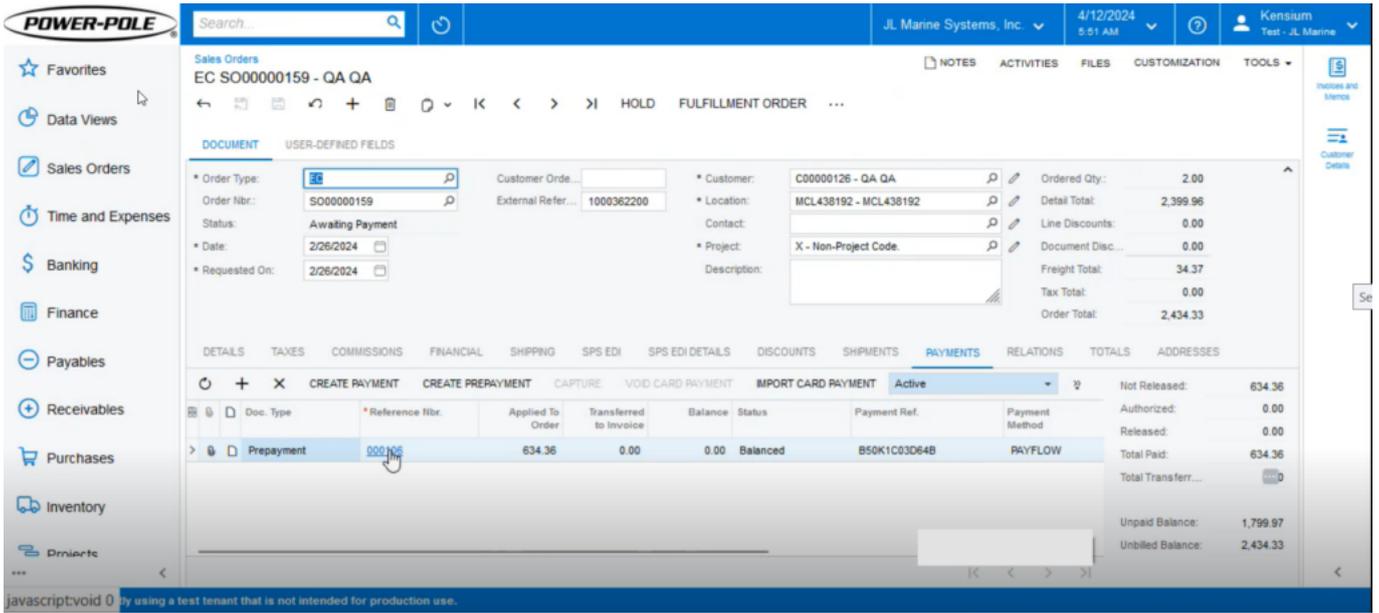


Voiding Payment in PayPal Payflow



The section above explains how to issue a full or partial payment refund. The application also enables you to void the payment transaction directly from the Sales Order screen. To void the payment transaction, follow the steps as illustrated.

Step 1: Click on the [Reference Number] of the Sales Order. A pop-up will appear on the screen.



The screenshot shows the 'POWER-POLE' software interface. The main window displays a 'Sales Order' for 'EC SO00000159 - QA QA'. The 'PAYMENTS' tab is selected, showing a table of payment transactions. The table has the following columns: Doc. Type, Reference Nbr., Applied To Order, Transferred to Invoice, Balance, Status, Payment Ref., and Payment Method. A row is highlighted with a mouse cursor over the 'Reference Nbr.' field, which contains the value '500105'. The table also shows a 'Total Paid' of 634.36 and an 'Unpaid Balance' of 1,799.97.

Doc. Type	Reference Nbr.	Applied To Order	Transferred to Invoice	Balance	Status	Payment Ref.	Payment Method
Prepayment	500105	634.36	0.00	0.00	Balanced	B50K1C03D64B	PAYFLOW

Click on the Reference Number

Payments and Applications NOTES ACTIVITIES FILES CUSTOMIZATION TOOLS

Prepayment 000106 - QA QA RELEASE ...

