



What Is a Void Transaction?

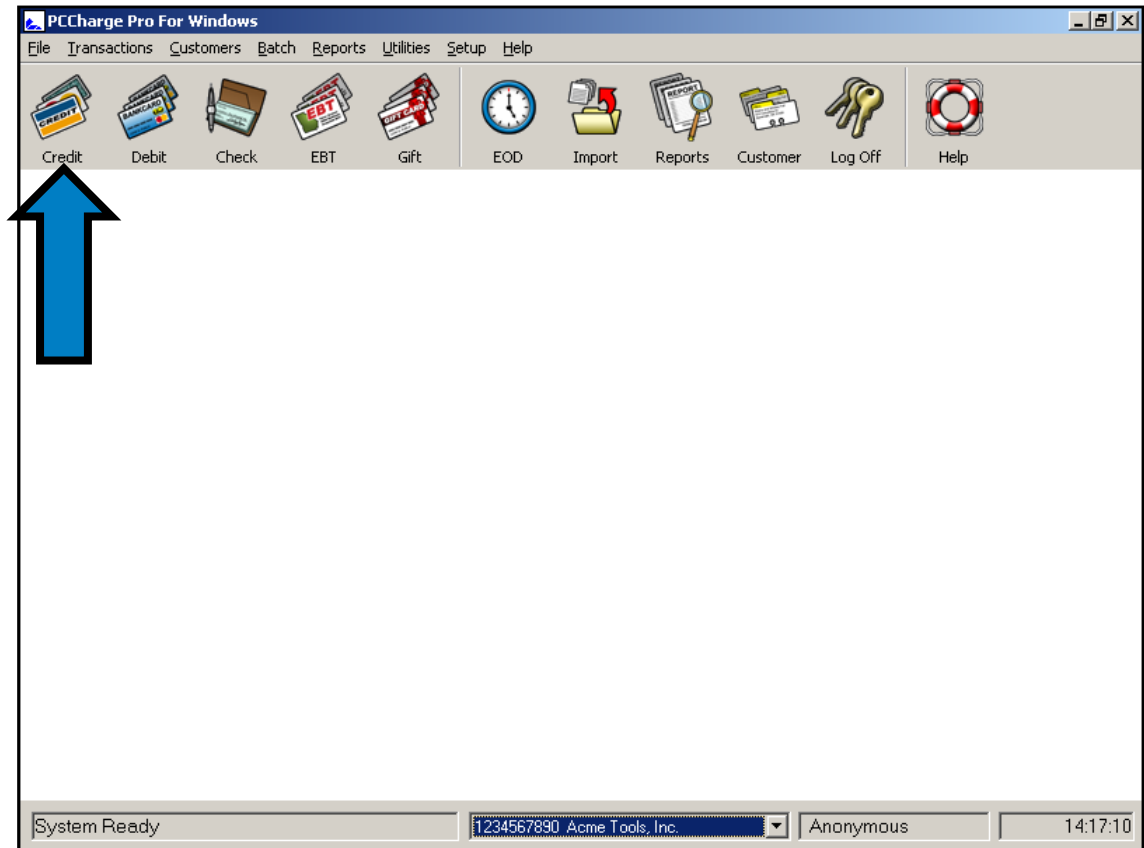
A credit card **Void** transaction removes a previously existing transaction so that the cardholder's account is not charged. A **Void** can only be performed *before* your batch is closed or settled. You have the ability to remove **Credit**, **Sale**, and **Post-auth** transactions* by choosing the appropriate tab on the **PCCharge** transaction window.

