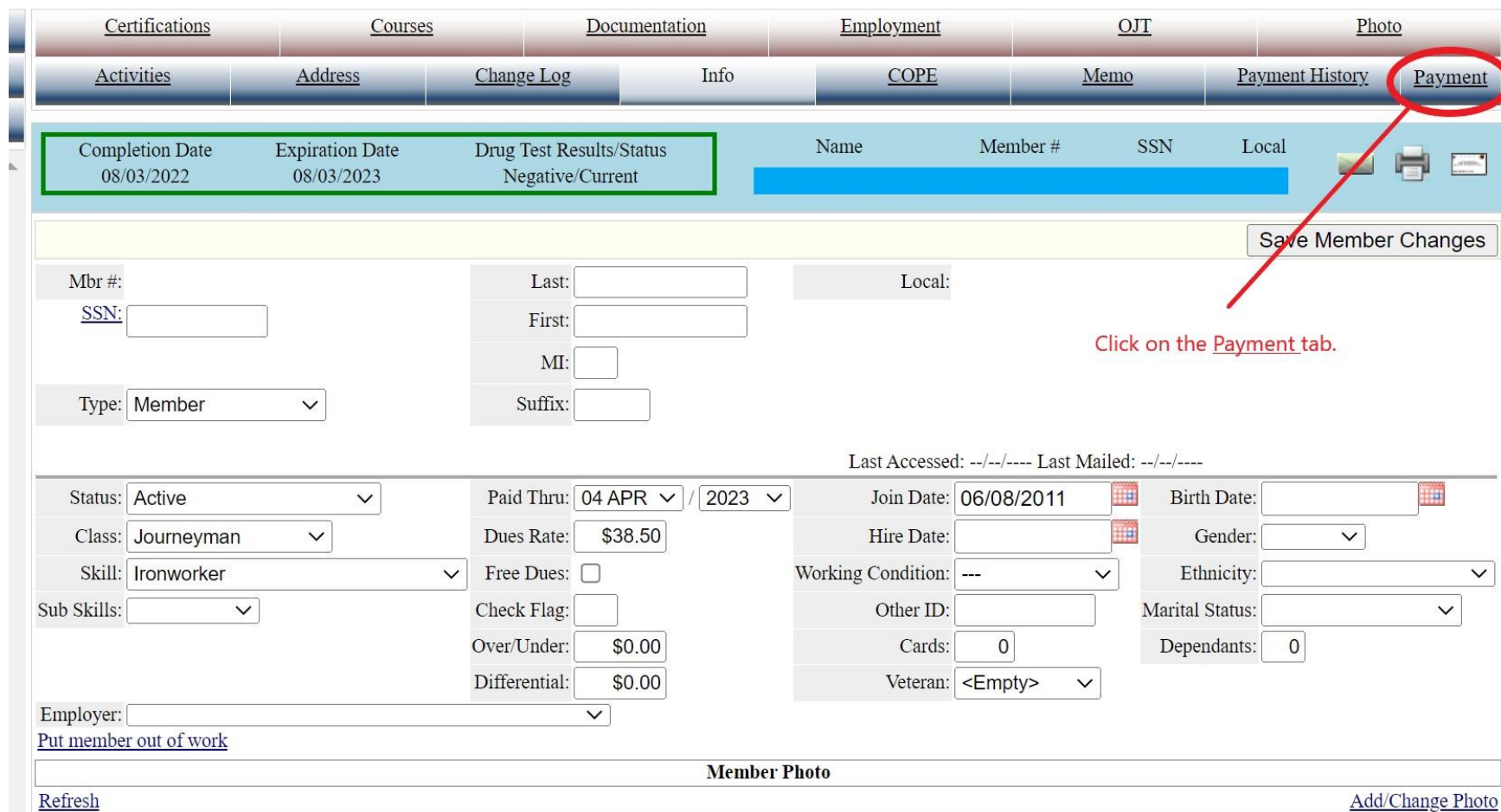# Receipt Voids

- It is best to begin by checking the payment history to ensure you have the correct receipt number and amount.

