



Online Teacher Receipting: How to Void Receipts in a Teacher Account

This document is the instructions for how to void Receipts in Online Teacher Receipting.

****Please note**:**

In OTR, you can either do an **Receipt Void to permanently negate an OTR Receipt** or you can do a **Refund/Return to keep the order**. Confirm if you're doing a Refund/Return or a Void before moving forward as you **can't undo these actions**. Please see the other Refund Instructions on how to issue a refund.

If you have any questions or comments, please contact the OSMS Support Desk either by emailing support@osmsinc.com or by calling 703-378-8299 ext. 204.

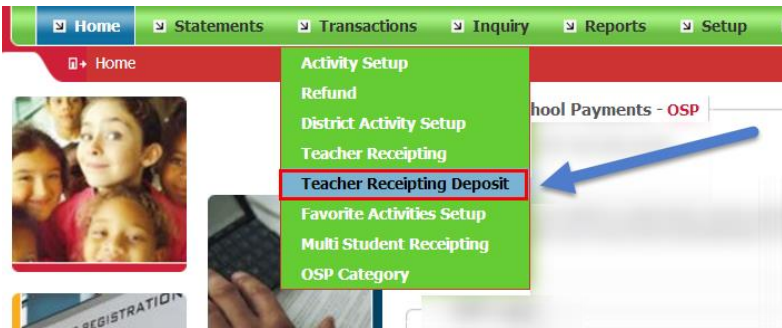
-The OSMS Support Desk

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A) Review Previous Receipts

- 1) First, review if there are any old or duplicate receipts we need to void. Login with your **teacher username and password**, and select your **school location**. Then go to the **Transactions tab** and select the page called **Teacher Receipting Deposit**.
 - a. ****IMPORTANT**** You must be logged in as the **OTR user account who did the original receipts**. For Bookkeepers, you cannot use your own OTR user account; please assist the original teacher as needed.



- 2) This will open up the **Teacher Receipt Deposit page**. In the list or queue, you will see any OTR receipts that **have not yet deposited**. They are “waiting” to be added to a new deposit.

Transactions - Teacher Receiving Deposit Galaxy Middle | Logout

Teacher Deposit

User Name : Last : First : Deposit Date : Deposit Number :

Filter Receipts

Cash/Check: All Dates: or Begin: End: [Update Filter](#) Show All Users

Receipt	Number	User	Date	Amount	Method	Check #	Student Id	Last Name	First Name	All
TR-106582	P1001	lziegler	08/22/2017	\$80.00	Cash	NA	1850345	Hartnett	Will	<input type="checkbox"/>

1 - Records found

	Selected Totals	Enter Count Totals	Difference
Total Cash Amount:	<input type="text" value="\$ 0.00"/>	<input type="text" value="\$ 0.00"/>	<input type="text" value="\$ 0.00"/>
Total Check Amount:	<input type="text" value="\$ 0.00"/>	<input type="text" value="\$ 0.00"/>	<input type="text" value="\$ 0.00"/>
Deposit Total:	<input type="text" value="\$ 0.00"/>	<input type="text" value="\$ 0.00"/>	<input type="text" value="\$ 0.00"/>

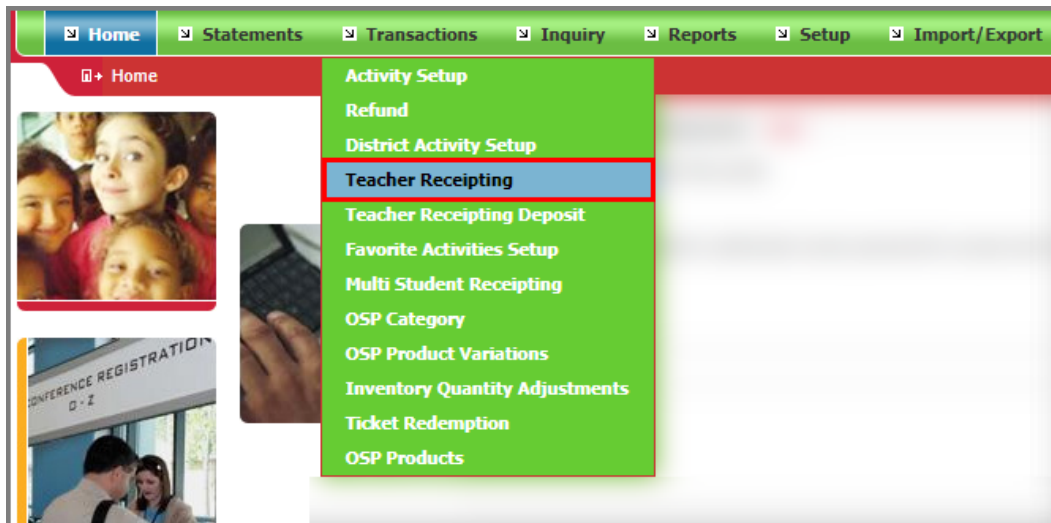
- 3) Check the date for these receipts, particularly the receipts at the top. **Ideally, all receipts should be deposited within 48 hours.** If the date is extraordinarily old, please check to see why it hasn't been deposited yet. Make a note or screenshot of any receipts that need to be voided, then proceed to either the Void Receipt Steps or Void
- a. Possible reasons why it's still waiting include:
 - i. It's a duplicate of another receipt
 - ii. It has the wrong student or wrong item
 - iii. It's from a previous, already audited year (12+ months)
 - iv. Unknown, but all money is accounted for so it needs to be deleted

Receipt	Number	User	Date	Amount	Method	Check #	Student Id	Last Name	First Name	All
TR-106582	P1001	Iziegler	08/22/2017	\$80.00	Cash	NA	1850345	Hartnett	Will	<input type="checkbox"/>

4)

B) Void Undeposited Receipts

1) First, go to the **Transactions** tab, and select the **Teacher Receipting** page.




2) This will open up the **Teacher Receipting** page. Select the **magnifying glass** besides the **Receipt Number** field in to the top right field.

Transactions > Teacher Receipting Galaxy Middle | Logout

Teacher Receipting

Teacher

Username: Last: First: Receipt Number: 

Student

Select: Filter Student List: My Students My School All Schools [Edit My Student List](#) No Student ID Required

or Enter ID: Last: First: Grade: Email:

Student Detailed Obligations

Obligation ID	Description	Obligation Type	Oblig. Date	Amt. Due	Amt. to Pay	<input checked="" type="checkbox"/> Pay
No Student Detailed Obligations are due						

Activities and Variable Payments

Enter Activity #: Or Select Type: All Activities Assigned Activities Favorite Activities Variable Payments (Obligations) and Select Activity Name: Grade Level: Course/Class: Description: Quantity: Price/Item:

Shopping Cart

No items added into Cart.

Payment

Payment Type: Cash Check Card Check Number: Payee: Payment:

Notes: Difference: Payment Amt:

3) This will open up the **List of Receipts** page. Find the individual receipt you need to void and click the corresponding **Select** button to the far right column.

List of Receipts X

View Last 30 Days View Last 90 Days View All

Student Last Name : Show All Receipts

SN	Order Id	Order Date	Amount(\$)	Voided	Student Id	Last Name	First Name	
1	TR-106582	8/22/2017	\$80.00		1850345	Hartnett	W...	<input type="button" value="Select"/>

- 4) This will open up the **individual receipt** back on the **Teacher Receipting** page. Verify you have the correct one by confirming the details of the receipt (such as **Receipt Number**, **student name**, **student ID #**, **Check #**, **item purchased** etc.).

The screenshot shows the 'Teacher Receipting' interface. At the top, the breadcrumb is 'Transactions > Teacher Receipting' and the school is 'Galaxy Middle'. The page is divided into several sections:

- Teacher:** Username: lziegler, Last: Ziegler, First: Lauren. Receipt Number: TR-106582.
- Student:** Select: Hartnett, Will - 185034. Filter Student List: My Students (selected), My School, All Schools. Edit My Student List. No Student ID Required (checkbox). or Enter ID: 1850345. Last: Hartnett, First: Billy, Grade: 11, Email: writnsew@gmail.com.
- Student Detailed Obligations:** An empty box for listing obligations.
- Activities and Variable Payments:** Enter Activity #: and Select Activity Name: (dropdown: -Select Activity-). Select Type: All Activities (selected), Assigned Activities, Favorite Activities, Variable Payments (Obligations). Fields for Grade Level, Course/Class, Description, Quantity, and Price/Item. Add To Cart button.
- Shopping Cart:** A table with columns Activity Number, Activity Name, and Price.

