

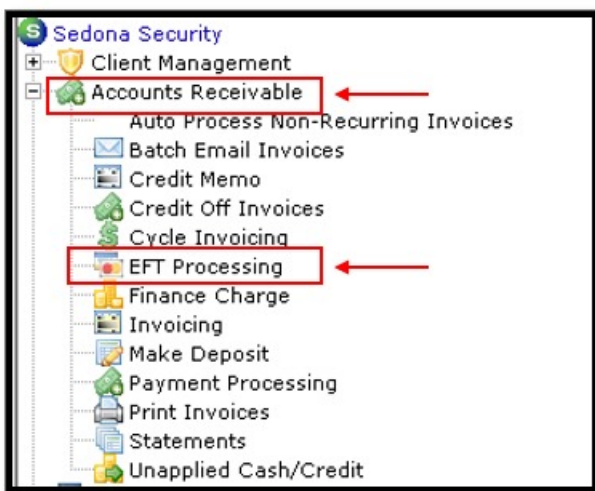
# How to Void an ACH/EFT Payment in SedonaOffice

01/04/2024 10:45 am EST

When a customer's scheduled ACH/EFT payment needs to be Voided, there are two options available: using the EFT Processing Module or through the Customer Account.

## EFT Processing

Select EFT Processing under the Accounts Receivable Module.



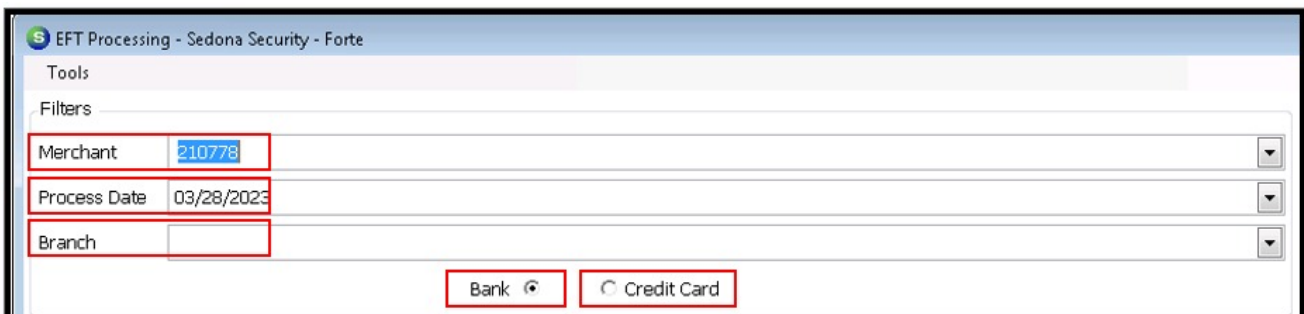
In the top section of the EFT Processing Module select the following:

