

# Void, Refund and Payment Chargeback

Last Modified on 07/01/2024 12:49 pm EDT

Pathway: [Accounts](#) > [Search](#) > [Accounts \(AR History\)](#)

## Permissions

The following permissions are required to access an account and void, refund or apply a chargeback to a payment:

Permission ID	Permission Name
5	View Account
6	View Site
41	View AR History

## Void Payments

The Void Payment option is available for unsettled Credit Card payments usually less than 24 hours old. If the payment was settled (processed by the bank) this option will not display.

The screenshot displays the 'AR HISTORY' interface. At the top, there are tabs for 'CURRENT', '1-30 DAYS', '31-60 DAYS', '61-90 DAYS', '91-120 DAYS', '120+ DAYS', and 'TOTAL'. Below these are filter buttons: 'Limit to open items', 'STATEMENT', 'INVOICE', 'AUTO APPLY', 'BALANCE WRITE OFF', and 'WALLET (1)'. A search bar is also present. The main table lists payments with columns: DATE, DUE DATE, PERIOD, SITE ID, TYPE, REFERENCE NO, AMOUNT, APPLIED AMOUNT, and BALANCE. A context menu is open over the first row, with 'Void Payment' highlighted in red. Below the table, a 'VOID CREDIT CARD PAYMENT' dialog box is shown, containing 'ORIGINAL AMOUNT \$1.05' and a 'NOTE' field. A 'PROCESS VOID' button is at the bottom of the dialog.

## Void a Payment

1. Right-click within the row of the payment you would like to void.
2. Select **Void Payment** from the popup that displays.
3. Enter a **Note** to record the reason the payment has been voided.

4. Select **Process Void** when finished.

## Refund a Payment

The Refund Payment option is available for payments that were electronically received and applied to an account.

The screenshot displays the AR History interface. At the top, there are summary boxes for CURRENT (-50.00), 1-30 DAYS (0.00), 31-60 DAYS (0.00), 61-90 DAYS (0.00), 91-120 DAYS (0.00), 120+ DAYS (109.03), and TOTAL (59.03). Below these are filter buttons: Limit to open items, STATEMENT, INVOICE, AUTO APPLY, BALANCE WRITE OFF, and WALLET (0). A search bar is also present.

DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE	RUNNING SUM
06/11/24		2024-06		Payment Reversal - Check	997265	19.03			59.03
06/10/24		2024-06		Payment Reversal - Check	997238	90.00			40.00
07/13/23		2023-07		Payment - Visa - Credit Card	123456_DEMO_...	0.00			(50.00)
07/12/23		2023-07		Payment - Visa - Credit Card	123456_DEMO_...	(29.95)	4.95	(25.00)	(50.00)
07/12/23	07/12/23	2023-07	18535001		881454	4.95	(4.95)		(20.05)
07/10/23		2023-07		eCheck	123456_DEMO_...	(127.55)	102.55	(25.00)	(25.00)
07/10/23	07/10/23	2023-07	18535001		881448	2.55	(2.55)		102.55
06/01/23		2023-06		eCheck	123456_DEMO_...	(8.99)	8.99		100.00
06/01/23	06/01/23	2023-06	18535001		872642	2.55	(2.55)		108.99
04/25/23		2023-04		eCheck	123456_DEMO_...	(10.00)	10.00		106.44
04/12/23		2023-04		Declined - Bank Account - eCheck	62402802	0.00			116.44
04/11/23		2023-04							116.44
04/11/23		2023-04							116.44
02/01/23	02/21/23	2023-02							116.44
10/10/22		2022-10							9.80
10/01/22	10/21/22	2022-10							119.80
09/05/22	09/25/22	2022-09							109.80
07/05/22		2022-07							0.00
07/01/22	07/21/22	2022-07							119.74
06/05/22	06/25/22	2022-06							109.74
04/08/22		2022-04							0.00
04/01/22	04/21/22	2022-04							109.75
03/05/22	03/25/22	2022-03							99.75
01/31/22		2022-01							0.00

The 'REFUND CREDIT CARD PAYMENT' dialog box shows the following details:

