Void a Receipt

Purpose: Use this document as a reference for voiding a cashiering receipt in ctcLink.

Audience: Student Financials Staff.

⊗ You must have at least one of these local college managed security roles:

- ZZ SF Head Cashier

  If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

⚠ **Note**: You can void receipts only for an open business date. If you want to void a receipt for a past business date, you must reopen the cashiering office for that business date. Please refer to the [Reopen Cashier Office](#) QRG.

💡 Note: Supervisors will view receipts for their direct reports; cashiers will only see receipts created by their User ID.

Navigation: Student Financials > Cashiering > Cash Management > Void Receipts - Cashier OR **Void Receipts- All**

1. The **Void Receipts** search page displays.
2. Enter or search for the **Business Unit.**
3. Enter or search for **Cashier's Office.**
4. Select the **Search** button.
5. Select the appropriate **Cashier's Office** link and the Void Receipts page displays.
6. All transactions made in that cashiering office display.
7. Locate the appropriate line and select the **Void** button. The Enter Void Reason page displays.
8. Enter or search for the **Void Reason Code**.
9. Select the **OK** button and the Void Receipts page displays.
10. Notice that the **Status** is 'Voided,' the **Void Code** is displayed, and the **Void** button is no longer available for that receipt. The page for the method of payment processing will now display.
11. Process complete.

> 💡 You may now go back to the method of payment processing and re-post, as necessary.

Video Tutorial

The video below demonstrates the process actions described in the steps listed above. There is no audio included with this video. Select the play button to start the video.

View Tutorial Via Panopto

View the external link to **Void a Receipt**. This link will open in a new tab/window.