



## Correcting ATM Void Errors

**A transaction in which a cardholder has used an ATM or Debit card cannot be voided.** The funds for these cards are automatically deducted from the cardholder's bank account and forwarded to the Federal Reserve for a merchant to claim, therefore, these specific cards cannot be voided. At the end of each day when your terminal settles, the authorization number will match the specific debit transactions and the funds will be forwarded to the merchant's bank account. If the transaction has been voided from the terminal, the funds remain at the Federal Reserve.

In order to properly credit the cardholder at the time of the transaction, the original transaction should not be altered. If you have disposed of the original, we can order an authorization log for that transaction.

You will need to call the terminal help desk to have assistance re-entering this transaction. Tell them you need assistance "Reentering a voided debit card as an OFF line entry." Tell them if the card holder needs credited and they will assist with the proper procedures for performing BOTH. Remember, you be required to have a copy of the original transaction prior to calling the help desk.

Their number is: 800-552-8227 press 1 when the automatic attendant begins. You will need your V# from the side of your terminal that voided the transaction.

Should you need an auth log, or your V# in order to call the help desk, please call customer service at 888-685-1900 Monday through Friday 8 a.m. to 5 p.m Arizona Time.