  - **Keep in mind that Dues must be voided by date order**. This means if you need to void a payment of dues received on 1/1/23, and dues payments have been received since then, those that came in after 1/1/23 will need to be voided before you can void the 1/1/23 receipt.

Payment	Member's Receipts	Cancel/Close/Done

Set Back Date: MM/DD/YYYY   5 ⌄ 23 ⌄ 2023 ⌄

00 ⌄ Member wants to pay for how many months?   **Click on Member's Receipts tab.**

Member Receipt Details

Description	Mos/Wks/Amt/Hrs	Type	Rate	Due	Paid
Payment Method: Credit Card ⌄ ☐ CC Fee? 3.00 Ref #:					
DUES - MEMBERSHIP DUES ⌄	0	Monthly	38.50	0.00	0.00	4/2023
⌄					
⌄					
⌄					
⌄					
⌄					
⌄					

Member Receipt Totals

Previous O/U:	0.00	Dues Due:	0.00	Dues Paid:	0.00
		Other Due:	0.00	Other Paid:	0.00
Convenience Fee:	0.00	Total Due:	0.00	Paid:	0.00	Ne

Print Receipt ⌄   Email: _____   Cancel   Save Ba

Payment	Member's Receipts	Cancel/Close/Done

Void Ind	Apply Date	Enter Date	Receipt No	Receipt Description	Amount Owed	Total Paid	Prev O/U	New O/U	Paid Thru	Payment Method	Void Date	Void Reason	Print Ind	
V	2/1/2023	2/1/2023	340719	Membership Dues	154.00	154.00			04/2023	Check				Reprint
V	9/13/2022	9/13/2022	339622	Membership Dues	154.00	154.00			12/2022	Check				Reprint
V	5/24/2022	5/24/2022	338690	Membership Dues	154.00	154.00			08/2022	Check				Reprint
U Void	5/24/2022	5/24/2022	338688	Membership Dues	154.00	154.00			08/2022	Credit Card	5/24/2022	MODE OF PAYMENT INCORRECT		Reprint
V	1/29/2022	1/29/2022	337775	Membership Dues	154.00	154.00			04/2022	Check				Reprint
V	9/28/2020	9/28/2020	335093	Membership Dues	462.00	462.00			12/2021	By Local				Reprint
V	6/30/2020	6/30/2020	334381	Membership Dues	115.50	115.50			12/2020	Check				Reprint
V	5/26/2020	5/26/2020	334128	Membership Dues	115.50	115.50			09/2020	Check				Reprint

Click on the V next to the receipt you would like to void.

Receipt Void Administration

Back to Receipt Search

Receipt Details - Receipt Number: 340719

Code	Description	Qty/Months/etc.	Paid Thru	Paid	Prev O/U	Curr O/U	GLNO	Receipt Total:
D	Membership Dues	4	2023-04-01	154.00	0.00	0.00	4001	**Click Submit Void**
							Receipt Total:	154.00

Reason: ---   5/23/202   Submit Void

Pmts
Amount
Date
NSF
Other
Pmt Mode
Refund
Stop Pmt
Wrong Mem No

Select the correct VOID reason:

If it is a same day void, you will not be able to select Refund. Instead, you should select Amount.

If it is not a same day void, and you want the money to appear in the member's O/U, select Refund.

Today's date. This is the date the receipt will be voided.

After voiding, you can re-enter any payments needed. If you need the new payments to be paid from the refunded money in the O/U, the payment method used is Previous Deposit. **If the payment is being done from a same day void the payment method should not be previous deposit**.

If the voided payment is a dues payment, always remember to double check the paid thru date after the void to ensure the paid thru date updated correctly so the next payment's paid thru will update correctly. If it did not update correctly, contact the ITHelpdesk at: itehlpdesk@iwintl.org