

Void a Credit Card Payment that Hasn't Settled with the Processor

If you can catch an error before your transactions are batched out from your gateway account (daily) and sent to your merchant processor for settlement, you will be able to void the transaction as opposed to having to refund it. The benefit with this is that no charge will hit your client's credit card. See [Set a Settlement Schedule](#) in ePayment Settings for more information on batch settlement schedules.



In some cases the card issuing bank may place a hold on funds when the credit card is charged. A void does NOT remove that hold, it simply stops the charge from processing. The hold typically will drop off after a couple of days.

1. Be sure you are viewing the correct family's *Transactions* tab, and locate the payment that you want to void. (You may need to click **View Transaction History**.)
2. Click the **R** icon on the payment line.
3. If the payment has not yet settled with the merchant processor, the *Void Transaction* pop-up box will open and you'll notice two options.

Void Transaction

This payment hasn't settled with your e-commerce processor. It will be un-linked from the fee and voided. What should happen to the Payment transaction?

Void & Change Payment Amount to \$0 **Void & Delete Payment**

Send void receipt

Cancel

- Click **Void & Change Payment Amount to \$0** to unlink the payment from the fee(s) and change the payment amount to \$0. Using this option allows you to maintain a record of the payment being voided. This will change the payment amount to \$0 and add a note regarding the payment change. The balance will also be adjusted so that the family owes the voided amount. Check **Send void receipt** to send a receipt of the voided transaction to the email associated with the credit card.

Make Sale/Post Fees | Payment | Refund | Statement | Add Student | Add Contact | Lead File | Family Name | Email

Summary | Contacts | Enrollment | Transactions | Billing Info | Misc

View Transaction History | View Unapplied Credits & Unpaid Fees

Balance: 90.00 (Current Outstanding Balance)

Last 20 (Most Recent) Transactions

View 1 - 11 of 11	Date	Type	Sub Type	Amt	Orig Amt	Disc Amt	Pre-tax Amt	Tax	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student
	12/30/2015	Payment		0.00			0.00		0.00	90.00	Transaction voided and payment amount changed to 0.	Visa		12/30/2015			
	12/14/2015	Registration Fee		25.00	25.00		25.00		25.00	90.00							Ethan Gray
	12/14/2015	Tuition Fee		65.00	65.00		65.00		65.00	65.00							Ethan Gray

ePayment Details

Void - Approved

Payment Processor: SafeSave Payments
 Response: VOID SUCCESS
 Trans ID: 2939065680
 Approval Code: N/A
 Type: Credit Card
 Last 4: 8886
 Name: Erin Gray
 Location: HELP

Click to see details

- Click **Void & Delete Payment** if you want to completely delete the payment line from the family's transactions. This will completely remove the payment from the family's transaction history. The balance will also be adjusted so that the family owes the voided amount. Check **Send void receipt** to send a receipt of the voided transaction to the email associated with the credit card.

Make Sale/Post Fees | Payment | Refund | Statement | Add Student | Add Contact | Lead File | Family Name | Email

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Balance: 90.00 (Current Outstanding Balance)

Payment line has been deleted completely

Last 20 (Most Recent) Transactions

View 1 - 10 of 10	Date	Type	Sub Type	Amt	Orig Amt	Disc Amt	Pre-tax Amt	Tax	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student
	12/14/2015	Registration Fee		25.00	25.00		25.00		25.00	90.00					Registration Fees	Winter 2015	Ethan Gray
	12/14/2015	Tuition Fee		65.00	65.00		65.00		65.00	65.00					Dance	Winter 2015	Ethan Gray

Legend: Fee/Charge | Payment/Credit | Unpaid Fee | Unapplied Credit



Australian banks do not support voids. You can only refund a payment once it has settled.