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# Setup Guide: How to Void a Shipment

1. On the Sales Module search for the order number for which the shipment needs to be voided.

2. Open the sales order

3. Select the tracking number which needs to be voided.

Tracking numbers are listed in the bottom left of the sales order pop-up window

4. Select Void Shipment

5. Select Ok in the Void Shipment Pop-up window

The screenshot displays the Jira Service Management interface for managing sales orders. The left sidebar shows the 'Sales' module with various options like 'Orders', 'Fulfillment', and 'Sales Channels'. The main area shows a list of sales orders. A red arrow labeled '1' points to the search bar where '66069ERV' is entered. Another red arrow labeled '2' points to the edit icon for the selected order. A third red arrow labeled '3' points to the tracking number '1260774R0297765162' in the shipment list. A fourth red arrow labeled '4' points to the 'Void Shipment' button. A fifth red arrow labeled '5' points to the 'Ok' button in the confirmation dialog.

**Sales Orders**

Order Date	Order Number	Batch	Print Queue	Status	Notes	Hold Codes	Special Handling	ERP Number	Sales Channel	Items
11/1/2021 1:08 PM	66069ERV			Fulfilled				SO-210462879-SH	ShopifyPlus	PAR-M03

**Sales Order: SO-210462879-SH**

**General**

SO Number	SO-210462879-SH
Order Date	11/1/2021 1:08 PM
Service Level	SHIP_UPS2D
Status	Fulfilled

**Sales Channel**

Number	66069ERV
Name	ShopifyPlus
Service Level	02
Status	Open

**Totals**

Price	47.51
Shipping	16.58
Tax	0.00
Total	64.09

**Shipment List**

Carrier	Service	Date S	Tracking Number	Cost	Status
U...	UPS 2n...	11/1/2...	1260774R0297765162	9.65	Shipped

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 Yes

 No

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