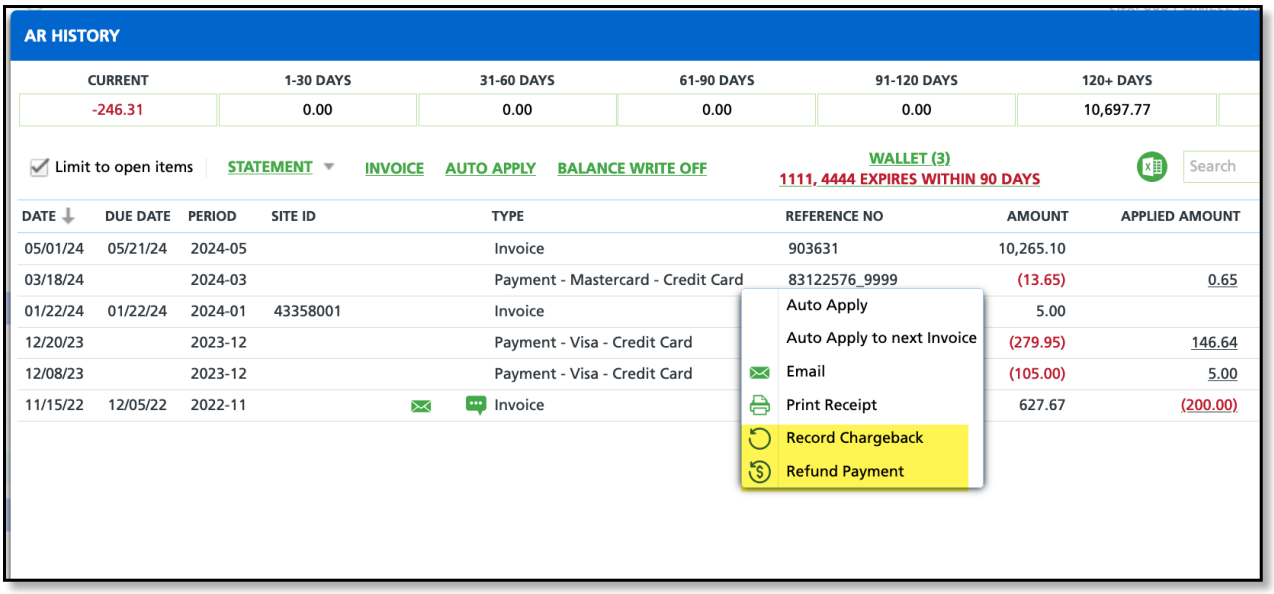
Void, Refund and Payment Chargeback

Last Modified on 07/24/2026 1:12 pm PDT

Pathway: *Customer Service Screen > AR History*

In the AR History screen of an account, after a payment is collected and applied, users with the appropriate permissions can void the payment, issue a refund, or process a chargeback. If a user lacks permissions to create a refund or chargeback, they can submit a refund request for review, allowing a user with the necessary permissions to review and process it accordingly.



