

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

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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.

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.
 - 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.
 - 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.

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