**Merchant:** If your company has more than one Merchant, select the correct one from the drop-down menu.

**Process Date:** Select the Date the payment is scheduled to process.

**Branch:** If your company has more than one Branch, select the correct one from the drop-down menu.

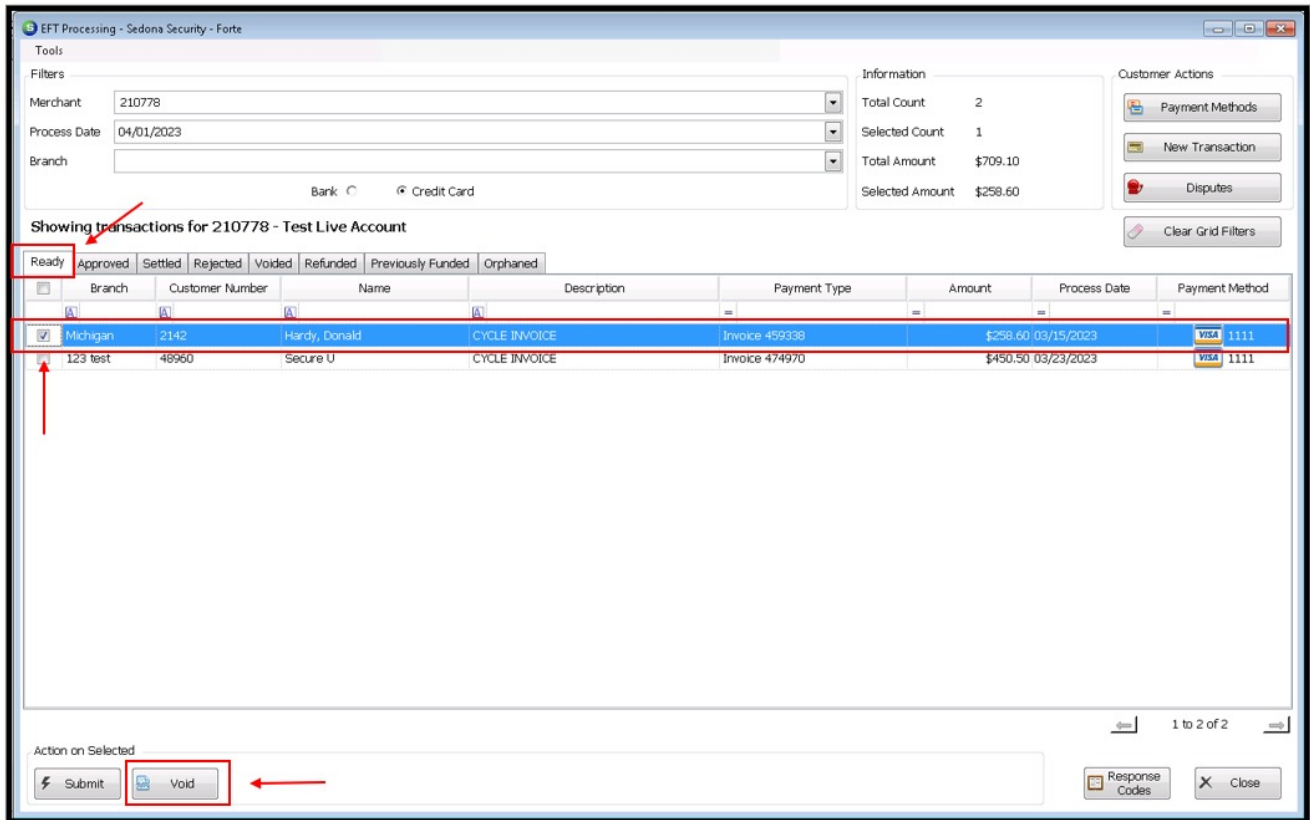
Then select either "Bank" or "Credit Card".



Once the selections have been made in the top section, the scheduled payment will be listed in the “Ready” Tab or if the Payment has already been submitted to Forte it will be listed under the “Approved” Tab. Once the Payment is under the “Settled” Tab it can no longer be voided.

**Ready Tab:** Select that payment by checking the box to the right of the payment under “Ready”.

At the bottom of the screen, select “Void”.



**Approved Tab:** Select that payment by checking the box to the right of the payment under “Ready”.

At the bottom of the screen, select “Void”.

EFT Processing - Sedona Security - Forte

Tools

Filters

Merchant: 210778

Process Date: 04/01/2023

Branch:

Bank:  Credit Card:

Information

Total Count: 184

Selected Count: 1

Total Amount: \$72,418.85

Selected Amount: \$1,319.92

Customer Actions

Payment Methods

New Transaction

Disputes

Clear Grid Filters

Showing transactions for 210778 - Test Live Account

Ready	Approved	Settled	Rejected	Voided	Refunded	Previously Funded	Orphaned												
Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Meth	Transaction Reference	Authorization										
<input checked="" type="checkbox"/>	Ohio	48695	Smokin Bones BBQ	INVOICE 425182	Invoice 425182	\$1319.92	03/22/2023	2376	11dbe281-144e-489c-a9b7-83d9f...	5UM949									
<input type="checkbox"/>	Michigan	340	Jesslynn Lupo	RTYERTYERY	Job 1065	\$51.00	03/09/2023	1111	cd75f1ba-c926-4e50-b44b-bae36...	4FS335									
<input type="checkbox"/>	Michigan	340	Jesslynn Lupo	TEST	Job 1049 - 1	\$50.00	03/09/2023	1111	f13f8531-78ad-4db3-96f1-afa8b6...	8AP218									
<input type="checkbox"/>	Ohio	48781	Smokey Treats BBQ	CYCLE INVOICE	Invoice 469109	\$49.47	03/03/2023	0026	4a9d47da-2cc1-4428-a4a4-7380...	3NC853									
<input type="checkbox"/>	Michigan	2103	ARI	CYCLE INVOICE	Invoice 459337	\$136.75	03/03/2023	1111	99cfb47a-ceea-4187-aae1-25aa7...	8GS989									
<input type="checkbox"/>	Ohio	10001	Small, Henry	CYCLE INVOICE	Invoice 469023	\$77.38	03/03/2023	1111	77911520-c415-4236-b740-620a...	5EU934									
<input type="checkbox"/>	123 test	48960	Secure U	CYCLE INVOICE	Invoice 469009	\$148.40	03/03/2023	1111	4646e81f-09f9-4eef-a75d-5ac23...	80E631									
<input type="checkbox"/>	123 test	48960	Secure U	CYCLE INVOICE	Invoice 469004	\$9.01	03/03/2023	1111	9d3497b0-a5fd-4914-b827-ea7e...	5KF930									
<input type="checkbox"/>	123 test	48960	Secure U	CYCLE INVOICE	Invoice 459382	\$190.06	03/03/2023	1111	588a687f-5e33-4a60-b511-883d...	8XM874									
<input type="checkbox"/>	Ohio	10001	Small, Henry	CYCLE INVOICE	Invoice 459318	\$386.90	03/03/2023	1111	9e06bffd-971c-4b17-ba06-57e88...	9UW832									
<input type="checkbox"/>	123 test	48960	Secure U	CYCLE INVOICE	Invoice 469075	\$74.20	03/03/2023	1111	a51b3a0c-2ac1-48c7-a8ad-e7ff3c...	0KS190									
<input type="checkbox"/>	123 test	48960	Secure U	CYCLE INVOICE	Invoice 469074	\$6.36	03/03/2023	1111	6e90729e-b6f4-4814-901b-3d93f...	7LR556									
<input type="checkbox"/>	123 test	48960	Secure U	CYCLE INVOICE	Invoice 469073	\$1003.22	03/03/2023	1111	9af2ca39-4a12-4db6-975a-9e64d...	7BR839									
<input type="checkbox"/>	Michigan	340	Jesslynn Lupo	CYCLE INVOICE	Invoice 425147	\$29.40	03/03/2023	1111	e15defa4-bfe7-4633-aa20-099df...	2BI667									
<input type="checkbox"/>	Michigan	340	Jesslynn Lupo	CYCLE INVOICE	Invoice 425140	\$913.25	03/03/2023	1111	f5877df8-2014-48b6-8b38-f2464...	9VG971									
<input type="checkbox"/>	Michigan	340	Jesslynn Lupo	CYCLE INVOICE	Invoice 425139	\$41.00	03/03/2023	1111	ed2ab4d0-34ed-41c8-8561-cb1fa...	10Y472									