- PREVIOUSLY REFUNDED: \$ 0.00
- APPLIED AMOUNT: \$ 4.95 (Note: All applications will be removed during refund process)
- AVAILABLE FOR REFUND: \$ 29.95
- REFUND AMOUNT: 29.95
- NOTE: (Empty text area)
- PROCESS REFUND button

## Refund a Payment

1. Right-click within the row of the payment you would like to issue a refund for.
2. Select **Refund Payment** from the popup that displays.
3. Enter the **Refund Amount**. Refund cannot exceed what is available.
  - **Credit Cards** - Full and partial refunds can be processed.
  - **ACH** - Only processes full refunds.
4. Enter a **Note** to record the reason a refund was issued for the payment.
5. Select **Process Refund** when finished. A Confirmation popup will display, select 'Yes' to confirm.

## Record Chargeback

Record a chargeback on a credit or debit card payment if the card-issuing bank has reversed the transaction. A chargeback does not issue a refund and does not void the payment; instead, it acts as a reversal on the payment.

**AR HISTORY**

CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS	TOTAL
-50.00	0.00	0.00	0.00	0.00	109.03	59.03

Limit to open items |
 STATEMENT ▾ |
 INVOICE |
 AUTO APPLY |
 BALANCE WRITE OFF |
 WALLET (0)

DATE ↓	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE	RUNNING SUM
06/11/24		2024-06		Payment Reversal - Check	997265	19.03			59.03
06/10/24		2024-06		Payment Reversal - Check	997238	90.00			40.00
07/13/23		2023-07		Payment - Visa - Credit Card	123456_DEMO_...	0.00			(50.00)
07/12/23		2023-07		Payment - Visa - Credit Card	123456_DEMO_...	(29.95)	4.95	(25.00)	(50.00)
07/12/23	07/12/23	2023-07	18535001	Payment - Credit Card	881454	4.95	(4.95)	(25.00)	(20.05)
07/10/23		2023-07		eCheck	123456_DEMO_...	(127.55)	102.55	(25.00)	(25.00)
07/10/23	07/10/23	2023-07	18535001	eCheck	881448	2.55	(2.55)	(25.00)	102.55
06/01/23		2023-06		eCheck	123456_DEMO_...	(8.99)	8.99		100.00
06/01/23	06/01/23	2023-06	18535001	eCheck	872642	2.55	(2.55)		108.99
04/25/23		2023-04		eCheck	123456_DEMO_...	(10.00)	10.00		106.44
04/12/23		2023-04		Declined - Bank Account	eCheck 62402802	0.00			116.44
04/11/23		2023-04		Declined - Bank Account	eCheck 62358942	0.00			116.44
04/11/23		2023-04		Declined - Bank Account					116.44
02/01/23	02/21/23	2023-02		Invoice					116.44
10/10/22		2022-10		Payment - Check					9.80
10/01/22	10/21/22	2022-10		Invoice					119.80
09/05/22	09/25/22	2022-09		Invoice					109.80
07/05/22		2022-07		Payment - M					0.00
07/01/22	07/21/22	2022-07		Invoice					119.74
06/05/22	06/25/22	2022-06		Invoice					109.74
04/08/22		2022-04		Payment - M					0.00
04/01/22	04/21/22	2022-04		Invoice					109.75
03/05/22	03/25/22	2022-03		Invoice					99.75
01/31/22		2022-01		Payment - Ch					0.00

Auto Apply  
 Auto Apply to next Invoice  
 Email  
 Print Receipt  
**Record Chargeback**  
 Refund Payment

**RECORD CHARGEBACK**

POSTING DATE:

AMOUNT:

APPLY INSUFFICIENT FUNDS FEE \$ 15.00

NOTE:

SAVE

## Record a Chargeback

1. Right-click within the row of the payment you would like to record a chargeback on.
2. Select **Record Chargeback** from the popup that displays.
3. Enter the date the chargeback was
4. Enter a **Note** to record the reason a refund was issued for the payment.
5. Select **Process Refund** when finished. A Confirmation popup will display, select 'Yes' to confirm.