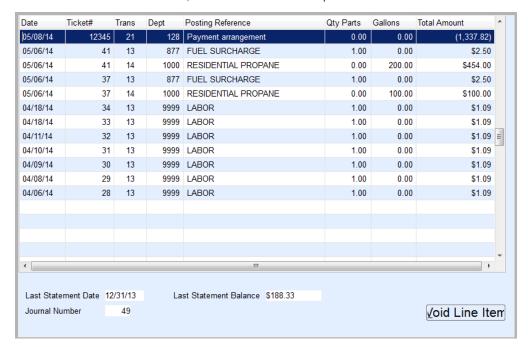
## Void an Entry

Last Modified on 10/11/2024 5:00 pm EDT

- 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.



- 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.

Gatewa	y Payment	Reconcilia	ation																
Start Div	ision: 1																		
End Divi	ision: 9999	)																	
Start Pa	yment Dat	e: 09/01/20	124																
End Pay	ment Date	: 10/07/202	24																
									Payment						Payment	Fee			
	Posting	Customer	Date Of	Payment			Discount		Trancaction	Payment	Payment		Payment	Fee	Ticket	Ticket	Processed	Processed	Entered
Division	Division	Number	Payment	Amount	Fee 1	Total Paid	Amount	Status	ID	Apply To	Type	Channel	Journal	Journal	Number	Number	Date	Time	Ву
1	1 1	14238	09/24/2024	209.9	4.4	214.3	10	APPROVED	9966277786	Balance	С	Energy Force	102809	102808	417858	417857	09/24/2024	22:39:16	Jennifer
1	1 1	14239	09/25/2024	125	0	125	0	APPROVED	9967266503	Budget	Α	Energy Force	102812		417859		09/25/2024	9:08:20	Jennifer
1	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 1	14232	09/25/2024	200		203	0	APPROVED	9967570952	Contract	С	Energy Force	102812	102813	417864	417863	09/25/2024	10:41:01	Jennifer
1	1 1	14235	09/27/2024			8		APPROVED	9974870085	Balance	Α	Energy Force	102818	102817	417871	417870	09/27/2024	13:17:12	Jennifer
1	1 1	14235	09/27/2024			0	0	VOIDED	9974979174	Balance	Α	Energy Force	102818	102817	417873	417872	09/27/2024	13:47:23	Jennifer
1	1 1	14238	09/27/2024			0	0	VOIDED	9974982866	Balance	С	Device	102818	102817	417875	417874			Jennifer
1	1 1	14238	09/30/2024			0	10	VOIDED	9982523053	Balance	С	Energy Force	102822	102821	417877	417876	09/30/2024	8:57:47	Jennifer
1	1 1	14238						VOIDED	9982545269	-	С	Energy Force	102822	102821	417879	417878	09/30/2024		Jennifer
1	1	14232		125		127		APPROVED	9982582971	-	С	Energy Force	102822	102821	417881	417880	09/30/2024		Jennifer
1	l 0	10111	10/03/2024			203.95	0	APPROVED	9997294295			Consumer Portal	102841	102840	417906	417905	10/04/2024	14:03:19	
1	L 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 reentering 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.