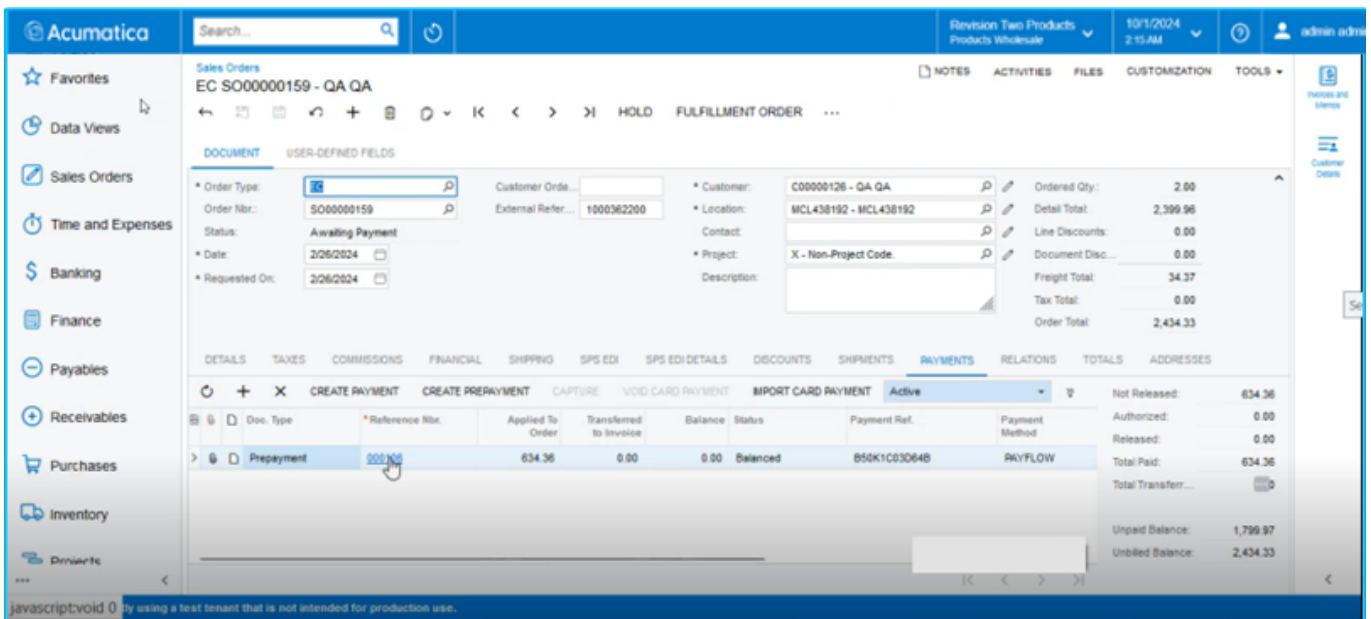


Voiding Payment in PayPal Payflow

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.



Click on the Reference Number

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	Processing Sta...: Captured	Write-Off Amo...: 0.00	
Payment Ref.: B50K1C03D64	Cash Account: 10103 - undeposited funds (clearing) Dur	Finance Charg...: 0.00	
	* Deposit After: 2/26/2024	Deducted Char...: 0.00	
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.



KENSUM

PayPal Payflow Plugin

The screenshot shows the PayPal Manager interface for searching transactions. The top navigation bar includes 'PayPal | Manager' and links for 'PayPal.com', 'Documentation', 'Downloads', 'Support', and 'Log Out'. Below this is a secondary navigation bar with 'Home | Account Administration | Service Settings | Search Transactions | Reports'. The main heading is 'Search Transactions' with a 'Help' button. A sub-heading states: 'This page provides many options to search for transactions. The transaction(s) that matches your search criteria is displayed on the results page.' The 'Search Options' section includes: 'Search By: Transaction ID' (dropdown), 'Transaction ID: B50K1C03D64B' (input field, highlighted with a red box), 'Date Range: Custom' (dropdown), 'From: 04 / 12 / 2024' and 'To: 04 / 12 / 2024' (calendar pickers), 'Time: 00:00:00' and 'Time: 23:59:59' (time pickers), 'Time Zone: U.S. Pacific' (dropdown), and 'Transaction Mode: Test' (dropdown). A status message at the bottom reads 'Transferring data from manager.paypal.com...'

