
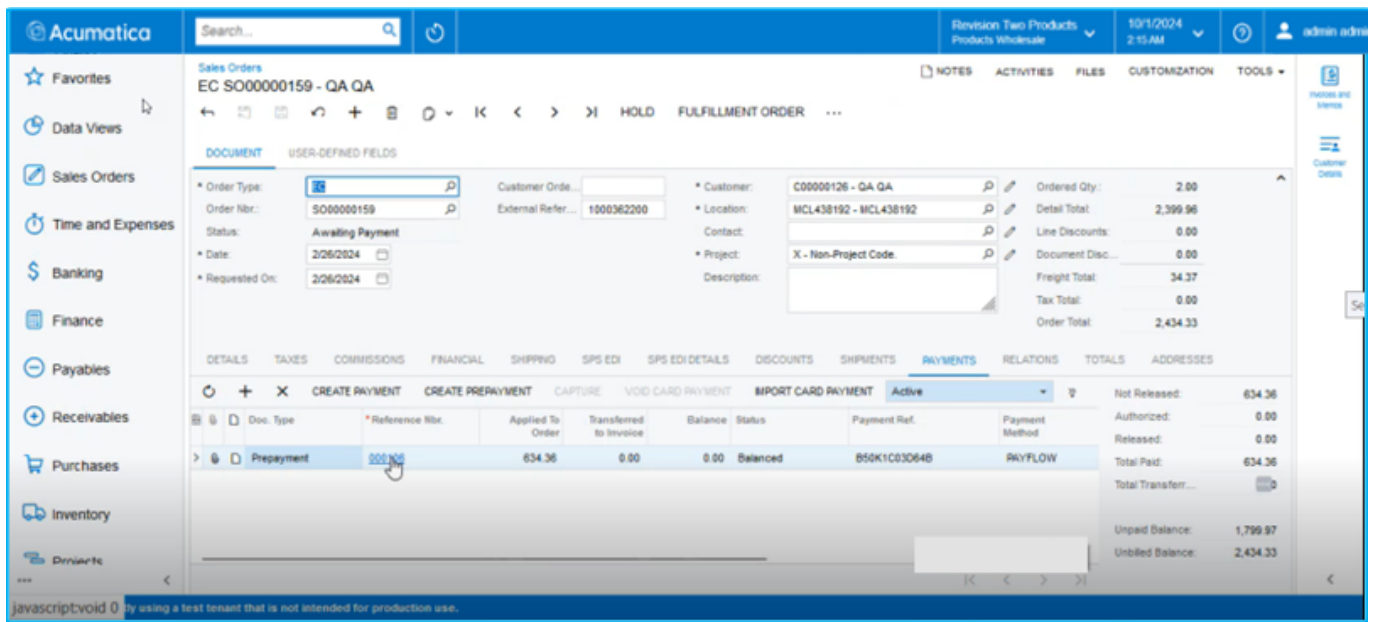


# Voiding Payment in PayPal Payflow

 The section above explains how to issue a full or partial payment refund. The application also enables you to void the payment transaction directly from the Sales Order screen. To void the payment transaction, follow the steps as illustrated.

**Step 1:** Click on the [Reference Number] of the Sales Order. A pop-up will appear on the screen.



The screenshot shows the Acumatica Sales Order screen for order EC SO00000159 - QA QA. The 'PAYMENTS' tab is active, displaying a table of payment transactions. A mouse cursor is hovering over the 'Reference Num.' column, which contains the value '000136'. The table also shows columns for 'Applied To Order', 'Transferred to Invoice', 'Balance', 'Status', 'Payment Ref.', and 'Payment Method'. The 'Status' column shows 'Balanced' and the 'Payment Method' is 'PAYFLOW'. The 'Balance' column shows '634.36'.

Doc. Type	Reference Num.	Applied To Order	Transferred to Invoice	Balance	Status	Payment Ref.	Payment Method
Prepayment	000136	634.36	0.00	0.00	Balanced	850K1C030648	PAYFLOW

Click on the Reference Number



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## PayPal Payflow Plugin

Payments and Applications NOTES ACTIVITIES FILES CUSTOMIZATION TOOLS

Prepayment 000106 - QA QA

RELEASE

Type: Prepayment	Customer: C00000126 - QA QA	Payment Amount: 634.36
Reference Nbr.: 000106	Location: MCL438192 - MCL438192	Applied to Doc... 0.00
Status: Balanced	Payment Method: PAYFLOW - Payflow Pro Payments	Applied to Ord... 634.36
* Application Date: 2/26/2024	Proc. Center ID: PAYFLOWPRO - Payflow Pro Connector	Available Bala... 0.00
* Application Per... 02-2024		Write-Off Amo... 0.00
Payment Ref.: B50K1C03D64	Processing Sta... Captured	Finance Charg... 0.00
	Cash Account: 10103 - undeposited funds (clearing) Durr	Deducted Char... 0.00
	* Deposit After: 2/26/2024	
Description:		

DOCUMENTS TO APPLY SALES ORDERS APPLICATION HISTORY FINANCIAL APPROVALS CARD PROCESSING CHARGES

LOAD DOCUMENTS AUTO APPLY

Branch	Doc. Type	* Reference Nbr.	Amount Paid	Cash Discount Taken	Write-Off Amount	Write-Off Reason Code	Date
--------	-----------	------------------	-------------	---------------------	------------------	-----------------------	------

Copy the Reference Number

**Step 2:** Navigate to PayPal Manager and open the transaction with the Payment Reference Number.



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## PayPal Payflow Plugin

**PayPal** | Manager PayPal.com | Documentation | Downloads | Support | Log Out

Home | Account Administration | Service Settings | **Search Transactions** | Reports |

### Search Transactions Help

This page provides many options to search for transactions. The transaction(s) that matches your search criteria is displayed on the results page.

**Search Options**

Search By: Transaction ID

Transaction ID: B50K1C03D64B

Date Range: Custom

From: 04 12 2024 Time: 00 00 00

To: 04 12 2024 Time: 23 59 59

Time Zone: U.S. Pacific

Transaction Mode: Test

Transferring data from manager.paypal.com...

← → ↻ 🔒 https://manager.paypal.com/performSearchTransaction.do ☆ 📧 📧 📧 ☰

Beverly Hills, CA 90210  
US

Email: .com

**Additional Information**

Customer IP Address:	Merchant:
Client IP Address:	User: magento
Client Type: Z	
Client Version: 4.0.0.1	
Transaction State: 8	
Duration: 0.00	

**Transaction History**

Transaction ID	Timestamp	Transaction Type	Amount	Result	Details
B50K1C03D638	Feb 26, 2024 07:37:47 PM	Authorization	0.00 USD	0	<a href="#">Details</a>
B50K1C03D64B	Feb 26, 2024 07:37:59 PM	Sale	634.36 USD	0	--

[View Transaction Status](#)

### Transaction History Details in PayPal Manager

**Step 3:** Navigate to Acumatica and Release the Sales Order from [Payment & Application]. A toast message will appear on the top right-hand corner of the screen indicating the background process.



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## PayPal Payflow Plugin

Payments and Applications

Prepayment 000106 - QA QA

NOTES ACTIVITIES

Executing. Press to abort  
00:00:00

CANCEL

RELEASE

Type: Prepayment  
Reference Nbr.: 000106  
Status: Balanced  
\* Application Date: 2/26/2024  
\* Application Per...: 02-2024  
Payment Ref.: B50K1C03D64I

Customer: C00000126 - QA QA  
Location: MCL438192 - MCL438192  
Payment Method: PAYFLOW - Payflow Pro Payments  
Proc. Center ID: PAYFLOWPRO - Payflow Pro Connector  
Processing Sta...: Captured  
Cash Account: 10103 - undeposited funds (clearing) Durr  
\* Deposit After: 2/26/2024  
Description:

Payment Amount: 634.36  
Applied to Doc...: 0.00  
Applied to Ord...: 634.36  
Available Bala...: 0.00  
Write-Off Amo...: 0.00  
Finance Charg...: 0.00  
Deducted Char...: 0.00

DOCUMENTS TO APPLY SALES ORDERS APPLICATION HISTORY FINANCIAL APPROVALS CARD PROCESSING CHARGES

LOAD DOCUMENTS AUTO APPLY

Branch	Doc. Type	* Reference Nbr.	Amount Paid	Cash Discount Taken	Write-Off Amount	Write-Off Reason Code	Date
--------	-----------	------------------	-------------	---------------------	------------------	-----------------------	------

Releasing the Sales Order

Payments and Applications

Prepayment 000106 - QA QA

NOTES ACTIVITIES

VOID

The operation has completed.