Activity Number	Activity Name	Price
CI701-142	2017 2 Prom Tickets	\$80.00
Total :		\$ 80.00
- Payment:** Payment Type: Cash (selected), Check, Card. Check Number: NA, Payee: NA, Payment: \$ 80.00. Delete button.
- Notes:** Clear/Cancel, Email Receipt, Print Receipt, Void Receipt, Difference: \$ 0.00, + Another Payment, Payment Amt: \$ 80.00, Post Receipt.

- 5) Then, select the **Void Receipt** button on the bottom right.

Payment

Payment Type: Cash Check Card

Check Number: NA

Notes:

Clear/Cancel Email Receipt Print Receipt **Void Receipt** Different

6) A **Confirm Void pop up window** will appear. Click the **OK button** to confirm the void.

osp.osmsinc.com says:

Void the selected receipt?

OK Cancel

7) A **Void Reason pop up window** will appear. Click the drop-down box to select a **void reason** and then select the **Void button**.

Please select a reason for voiding this receipt:

Void Cancel

Select Void Reason

Select Void Reason


Entered in Receipt Twice by Accident

Entered in Wrong Payment Amount

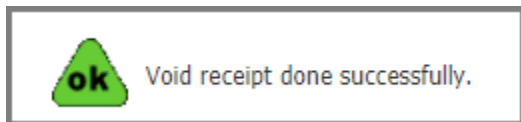
Entered in Wrong Receipt Date

Selected an Incorrect Student

Please select a reason for voiding this receipt:



8) If the void completes successfully, you will see a **green triangle** with a message confirming the void




9) To confirm the void, go back to the **Magnifying Glass** beside the **Receipt Number** field. Find the receipt on the **List of Receipts** page. Notice there is now a “yes” in the **Voided** column.

You can also click on the **Select** button to the far right to open up the receipt again in the **Teacher Receipting Page**. You’ll notice there is now a **Voided message** in the top left corner.

List of Receipts								
SN	Order Id	Order Date	Amount(\$)	Voided	Student Id	Last Name	First Name	
1	TR-106582	8/22/2017	\$80.00	Yes	1850345	Hartnett	Will	Select

Transactions > Teacher Receipting Galaxy Middle | Logout

Teacher Receipting

VOIDED 

Teacher

Username: Last: First: Receipt Number:

Student

Select: Filter Student List: My Students My School All Schools [Edit My Student List](#) No Student ID Required

or Enter ID: Last: First: Grade: Email:

Student Detailed Obligations

Activities and Variable Payments

Enter Activity #: Or Select Type: All Activities Assigned Activities Favorite Activities Variable Payments (Obligations) and Select Activity Name: Grade Level: Course/Class: Description: Quantity: Price/Item:

Shopping Cart

Activity Number	Activity Name	Price
CI701-142	2017 2 Prom Tickets	\$80.00
Total :		\$ 80.00

Payment

Payment Type:	Check Number:	Payee:	Payment:
<input checked="" type="radio"/> Cash <input type="radio"/> Check <input type="radio"/> Card	<input type="text" value="NA"/>	<input type="text" value="NA"/>	<input type="text" value="\$ 80.00"/> <input type="button" value="Delete"/>

Notes: Difference: Payment Amt:

10) Redo the original receipt (payment) if needed with the correct info.

C) Void Already Deposited Receipts

- 1) Already deposited OTR receipts cannot be voided straight away. You will notice they will have in all **red and bold** the words **DEPOSITED with the specific OTR Deposit Number** in the top left corner.

