

How To Void and Refund Transactions with PaySimple Solution 2.0

Transactions can be easily voided and refunded in PaySimple Solution 2.0. Simply click the void or the refund icon, and the system does the rest for you.

To Void a Transaction

1. On the main navigation bar, click **Process Payments**
2. The customer search page appears. Search for and load the customer for which you want to void a transaction.
3. Select “View Customer History” in the **Transaction Type** drop-down box. The page refreshes, showing all transactions for the selected customer.
 - Results display 25 at a time. Use the **Prev** and **Next** navigation options located at the lower right corner of the last displayed record to view additional pages of results, or click the arrow and use the list to select a specific set of records (for example, 1-25, 26-50, 51-63).
 - Click an up/down arrow button to the right of a column title to sort that column in alternating ascending or descending order.
4. Locate the transaction you wish to void and click the **Void Transaction** icon (🚫). You can only perform this action if the icon appears for the transaction item.
NOTE: You can only void transactions that have not been submitted to the bank for processing yet. The icon will only appear when the void option is available.
5. A dialog box will appear asking you to confirm the void. Click “yes” to void the transaction, or “cancel” to leave it as is.
6. If you clicked yes, the status of the transaction will change to “voided” and the transaction will not be submitted for processing.

To Refund a Transaction

1. On the main navigation bar, click **Process Payments**
2. The customer search page appears. Search for and load the customer for which you want to refund a transaction.

3. Select “View Customer History” in the **Transaction Type** drop-down box. The page refreshes, showing all transactions for the selected customer.
 - Results display 25 at a time. Use the **Prev** and **Next** navigation options located at the lower right corner of the last displayed record to view additional pages of results, or click the arrow and use the list to select a specific set of records (for example, 1-25, 26-50, 51-63).
 - Click an up/down arrow button to the right of a column title to sort that column in alternating ascending or descending order.
4. Locate the transaction you wish to refund and click the **Refund Transaction** icon (🔄). You can only perform this action if the icon appears for the transaction.

NOTE: You can only refund transactions that have been settled. This is for your own protection, so that you do not accidentally refund a customer for money that you never actually receive. (For example, on an ACH transaction, it may be returned for non-sufficient funds.) The icon will only appear when the refund option is available.
5. A dialog box will appear asking you to confirm the refund. Click “yes” to refund the transaction, or “cancel” to leave it as is.
6. If you clicked yes, the status of the transaction will change to “reversed” and a new transaction will appear at the top of the transaction history list for the refund.
 - Refunded ACH transactions will produce a new ACH Disbursement transaction with a status of “posted”
 - Refunded Credit Card transactions will produce a new Credit Card Credit transaction with a status of “ReversePosted”

Note: The void icon will appear for the new refund transactions, and if you need to they can be voided. If you void a refund transaction, the original transaction will revert to a status of “settled.”

Alternative Access to Void and Refund Functions

A Transaction’s **Details** page, accessed by clicking a linked **Transaction ID** anywhere in the system, contains buttons at the bottom for voiding and refunding. If you see a **VOID** button on the page, you can click that to void the transaction. If you see a **REFUND** button, you can click it to initiate the refund.

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