

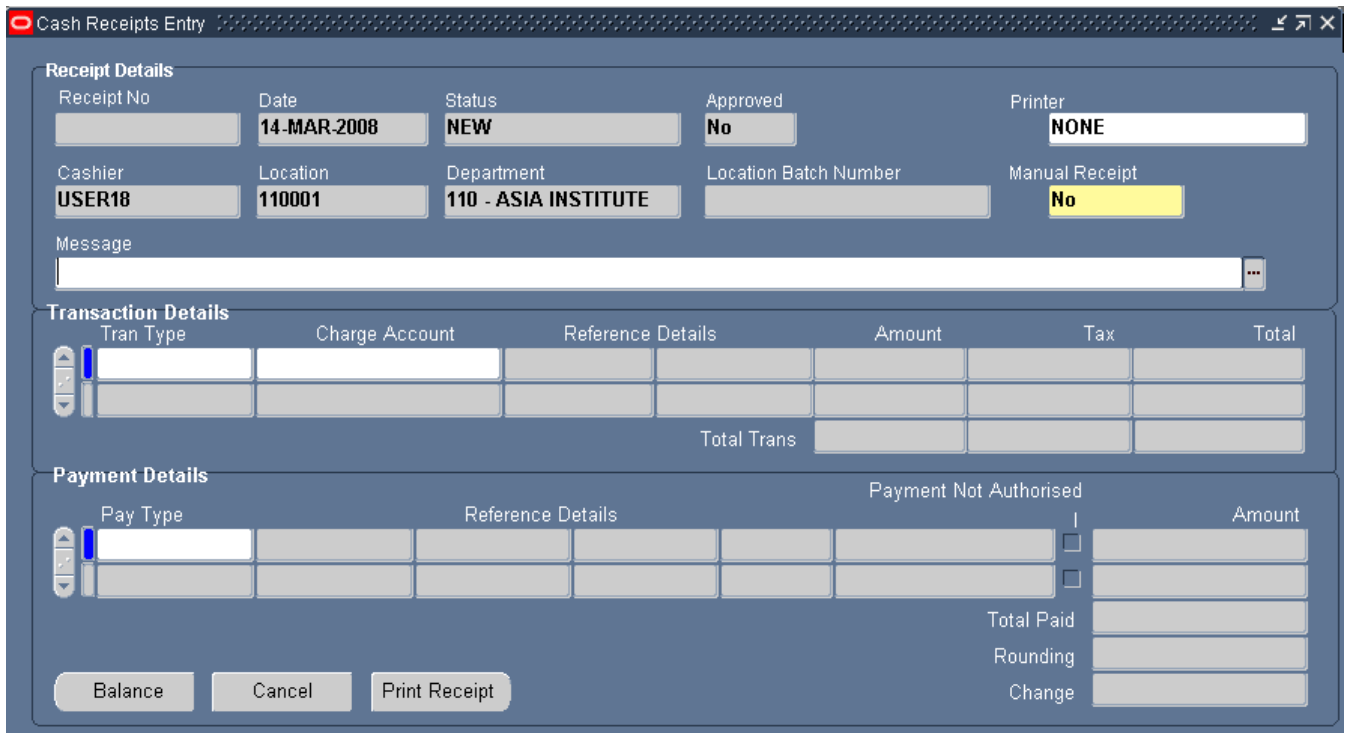
In certain circumstances it may be necessary to cancel a receipt (e.g.: where receipt details were entered incorrectly). Some conditions apply when cancelling a receipt, including:

- you cannot cancel a receipt after you have run the Final Deposit Listing report
- you will be unable to cancel a successful credit card receipt. If the receipt is for an overpayment you will need to submit a *Request for Refund* form, if it is for an underpayment you may create another receipt for the difference.

Cancelling a receipt

1 Navigate to **Cash Receipting > Enter Receipts**.

The Cash Receipts Entry screen will display.



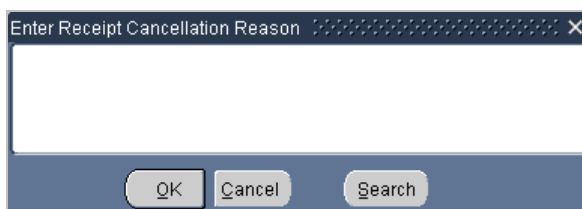
2 Retrieve the receipt you wish to cancel.

- Press **F11** to enter query mode (or select **View > Query by Example > Enter** from the menu bar)
- Enter your search parameters (e.g.: the receipt number, etc). **Note:** when in query mode, search criteria is case sensitive.
- Press **Ctrl + F11** to retrieve the receipt matching your search criteria (or select **View > Query by Example > Run** from the menu bar)

Refer to the *Searching for a receipt* quick reference card for further details.

3 Click on the **Cancel** button.

The Enter Receipt Cancellation Reason message box will display.



4 Enter the reason for cancellation and replacement receipt number.

The details entered will display in the Notes field at the bottom of the receipt printout.

5 Click on the **OK** button to close the message box and save the cancellation.

The receipt cancellation should save automatically, if it does not click on the **Save** icon in the Tool bar.

The receipt will print to the Themis printer specified in your user profile. The receipt print will contain a *COPY* watermark and the reason for cancellation (displayed in the Notes field).

If you are replacing a payment/receipt, it is recommended that you retrieve the original receipt from the customer before issuing them with the replacement receipt.