

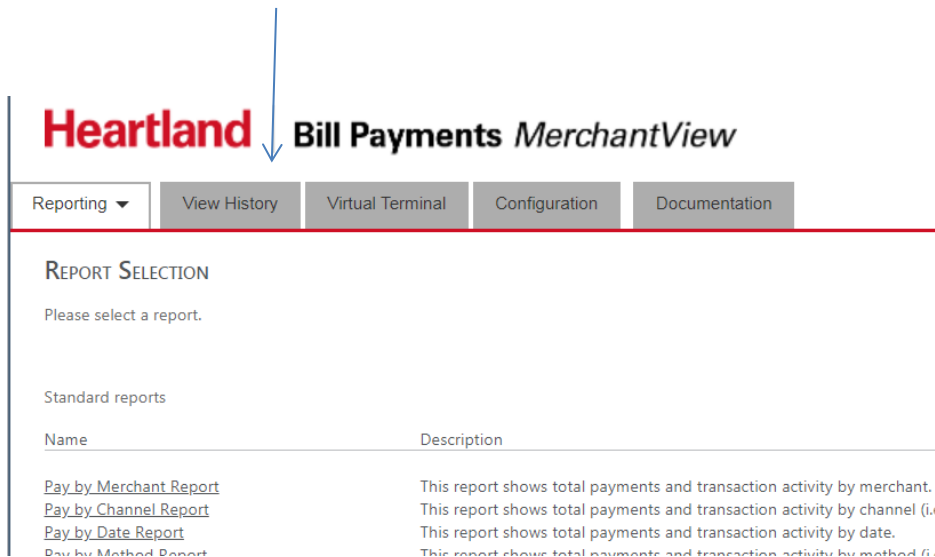
How to issue a Refund and Void a payment

(For this practice exercise, run a "Pay by Date Report" to obtain a transaction ID number)

Refunds

From the Main Heartland Merchant View page

--Select the View History tab



Heartland Bill Payments MerchantView

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REPORT SELECTION

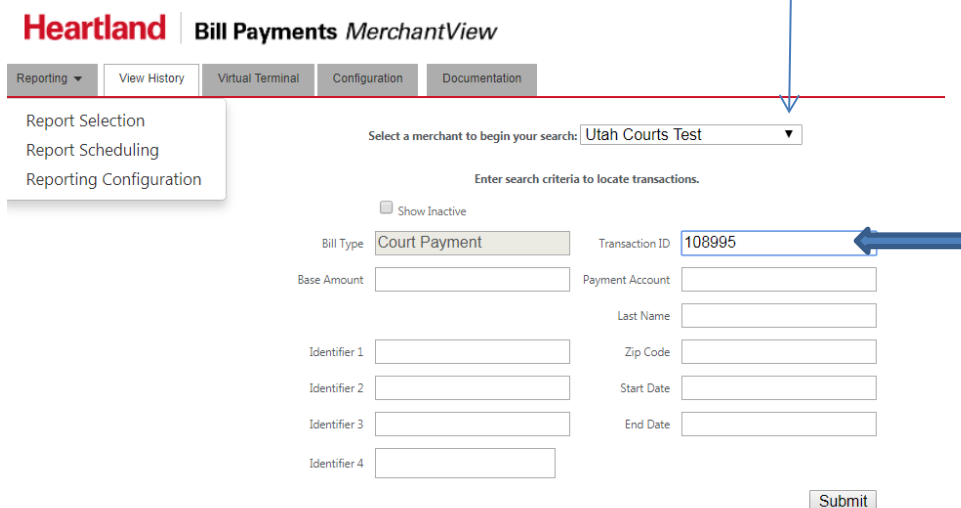
Please select a report.

Standard reports

Name	Description
Pay by Merchant Report	This report shows total payments and transaction activity by merchant.
Pay by Channel Report	This report shows total payments and transaction activity by channel (i.e.
Pay by Date Report	This report shows total payments and transaction activity by date.
Pay by Method Report	This report shows total payments and transaction activity by method (i.e.

Select the account (site) where the original payment was taken.