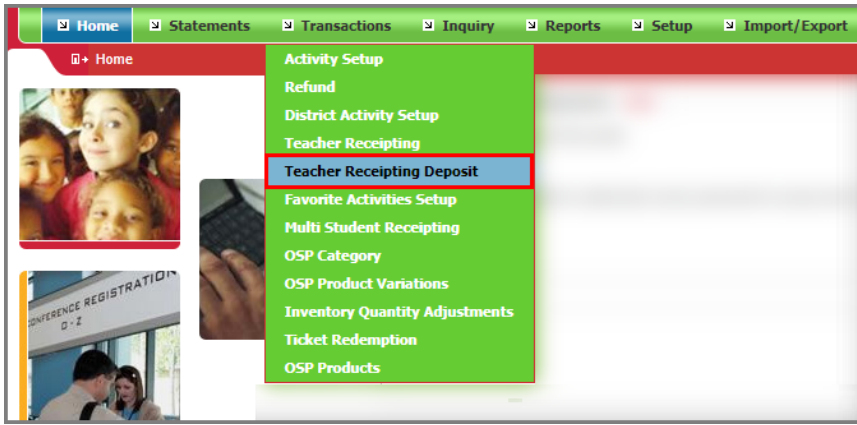
Because the OTR Receipt has already been deposited, you will be **unable to void the receipt**. In fact, the **Void Receipt button** at the bottom of the page will be greyed out and **completely unresponsive**.

The screenshot shows the 'Teacher Receipting' interface. At the top, a red banner displays 'DEPOSITED -- TDCI701-000528' with a blue arrow pointing to it. Below this, the 'Teacher' section includes fields for Username (lziegler), Last (Ziegler), and First (Lauren), with a Receipt Number of TR-106584. The 'Student' section shows a selection for 'Smith, John - T001' and 'or Enter ID: T001'. The 'Student Detailed Obligations' section is empty. The 'Activities and Variable Payments' section has radio buttons for 'All Activities', 'Assigned Activities', 'Favorite Activities', and 'Variable Payments (Obligations)'. Below this is a 'Shopping Cart' table with two items: '2017 Single Prom Ticket' for \$62.50 and '2017 Science Lab Fee' for \$12.00, totaling \$74.50. The 'Payment' section shows two entries: one for 'Brad Pitt' for \$24.50 and another for 'NA' for \$50.00. At the bottom, a row of buttons includes 'Clear/Cancel', 'Email Receipt', 'Print Receipt', 'Void Receipt' (which is greyed out), 'Difference: \$ 0.00', '+ Another Payment', 'Payment Amt: \$ 74.50', and 'Post Receipt'. A blue arrow points to the 'Void Receipt' button.

