Delete a Pending Payment- Article no. 5903

Introduction

- Always use BOLT when deleting a payment
    - BOLT stamps notes on the **Summary Tab** with the user, date, time with text indicating the payment was deleted with the post date, amount and MOP
- When the deleted payment **cancelled a non pay** work order, **email** Financial Services **fsbo@astound.com**
- If the payment already **posted**, see **Double Credit Card Payment/Pending Payment Authorization** to setup and route a refund case

Resolution Steps

1. Select **MOP / Payment History** tab

2. **Verify** the **Payment History** contains a Pending Payment

    - When **Aprvl Code** column shows payment's **Pending**, a **radio button** appears in the **Delete** column

    - When **Aprvl Code** column shows payment is **Batched**, the payment moved to Unapplied Payments, and **cannot be deleted**

3. **Click** the **radio button** next to the Pending Payment and select **Delete Payment**

4. Read the scripting to the customer

    - Advise the customer their Financial Institution may hold funds for 72 hours

5. Select **Delete Payment**

    - The payment flashes yellow followed by an immediate page refresh

    - Payment is no longer shown on the MOP/Payment History, General Ledger or Collections Tab

6. BOLT stamps notes on the **Summary Tab** with the user, date, time with text indicating the payment was deleted with the post date, amount and MOP

    - To view the note, **uncheck** Hide Financial Notes

7. Locate the **convenience fee batch number** on the General Ledger tab and **delete the convenience fee**

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