

# Void a Punch

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**Description:** In this topic, the user will learn how to void a punch. An example of why a punch may need to be voided is if the punch was made in error, was caught after being reconciled, but the employee was paid. When a punch is in Void status, no further action can be taken (the punch cannot be canceled, edited, or billed). Voiding an entry is different than canceling an entry. If an approved punch needs to be backed out and was paid and/or billed properly, the punch should be canceled instead of voided.

\*Please note: Punches cannot be voided manually from the punch details page. They must be voided via import. To see a list of punches that are eligible to be voided, run the Void Pre-Action Report. The purpose of this report is to provide information on whether or not a punch can be voided.

**Role Required:** Super User, Supervisor

**Permission Required:** Import Admin

## **Run Void Pre-Action Report**

1. Log in to personal profile
2. Click **Reports** on the main menu
3. Hover over **COA Reports** on the submenu
4. Select **Void Pre-Action Report** from the flyout menu
5. Enter desired criteria into the filters (i.e., time frame, client, employee, service code, cost center, etc.)
6. Click **Search**
7. Results will display in the table below the filters
8. Scroll to the final column on the right, **Can be Voided**, to view whether the punch can be voided. Eligible entries will be indicated by a Yes in the column.

## **Void a Paid Punch**

1. Prepare a properly formatted Import file with entries to void
  - a. View the Void Employee Entries section in the Import Admin Guide for details
2. Click **Import** on the main menu
3. Hover over **Entries** on the submenu
4. Select **Void Employee Entries** from the flyout menu
5. On the Import Details page, click **Actions**.
6. Select **Upload File** from the drop-down menu
7. Upload the prepared, tab-delimited TXT file.
8. Click **Save** and **Yes** to confirm
9. When the import process has been completed, the punch(es) status will change to Void. No further action can be taken on the punch.
  - a. To view all punches that are in Void status, users with the appropriate role can run the **Voided Entries Report**.
    - i. Log in to personal profile
    - ii. Click **Reports** on the main menu
    - iii. Hover over **Management Reports** on the submenu
    - iv. Select **Voided Entries Report** from the flyout menu
    - v. Enter desired criteria into the filters (i.e., time frame, client, employee, service code, cost center, etc.)
    - vi. Click **Search**
    - vii. Results will display in the table below the filters

## Related articles

- [Enter a Punch - Web Portal](#)
- [Managing Entries - Guide](#)
- [Entries Restriction - Day\(s\) of Week and Holidays](#)
- [Add or Edit a Punch for an Employee](#)
- [Employee - View and Search Punches](#)