Type: Prepayment	Customer: C00000126 - QA QA	Payment Amount: 634.36
Reference Nbr.: 000106	Location: MCL438192 - MCL438192	Applied to Doc...: 0.00
Status: Balanced	Payment Method: PAYFLOW - Payflow Pro Payments	Applied to Ord...: 634.36
* Application Date: 2/26/2024	Proc. Center ID: PAYFLOWPRO - Payflow Pro Connector	Available Bala...: 0.00
* Application Per...: 02-2024	Processing Sta...: Captured	Write-Off Amo...: 0.00
Payment Ref.: B50K1C03D64	Cash Account: 10103 - undeposited funds (clearing) Dur	Finance Charg...: 0.00
	* Deposit After: 2/26/2024	Deducted Char...: 0.00
Description:		

DOCUMENTS TO APPLY SALES ORDERS APPLICATION HISTORY FINANCIAL APPROVALS CARD PROCESSING CHARGES

LOAD DOCUMENTS AUTO APPLY

Branch	Doc. Type	* Reference Nbr.	Amount Paid	Cash Discount Taken	Write-Off Amount	Write-Off Reason Code	Date

Copy the Reference Number

Step 2: Navigate to PayPal Manager and open the transaction with the Payment Reference Number.

The screenshot displays the PayPal Manager interface for searching transactions. The search criteria are set to Transaction ID: B50K1C03D64B. The date range is Custom, from 04/12/2024 00:00:00 to 04/12/2024 23:59:59, in the U.S. Pacific time zone. The transaction mode is Test.

Additional Information

Customer IP Address: 8.36.41.30
 Client IP Address: 8.36.41.30
 Client Type: Z
 Client Version: 4.0.0.1
 Transaction State: 8
 Duration: 0.00

Merchant: jlmarmeTest
 User: magento

Transaction History

Transaction ID	Timestamp	Transaction Type	Amount	Result	Details
B50K1C03D638	Feb 26, 2024 07:37:47 PM	Authorization	0.00 USD	0	Details
B50K1C03D64B	Feb 26, 2024 07:37:59 PM	Sale	634.36 USD	0	--

[View Transaction Status](#)

Transaction History Details in PayPal Manager

Step 3: Navigate to Acumatica and Release the Sales Order from [Payment & Application]. A toast message will appear on the top right-hand corner of the screen indicating the background process.

Payments and Applications

Prepayment 000106 - QA QA

NOTES ACTIVITIES

Executing. Press to abort
00:00:00

RELEASE ...

CANCEL

Type:	Prepayment	Customer:	C00000126 - QA QA	Payment Amount:	634.36
Reference Nbr.:	000106	Location:	MCL438192 - MCL438192	Applied to Doc...:	0.00
Status:	Balanced	Payment Method:	PAYFLOW - Payflow Pro Payments	Applied to Ord...:	634.36
* Application Date:	2/26/2024	Proc. Center ID:	PAYFLOWPRO - Payflow Pro Connector	Available Bala...:	0.00
* Application Per...:	02-2024	Processing Sta...:	Captured	Write-Off Amo...:	0.00
Payment Ref.:	B50K1C03D64I	Cash Account:	10103 - undeposited funds (clearing) Durr	Finance Charg...:	0.00
		* Deposit After:	2/26/2024	Deducted Char...:	0.00
		Description:			

DOCUMENTS TO APPLY SALES ORDERS APPLICATION HISTORY FINANCIAL APPROVALS CARD PROCESSING CHARGES

LOAD DOCUMENTS AUTO APPLY

Branch	Doc. Type	*Reference Nbr.	Amount Paid	Cash Discount Taken	Write-Off Amount	Write-Off Reason Code	Date

Releasing the Sales Order

Payments and Applications

Prepayment 000106 - QA QA

NOTES ACTIVITIES

VOID

✔ The operation has completed.

