### Voiding Transactions

Menu options are available so that you may void a payment or recovery. Typically, that is necessary when a transaction was entered incorrectly.

#### Checks and Vouchers

Whether the payment was entered for the wrong reserve category and pay code or it was lost in the mail, the original transaction should be voided and re-entered.. This is done by selecting the History button . The following screen will appear with a list of the payments that have been made.

Scroll through the list until you find the payment you want. Then, select the payment and click the Void button. The program will display the Void screen along with the data from the original payment.

The following screen is used to void payments. The only fields that may be edited are the Void Date, Reason, and the Type. Simply save the record to void the payment. If the claim is closed and the futures are zero, they will remain zero after the transaction has been voided.

Note:

1. Voiding a benefit payment may affect the Start TD or Start PD dates in the claim. If the first payment is voided, the new starting date will be the From Date in the second payment.
2. If the claim is closed and the futures are zero, they will remain zero after the transaction has been voided.

#### Recoveries

Suppose you receive money on a claim and enter it as a recovery before realizing it should have been a credit so the amount would have been deducted from the paid. In that case, you will need to void the original transaction by selecting the Recovery History button.

The following screen will appear with a list of the recoveries that have been made.

Highlight the record to be voided click the Void button. The date, the reason for voiding the transaction, and a code indicating the type of void are the only items that can be entered. To void the recovery, simply save the record. If the bank (trust fund) was updated when the original recovery was made, a message will appear to let you that the balance has been adjusted.