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# PAYMENT SERVICES USER MANUAL

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## INVOICE IS LOCKED

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When a user opens an invoice, the application "locks" the invoice to prevent other users from making changes to it. A message will be displayed at the top of the screen indicating who has locked the invoice.

However, there is a time limit for this lock. After 15 minutes, another user can select the invoice and that user will then have the invoice locked.

When the first user then tries to save the invoice, an error message "Invoice not updated because another User has modified it" will be displayed. The first user must go to the **Status** screen and select the invoice. If the invoice is still locked by another user, a message will be displayed at the top of the screen indicating who has locked the invoice. They can then contact that user and determine which changes need to be made to the invoice.