

Voiding a Bill Pay Transaction

You'll need the original receipt from a transaction to void out a bill payment from your terminal.

Select the function button to the right of the screen that corresponds with 'Bill Pay'.

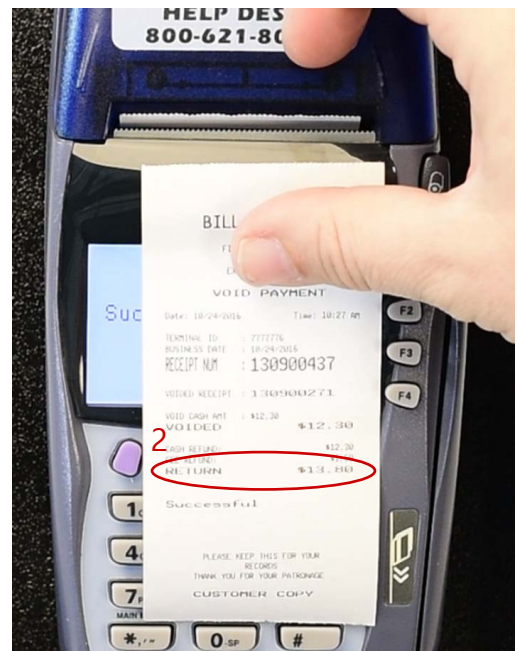
Press F3 for 'Void'.

Key in your clerk ID and the green key, 'Enter'.

Key in the receipt number¹ of the original transaction that you wish to void, and press 'Enter'.

The machine will make a short communication to Fidelity Express, will authorize the void, and a void receipt will print at the end of the transaction.

The new void receipt will have a return line². This is the amount of cash that you would return to your customer if they had paid.



To view a video of this guide, [click here](#).

If you have questions, please call our Help Desk at 800.621.8030.