

# Void

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Go to **Transactions** and then select the filter icon and add filters to identify the transaction to void.

Void transactions can be performed via the Qualpay Payment Gateway and from within Qualpay Manager. For transactions processed via a 3rd-party payment gateway, please process a void through your selected gateway. A void will perform an authorization reversal with the issuing bank and will remove a pending transaction from your cardholder's online statement.

A void can be performed on an authorized transaction with the status of *Authorized*, or on a capture, sale, or refund transaction with the status of *Captured*. Additionally, use when a transaction, for any reason, is a duplicate.

To perform a void:

1. Locate, identify, and select the transaction. You may need to expand the date range when searching.
2. View the [Transaction Detail](#) for the transaction and the Actions section on the right.
3. Select **Void**.
4. Click on **Void Transaction** to confirm the void.

The [Qualpay Payment Gateway](#) also supports a void transaction.

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