Voiding Transaction Receipts

Purpose: Receipts can be voided for the open business day. Processed or even posted receipts may become invalid. A cashier could make a mistake when creating a receipt; in this case, the Cashiering feature enables you to void a receipt. Two examples:

- Payment was entered twice, you need to void one payment
- Payment was entered incorrectly, you need to void and re-enter correct payment

The following instructions describe how to void a transaction receipt.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Begin by navigate to the Void Receipts page: Main Menu &gt; Student Financials &gt; Cashiering &gt; Cash Management &gt; Void Receipts-Cashier</td>
</tr>
</tbody>
</table>

![Void Receipts page](image)

Result: The Void Receipts page displays.

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<table>
<thead>
<tr>
<th>Void Code</th>
<th>GI Plan</th>
<th>Status</th>
<th>Receipt Number</th>
<th>Register</th>
<th>Cashier</th>
<th>Total Amount</th>
<th>Time</th>
<th>Trxn Type ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Void</td>
<td>N</td>
<td>Posted</td>
<td>1 A</td>
<td>rjohnes</td>
<td>50.00</td>
<td>12:10:54PM</td>
<td>5454369</td>
<td></td>
</tr>
<tr>
<td>Void</td>
<td>N</td>
<td>Posted</td>
<td>2 A</td>
<td>rjohnes</td>
<td>50.00</td>
<td>12:11:50PM</td>
<td>5454369</td>
<td></td>
</tr>
</tbody>
</table>
4. Click the **Void** button next to the receipt that you want to void.

   ![Void button]

**Result:** The *Enter Void Reason* page displays.

**Enter Void Reason**

```
*Void Reason Code: [ ]
OK Cancel
```

5. Enter or select the appropriate reason in the **Void Reason Code** field.

   **Values:** ERR – Error, ADM – Administrative Decision

6. Click the **OK** button.

   **Result:** Once you enter a void reason, the system returns to the Student Payments page, so that you may enter the payment correctly (in the event that it was a mistake). If you are voiding a duplicate, no further action is necessary.

7. To verify the void was processed, return to the Void Receipts – Cashier page. The result should be: The system voids the receipt, makes the **Void** button unavailable, and displays the **Void Code** representing the void reason that you entered.