Voiding MFIs in Crossroads is completed through the Food Instrument Investigation Tool.  The user must also physically stamp the actual MFI VOID and indicate on the MFI Register the Voided status of the MFIs.

From the Home screen the user can access the Food Instrument Investigation Tool in two ways.
1. From the menu bar select Operations → Food Instrument Investigation Tool
2. From the Food Maintenance Container → Food Instrument Investigation Tool

In the Search Criteria container (pictured below):
1. Under Select Program – choose WIC
2. In the Search By container – select the FI radio button as shown
3. Leave the Status container blank
4. In the FI Serial Numbers container
    a. Under Start enter the first FI serial number as listed on the FI
       (also found on the MFI Register)
    b. Under End enter the last FI serial number in the range you are voiding
    c. Leave FI Type blank
5. Leave Vendor Information, Date Range, Paid Amount and Presentment Amount blank
6. Select Search. Search Results will populate the bottom of the screen (see screenshot on page 2).

Select the check box preceding the line of the FI Serial # to void.

Note Status listed is "Pending."

If all Serial #s are to be Voided you can select the top box which checks all of the boxes below.

In the screenshot below we have selected all.

Then select Void.  A Confirm Action dialog box will open.



Note all of the selected Serial #s are listed under FIs to be voided and a Total Items is provided.  In our example there are 4 MFIs we need to void.

Choose a Reason from the drop down box – and click Void.

The application navigates back to the Food Instrument Investigation Tool screen.
A Status Message is displayed, for example: "4 Food Instrument(s) Voided."
Note Status on the listed Serial #s has changed to "Voided."