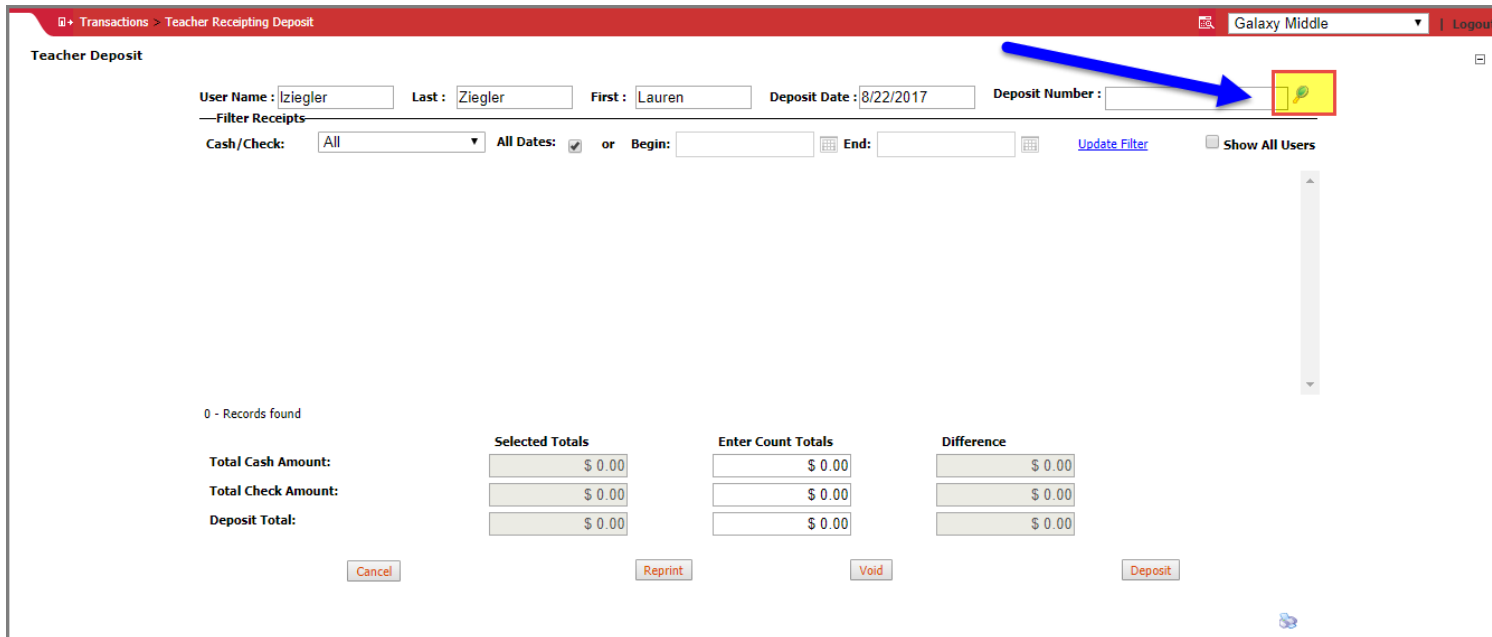
Activity Number	Activity Name	Price
CI701-140	2017 Single Prom Ticket	\$62.50
CI701-147	2017 Science Lab Fee	\$12.00
Total :		\$ 74.50

Payment Type:	Check Number:	Payee:	Payment:	
<input type="radio"/> Cash <input checked="" type="radio"/> Check <input type="radio"/> Card	5520	Brad Pitt	\$ 24.50	Delete
<input type="radio"/> Cash <input type="radio"/> Check <input type="radio"/> Card	NA	NA	\$ 50.00	Delete

- 2) In order to delete these receipts, you must first **void the affiliated OTR Deposit**. Go to the **Transactions tab**, then select the **Teacher Receipting Deposit page**.



3) On the **Teacher Receipting Deposit** page, select the magnifying glass adjacent to the Deposit Number field. It is usually in the top left or top right of the screen.



- 4) This will open up the **List of Deposited Statements page**. You will need to click the **Select button** in the far right column to open up that specific OTR Deposit. Refer back to the **specific OTR Deposit Number** if you have it available, otherwise you will need to check each deposit until you have selected the right one.

SN	Deposit Number	Deposit Date	Amount(\$)	
1	TDCI701-000528	8/22/2017	\$131.50	Select

- 5) This will open up the **specific OTR Deposit**. Verify you have the correct one by confirming the details of the receipts (such as dates, student ID #s, Check #s etc.). Then, select the **Void Deposit button** on the bottom right.

- a. ****IMPORTANT**** If this Void Deposit button is **greyed out and nonresponsive**, this means that this **OTR Deposit is already in your School Activity Fund Software, such as School Funds Online (SFO)**. Please contact the OSMS Support Desk at support@osmsinc.com or 703-378-8299 x 204 so we can assist with the next step.

Transactions > Teacher Receiving Deposit Galaxy Middle | Logout

Teacher Deposit

User Name: Last: First: Deposit Date: Deposit Number:

Filter Receipts

Cash/Check: All Dates: or Begin: End: [Update Filter](#) Show All Users

Receipt	Number	User	Date	Amount	Method	Check #	Student Id	Last Name	First Name
TR-106583	P1001	lziegler	08/22/2017	\$32.00	Check	6565	1850349	Hartnett	Michael
TR-106584	P1001	lziegler	08/22/2017	\$24.50	Check	5520	T001	Smith	John
TR-106584	P1002	lziegler	08/22/2017	\$50.00	Cash	NA	T001	Smith	John
TR-106585	P1001	lziegler	08/22/2017	\$25.00	Check	4441	1850349	Hartnett	Michael

Total Cash Amount:

Total Check Amount:

Deposit Total:

Selected Totals

Enter Count Totals


Difference

6) A Void Reason pop up window will appear. Click the drop-down box to select a void reason and then select the Void button.