The easiest way to find the transaction is to obtain the Heartland TRANSACTION ID from a report or from receipt information in CORIS/CARE. Enter this number into the "Transaction ID" field and select "Submit".



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Report Selection
Report Scheduling
Reporting Configuration

Select a merchant to begin your search: Utah Courts Test ▾

Enter search criteria to locate transactions.

☐ Show Inactive

Bill Type: Court Payment Transaction ID: 108995

Base Amount: Payment Account:

Identifier 1: Last Name:

Identifier 2: Zip Code:

Identifier 3: Start Date:

Identifier 4: End Date:

Submit

Once the transaction is displayed click on the check mark (✓) icon.

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Welcome James [L]

Transaction Search Results for Utah Courts Test

Revise Search

Bill Type	Case Number	Case Payor ID	Transaction	Last Name	Date and Time	Transaction ID	Amount	Net Amount	Payment Account	Account Type	Channel	Cashier
✓	Court Payment	987987	Payment		2019/02/05 12:59 PM	108995	\$50.00	\$50.00	5454	Credit	Cashier	UTCashier

Select "Refund" to begin the process.

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Transaction Search Results for Utah Courts Test

Bill Type	Case Number	Case Payor ID	Transaction	Last Name	Date and Time	Transaction ID	Amount	Net Amount	Payment Account
✓	Court Payment	987987	Payment		2019/02/05 12:59 PM	108995	\$50.00	\$50.00	5454

Transaction Details | Transaction ID 108995

Type: Payment Case Number: 987987

Reference Number: 1134235130

Net Amount: \$50.00

Download Receipt Email Receipt Refund

If the entire amount will not be refunded, enter the new amount to refund.

Click on "Confirm Amount"

Transaction ID	Bill Type	ID 1	ID 2	ID 3	ID 4	Amount
108995	Court Payment	987987				50.00

Address 36832

MasterCard

Original Credit Card - 5454

Amount \$50.00
Convenience Fee \$0.00
Total Payment \$50.00

Base Amount to Refund

50.00

Total Refund Amount

50.00


Confirm Amount

Cancel Refund

When prompted, enter the reason for the refund and select the “Submit Reversal” button.

Transaction ID	Bill Type	ID 1	ID 2	ID 3	ID 4	Amount
108995	Court Payment	987987				50.00

Address 36832



Original Credit Card - 5454

Amount	\$50.00
Convenience Fee	\$0.00
Total Payment	\$50.00

Base Amount to Refund

Total Refund Amount 50.00

Reversal Reason

→ Duplicate payment


If there was an email address entered at the time the payment was taken, it will automatically be emailed once you select submit the reversal.

VOIDS *(For purposes of this training exercise, please don't complete the action by selecting “Submit Void” as there may not be enough transactions during a single day for all users to practice.)*

From the Main Heartland Merchant View page

--Select the View History tab

--Followed by the merchant account (site)



Bill Payments MerchantView

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Select a merchant to begin your search:

Enter search criteria

☐ Show Inactive

Bill Type Transaction ID

Base Amount Payment Account

As Voids are done the same day, the “**Start Date**” field should reflect the day the transaction came in (today) and the “**End Date**” is the next day (tomorrow) – as the batch is still open. Or the transaction ID can be entered. Select “Submit”

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Reporting ▾ View History Virtual Terminal Configuration Documentation

Select a merchant to begin your search: Utah Courts Test ▾

Enter search criteria to locate transactions.

☐ Show Inactive

Bill Type Court Payment Transaction ID 116483

Base Amount Payment Account

Fee Amount Last Name

Case Number Zip Code

Case Payor ID Start Date 3/13/2019

End Date 3/14/2019

Submit

Click on the (✓) to open the transaction you want to void.

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Transaction Search Results for Utah Courts Test

	Bill Type	Case Number	Case Payor ID	Transaction	Last Name	Date and Time	Transaction ID	Amount	Net Amount	Payment Account	Accou
✓	Court Payment	1920000456		Payment	Young	2019/03/13 09:58 AM	116483	\$2,000.00	\$2,000.00	0014	

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Transaction Details | Transaction ID 116483

✓

Bill Type

Case Num

Court Payment

Type

Payment

Case Number

1920000456

Last Name

Young

Reference Number

1143838506

Net Amount

\$2,000.00

Download Receipt

Email Receipt

Void

Select “Void”


Note: It is best to not select the options to download receipt or email receipt from this screen as it hasn't completed yet.

