

# Error: Tickets with deposit information cannot be voided

## Summary:

Error: Tickets with deposit information cannot be voided

## Cause:

This is proper behavior. This message is given when trying to void a ticket released from an order containing deposit information. A ticket generated from an order may be voided, unless any of the deposit money was used on the released ticket - then it cannot be voided.

## Solution:

A return ticket should be entered instead of voiding a ticket with an order deposit.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=104>