

Void an Entry

Last Modified on 05/18/2022 12:10 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.

Date	Ticket#	Trans	Dept	Posting Reference	Qty Parts	Gallons	Total Amount
05/08/14	12345	21	128	Payment arrangement	0.00	0.00	(1,337.82)
05/06/14	41	13	877	FUEL SURCHARGE	1.00	0.00	\$2.50
05/06/14	41	14	1000	RESIDENTIAL PROPANE	0.00	200.00	\$454.00
05/06/14	37	13	877	FUEL SURCHARGE	1.00	0.00	\$2.50
05/06/14	37	14	1000	RESIDENTIAL PROPANE	0.00	100.00	\$100.00
04/18/14	34	13	9999	LABOR	1.00	0.00	\$1.09
04/18/14	33	13	9999	LABOR	1.00	0.00	\$1.09
04/11/14	32	13	9999	LABOR	1.00	0.00	\$1.09
04/10/14	31	13	9999	LABOR	1.00	0.00	\$1.09
04/09/14	30	13	9999	LABOR	1.00	0.00	\$1.09
04/08/14	29	13	9999	LABOR	1.00	0.00	\$1.09
04/06/14	28	13	9999	LABOR	1.00	0.00	\$1.09

Last Statement Date

12/31/13

Last Statement Balance

\$188.33

Journal Number

49

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.

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.