DocuSign: Voiding or canceling an envelope

You can void an "**In Process**" envelope. Voiding stops recipients from viewing or signing the document. You can also void an envelope to stop email notifications to a recipient if the recipient does not want to or need to sign the envelope.

Notes:
- If you are the signer and you wish to void or cancel an envelope, you can **decline to sign** to cancel the envelope.
- Senders can only void envelopes that have not been completed.
- After an envelope is voided, recipients **can no longer view or sign it.**
- Recipients that have already signed the envelope are sent an email informing them that the envelope is voided. You can include a message stating why.
- Once an envelope has been sent for signature and it was deleted, canceled, or voided for some reason, it will be counted against your total envelope count

To void an envelope

1. Find and select the In Process envelope you want to void.
2. Click Actions and then select Void.
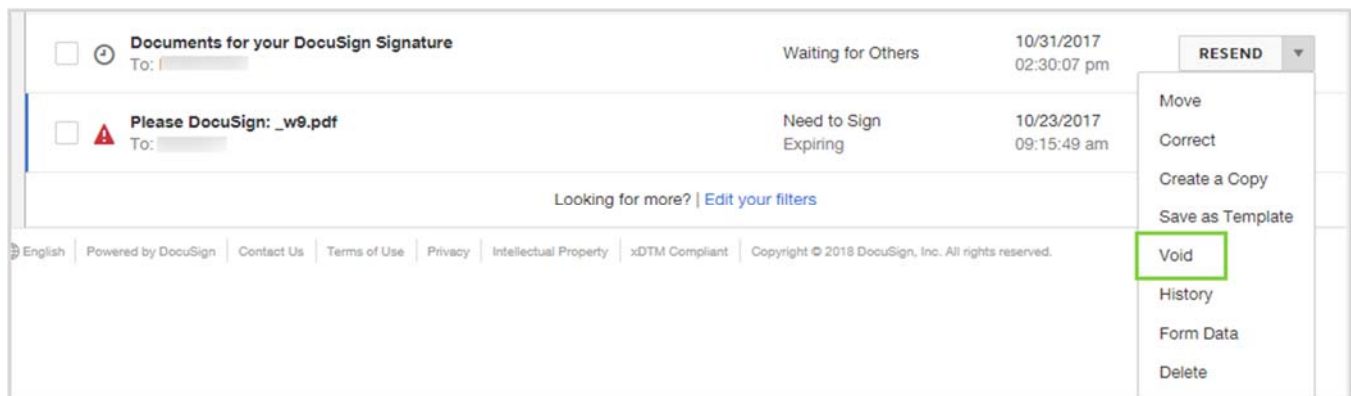
1. In the Void Envelope page, type the reason for voiding the envelope. This information is included in the email sent to recipients that have already signed the envelope.
2. Click Void Envelope. You are returned to the DocuSign Web Application and the envelope status is changed to Voided.
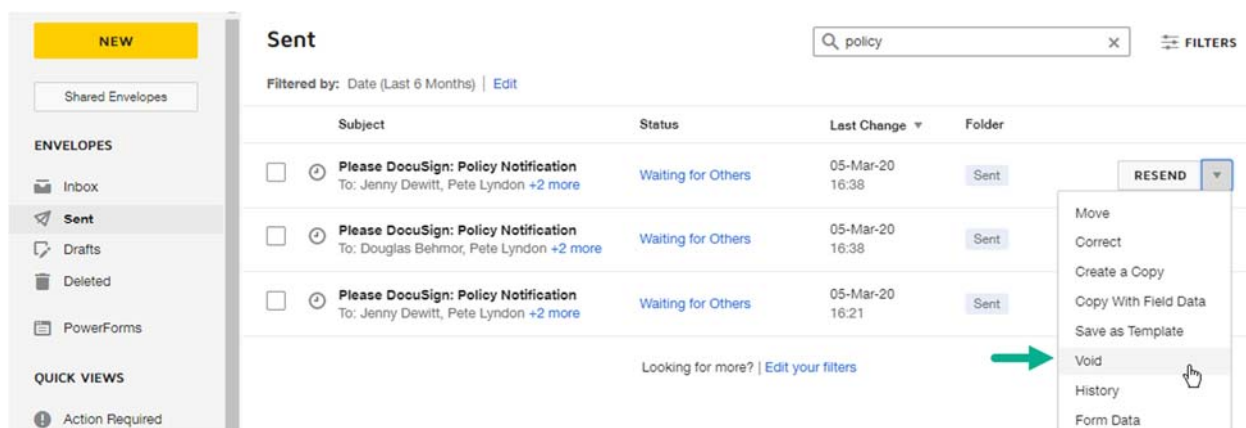
Void Envelopes

