


How do I record a cancellation?

If a customer cancels an order that hasn't been paid for, you can issue a credit using the customer credit form. The customer credit form is basically an invoice with a negative amount.

1. [Open the account](#) that you use to track this customer's payments and invoices.
2. Click  (the Account Actions icon), and then choose **New Credit**.
3. At the top of the **Credit** form, fill out the customer information area.
4. Enter the canceled items in the line item area.
5. If you want to preview the credit form, click **Print**. Then click **Preview**.
You see how the printed credit form will look and you can go back and make any changes if necessary.
6. If you want to print the **Credit** form, click **Print**. Then click **Enter**.
Quicken enters the credit in the invoices/receivables register which decreases the customer's outstanding balance.

This feature requires **Quicken Business & Personal**. Learn how you can [upgrade Quicken](#) in minutes.