

# HOW TO VOID A TICKET

HomeTown VBO users can void a single ticket or an entire order under the **Order List** within the event. You also have the capability to search for the order within the **Reports Tab** → **Order List**.

- 1) Locate the order within the individual event or under the **Orders List** within the **Reports Tab**
- 2) Select **Order Details**
- 3) You have multiple options when it comes to voiding tickets:
  - **Void Ticket** (select individual tickets within an order)
  - **Void Entire Order** (all tickets within the order will be voided)

**Note:** Voided tickets will not be valid for entry at an event. The purchaser's ticket is released back into the event's inventory to sell again. If you only void a ticket or entire order, the purchaser does not get their money back.

If you were to refund AND void a ticket or entire order, the purchaser receives their money back and will not have a valid ticket upon entry to the event.

Order #12268

Return To Order List

Order #	12268
Time	09/04/2024 1:37:03 PM EDT
Customer	HomeTown Fan
Address	, OH
E-mail	training@hometownticketing.com <a href="#">Edit</a>
Phone	(none) <a href="#">Edit</a>
Payment Info	Cash
Sales Account	Default
Transaction ID	
Status	Complete
Customer message	None

Items

Qty	Description	Unit Price	Total Price
1	Adult General Admission	\$10.00	\$10.00
1	Student General Admission	\$5.00	\$5.00
Grand total			\$15.00

No products listed for this order.

[Void entire order](#)
[Refund charge...](#)

Tickets

[Download all tickets](#)
[Re-send receipt e-mail](#)
[Send tickets by text](#)

Ticket ID	Description	First Name	Last Name	Phone	Actions
852401067830	HomeTown vs Opponent – Fitzpatrick Volleyball HomeTown Super Complex 10/25/2024 7:00 PM EDT Adult General Admission	HomeTown <a href="#">Edit</a>	Fan <a href="#">Edit</a>	<a href="#">Edit</a>	<a href="#">Void ticket</a>
971430143035	HomeTown vs Opponent – Fitzpatrick Volleyball HomeTown Super Complex 10/25/2024 7:00 PM EDT Student General Admission	HomeTown <a href="#">Edit</a>	Fan <a href="#">Edit</a>	<a href="#">Edit</a>	<a href="#">Void ticket</a>