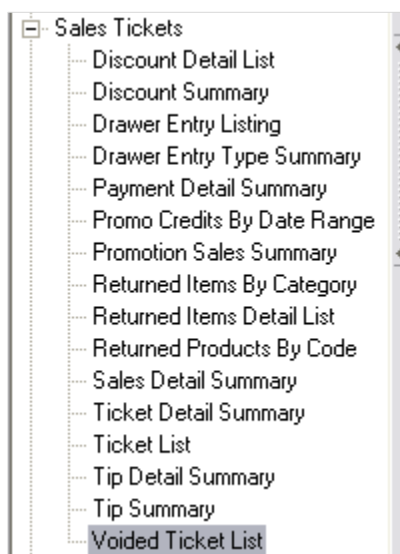
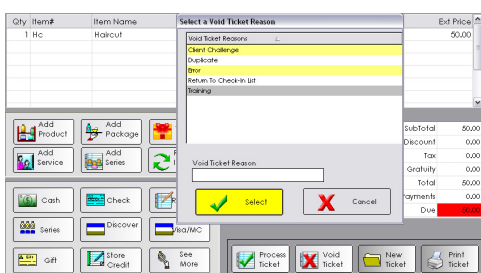
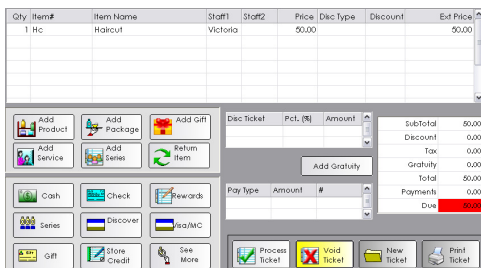


# voiding a ticket

Use this guide to void a sales ticket.

## Voiding a Ticket

1. From the SalonBiz®/SpaBiz® menu bar, click on the Ticket icon.
2. Select Ticket from the View List drop down menu.
3. Select Today's Tickets from the Filter by drop down menu.
4. A list of the tickets that are open and/or processed today will be displayed.
5. Select by double clicking on the ticket you wish to void from the list.
6. The ticket will be displayed on the screen.
7. Click the Void Ticket button.
8. Answer Yes to the question "You are in the process of Voiding this Ticket. WARNING: If there are Gift Certificates or Packages on the Ticket they will be automatically voided. Are you sure you wish to Void this ticket?"
9. Select a void ticket reason from the list.
10. The status of the ticket will be changed to Void.
11. Click the Return to Previous button when finished.



## Voided Ticket List Report

*The Voided Ticket List report lists all of the tickets that were voided during the selected date range. The voided tickets are then sorted in each date range by void reason. Use this report to track all voided tickets.*

1. From the SalonBiz®/SpaBiz® menu bar, click on the Reports icon.
2. Double click on Voided Ticket List from the report list side navigation. You will find it under the Sales Tickets category.
3. Enter the date range.

