

Voiding Receipts

Sometimes, problems such as shipping errors or damage to goods can be discovered after you have received a delivery. In this case, you can void a receipt in SOM.

To Void a Receipt

1. In Serialized Operations Manager, click **Inbound Movement** and click the [View Receipts](#) link.
2. Set the **Status** to **Submitted**.
3. Enter additional search criteria as necessary to locate the Receipt.
4. Click the [Delivery Number](#) link for the delivery you wish to void.
5. Click **Void Receipt** at the bottom of the screen.

This brings you to the Void Receipt screen.

6. Enter the Void Information:

Field	Description
Reason*	Specify the reason you are voiding the receipt from the drop down list.
Transaction Date	Defaults to the current date.
Description	Optionally enter a description of the void.
Order Cancelled?*	Specify whether or not the order is being cancelled. If you mark the void as Yes - order was cancelled , the delivery status will become Voided - Cancelled and cannot be corrected. If you mark the void as No - order was not cancelled , the delivery status will become Voided - Not Corrected . You can correct the shipment.

7. Click **Submit**.

A confirmation message appears stating that the void action cannot be undone.

8. Click **Confirm** to complete the action.