Change the amount if not all of the payment should be voided.

Select "Confirm Amount" to void the payment.

Transaction ID	Bill Type	ID 1	ID 2	ID 3	ID 4	Amount
116483	Court Payment	1920000456				2000.00


Name Sam Young
Address 23 firewood
Salem, Utah 84222 US
Email Testingemail@gmail.com
Phone Number (435) 666-8787

 Original Credit Card - 0014

Amount	\$2,000.00
Convenience Fee	\$0.00
Total Payment	\$2,000.00


Base Amount to Void

Total Void Amount 2,000.00



Transaction ID	Bill Type	ID 1	ID 2	ID 3	ID 4	Amount
116483	Court Payment	1920000456				2000.00

Name Sam Young
Address 23 firewood
Salem, Utah 84222 US
Email Testingemail@gmail.com
Phone Number (435) 666-8787

 Original Credit Card - 0014


Amount	\$2,000.00
Convenience Fee	\$0.00
Total Payment	\$2,000.00

Base Amount to Void

Total Void Amount 1000

Reversal Reason

Please enter reversal reason here.



Enter a reason and select "Submit Void" (not during practice... Ü)

At present, the reversal reason is not reflected on the individual receipt. As this could change in the future, exercise caution when typing in the reason. The reason does appear on excel exported reports only.

If there was an email address entered at the time the payment was taken, it will automatically be emailed once you select submit Partial Void.

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Reporting ▾	View History	Virtual Terminal	Configuration	Documentation
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Merchant Name Utah Courts Test

Original Transaction Information	Reversal Transaction Information
Original Transaction ID 116414	Reversal Transaction ID 116416
Original Date/Time 3/11/2019 12:37:16 PM	Reversal Date/Time 3/11/2019 12:55:00 PM
Original Amount 200.00	Reversal Amount (\$200.00)
Original Fee Amount 0.00	Reversal Fee (\$0.00)
Original Total Amount 200.00	Reversal Total Amount (\$200.00)
Method of Payment Visa	Reversal Cashier jfarnes
Original Cashier jfarnes	

Bill Details	Billing Information
Bill Type Court Payment	Teddy Void
Case Number 1234597	Utah 84010 US
	3852226161

[Email Receipt](#) [Download Receipt](#) [Return To Search](#)

If the payer didn't have an email and a receipt has been requested, from this screen you can email the receipt. This is also handy if several individuals need a copy.

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Reporting ▾	View History	Virtual Terminal	Configuration	Documentation
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Merchant Name Utah Courts Test

Original Transaction Information	Original Transaction ID 116483
Original Date/Time 3/13/2019 9:58:3	
Original Amount 2000.00	
Original Fee Amount 0.00	
Original Total Amount 2000.00	
Method of Payment Mastercard	
Original Cashier jfarnes	

Bill Details	Bill Type Court Payment
Case Number 1920000456	

[Email Receipt](#) [Download Receipt](#)

Email Receipt Close

Please enter email addresses for Email recipients.

Email 1

Email 2

Email 3

[Cancel](#) [Send](#)

The next screen reflects what a receipt would look like:



Utah
State
Courts

Utah Courts Test

Void Receipt

Original Payment Details :

Date / Time 3/13/2019 9:58:37 AM Cashier jfarnes

Transaction ID 116483 \$2,000.00 Amount

Void Details

Date / Time 3/13/2019 10:22:35 AM

Void Transaction ID 116485 Payment Void Amount ((\$1,000.00))

Case Number 1920000456

Case Payor ID

Payment Summary : Mastercard payment for \$2,000.00.

Payment Acct Last4 : *****0014

Billing Name : Sam Young

Billing Address : 23 firewood
Salem, Utah 84222

Phone Number : 4356668787

Email Address : Testingemail@gmail.com