Type:	Prepayment	Customer:	C00000126 - QA QA	Payment Amount:	634.36
Reference Nbr.:	000106	Location:	MCL438192 - MCL438192	Applied to Doc.:	0.00
Status:	Open	Payment Method:	PAYFLOW - Payflow Pro Payments	Applied to Ord.:	634.36
* Application Date:	4/12/2024	Proc. Center ID:	PAYFLOWPRO - Payflow Pro Connector	Available Bala.:	0.00
* Application Per.:	04-2024	Processing Sta.:	Captured	Write-Off Amo.:	0.00
Payment Ref.:	B50K1C03D64I	Cash Account:	10103 - undeposited funds (clearing) Durr	Finance Charg.:	0.00
		* Deposit After:	2/26/2024	Deducted Char.:	0.00
		Description:			

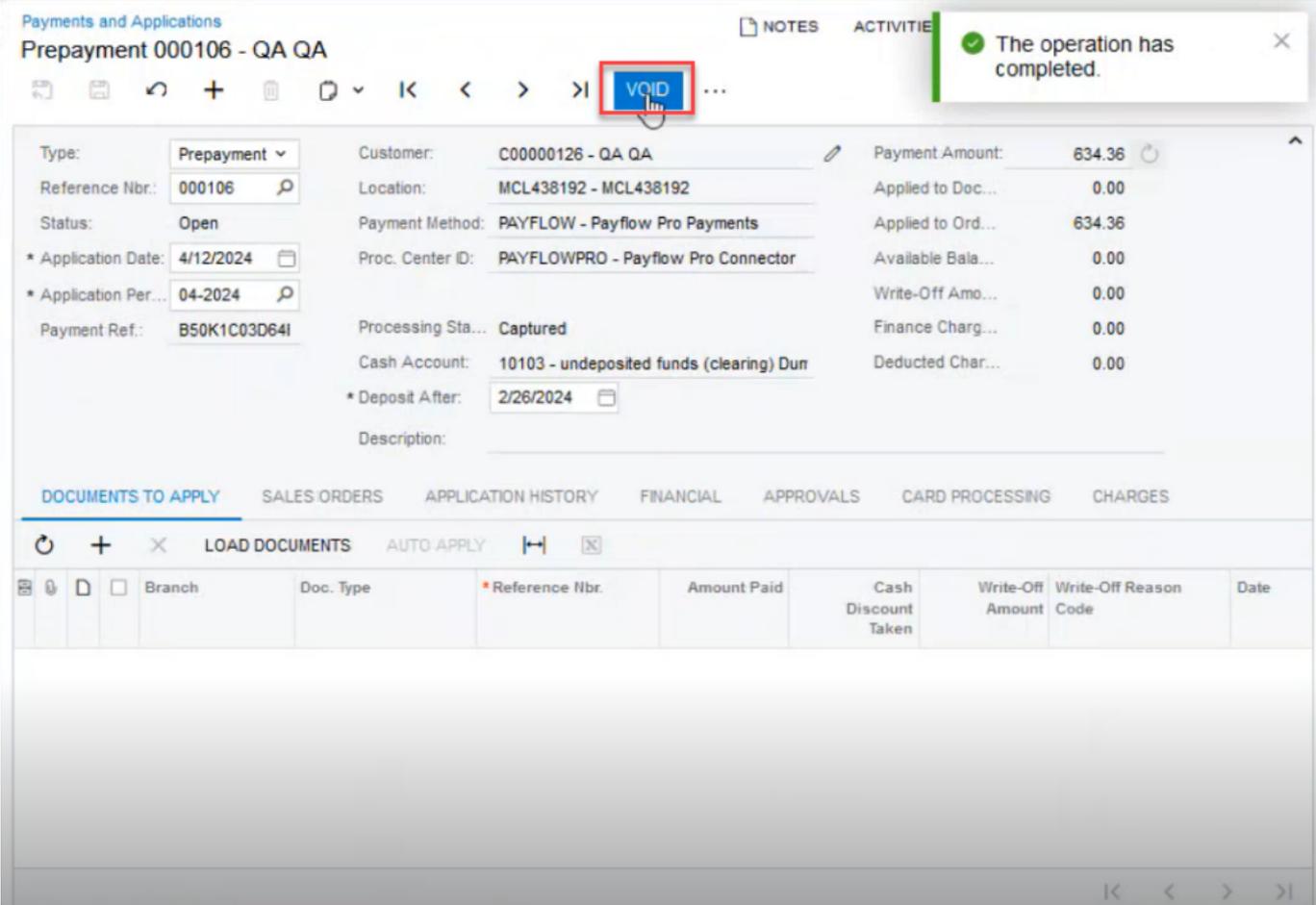
DOCUMENTS TO APPLY SALES ORDERS APPLICATION HISTORY FINANCIAL APPROVALS CARD PROCESSING CHARGES