The screenshot shows the 'Transaction History' details in PayPal Manager. The browser address bar is 'https://manager.paypal.com/performSearchTransaction.do'. The page shows the following information: 'Beverly Hills, CA 90210 US', 'Email: [redacted].com', 'Additional Information' section with 'Customer IP Address: [redacted]', 'Client IP Address: [redacted]', 'Client Type: Z', 'Client Version: 4.0.0.1', 'Transaction State: 8', 'Duration: 0.00', 'Merchant: [redacted]', and 'User: magento'. Below this is a table with the following data:

Transaction ID	Timestamp	Transaction Type	Amount	Result	Details
B50K1C03D638	Feb 26, 2024 07:37:47 PM	Authorization	0.00 USD	0	Details
B50K1C03D64B	Feb 26, 2024 07:37:59 PM	Sale	634.36 USD	0	--

At the bottom, there is a 'View Transaction Status' button.

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.

Payments and Applications

Prepayment 000106 - QA QA

NOTES ACTIVITIES

Executing. Press to abort
00:00:00

RELEASE ...

CANCEL

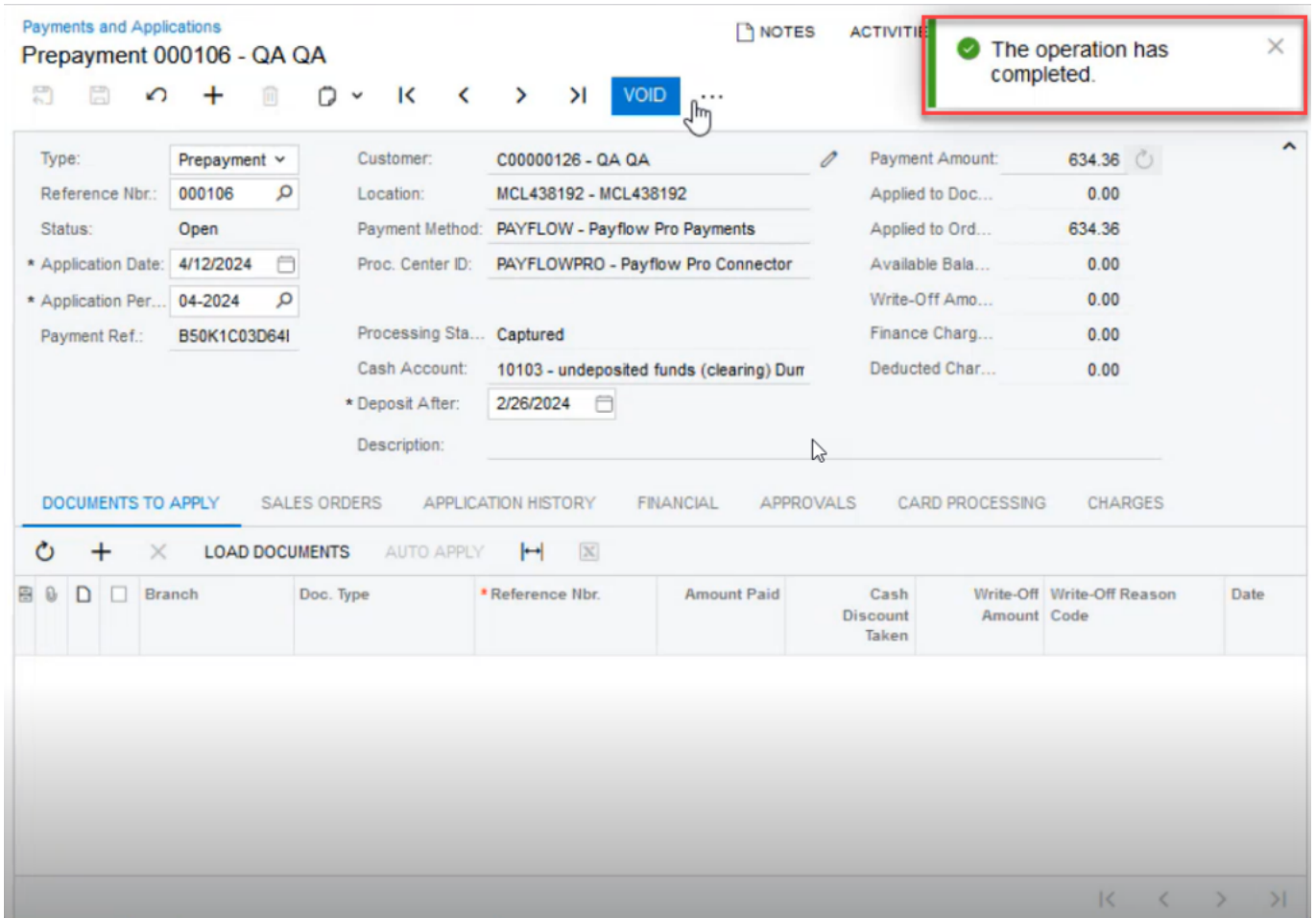
Type:	Prepayment	Customer:	C00000126 - QA QA	Payment Amount:	634.36
Reference Nbr.:	000106	Location:	MCL438192 - MCL438192	Applied to Doc...:	0.00
Status:	Balanced	Payment Method:	PAYFLOW - Payflow Pro Payments	Applied to Ord...:	634.36
* Application Date:	2/26/2024	Proc. Center ID:	PAYFLOWPRO - Payflow Pro Connector	Available Bala...:	0.00
* Application Per...:	02-2024	Processing Sta...:	Captured	Write-Off Amo...:	0.00
Payment Ref.:	B50K1C03D64I	Cash Account:	10103 - undeposited funds (clearing) Durr	Finance Charg...:	0.00
		* Deposit After:	2/26/2024	Deducted Char...:	0.00
		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