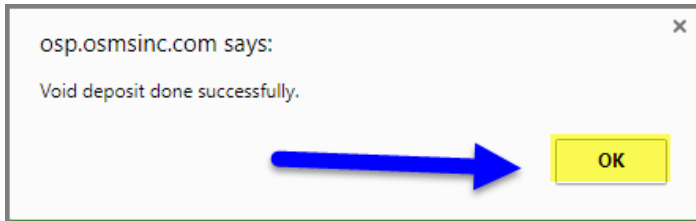
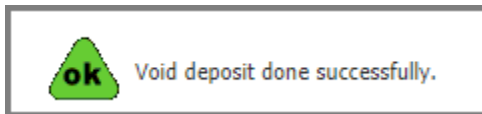
Please select a reason for voiding this deposit:

- Select Void Reason ▼
- Select Void Reason
- Entered in wrong Deposit Date
- Needed to void a Receipt included in this Deposit
- Wrong Deposit Amount

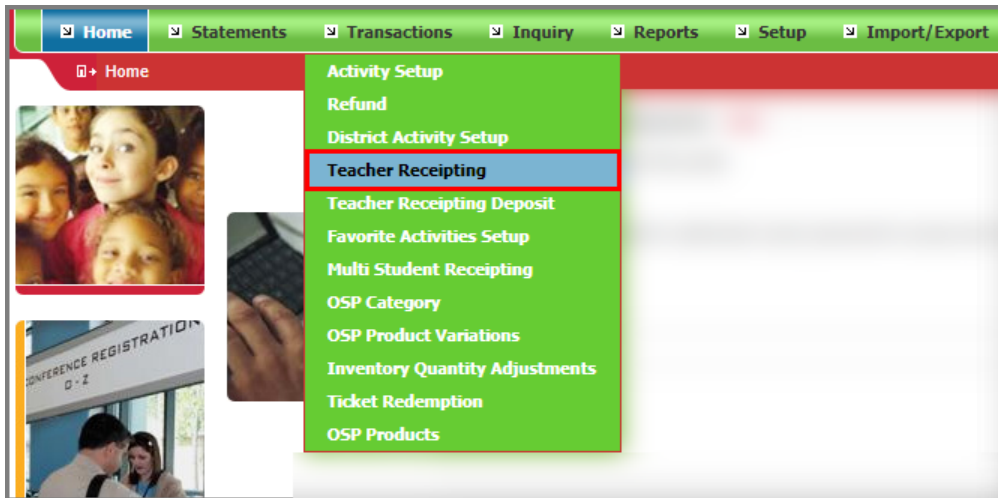
Please select a reason for voiding this deposit: ▾



- 7) If the void completes successfully, you will see a **green triangle** with a message confirming the void. You may also see a **Void Deposit Done Successfully** pop up window. Click **OK** to close.




- 8) Next, go to the **Transactions tab**, and select the **Teacher Receipting page**.



9) This will open up the **Teacher Receipting page**. Select the **magnifying glass** besides the Receipt Number button. Depending on the OTR version you are currently using, this will either be in the top left or top right of the screen.

Transactions > Teacher Receipting Galaxy Middle | Logout

Teacher Receipting

—Teacher—
 Username: Last: First: Receipt Number: 

—Student—
 Select: Filter Student List: My Students My School All Schools [Edit My Student List](#) No Student ID Required
 or Enter ID: Last: First: Grade: Email:

Student Detailed Obligations

Obligation ID	Description	Obligation Type	Oblig. Date	Amt. Due	Amt. to Pay	<input checked="" type="checkbox"/> Pay
No Student Detailed Obligations are due						

Activities and Variable Payments

Enter Or Select Type: All Activities Assigned Activities Favorite Activities Variable Payments (Obligations)
 and Select Activity Name: Grade Level: Course/Class: Description: Quantity: Price/Item: [Add To Cart](#)

Shopping Cart
 No items added into Cart.