LOAD DOCUMENTS AUTO APPLY

Branch	Doc. Type	Reference Nbr.	Amount Paid	Cash Discount Taken	Write-Off Amount	Write-Off Reason Code	Date

Releasing process completed

Step 4: Click on the [VOID] button and save the [Payment] as illustrated below.



Payments and Applications

Prepayment 000106 - QA QA

NOTES ACTIVITIES

The operation has completed.

VOID ...

Type: Prepayment
Reference Nbr.: 000106
Status: Open
* Application Date: 4/12/2024
* Application Per...: 04-2024
Payment Ref.: B50K1C03D64I

Customer: C00000126 - QA QA
Location: MCL438192 - MCL438192
Payment Method: PAYFLOW - Payflow Pro Payments
Proc. Center ID: PAYFLOWPRO - Payflow Pro Connector
Processing Sta...: Captured
Cash Account: 10103 - undeposited funds (clearing) Durr
* Deposit After: 2/26/2024
Description:

Payment Amount: 634.36
Applied to Doc...: 0.00
Applied to Ord...: 634.36
Available Bala...: 0.00
Write-Off Amo...: 0.00
Finance Charg...: 0.00
Deducted Char...: 0.00

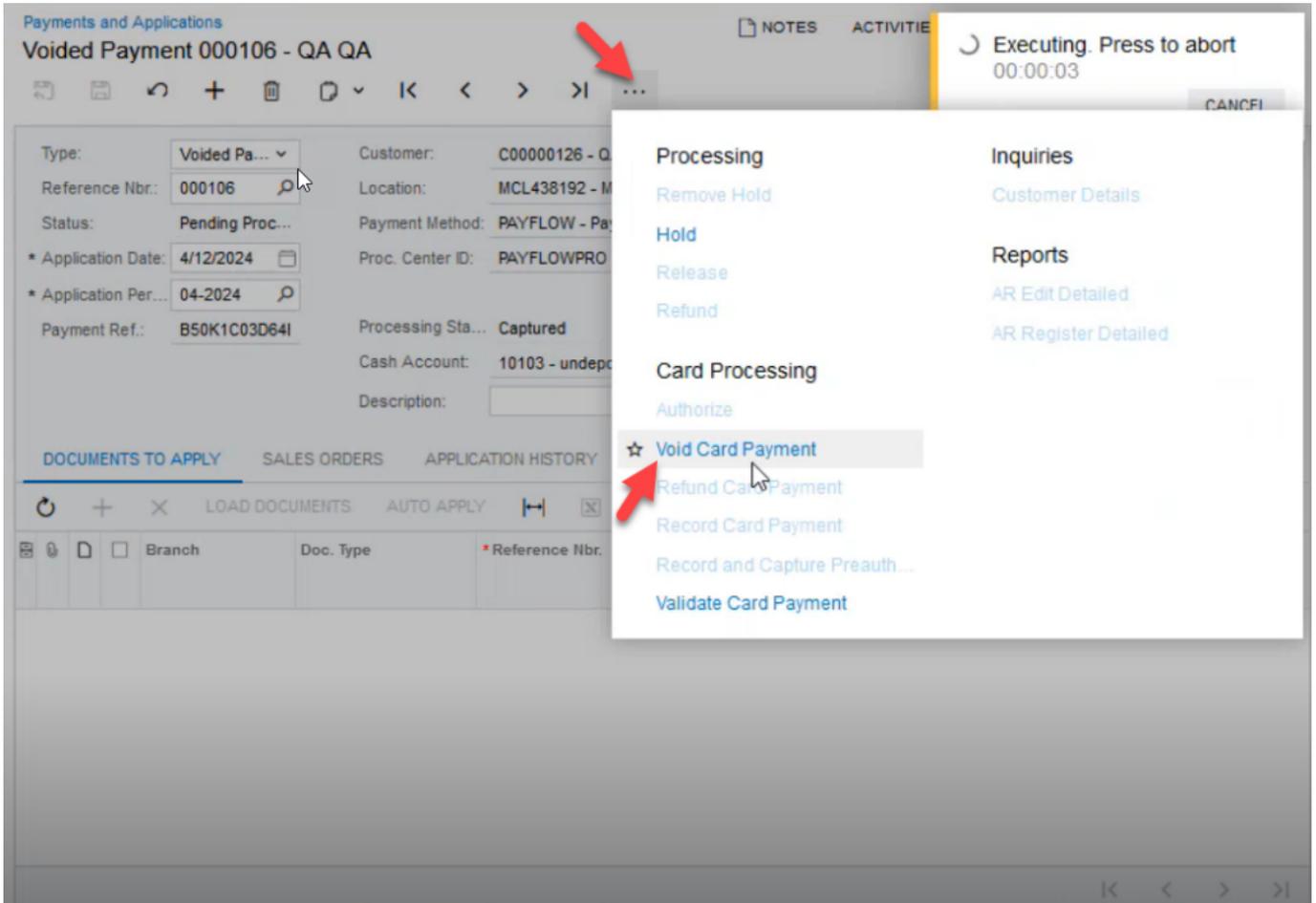
DOCUMENTS TO APPLY SALES ORDERS APPLICATION HISTORY FINANCIAL APPROVALS CARD PROCESSING CHARGES

LOAD DOCUMENTS AUTO APPLY

Branch	Doc. Type	Reference Nbr.	Amount Paid	Cash Discount Taken	Write-Off Amount	Write-Off Reason Code	Date