Voiding an envelope cancels all outstanding signing activities. You can void any of your sent envelopes that have not yet completed. You can only void envelopes that you sent or manage, or are shared with you, and that are still in process. Envelopes with a status of either Waiting For Others, Needs to Sign, or Needs to View are in process.

Note: You cannot unvoid an envelope. Once you void an envelope, or if a signer refuses to sign, which voids the envelope, there is no way to reactivate the transaction. Your only options are to create a copy of the voided envelope and start the transaction over again or create a new envelope from scratch.

To void an envelope

You can void any envelope that you sent or manage, or is shared with you, and that is still in process. Be aware that if you *delete* such an envelope, that also *voids* the envelope.

1. From the Manage page, locate the in-process envelope that you want to void.
2. Click the **drop-down arrow** to show the actions menu and select **Void**.

3. Enter a brief reason for voiding the document. This reason is included in the email notification sent to recipients and is added to the envelope Details and History views.
4. Confirm your action by clicking **VOID**.
   The envelope is voided, and the status in the Manage list changes to Voided.

Access to voided envelopes

When you void an envelope, recipients who have finished signing or whose turn it is to sign can still access the documents. However, a "VOID" watermark is placed on all pages and no further signing actions by anyone is possible. Any future recipients in the signing order will never receive any notification or be granted access to view or sign.

Notifications for voided envelopes

When you void an envelope, all recipients who have either finished signing or whose turn it is to sign receive an email telling them that the envelope was voided. If there are recipients further down the signing order, they do not receive any notification regarding the voided envelope.

If you do not want void notifications sent to recipients whose turn it is to sign, you can correct the envelope to remove them from the signing order. After you correct the envelope you can void it, and notifications will be sent only to the recipients who have already finished signing.

Voiding an envelope on which you are also a recipient

You may be both the sender and a recipient on an envelope. In this case, the in-process envelope can appear in three places: Sent folder, Inbox, and Action Required quick view. These are all representations of one envelope, and any action you take on any one of them affects the envelope entirely. That is, you cannot void the envelope from your Inbox without voiding and deleting the transaction for all parties. If you are trying to clear out your Inbox or Sent folder and want to avoid voiding an in-process envelope, you can instead move the envelope to a personal folder.

Here's an example for an envelope sent by Melanie in which she is also the first recipient. Shown are the three views of the envelope, in her Inbox, Sent folder, and Action Required quick view. All three represent the same envelope and Melanie can void the envelope from any one of the views.

Voiding Envelopes in DocuSign FAQ

Who can void envelopes?
Any sender can void an envelope they've sent that is In Process.

When should I void an envelope?
This can be helpful if an error that cannot be corrected was made in the envelope or signers / routing order.

What do signers see when I void an envelope?
Signers will be notified via email that the document has been voided. You can include a brief message with the email stating the reason for voiding the envelope.

Why can't my signer access the document I've voided?
Signers who have signed the document prior to voiding are able to access the document. It will display a large VOID watermark over the document. Signers who have not yet signed will be unable to access the document once voided.

I have multiple recipients, some of which have already signed. Can I still void the envelope?
You can void an envelope at any time if the envelope is In Process.

Do voided and deleted documents count as sent envelopes?
Yes. Once an envelope has been sent for signature and it was deleted or voided for some reason, it will be counted against the total envelope count.