1. Log into Priority Software FBS using your USC NetID.
   
   Please have the Invoice Number handy. This can be found in the dispute email and/or searching for it in the Invoice icon under the Operations tab.

   ![Operations Tab](image1)

2. From the Operations tab, enter the Invoice Number into the Document # and hit Enter from your keyboard to search.

   ![Search Invoice](image2)

3. Once the invoice is called up on screen, scroll down and click Void this Document. This will bring all items back to the eLog for edits/refunds.

   **For refunds only:** go to eLog > delete the original order by double clicking the order > hit the delete key on keyboard.

   **For edits only:** go to eLog > make edits to original order > take order through the invoicing process again.

   ![Void Document](image3)

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http://research.usc.edu/cores/  USCCORES@usc.edu  Last Updated: 10/18/2018