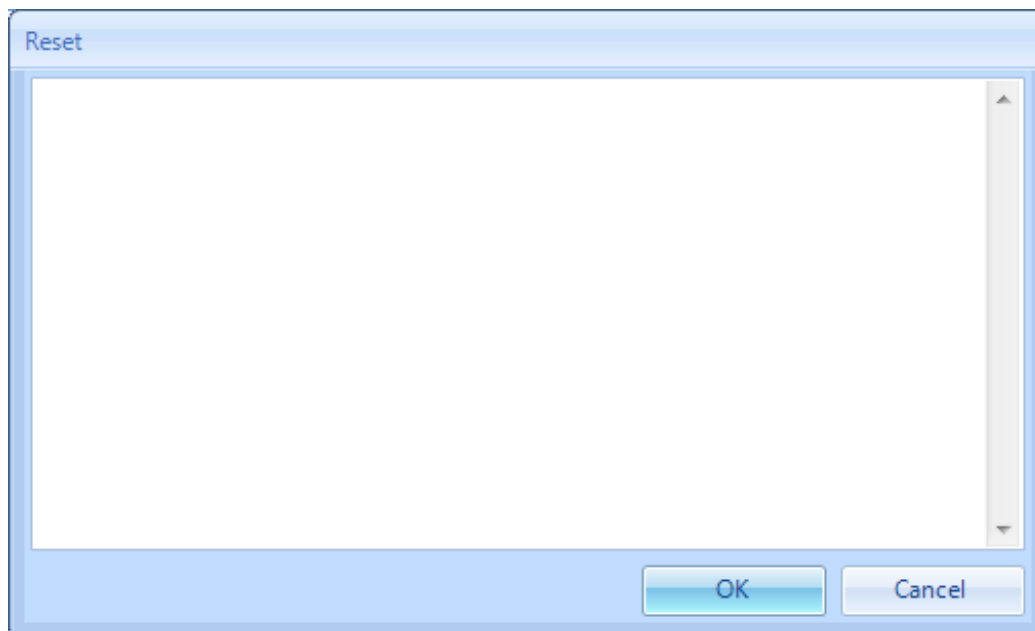


# Reset Confirm WO Invoiced to Client

📅 Wed, Jan 17, 2024    📁 [Helpdesk Work Page Invoice Actions](#)

If a Work Order has been confirmed that it has been invoiced to the Client incorrectly, there is an option to reset the confirmation. To reset the Work Order Invoiced to Client flag on a Work Order, go to “Work Order Invoiced to Client” action in the Agent Actions menu and choose “Reset”.

1. When in the appropriate Work Order, go to the Agent Actions drop down and select the Action “Work Order Invoiced to Client > Reset”. This displays the Reset screen. Provide a note as to why the WO invoiced to Client status is being reset and click the "OK" button. This also removes the Work Order from the previously selected Client Invoice (this is shown in the Work Order Events).

A screenshot of a software dialog box titled "Reset". The dialog box has a light blue header bar with the title "Reset" in a small, dark font. The main body of the dialog is a large, empty white rectangular area, which typically serves as a space for a user to enter a note or comment. On the right side of this area, there is a vertical scrollbar. At the bottom right of the dialog, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a light blue gradient, while the "Cancel" button is a plain light blue.

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=376>