Payment

Payment Type:	Check Number:	Payee:	Payment:
<input checked="" type="radio"/> Cash <input type="radio"/> Check <input type="radio"/> Card	<input type="text" value="NA"/>	<input type="text" value="NA"/>	<input type="text"/> Delete

Notes: [Clear/Cancel](#) [Email Receipt](#) [Print Receipt](#) [Void Receipt](#) Difference: [+ Another Payment](#) Payment Amt: [Post Receipt](#)

10) This will open up the **List of Receipts page**. Find the individual receipt you need to void and click the corresponding **Select button** to the far right column.

List of Receipts
X

View Last 30 Days
 View Last 90 Days
 View All

Student Last Name :
 Show All Receipts

SN	Order Id	Order Date	Amount(\$)	Voided	Student Id	Last Name	First Name	
1	TR-106585	8/22/2017	\$25.00		1850349	Hartnett	Michael	Select
2	TR-106584	8/22/2017	\$74.50		T001	Smith	John	Select
3	TR-106583	8/22/2017	\$32.00		1850349	Hartnett	Michael	Select
4	TR-106582	8/22/2017	\$80.00	Yes	1850345	Hartnett	Will	Select

11) This will open up the **individual receipt** back on the **Teacher Receipting page**. Verify you have the correct one by confirming the details of the receipt (such as **Receipt Number, student name, student ID #, Check #, item purchased** etc.). Then, select the **Void Receipt button** on the bottom right.

Transactions > Teacher Receipting Galaxy Middle | Logout

Teacher Receipting

Teacher: _____

Username: Last: First: Receipt Number:

Student: _____

Select: Filter Student List: My Students My School All Schools [Edit My Student List](#) No Student ID Required

or Enter ID: Last: First: Grade: Email:

Student Detailed Obligations

Activities and Variable Payments

Enter Or Select Type: All Activities Assigned Activities Favorite Activities Variable Payments (Obligations)

Activity #: and Select Activity Name: Grade Level: Course/Class: Description: Quantity: Price/Item: [Add To Cart](#)

Shopping Cart

Activity Number	Activity Name	Price
C1701-131	Pay to Play - Football	\$25.00
Total :		\$ 25.00

Payment

Payment Type: Cash Check Card Check Number: Payee: Payment: [Delete](#)


Notes: [Clear/Cancel](#) [Email Receipt](#) [Print Receipt](#) [Void Receipt](#) Difference: [+ Another Payment](#) **Payment Amt:** [Post Receipt](#)

12) Then, select the **Void Receipt button** on the bottom right.

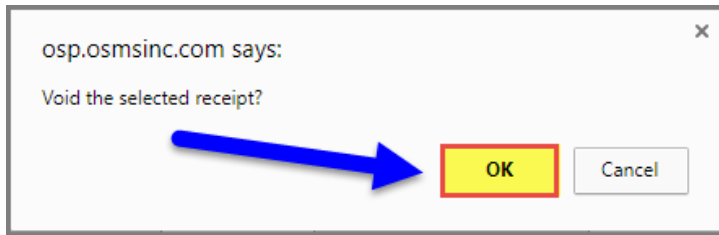
Payment

Payment Type: Cash Check Card Check Number:

