant Proc...		14.40	(14.40)		285.59
06/10/26	06/10/26	2026-06	59950001	Merchant Processing Fee	986953	10.80	(10.80)		438.05

AR HISTORY

CURRENT

1-30 DAYS

31-60 DAYS

61-90 DAYS

91-120 DAYS

120+ DAYS

TOTAL

-31.21

0.00

0.00

0.00

0.00

0.00

-31.21

Limit to open items

STATEMENT

INVOICE

AUTO APPLY

BALANCE WRITE OFF

WALLET (7) / AUTO PAY MAX \$0

Search

DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMO...	BALANCE	RUNNING SUM
07/15/26		2026-07		Credit Memo - Adjustment	986949	(26.23)	0.00	(26.23)	(55.04)
07/15/26	07/30/26	2026-07		Invoice	1000896	23.83		23.83	(31.21)
06/11/26	06/26/26	2026-06	59950001	Invoice	986949	243.61	(243.61)		271.19
06/09/26	06/24/26	2026-06		Invoice	986937	301.24	(301.24)		632.59

Additionally, enhancements were made to the system logic:

- Adjustments that exceed remaining balance - When an adjustment is made to a \$0 balance invoice, or if a subsequent payment reduces the balance before the adjustment is approved, the adjustment will still process successfully. However, the system will now leave the remaining amount as "Unapplied" rather than blocking the transaction.
- Approving the same Adjustment - Attempting to approve the exact same adjustment simultaneously across two different sessions will now be blocked by the system, throwing an error to prevent duplicate processing.