Delete a Payment

Last Modified on 06/05/2019 8:46 pm EDT

You do not have the ability to recover deleted payments, so be absolutely certain deleting is necessary before proceeding. If a payment is deleted in error, use the Help button in your database to submit a Support ticket.

Important Notes

- Because deleting a payment is a sensitive task, a User must have the correct User ID permissions. To update permissions, see **Set / Edit User ID Permissions** . A User without the correct permissions will not see the *Trash Can* icon in the transactions grid.

Category	User Permission	Description
Families	Delete Transaction	On Transactions tab, can delete a single transaction. See 'Delete Transactions' and 'Delete Tuition Fees' under Transactions for mass deletes.
Transactions	Delete E-commerce Transaction	Can delete payments processed through an e-commerce getaway.

- Payments must be deleted individually.

- If the payment is linked to any fee(s), deleting it will mark the related fee(s) unpaid.

*Deleting an ePayment using the Trash Can icon will only delete that transaction from the family page; there is no communication to the Gateway to stop the processing. An ePayment should be voided or refunded instead. See **Refund or Void an ePayment** for full details.*

To delete a payment:

1. On the family's *Transactions* tab, locate the payment you'd like to delete.

2. Click the **Trash Can** icon to the left of the payment.

Family: Ager

| ← RETURN | 🖫 SAVE CHANGES | 🗑 DELETE |

Make Sale/Post Fees	Payment	Refund	Statement		Add Student	Add Contact	Archive Family	Family Name	Email	Text	Push Notification	Email Schedules	Merge Family
Summary	Contacts	Classes	Events	Transactions	Billing Info	Misc
View Transaction History	View Unapplied Credits & Unpaid Fees

Current Balance 0.00

Legend: Fee/Charge Payment/Credit Unpaid Fee Unapplied Credit

Last 20 (Most Recent) Transactions

🖨 Print   ↻ Refresh   ▦ Show/Hide Columns   ⟳ Restore Columns

				Date	Type	Orig Amt	Disc Amt	Amt	Unpaid Amt	Balance	Note	Pmt Meth	Student	Class/Event
✎	🗑	🔗	R	10/2/2018	Payment	-188.86		-188.86	0.00	0.00		Check		
✎		🔗		10/1/2018	Registration	35.00		35.00	0.00	188.86		Check		

3. In the *Delete Transaction* window, optionally add a **Comment/Reason.** This note is visible when you search User activity (*Tools > Search User Activity*).

Delete Transaction

Date: 10/2/2018   id: 253016557
Type: Payment
Amount: -188.86

This payment(credit) has been applied to 4 related fees. Deleting this payment will mark the related fees unpaid.

Comment/Reason: Recorded payment on the wrong family account.

Delete   Cancel

User Activity Report

← RETURN

🖨 Print   ⤴ Export   ↻ Refresh   ▦ Show/Hide Columns   ⟳ Restore Columns

User ID	DateTime	Event	Description
helpcenter	10/31/2018 1:26:41 PM	JT_DeleteTransaction	for $-189 deleted. (type=Payment) Reason=Recorded payment on the wrong family account. TransNote=

4. Select **Delete.**

For instructions on deleting payments due to bounced checks, see **Record an NSF (Bounced Check).**