

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

Last Modified on 04/18/2022 10:52 am EDT

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.

The screenshot shows the 'Transactions' tab in the software. A table titled 'Last 20 (Most Recent) Transactions' is visible. The first row shows a payment of 0.00 on 12/30/2015. A note for this transaction reads: 'Transaction voided and payment amount changed to 0.00'. A pop-up window titled 'ePayment Details' is open, showing 'Void - Approved' and transaction information. A yellow arrow points from the 'ePayment Details' window to the 'Void & Change Payment Amount to \$0' button in the 'Void Transaction' dialog. A yellow callout box with the text 'Click to see details' points to the 'ePayment Details' window.

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 0.00	Visa		12/30/2015			
12/14/2015	Registration Fee		25.00	25.00		25.00		25.00	90.00						2015	Ethan Gray
12/14/2015	Tuition Fee		65.00	65.00		65.00		65.00	65.00						2015	Ethan Gray

- 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



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

View Transaction History | View Unapplied Credits & Unpaid Fees | Help ?

Balance: 90.00 (Current Outstanding Balance) **Payment line has been deleted completely** Legend: Fee/Charge | Payment/Credit | Unpaid Fee | Unapplied Credit

Last 20 (Most Recent) Transactions

View 1 - 10 of 10 | Print | Refresh

	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



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