

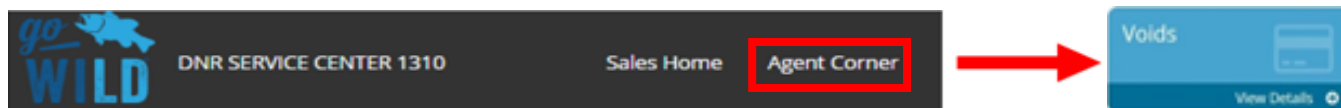
Voiding a License

If a license transaction needs to be voided, you can void the license right on your Go Wild kiosk if:

- The transaction took place less than 30 minutes ago, **and**
- it is one of the last five transactions you processed.

If it is unable to be voided on your kiosk, you can call the DNR Agent Support Line at 1-866-381-7668 to have it voided for you. *Please note: Quick Sale items such as trail passes and Federal Migratory Bird Hunting Stamp can only be voided SAME DAY of purchase.*

- Touch the [Agent Corner link](#) at the top of the screen and touch the [Voids](#) button.



- A list of the last 5 transactions will show on the screen as long as they were processed in the last 30 minutes. Touch the [Transaction ID](#) for the transaction that you wish to void...

Transaction Management

Transaction ID	Customer ID	Agent ID	Clerk	Total Price	Transaction Date
65126808	729086322 - CUSTOMER TEST	1310 - DNR GREEN BAY SERVICE CENTER	Bob Clerk	\$12.00	8/1/2016 10:37:27 AM
65126806	729086322 - CUSTOMER TEST	1310 - DNR GREEN BAY SERVICE CENTER	Mary Clerk	\$75.00	8/1/2016 10:31:42 AM

Done

- ...and that will bring up the Transaction details page. Select the [Void Transaction](#) button.

Transaction Details

Transaction ID: 65126808
CUSTOMER TEST - 729086322
Issue Date/Time: 8/1/2016 10:37:27 AM
Posted Date:

Agent ID: 1310
Agent: DNR GREEN BAY SERVICE CENTER
Clerk: Joel Hartman
Total Cost: \$12.00

Line Item ID	Product Number	Product Name	Product Price	Commission	DNR Revenue	Year	Fulfilled Date	Status
1	6186-13	Product Details	\$12.00	\$0.00	\$12.00	2016 License Year		Active

Done Void Transaction

- A screen will pop up asking for the void reason. Please type in a specific reason in the box (wrong license/unit, payment not received, printer issue, etc.). Then touch the **Yes** button.

Void Transaction

Are you sure you want to place this (i.e. #65126808) Void Transaction?

Void Reason

No **Yes**

- The transaction status will be changed from **Active** to **Void**. Your account will be credited the amount of the void. You can view the transaction under your Void Report in the Reports menu of the Agent Corner. Make sure to collect the license document from the customer and dispose of it.

Important Tips:

- License Sales Agents can only void a license for 30 minutes after the sale. If a transaction does not show up on the voids list, you will see a message to call the DNR call center to have the license voided for you.
- Have the customer confirm their purchase in the Shopping Cart screen before printing. At that point you can still make changes to the purchase without having to void.
- If a customer leaves without their license and without paying, always void the license immediately. Don't let customer return later with payment (if customer obtains a free reprint before the void is issued then the agent will not get credit).
- If a customer leaves with a copy of the license, it can no longer be voided or refunded until the customer returns the license copy.
- Quick Sale items such as trail passes and Federal Migratory Bird Hunting Stamps can only be voided SAME DAY of purchase since items are mailed to the customer next day. Do not offer refunds for those items.

