

| Motor Vehicle Procedure Manual | |
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| Title and Lien | |
| | Void Title Transaction |

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Description and Use

This procedure provides information and instructions to assist employees of the Tax Collector, License Plate Agent, and the Florida Department of Highway Safety and Motor Vehicles (FLHSMV) in determining when a title transaction may be voided on a report.

Definition

Void: To vacate or undo an incorrect transaction record that is marked pending on the Division of Motorist Services (MS) database (FRVIS).

General Information

When an error is detected for a transaction that has been processed in the system and the record is marked pending on the database, the transaction should be voided and reprocessed.

If the void period has expired, refer to [TL-04](#) Corrections/Changes to the Certificate of Title or Lien Information for instructions on how to correct title errors.

Special Instructions

The two reporting periods that may be voided are:

1. The current day's work.

Revision Date: 05/08/2020

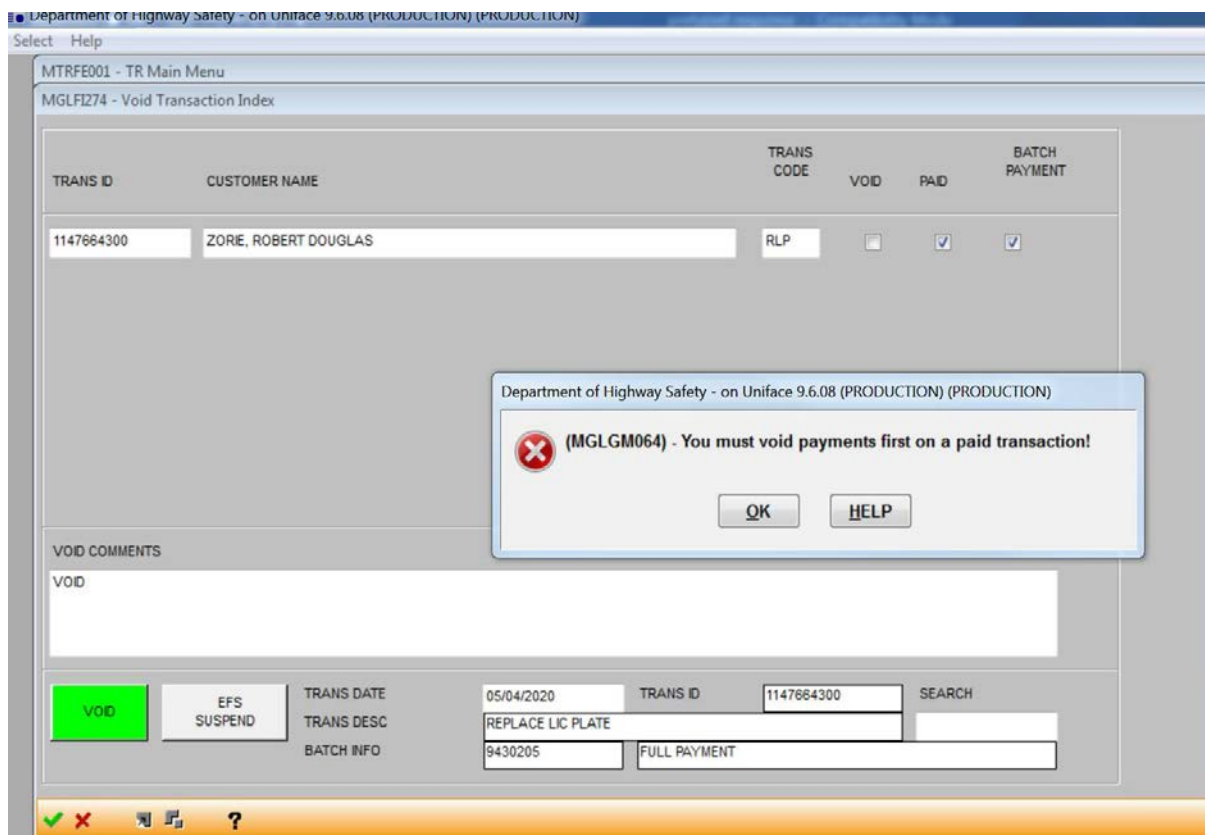
Effective Date: Immediately

2. The previous day's work.

Miscellaneous

- A. The transaction being voided may not be from a report prior to the previous day's work.
- B. If a transaction being voided has already been cashiered, the payment must be voided before the transaction is voided. If the cashier voiding the payment is not the same cashier that posted the payment originally, a warning message will be displayed. This is only a warning and will not stop the cashier from voiding the transaction.

Error message will display on a transaction being voided that has already been cashiered.



- C. If the transaction being voided is from the previous day's report, and it is being reprocessed, it should be done on the current day's report. The previous day's report must be reprinted to indicate the payment and transaction were voided.
- D. Transactions with a FAST TITLE FLAG cannot be voided from a prior day.

Revision(s) to Procedure

Annual review of procedure and removed all references to “voiding a fast title from the previous day”.

3/19/18: Reminded to correct title to avoid voiding unnecessarily. Cannot void if customer has left office with the title. If transaction is voided that has been cashiered, the payment must be voided before the transaction is voided.

5/18/99: Procedure was created with implementation of FRVIS 2000.