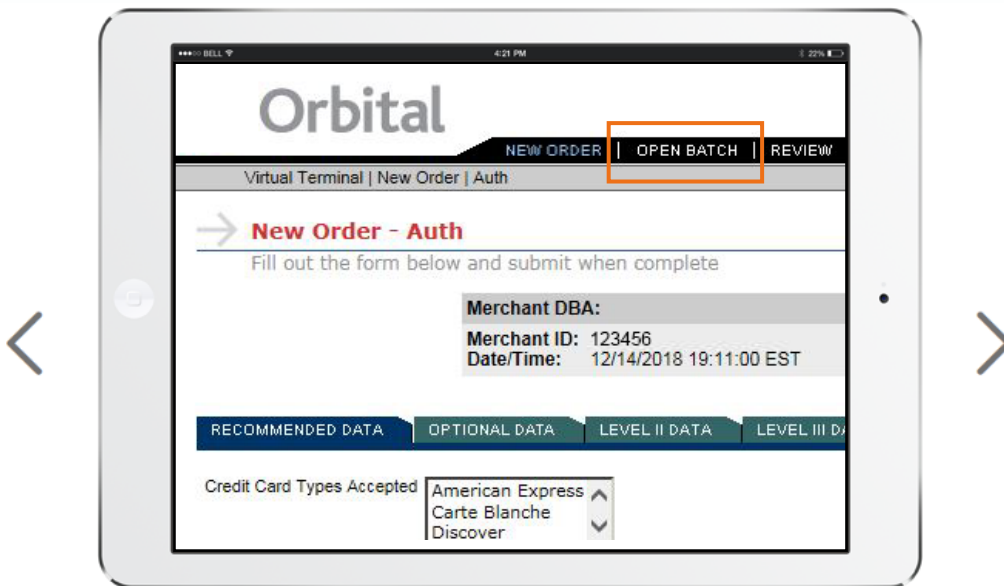


Steps

- 1 | **Click the Open Batch tab**
- 2 | Enter search criteria
- 3 | Select transaction, click Void

*Note: If the batch is already settled, follow the steps to **Process a refund/credit**.*



Step 1

Click the Open Batch tab

On the main navigation menu, click the **Open Batch** tab located at the top of the page.

Steps

- 1 | Click the Open Batch tab
- 2 | **Enter search criteria**
- 3 | Select transaction, click Void

Choose one of the following to generate a transaction search:
check the date range check.
Transaction Reference
Order #
Account #
Card #

The transaction Search is 30 days or less. Use the Options (Generate Detail Generate Detail File) for extended periods (up to 13 days)

Sales Demo ID Terminal ID: 001 Currency Code: USD

Transaction Status: All
Account #
Order # OR Last 4
Order Description
Card Type
Amount Range: min. max.
Approval Code
Transaction Reference
Profile ID
User Logon

And (if checked)
 Date Range (mm/dd/yyyy) From: 12/13/2018 To: 12/13/2018

Query Type: Detailed Transactions

Search Clear

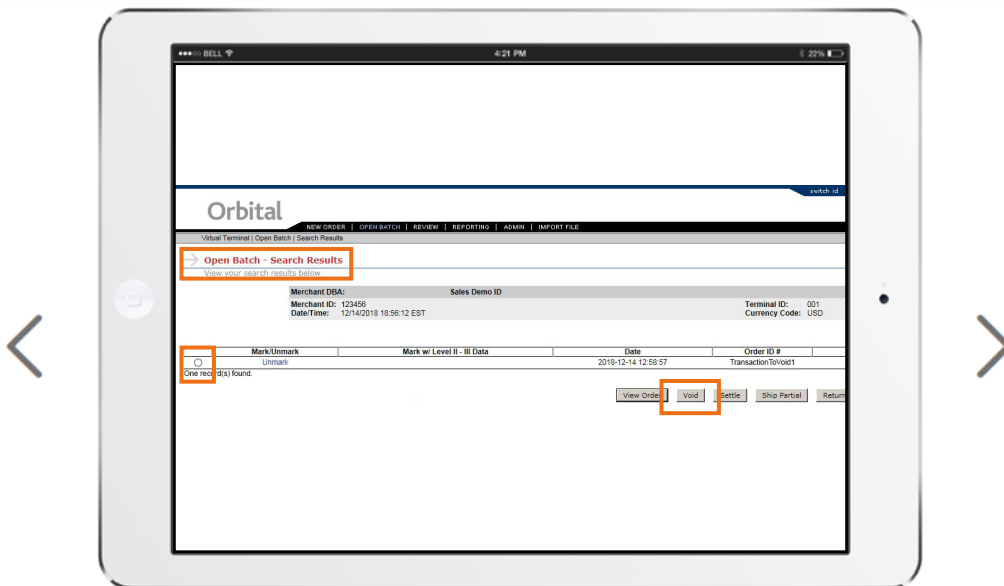
Step 2

Enter search criteria

Enter search criteria i.e., account number, order number, etc. to find the transaction you wish to void. Click the **Search** button.

Steps

- 1 | Click the Open Batch tab
- 2 | Enter search criteria
- 3 | **Select transaction, click Void**



Step 3

Select transaction, click Void

When the **Open Batch – Detailed Transactions** page displays, select the **Radio** button for the specific transaction and click the **Void** button. If a transaction cannot be found, please contact client support at **1-866-645-1314** for assistance.