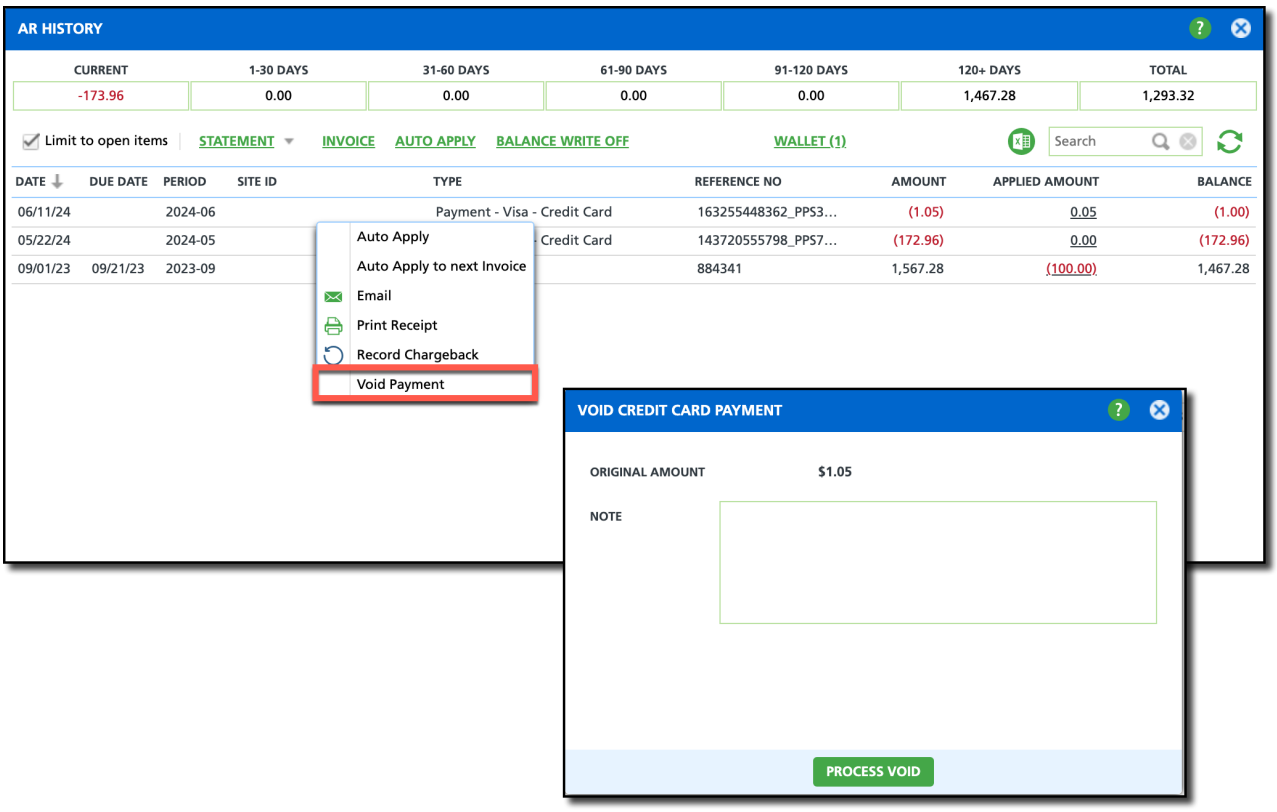
Permissions

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
268	Issue Credit Card Refund
419	Record a Credit Card or e-Check Chargeback

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.

