Voiding a Money Order

A money order can be voided from your terminal the same day that it's printed.

Looking at the Verifone terminal, locate the function buttons to the right-side of the screen.

Press the F (function) button next to 'Money Order'.

Then, press F3 for 'Void'.

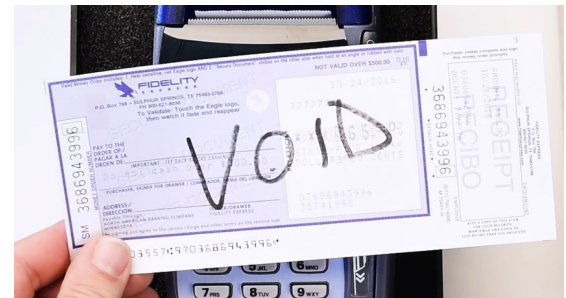When prompted, key in your clerk ID and press the green key, 'Enter'.

Key in the ten-digit serial number including check digit.

Press 'Yes' to confirm the face amount you're voiding out.

The machine will then make a short phone call or IP transaction to the office to confirm the void.

At the end of the void, the screen will read 'Void Successful'.

Remember to always write 'VOID' in ink across the front of the money order to make sure that it cannot be cashed.

To view a video of this guide, click here.

If you have questions, please call our Help Desk at 800.621.8030.