Releasing the Sales Order

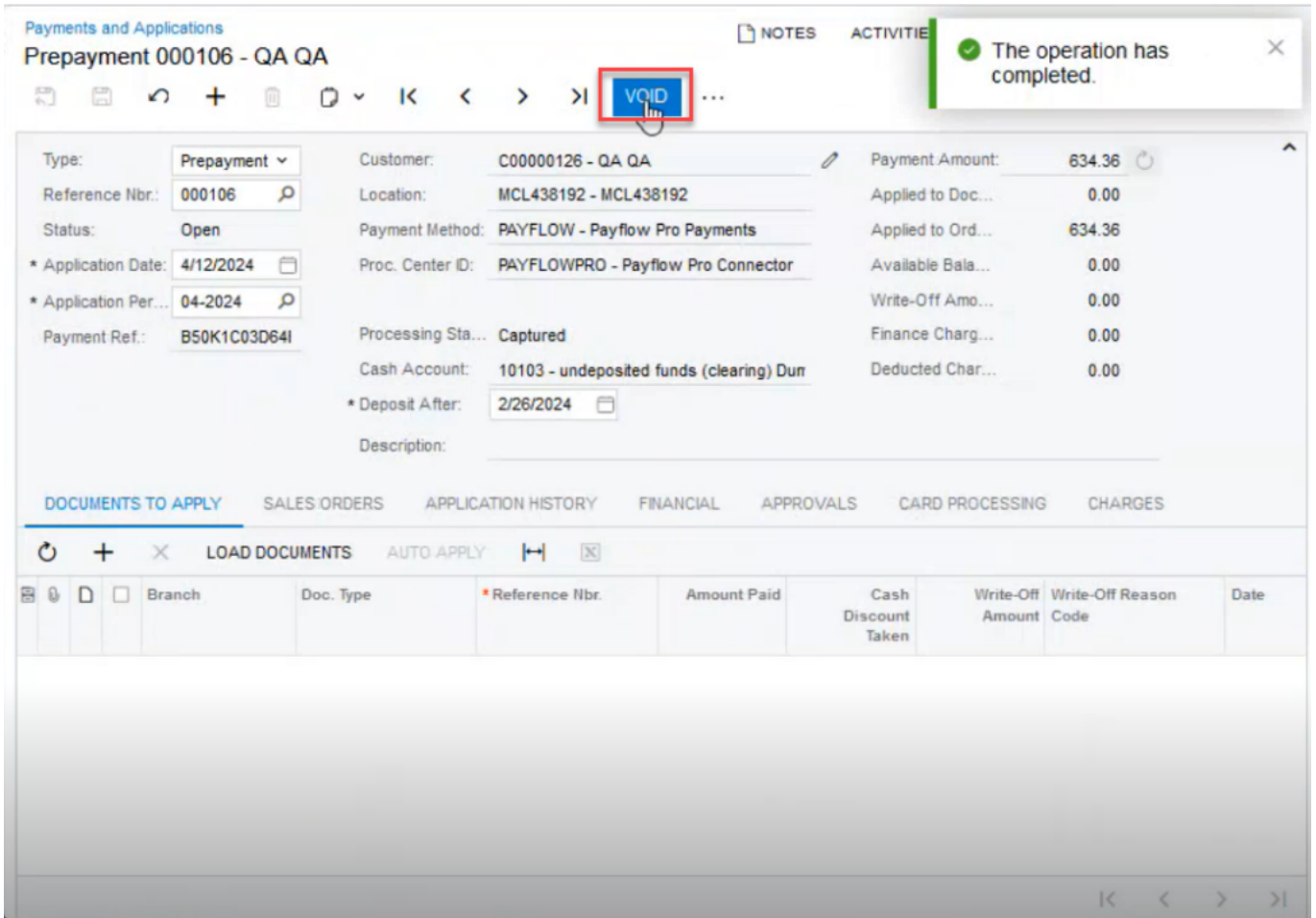


The screenshot displays the 'Payments and Applications' interface for 'Prepayment 000106 - QA QA'. A blue 'VOID' button is highlighted with a mouse cursor. A red-bordered notification box in the top right corner contains a green checkmark and the text 'The operation has completed.' The interface includes various fields for customer, location, payment method, and amount, as well as a table for documents to apply.

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

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



Payments and Applications

Prepayment 000106 - QA QA

NOTES ACTIVITIES

The operation has completed.

VOID ...

Type: Prepayment Customer: C00000126 - QA QA Payment Amount: 634.36

Reference Nbr.: 000106 Location: MCL438192 - MCL438192 Applied to Doc...: 0.00

Status: Open Payment Method: PAYFLOW - Payflow Pro Payments Applied to Ord...: 634.36

* Application Date: 4/12/2024 Proc. Center ID: PAYFLOWPRO - Payflow Pro Connector Available Bala...: 0.00

* Application Per...: 04-2024 Processing Sta...: Captured Write-Off Amo...: 0.00

Payment Ref.: B50K1C03D641 Cash Account: 10103 - undeposited funds (clearing) Durr Finance Charg...: 0.00

* Deposit After: 2/26/2024 Deducted Char...: 0.00

Description:

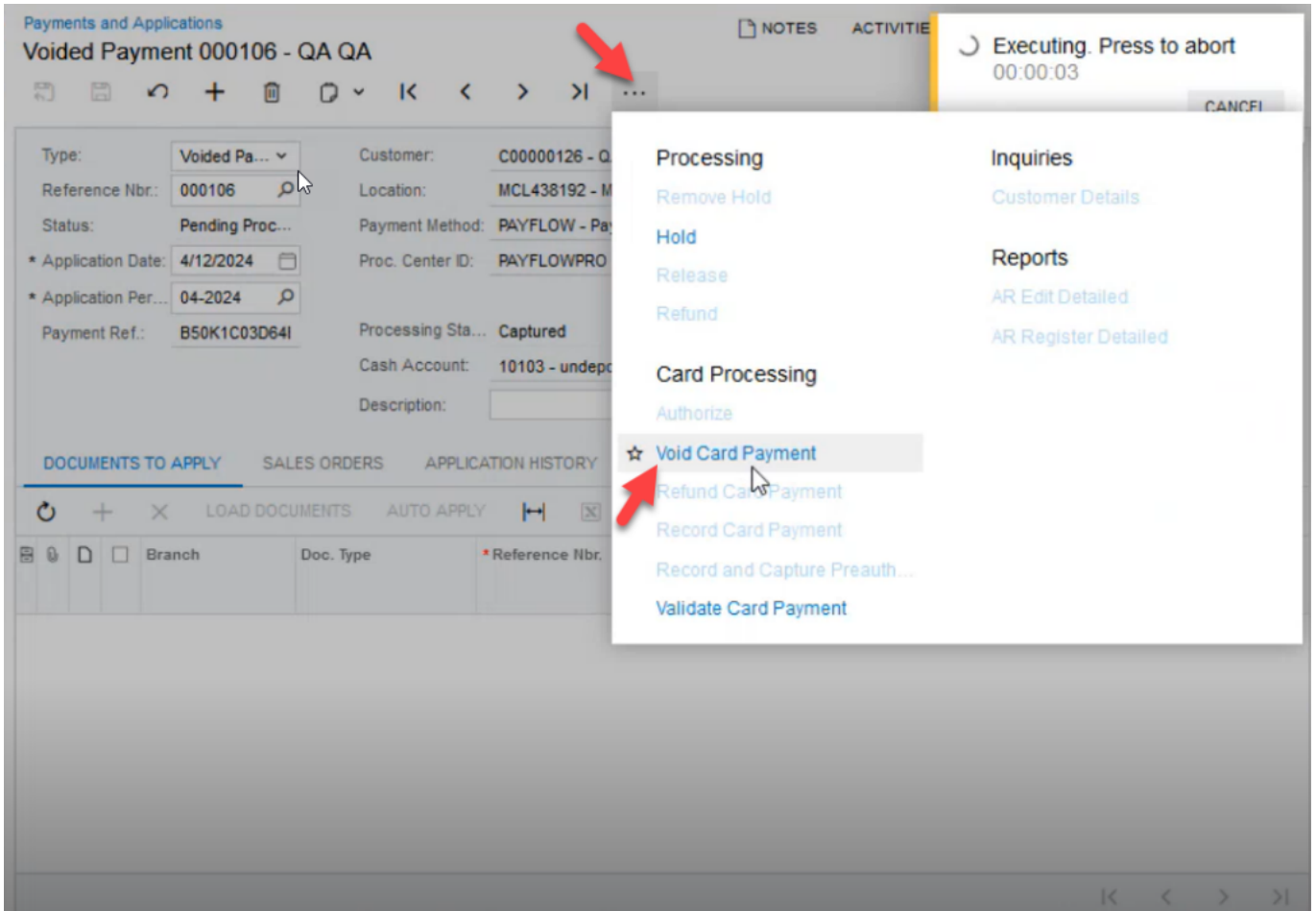
DOCUMENTS TO APPLY SALES ORDERS APPLICATION HISTORY FINANCIAL APPROVALS CARD PROCESSING CHARGES

LOAD DOCUMENTS AUTO APPLY

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



KENSIUM

PayPal Payflow Plugin

The screenshot shows the PayPal Manager interface for a transaction search. The address is Beverly Hills, CA 90210, US. The email is partially redacted. The merchant is identified as magento. The transaction history table contains the following data:

Transaction ID	Timestamp	Transaction Type	Amount	Result	Details
B50K1C03D638	Feb 26, 2024 07:37:47 PM	Authorization	0.00 USD	0	Details
B50K1C03D64B	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	Details
B70KB1DC0CE0	Apr 12, 2024 02:53:15 AM	Void	USD	108	Details

A "View Transaction Status" button is located at the bottom left of the transaction history section.

Void Transaction in PayPal Transaction History