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Click on [VOID]

Step 5: Click on the ellipses [...] button to Void the Card Payment under [Card Processing]. A popup will appear on your screen as illustrated below.



Click Void Card Payment

Step 6: After saving the payment navigate to the PayPal portal. Against the transaction ID, a void transaction will be created and displayed.

← → ↻ <https://manager.paypal.com/performSearchTransaction.do> ☆ 📄 🗑️ ☰

Beverly Hills, CA 90210
US
Email: qatest@test.com

Additional Information

Customer IP Address:	Merchant: jimarineTest
Client IP Address: 8.36.41.30	User: magento
Client Type: Z	
Client Version: 4.0.0.1	
Transaction State: 8	
Duration: 0.00	

Transaction History

Transaction ID	Timestamp	Transaction Type	Amount	Result	Details
B50K1C03D638	Feb 26, 2024 07:37:47 PM	Authorization	0.00 USD	0	Details
B50K1C03D64B	Feb 26, 2024 07:37:59 PM	Sale	634.36 USD	0	--
B10KB3671B26	Apr 12, 2024 02:53:15 AM	Credit	634.36 USD	0	Details
B70KB1DC0CE0	Apr 12, 2024 02:53:15 AM	Void	USD	108	Details

[View Transaction Status](#)

Void Transaction in PayPal Transaction History