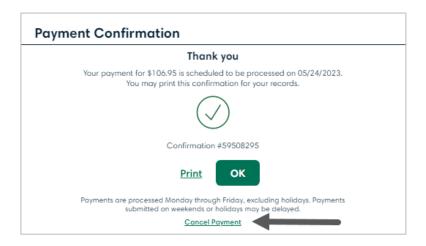


Cancel a Payment

A Cancel Payment option is available if a customer wishes to cancel a payment the same day it was submitted from either the Payment Confirmation Screen or the Properties home page.

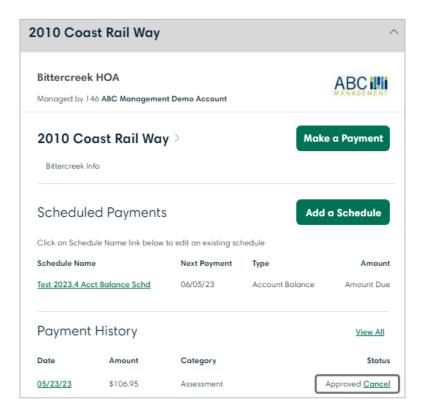
Note: Once the payment status has changed to Processed, cancel is no longer an option.

1. From Payment Confirmation Screen – Click on **Cancel Payment**.



OR

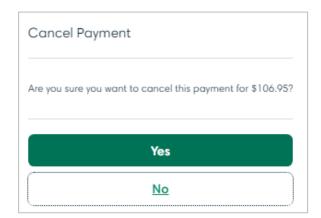
From the Properties page – Locate the payment in Payment history and click on **Cancel**.

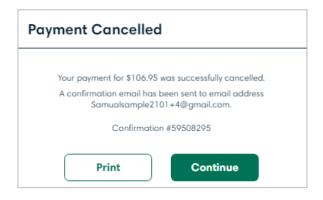






2. Click on Yes to Cancel - A confirmation screen will appear, and an email is sent to the user.





3. Payment is now listed as ACH-Void (from a Checking account) or Reversed (with a Card) under Payment History.

