RESET/CANCEL TRANSACTION

**Completed Transactions:** Can be reset/cancelled before 8 p.m. *on the same day* that it was processed.

**Pended Transactions:** Applications that have been pended (saved) but not completed can be reset at any time.

**Note:** Transactions can only be reset by the same organization that initially process them. If you are unable to reset a transaction processed in error, please contact the Agent Partnership Unit at (608) 266-3566. Phones are answered Monday through Friday from 7:30 AM to 4:15 PM.
Cancel Transaction

1. From the Transactions menu block on the Dashboard select *Reset/Cancel Transaction*
2. **Step 1 – Reset Transaction**
   2.1. Select the appropriate reset data available
      2.1.1. Envelope Number
      2.1.2. Title Number
      2.1.3. VIN
   2.2. Enter correct data
   2.3. Select *Search*

   ![Step 1 - Reset Transaction](image)

3. **Step 1 – Reset Transaction**
   3.1. Review/Verify the information
      3.1.1. Select *Cancel* if the information is not correct
      3.1.2. Select *Reset* to continue

   ![Step 1 - Reset Transaction](image)
4. **Reset Transaction Modal**
   4.1. Select Reset to reset the transaction

   **Reset Transaction**

   A reset of a transaction can not be reversed. Are you sure you would like to reset this transaction?

   ![Reset Transaction Modal](image)

5. **Step 2 – Reset Confirmation**
   5.1. If the reset transaction requires a reset form:
   5.2. Click on the link to view/print the MV2412
      5.2.1. The reset form must be printed and included in your title work that is sent to DMV for Imaging.
      5.2.2. Print a copy of the reset form and place it in your work where the eMV11 receipt and title would have been placed.
      5.2.3. Mail this form along with the rest of your completed work to DMV using the yellow mailing labels
   5.3. Select Back To Main Menu to return to Dashboard

   ![Step 2 - Reset Confirmation](image)