

How to Void a Payment

ePAY Healthcare

How to Void a Payment

1. Login to the ePAY portal.
2. Enter the transaction number into the Quick Find Box (located in the top left corner of the ePAY homepage).
3. Or, click on 'Find Transactions' located in the left-hand margin of the page.
4. In the 'Actual Date' field, enter today's date.
5. Click 'Find.'
6. Search for the correct transaction from the list.
7. Click on desired transaction number in blue.
8. Click on the 'Void' button toward the top/middle of the page.
9. Confirm you would like to void the payment by clicking OK.
10. Click 'Reprint' for a printed receipt of the voided payment or 'Email' to email a voided receipt to the patient.

Note: A voided payment must be done on the same day of the transaction. If the patient needs to void their payment beyond the business day the transaction occurred, the payment has now posted and now needs to be refunded.

Home Page

Great Basin Surgical Center - GBS

Quick Find

Home

Cashiering

Quick POS

Find Transactions

Batch Maintenance

Online Service Manager

Imports

System Setup

ePAY Portal Setup

Promotion Setup

Fulfill Orders

Voice Authorization

Event Log Viewer

Refund Approval

eRefund Customer Summary

Operator: IDCCARRIE Department: IDC Station: 000 Client: GBS

- Your last login was on Wednesday, June 3, 2015 at 11:43:50 AM.
- Your password expires in 77 days. Click [here](#) to change it.
- To change your secret question click [here](#).

Actual Date:
Wed., Jun. 3, 2015

Business Date:
Wed., Jun. 3, 2015

Messages

[Your Customer Resource Center offers training, marketing, and more.](#) Enter epay123 as the password.

Today's Activity

Transaction Count: 0
Amount Received: \$0.00
Payment Plan Enrollments by Staff: 0
Payment Plan Enrollments by Patient: 0

You can find training guides and more by clicking on this link and entering the password epay123.



1-888-640-7815
info@epayhealthcare.com

ePAY Customer Resource Center

ePAY is pleased to provide you with the following resources to support your goals to collect payments from patients early in the process and with less work:

[Marketing Tools](#)

[Training Guides](#)

Click here to view all ePAY training guides

[Frequently Asked Questions](#)

[Credit Card Swipers to Process Office Payments](#)

[Upgrade Details & Training Information on ePAY Enhancements](#)

[Webinar Information](#)

[Security](#)

ePAY Support:

If you have any problems please call your ePAY Support Team - we are here for you!

- ▶ 1-888-640-7815
- ▶ support@epayhealthcare.com