* Depending on processor

Processing a Void

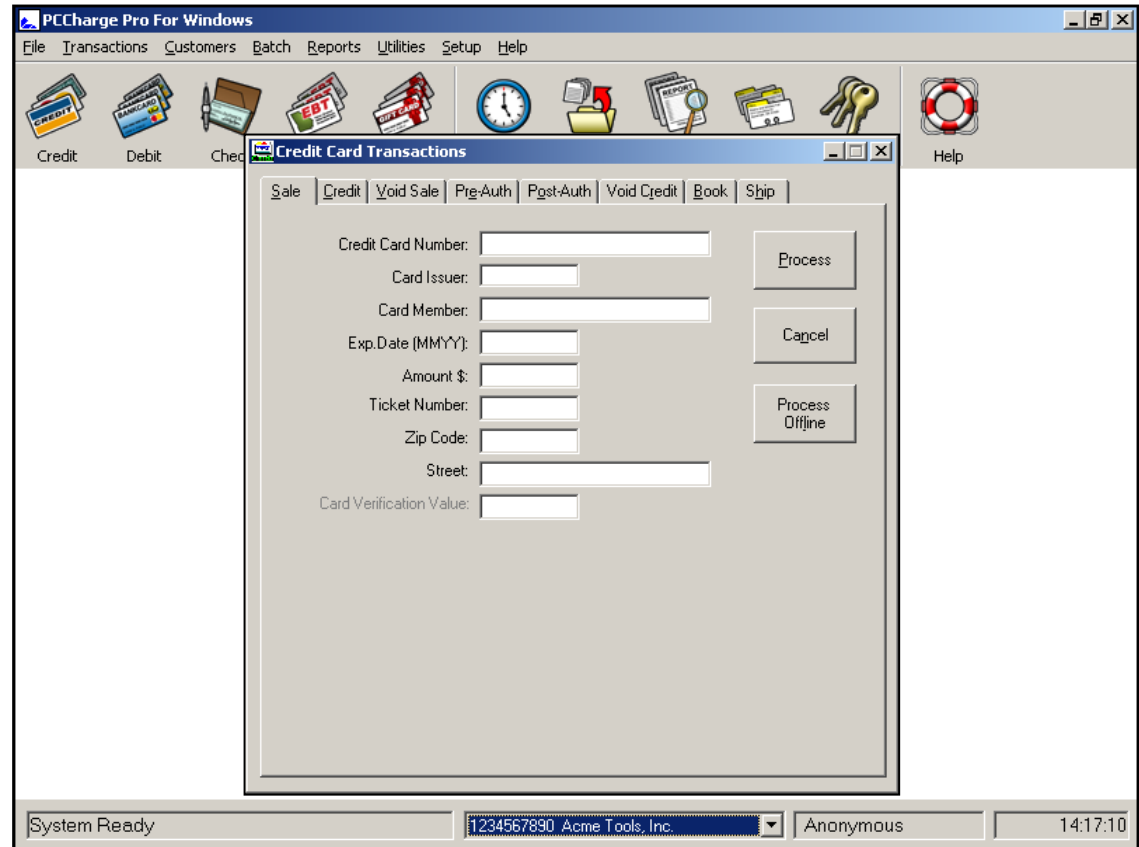


Click the credit card icon near the top left of the **PCCharge** main window.



Transaction Window

PCCharge's transaction window will appear.





Select the Void Tab

Select the **Void** (or **Void Sale**) tab near the top of the transaction window.

The screenshot shows a software window titled "Credit Card Transactions". At the top, there is a tabbed interface with the following tabs: "Sale", "Credit", "Void Sale", "Prq-Auth", "Pgst-Auth", "Void Credit", "Book", and "Ship". The "Void Sale" tab is currently selected. Below the tabs, there is a form with several input fields and buttons. A large blue arrow points to the "Void Sale" tab. The form fields include: "Credit Card Number:" (with a sub-field for "Issuer:"), "Exp. Date (MM/YY):", "Amount \$:", "Tran. Number:", "Zip Code:", "Street:", "Card Verification Value:", and "TroutID:". On the right side of the form, there are four buttons: "Process or View List", "Cancel", "Clear", and "Process Offline".



Click Process or View List

Click the **Process or View List** button near the top-right of the transaction window. The **Select Transaction** window will appear.

Credit Card Transactions

Sale | Credit | Void Sale | Prq-Auth | Pgst-Auth | Void Credit | Book | Ship

Credit Card Number:

Card Issuer:

Card Member:

Exp.Date (MMYY):

Amount \$:

Ticket Number:

Zip Code:

Street:

Card Verification Value:

TroutD:

Process or View List



Select Transaction

- Select the transaction you want to **Void** by clicking that row.
- Press the **Select** button when you're satisfied with your selection.

TransID	Member	Number	Amount	Station	Card	Auth	Action
1008		1008	\$1.00	User1	4005.....0019	TESTVI	1
1010		1010	\$2.00	User1	4005.....0019	TESTVI	1
1012		1012	\$1.00	User1	4005.....0019	TESTVI	1
1013		1013	\$1.00	User1	4005.....0019	TESTVI	1
1016		1016	\$1.00	User1	4005.....0019	TESTVI	1
1021		1021	\$1.00	User1	4005.....0019	TESTVI	1
1023		1023	\$2.00	User1	4005.....0019	TESTVI	1
1024		1024	\$5.00	User1	4005.....0019	TESTVI	1
1026		1026	\$1.00	User1	4005.....0019	TESTVI	1
1027		1027	\$1.00	User1	4005.....0019	TESTVI	1



Completing the Transaction

Click **Process**.
PCCharge will then connect to your processing company (which will process the transaction). Your phone may or may not dial, depending on your processing company.

Credit Card Transactions

Sale | Credit | Void Sale | Pre-Auth | Post-Auth | Void Credit

Credit Card Number: 400555000000019

Card Issuer:

Card Member:

Exp.Date (MMYY): 0808

Amount \$: 1.00

Ticket Number:

Zip Code:

Street:

Card Verification Value:

TruotID: 1008

Process



In Closing

You should have gotten back a response of CAPTURED, VOIDED, or some “successful” response. If you didn’t, it may be necessary to contact your processor or VeriFone Technical Support.

Remember, a **Void** can only be performed *before* your batch is closed or settled. If you’ve already closed or settled your batch, you can always just perform a **Credit** transaction and return funds to the customer’s account that way.