

Void, Refund and Payment Chargeback

Last Modified on 11/14/2024 9:47 am PST

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.

AR HISTORY							
CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS		
-246.31	0.00	0.00	0.00	0.00	10,697.77		
<input checked="" type="checkbox"/> Limit to open items		STATEMENT	INVOICE	AUTO APPLY	BALANCE WRITE OFF	WALLET (3) 1111, 4444 EXPIRES WITHIN 90 DAYS	<input type="text"/> Search
DATE ↓	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT
05/01/24	05/21/24	2024-05		Invoice	903631	10,265.10	
03/18/24		2024-03		Payment - Mastercard - Credit Card	83122576_9999	(13.65)	0.65
01/22/24	01/22/24	2024-01	43358001	Invoice		5.00	
12/20/23		2023-12		Payment - Visa - Credit Card		(279.95)	146.64
12/08/23		2023-12		Payment - Visa - Credit Card		(105.00)	5.00
11/15/22	12/05/22	2022-11		Invoice		627.67	(200.00)

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.

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 various action buttons like 'Limit to open items', 'STATEMENT', 'INVOICE', 'AUTO APPLY', 'BALANCE WRITE OFF', and 'WALLET (1)'. A search bar is also present.

DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
06/11/24		2024-06		Payment - Visa - Credit Card	163255448362_PPS3...	(1.05)	0.05	(1.00)
05/22/24		2024-05		Credit Card	143720555798_PPS7...	(172.96)	0.00	(172.96)
09/01/23	09/21/23	2023-09			884341	1,567.28	(100.00)	1,467.28

A context menu is open over the first row, with options: 'Auto Apply', 'Auto Apply to next Invoice', 'Email', 'Print Receipt', 'Record Chargeback', and 'Void Payment' (highlighted with a red box).

The 'VOID CREDIT CARD PAYMENT' dialog box is shown in the foreground. It contains the following fields:

- ORIGINAL AMOUNT: \$1.05
- NOTE: A large empty text area for entering a note.
- PROCESS VOID: A green button at the bottom.

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.

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		881454	4.95	(4.95)	(20.05)	(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	Email	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	Record Chargeback	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

REFUND CREDIT CARD PAYMENT

PREVIOUSLY REFUNDED \$ 0.00

APPLIED AMOUNT \$ 4.95 All applications will be removed during refund processin

AVAILABLE FOR REFUND \$ 29.95

REFUND AMOUNT

NOTE

PROCESS REFUND

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	Invoice	881454	4.95	(4.95)	(20.05)	(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	Invoice	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	Invoice	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 - eCheck	62358942	0.00			116.44
02/01/23	02/21/23	2023-02		Invoice					116.44
10/10/22	2022-10			Payment - CH					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

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.