Action on Selected


Submit Void Settle

Response Codes Close

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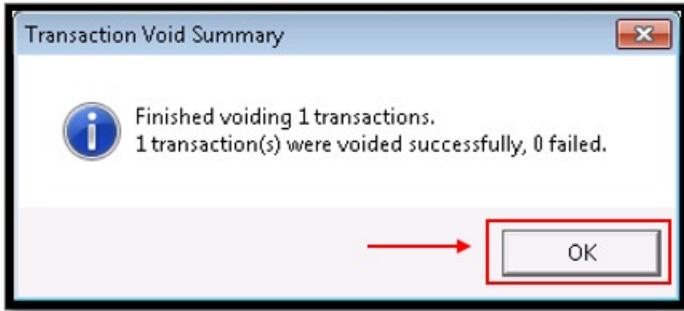
Once you select "Void" a window will pop-up confirming the Void and will ask if you want to continue. Select "Yes".

Confirm Void

 You have selected 1 transaction to void. Are you sure you want to continue?

Yes No

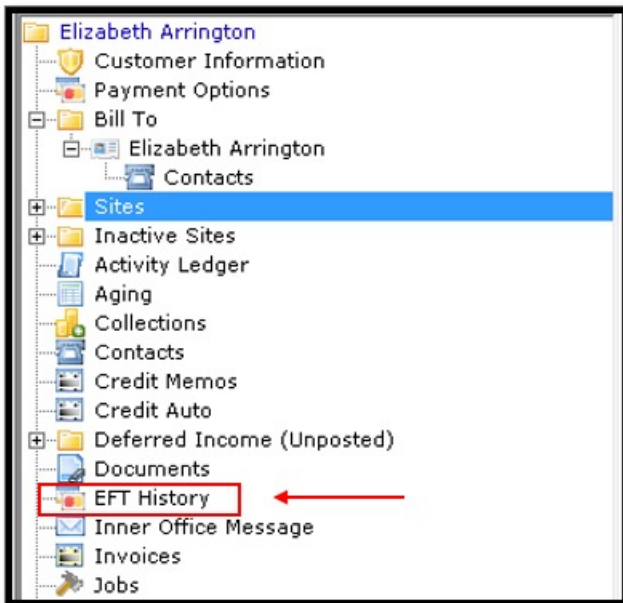
After selecting "Yes", another window will pop-up letting you know the transaction was successfully voided. Select "OK".



Select the “Voided” Tab and the payment that was just voided will show in the list and will include the “Voided Date” and under “Reason” will show who Voided the Payment.

## Customer Account

In the Customer Account select “EFT History”.



Double-click on the transaction that needs to be Voided. It will have a status of “Ready” or “Approved”.

