Void

Go to **Transactions** and select the filter icon to identify the transaction to void.

Void transactions can be performed via our Payment Gateway and within Merchant Manager. A void will perform an authorization reversal to the issuing bank removing a pending transaction from your cardholder's online statement.

A void can be performed on an authorized transaction with a status of *Authorized* or on captured sale or refund transaction with the status of *Captured*. Additionally, used when a transaction, for any reason, is a duplicate.

To perform a void:

1. Locate, identify and select the transaction. You may need to expand the date range when searching.
2. View the Transaction Detail for the transaction and the Actions section on the right.
3. Select *Void*.
4. Click on *Void Transaction* to confirm the void.