

Voiding a License

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

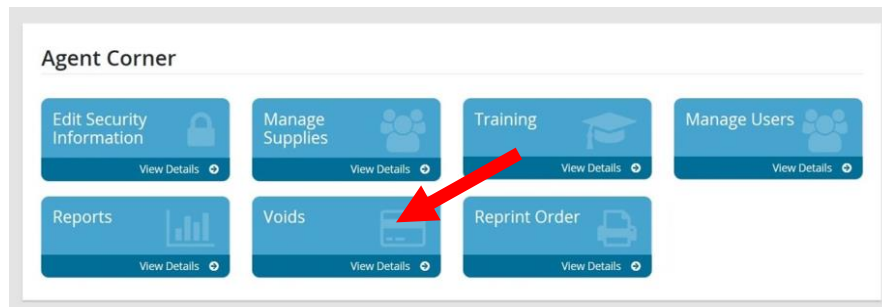
- a) The license transaction took place less than 30 minutes ago, **and**
- b) it is one of the last five licenses you processed.

If the license is unable to be voided on your terminal, you can call the DNR Call Center at 1-866-381-7668 to have it voided for you. *Note: Quick Sale items such as Park Stickers, trail passes, and Federal Duck stamps can only be voided SAME DAY of purchase.*

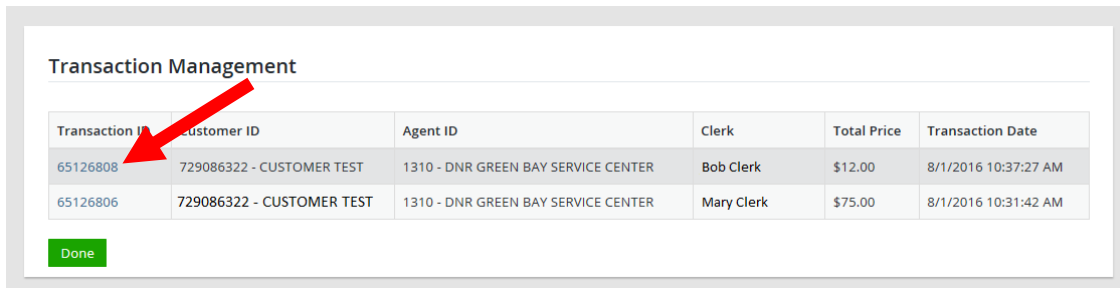
- Make sure you are logged in. Touch the [Agent Corner link](#) at the top of the screen.



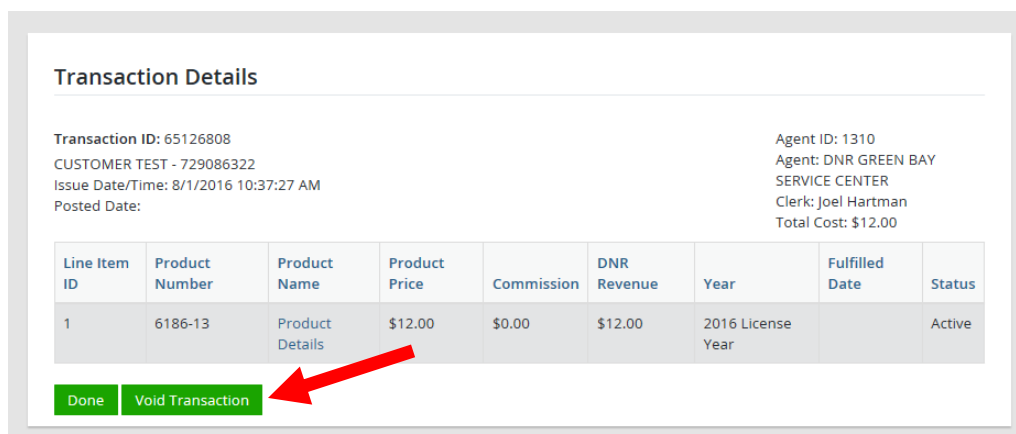
- Once in the **Agent Corner** page, touch the [Voids](#) button.



- A list of the last 5 transactions will show on the screen. Touch the [Transaction ID](#) for the transaction that you wish to void...



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



- 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

Void Transaction

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

Void Reason

No Yes

- The transaction status has now 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. **Voided licenses no longer have to be mailed into DNR.** Please collect the license document from the customer and dispose of it.

Important Tips:

- Agent locations can 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 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 Park Stickers, trail passes, and Federal Duck stamps can only be voided SAME DAY of purchase since items are mailed to the customer next day.