**Voiding transactions**

**Purpose of void transactions**

If a transaction has been created in error, it cannot be deleted from the system as it corrupts the audit trail. In this scenario the transaction type must be amended to ‘**Void**’.

Void transactions are maintained on the database and have no impact on the departments Accounts Receivable or General Ledger records. It is therefore purely a housekeeping tool.

*If the transaction has been completed and printed it cannot be voided. In this situation please refer to the guidance on raising credit notes.*

**Step 1: Search for the transaction**

Navigate: Transactions → Transactions

a) Search for the transaction that you would like to void by using the torch icon and entering the transaction number (or any other criteria listed below) and click ‘Find’.
Step 2: Changing the header details

a) Once you have located the transaction change **Type** to **XX Void**.

b) As soon as this has been changed a message will pop up stating ‘**Rerun Auto Accounting**’ - click ‘Yes’.

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Step 3: Main tab

Change the **Payment Term** to **Immediate**.

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Step 4: Line Items

This is where the details of the products or services you were providing were entered if you got that far in the process before you realised the transaction was raised in error! Otherwise it may be blank.
a) Ensure that the following fields are populated.

- **Description**: As this transaction will have no bearing on your accounts, you are advised to detail the *reason for voiding*.
- **Unit Of Measure (UOM)**: Optional field.
- **Quantity**: This will already be populated based upon the information entered when the invoice was raised. If the information wasn’t entered then enter a quantity of 1.
- **Unit Price**: This will already be populated based upon the information entered when the invoice was raised. If the information wasn’t entered then enter a unit price of 1.
- **Amount**: This will already be populated based upon the information entered when the invoice was raised or based upon the quantity and Unit Price field that has just been completed.
- **Tax classification**: This will already be populated.

b) Once your lines are complete, you must update the accounting information by clicking on the **Distributions** button.

**Step 5: Entering distribution codes**

Even though this transaction is being voided, **you must only change the revenue line**.

a) Click on the drop down arrow and select **Account for all lines**.
b) As the transaction will have no bearing to your departmental accounts, central finance advise you code to the following codes:

**U. xx. xxBA. GAAA/B. LKAA. 0000**

*Where xx represents your department code. The cost centre xxBA is a generic code all departments have. The Source of Funds will depend on the original transaction created (GAAA for external trading and GAAB for internal trading).*

![Accounting Flexfield](image)

- **Entity:** UUC
- **Department:** AG Finance
- **Cost Centre:** AGBA Finance General
- **Source of Funds:** GAAA External Trading
- **Transaction:** LKAA Sales/Income - Miscellaneous
- **Spare:** 0000 Default

- **OK**  - **Cancel**  - **Combinations**  - **Clear**  - **Help**

**c) Repeat steps for each Revenue line and Save.**

**c) The next step is for the invoice to be checked and completed. Refer to guidance on Completing a Transaction.**

*If you have raised a credit memo in error, it is not possible to void this. You will need to raise a debit memo in order to cancel it out. Please contact the AR helpdesk for assistance. UFS_AR@admin.cam.ac.uk or 01223 (3)32215*