

# Flagged Shipments and Invoicing

It is now impossible to post (or even preview) and invoice that contains a flagged shipment. This has several consequences and allows us to solve a persistent problem with voided shipments.

One or more shipments are flagged. Invoices cannot contain flagged shipments at posting.  
Flagged shipment(s): 441531508



What this means is that if you have a shipment that requires future attention you can flag it to ensure it never gets accidentally invoiced before you are ready.

This addresses various needs but also a specific issue: if a shipment needs to be voided but the carrier no longer permits this, what do you do? The recommended method is to find the shipment and use the “Refund” command to credit the customer. For some carriers a shipment that is not handed to a driver doesn’t get billed but for some carriers it does. Purolator, for example, cannot credit you for a shipment until the bill is submitted. Thus if you refund a shipment and later get billed for it a correction will be generated and the customer will get invoiced.

By flagging the shipment, when it is reconciled it will prevent the invoice with a message that lets the operator track it down and contact the carrier for a credit, then unflag the shipment and use the “Refund” command then.