Type: Prepayment

Reference Nbr.: 000106

Status: Open

\* Application Date: 4/12/2024

\* Application Per...: 04-2024

Payment Ref.: B50K1C03D64I

Customer: C00000126 - QA QA

Location: MCL438192 - MCL438192

Payment Method: PAYFLOW - Payflow Pro Payments

Proc. Center ID: PAYFLOWPRO - Payflow Pro Connector

Processing Sta...: Captured

Cash Account: 10103 - undeposited funds (clearing) Durr

\* Deposit After: 2/26/2024

Description:

Payment Amount: 634.36

Applied to Doc...: 0.00

Applied to Ord...: 634.36

Available Bala...: 0.00

Write-Off Amo...: 0.00

Finance Charg...: 0.00

Deducted Char...: 0.00

DOCUMENTS TO APPLY SALES ORDERS APPLICATION HISTORY FINANCIAL APPROVALS CARD PROCESSING CHARGES

LOAD DOCUMENTS AUTO APPLY

Doc. Type	Reference Nbr.	Amount Paid	Cash Discount Taken	Write-Off Amount	Write-Off Reason Code	Date

Releasing process completed

**Step 4:** Click on the [VOID] button and save the [Payment] as illustrated below.



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## PayPal Payflow Plugin

Payments and Applications

Prepayment 000106 - QA QA

NOTES ACTIVITIES

✓ The operation has completed.

VOID ...

Type: Prepayment  
Reference Nbr.: 000106  
Status: Open  
\* Application Date: 4/12/2024  
\* Application Per...: 04-2024  
Payment Ref.: B50K1C03D64I

Customer: C00000126 - QA QA  
Location: MCL438192 - MCL438192  
Payment Method: PAYFLOW - Payflow Pro Payments  
Proc. Center ID: PAYFLOWPRO - Payflow Pro Connector  
Processing Sta...: Captured  
Cash Account: 10103 - undeposited funds (clearing) Durr  
\* Deposit After: 2/26/2024  
Description:

Payment Amount: 634.36  
Applied to Doc...: 0.00  
Applied to Ord...: 634.36  
Available Bala...: 0.00  
Write-Off Amo...: 0.00  
Finance Charg...: 0.00  
Deducted Char...: 0.00