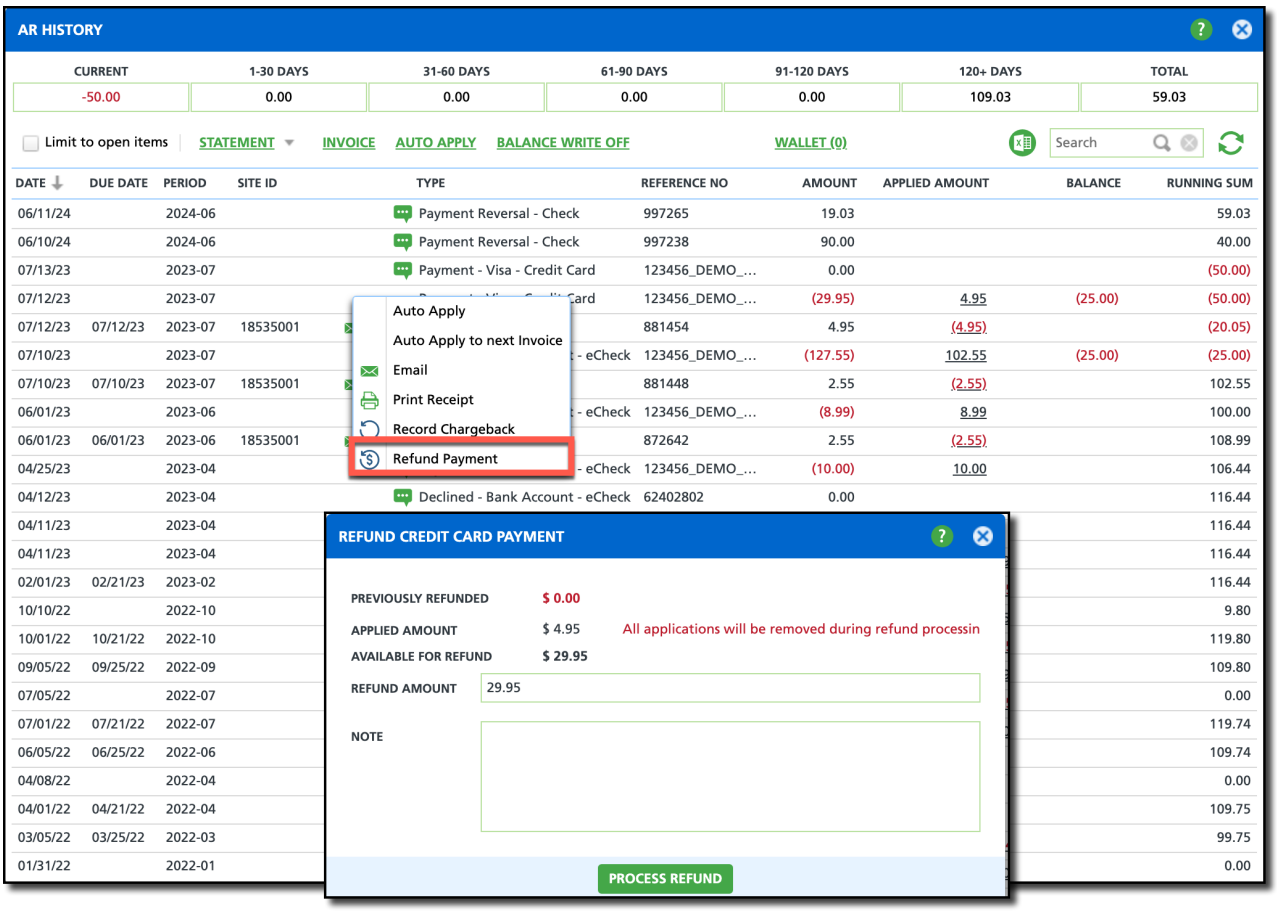


Void a Payment

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.

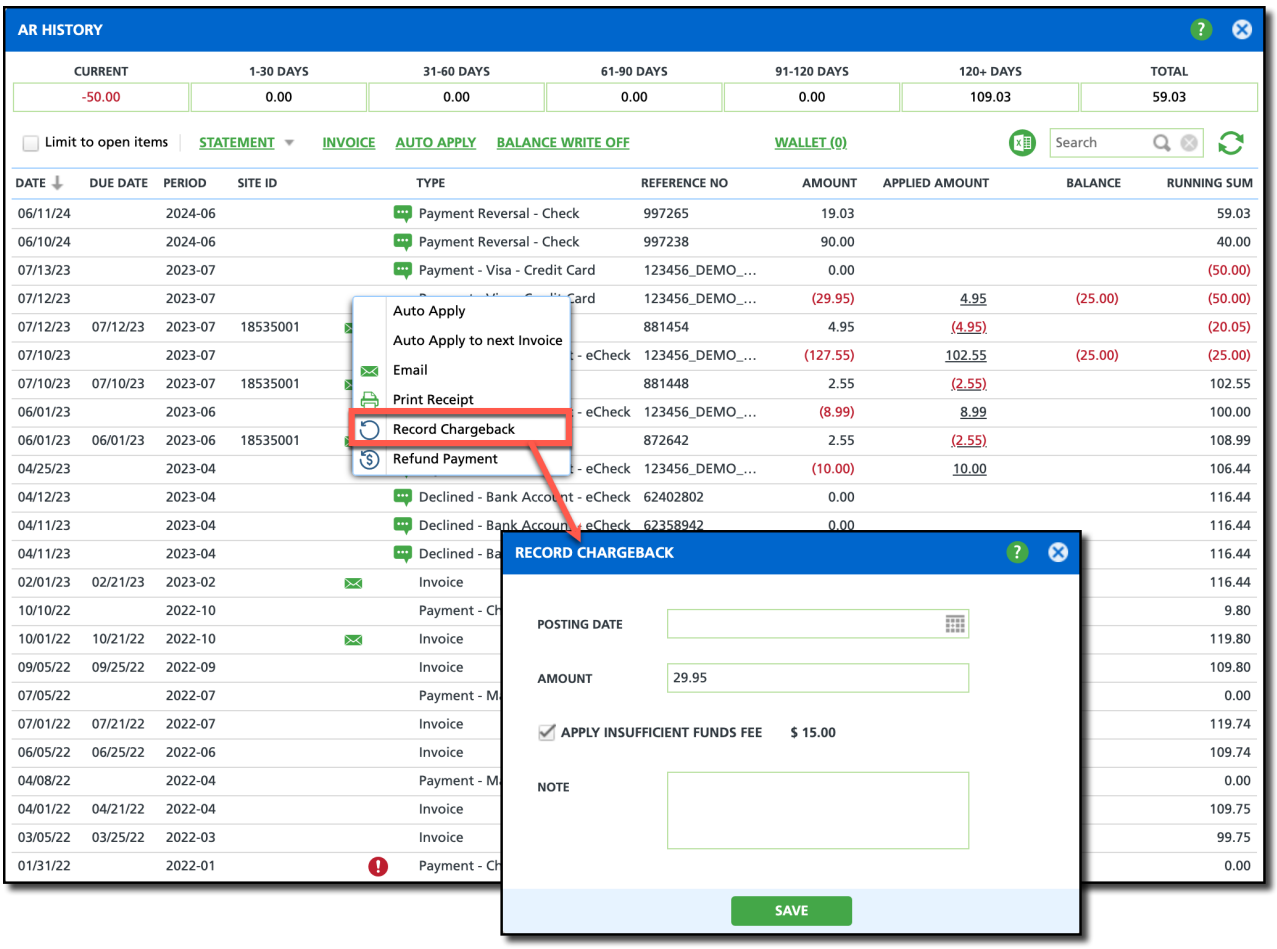


Refund a Payment

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.



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.