Void an Entry

Last Modified on 12/10/2025 1:17 pm EST

1. From the *Posting Menu*, select **Void Line Item**.

2. On the *Please Select a Void Journal Number* window, choose **Create**.

3. Enter the *Division*.

4. Enter the *Date* of the tickets.

5. Enter the *User ID*.

6. Choose **Select**.

7. On the *Select Customer* window, enter the *Customer #* or press **F5** to select from the list.

Date	Ticket#	Trans	Dept	Posting Reference	Qty Parts	Gallons	Total Amount
02/16/23	1215	15	1000	RESIDENTIAL PROPANE	0.00	100.00	$164.22
02/16/23	1212	16	1000	RESIDENTIAL PROPANE	0.00	400.00	$656.86
01/17/23	1211	14	1000	RESIDENTIAL PROPANE	0.00	200.00	$416.00
01/16/23	1210	14	1000	RESIDENTIAL PROPANE	0.00	100.00	$208.00
01/16/23	1209	14	1000	RESIDENTIAL PROPANE	0.00	100.00	$208.00
07/16/20	1187	14	1000	RESIDENTIAL PROPANE	0.00	250.30	$257.55
07/15/20	1185	13	9999	bury line	1.00	0.00	$156.00
05/13/20	1179	31	1000	RESIDENTIAL PROPANE	600.00	0.00	(120.00)
05/13/20	1179	13	1000	RESIDENTIAL PROPANE	200.00	0.00	$200.00
05/13/20	1179	15	1000	RESIDENTIAL PROPANE	600.00	0.00	$1,050.00
05/13/20	1179	14	1000	RESIDENTIAL PROPANE	0.00	800.00	$0.00
05/13/20	1177	31	1000	RESIDENTIAL PROPANE	200.00	0.00	(40.00)
05/13/20	1177	15	1000	RESIDENTIAL PROPANE	200.00	0.00	$350.00
05/13/20	1174	31	1000	RESIDENTIAL PROPANE	200.00	0.00	(40.00)
05/13/20	1174	16	1000	RESIDENTIAL PROPANE	0.00	200.00	$350.00
09/05/19	1165	13	1001	COMMERCIAL PROPANE	320.00	0.00	$746.24
09/05/19	1165	14	1001	COMMERCIAL PROPANE	0.00	800.00	$0.00

Last Statement Date 07/31/18   Last Statement Balance (1,000.55)

Journal Number   1178   Void Line Item

8. On the *History Line Items* window, select the history item to void.

9. Choose **Void Line Item**.

10. Wait while the system updates files.

11. Repeat Steps 8 - 11 until all items have been voided.

12. Close the *Select Customer* window.

Voiding NMI Transactions

Note: Only Available in version 17.284 or after.

NMI Credit Card and ACH payments voided in Energy Force now communicates back to NMI. If the original payment is still pending (not settled) the transaction will be voided in NMI or if the payment was already settled then a refund will be issued. When the payment is voided in Energy Force, the user receives a message stating *Successfully Processed Void in Merchant Portal.* If the void couldn't reach NMI the user will be notified to log into NMI. The void is also reflected on the Gateway Payment Reconciliation report located on the *Posting Menu* by displaying the *Total Paid* as 0 and the *Status* as Voided.

Gateway Payment Reconciliation
Start Division: 1
End Division: 9999

Start Payment Date: 09/01/2024
End Payment Date: 10/07/2024

Division	Posting Division	Customer Number	Date Of Payment	Payment Amount	Fee 1	Total Paid	Discount Amount	Status	Payment Trancaction ID	Payment Apply To	Payment Type	Channel	Payment Journal	Fee Journal	Payment Ticket Number	Fee Ticket Number	Processed Date	Processed Time	Entered By
1	1	14238	09/24/2024	209.9	4.4	214.3	10	APPROVED	9966277786	Balance	C	Energy Force	102809	102808	417858	417857	09/24/2024	22:39:16	Jennifer
1	1	14239	09/25/2024	125	0	125	0	APPROVED	9967266503	Budget	A	Energy Force	102812		417859		09/25/2024	9:08:20	Jennifer
1	1	14239	09/25/2024	125	2	127	0	APPROVED	9967522768	Budget	C	Device	102812	102813	417861	417860	09/25/2024	10:26:57	Jennifer
1	1	14232	09/25/2024	200	3	203	0	APPROVED	9967570952	Contract	C	Energy Force	102812	102813	417864	417863	09/25/2024	10:41:01	Jennifer
1	1	14235	09/27/2024	5	3	8	0	APPROVED	9974870085	Balance	A	Energy Force	102818	102817	417871	417870	09/27/2024	13:17:12	Jennifer
1	1	14235	09/27/2024	20	3	0	0	VOIDED	9974979174	Balance	A	Energy Force	102818	102817	417873	417872	09/27/2024	13:47:23	Jennifer
1	1	14238	09/27/2024	35	0.7	0	0	VOIDED	9974982866	Balance	C	Device	102818	102817	417875	417874	09/27/2024	13:48:28	Jennifer
1	1	14238	09/30/2024	209.9	4.4	0	10	VOIDED	9982523053	Balance	C	Energy Force	102822	102821	417877	417876	09/30/2024	8:57:47	Jennifer
1	1	14238	09/30/2024	200	2	0	0	VOIDED	9982545269	Budget	C	Energy Force	102822	102821	417879	417878	09/30/2024	9:04:39	Jennifer
1	1	14232	09/30/2024	125	2	127	0	APPROVED	9982582971	Budget	C	Energy Force	102822	102821	417881	417880	09/30/2024	9:15:53	Jennifer
1	0	10111	10/03/2024	200	3.95	203.95	0	APPROVED	9997294295	Balance	C	Consumer Portal	102841	102840	417906	417905	10/04/2024	14:03:19	
1	0	10111	10/03/2024	197.64	3.95	201.59	2.36	APPROVED	9997334223	Balance	C	Consumer Portal	102841	102840	417902	417901	10/04/2024	14:03:18	

Notes

1. **VERY IMPORTANT:** A ticket cannot be voided from a previous month if statements have been processed and updated to the customer file. This will throw the accounts receivables out of balance. A credit/debit must be issued and the customer ticket reposted. If using the *Change Posting Date* selection from the *Supervisor Menu*, only history posted after the date in the file will appear.

2. When entering sales and payments, posting is live. If an incorrect entry is made, it has to be voided to reset the customer, tank, meter, and history files to their original values. Void the incorrect transaction before re-entering it. If using the *Change Posting Date* selection from the *Supervisor Menu*, only history posted after the date in the file will appear. After voids have been entered, print the void journal for balancing.

3. After voiding a ticket, select a new Sales/Payment journal to repost the ticket if applicable. By using a new journal, a completely new audit trail is created.

4. If voiding a meter billing, process the correction billing on a different date than the original billing.