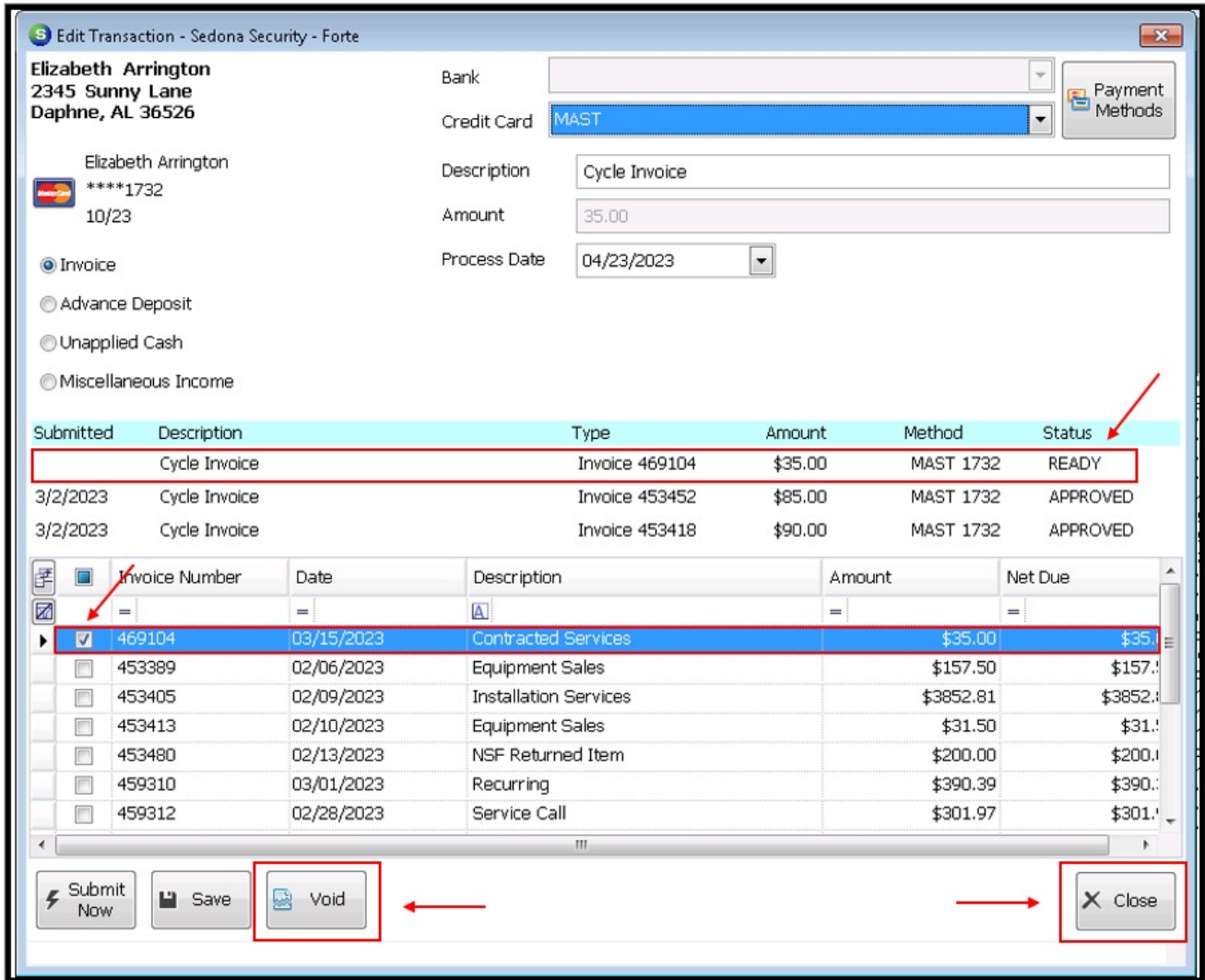
Date	Amount	Submit Date	Status	Payment Method	Description
3/1/2023	\$35.00		READY	MAST - 1732	Cycle Invoice
2/13/2023	\$85.00	3/2/2023	APPROVED	MAST - 1732	Cycle Invoice
2/13/2023	\$90.00	3/2/2023	APPROVED	MAST - 1732	Cycle Invoice
2/13/2023	\$35.00	3/2/2023	APPROVED	MAST - 1732	Cycle Invoice

The Edit Transaction screen will open and the payment that needs to be Voided will automatically be selected with a check mark on the left side of the payment.

At the bottom of the screen select “Void”.

There **will not** be pop-up window asking for confirmation or that the payment has been successfully Voided.

Select Close.



Now the Payment will show under EFT History as "Voided".

Date	Amount	Submit Date	Status	Payment Method	Description
3/1/2023	\$35.00		VOIDED	MAST - 1732	Cycle Invoice
2/13/2023	\$85.00	3/2/2023	APPROVED	MAST - 1732	Cycle Invoice
2/13/2023	\$90.00	3/2/2023	APPROVED	MAST - 1732	Cycle Invoice