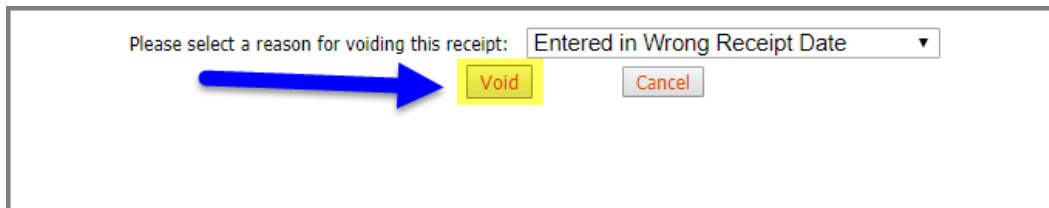
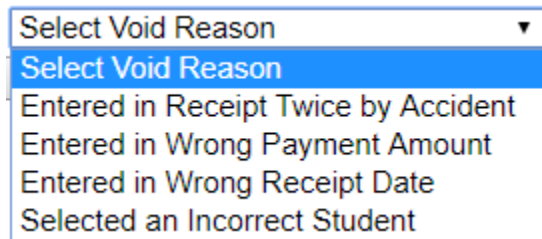
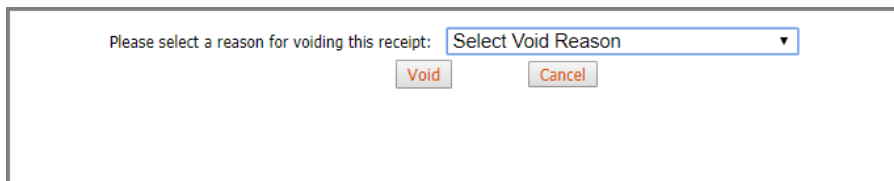
Notes: [Clear/Cancel](#) [Email Receipt](#) [Print Receipt](#) [Void Receipt](#) Difference:



13) A pop up window will appear. Click the **OK button** to confirm the void. If the void completes successfully, you will see a green triangle with a message confirming the void.



11) A **Void Reason pop up window** will appear. Click the drop-down box to select a **void reason** and then select the **Void button**.



14) To confirm the void, go back to the **Magnifying Glass** beside the **Receipt Number field**. Find the receipt on the **List of Receipts page**. Notice there is now a "yes" in the **Voided column**.

You can also click on the **Select** button to the far right to open up the receipt again in the **Teacher Receipting Page**. You'll notice there is now a **Voided message** in the top left corner.

List of Receipts X

View Last 30 Days View Last 90 Days View All

Student Last Name : Show All Receipts

SN	Order Id	Order Date	Amount(\$)	Voided	Student Id	Last Name	First Name	
1	TR-106585	8/22/2017	\$25.00	Yes	1850349	Hartnett	Michael	Select
2	TR-106584	8/22/2017	\$74.50		T001	Smith	John	Select
3	TR-106583	8/22/2017	\$32.00		1850349	Hartnett	Michael	Select
4	TR-106582	8/22/2017	\$80.00	Yes	1850345	Hartnett	Will	Select

Transactions > Teacher Receipting Galaxy Middle | Logout

Teacher Receipting

VOIDED ←

Teacher

Username: Last: First: Receipt Number:

Student

Select: Filter Student List: My Students My School All Schools [Edit My Student List](#) No Student ID Required

or Enter ID: Last: First: Grade: Email:

Student Detailed Obligations

Activities and Variable Payments

Enter Activity #: Or Select Type: All Activities Assigned Activities Favorite Activities Variable Payments (Obligations)

and Select Activity Name: Grade Level: Course/Class: Description: Quantity: Price/Item:

Shopping Cart

Activity Number	Activity Name	Price
C1701-131	Pay to Play - Football	\$25.00
Total :		\$ 25.00

Payment

Payment Type: Cash Check Card Check Number: Payee: Payment:

Notes: Difference: Payment Amt:

- 15) Redo the original receipt (payment) if needed
- 16) Redo the original Teacher deposit (batch) if needed

D) Void OTR Credit Card Payments

- 1) Traditional voids in OTR for credit card purchases will not work. Please have the school bookkeeper do either a void or refund via the **Transactions tab** → **Refund Page**.

Please see the other instructions for more info.

Navigation menu: Home, Statements, Transactions, Inquiry, Reports, Setup, Import/Export

Home

Activity Setup

Refund

- District Activity Setup
- Teacher Receipting
- Teacher Receipting Deposit
- Favorite Activities Setup
- Multi Student Receipting
- OSP Category
- OSP Product Variations
- Inventory Quantity Adjustments
- Ticket Redemption
- OSP Products

