

## Voids

Earlier today you completed a transaction for Marc Dixon. He paid a reinstatement fee. However, Mark has since decided he doesn't want to pay the fee. Therefore, we need to void the payment. Partners, contact your partner support vendor to reverse/void the transaction.

### Voiding a Payment

New Manger springboard	Select <b>Cashiering</b> manager
The Drawer ID is the unique identification number given to a specific cash drawer. To view information on the drawer, select this ID.	
	Select <b>Drawer ID</b> hyperlink
The All tab takes us to a list of payments associated with this cash drawer and this clerk. We want to access the payment taken for the customer Marc Dixon. Find this payment and select the Payment ID to access the payment information.	
Marc Dixon	Select <b>Payment ID</b> hyperlink

### Cashiering Payment

This hyperlink takes us to the cash payment for customer Marc Dixon. On this springboard we can see details for the payment, the amount, the drawer it is associated with, and links to the Interaction and drawer itself.	
The clerk will select the Void header button to void the payment. Voiding the Payment will add the \$30.00 debt back for the Vehicle Ownership Account.	
	Select <b>Void</b> header button
A manager must input their credentials in order for a void to take place. For one person offices the manager can self-approve.	
Username	<b>Manager Username</b>
Password	<b>Manager Password</b>
You will provide a note elsewhere so for now, simply select the <b>OK</b> action button.	
	Select the <b>OK</b> action button
MVD tracks voids that take place in Tapestry and requires a Reason for your Void. Today we will enter <b>Other</b> .	
Reason	<b>Other</b>
A note must be added for the void to take place. Notes can never be EDITED or DELETED and the person who added it, voided date, and voided timestamp are tracked.	
Note	<b>Customer changed mind.</b>
	Select <b>OK</b> action button
The payment has now been voided, as we see in the Cash section where the voided dates is today's date and we see on my springboard that I was the user who voided my payment. For confirmation this payment was voided, let's access the Vessel Ownership Account via the Payment Details sub-tab.	
ID Column	Select the <b>ID</b> hyperlink

### Vehicle Ownership Account

We see here that the a debt exist for this account because of our voiding of the payment. As you can see we cannot reverse a reinstatement because reinstatements are on there and they do need to be collected. He just decided he was not going to pay his.

Navigation panel

Close Group icon

### ***Cashiering Payment***

In the Payments tab, All sub-tab notice that the payment has been voided, thus does not display in this current view. Should you wish to view voided payments here, you must select the **Show History** header button.

However, in order for partner support to reverse our transaction, its always best practice to refresh all interactions. To do this, select the **Interaction** tab.

Select **Drawer Id** hyperlink

Another way of closing is we're going.. Whenever opening this tab it is always best practice to refresh it to see the most updated data.

An interaction in Tapestry is created whenever an Activity is completed that posts an outstanding balance, or debt, onto an account. All of your interactions must be closed before you can close your drawer at the end of the day.

All of the grey rows you see here are interactions that have been closed. An interaction can only be closed by either taking a payment for the debt or reversing the activity completely.

We see that there is an open interaction for Marc Dixon because we voided the payment we took earlier.

It should be said that once an activity is reversed it cannot be retrieved! Should the customer return you would have to complete the activity all over again.

Interactions tab

Select **Interaction Id** hyperlink

Payment Direction.

Did the customer pay more than what was owned?

Yes

Press "ok" to complete this interaction with a reason of "Customer Overpaid".

Select the **Ok** action button

All **Interactions** are closed

**Refresh all** header button