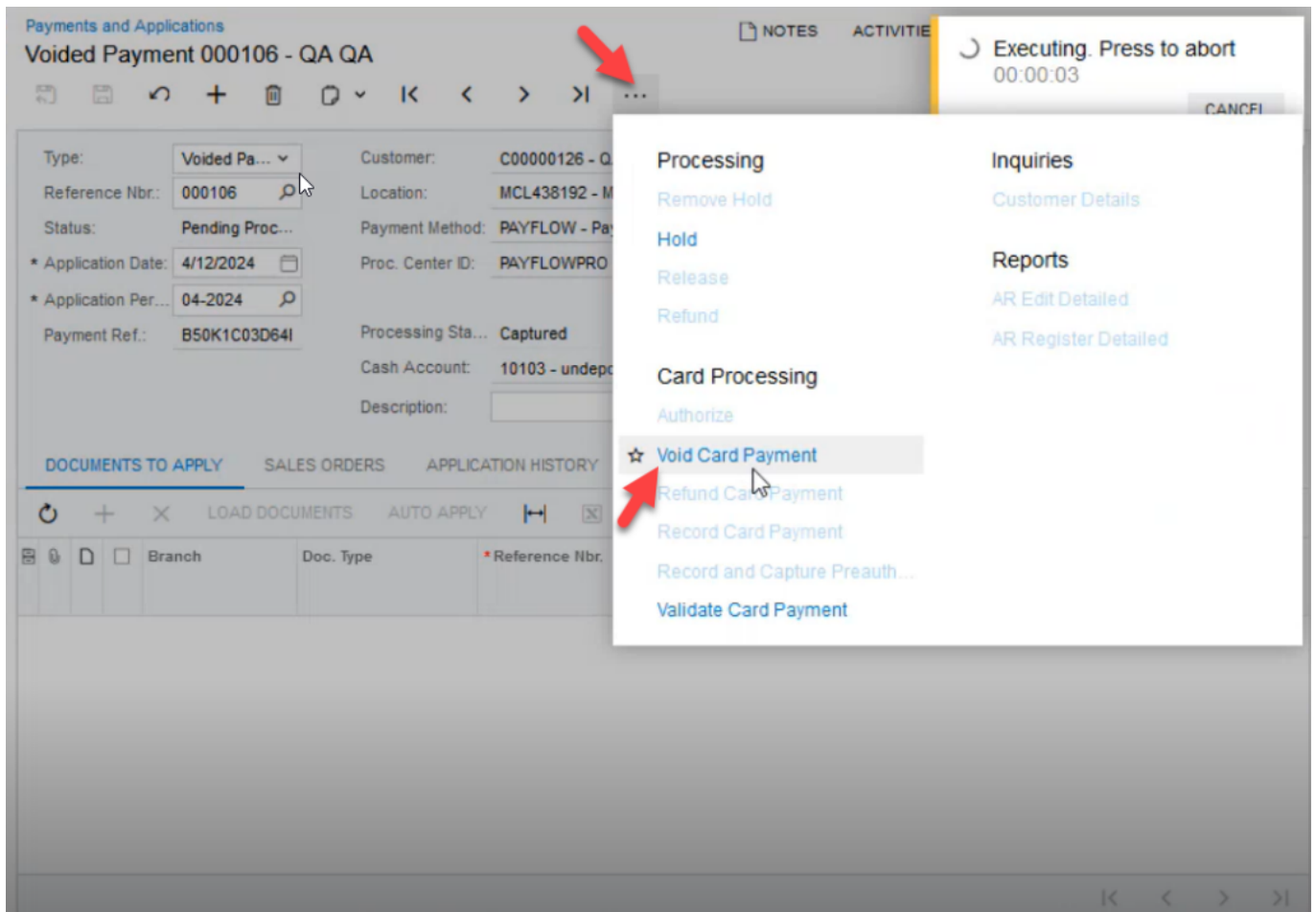
DOCUMENTS TO APPLY SALES ORDERS APPLICATION HISTORY FINANCIAL APPROVALS CARD PROCESSING CHARGES

LOAD DOCUMENTS AUTO APPLY

Branch	Doc. Type	Reference Nbr.	Amount Paid	Cash Discount Taken	Write-Off Amount	Write-Off Reason Code	Date
--------	-----------	----------------	-------------	---------------------	------------------	-----------------------	------

Click on [VOID]

**Step 5:** Click on the ellipses [...] button to Void the Card Payment under [Card Processing]. A popup will appear on your screen as illustrated below.



Click Void Card Payment

**Step 6:** After saving the payment navigate to the PayPal portal. Against the transaction ID, a void transaction will be created and displayed.



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## PayPal Payflow Plugin

← → ↻ 🔒 https://manager.paypal.com/performSearchTransaction.do ☆ 📧 📌 ☰

Beverly Hills, CA 90210  
US

Email: ██████████.com

**Additional Information**

Customer IP Address: ██████████

Client IP Address: ██████████

Client Type: Z

Client Version: 4.0.0.1

Transaction State: 8

Duration: 0.00

Merchant: ██████████

User: magento

**Transaction History**

Transaction ID	Timestamp	Transaction Type	Amount	Result	Details
B50K1C03D638	Feb 26, 2024 07:37:47 PM	Authorization	0.00 USD	0	<a href="#">Details</a>
B50K1C03D648	Feb 26, 2024 07:37:59 PM	Sale	634.36 USD	0	--
B10KB3671B26	Apr 12, 2024 02:53:15 AM	Credit	634.36 USD	0	<a href="#">Details</a>
B70KB1DC0CE0	Apr 12, 2024 02:53:15 AM	Void	USD	108	<a href="#">Details</a>

[View Transaction Status](#)

Void Transaction in PayPal Transaction History