Voiding EFT Transactions

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Users may void a credit card or ACH transaction that is displayed under the Ready tab at any time. No general ledger activity will take place when this is done. The payment will move from the Ready tab to the Voided tab.

Once a transaction has been voided, it is not possible to resubmit it. A new transaction would need to be created.

Once a transaction has been moved to the Approved tab, it is not possible to void the transaction from within SedonaOffice. Users may login to the Forte Dex application to void transactions that have not gone through the settlement process.

Voiding a Transaction in the Ready Tab

To void a transaction, navigate to the Accounts Receivable-EFT Processing program. Select whether the transaction was for a bank draft or a credit card payment. Click on the Ready tab. Place a checkmark next to the transaction that you wish to void and press the Void button located at the lower left corner of the form.

The user will be asked to confirm their intention to void the transaction.

If the selected transaction is correct, press the Yes button.

A confirmation of the void will be displayed:

The transaction will then move from the Ready tab to the Voided tab.

A notation will also be made in the customer's EFT history that a void was done.

Voided transactions will be recorded in the Sedona Event Log on the customer record: