

GOVT PORTAL BACK END INSTRUCTIONS

Voiding Transactions

When To Use:

When a cardholder is charged twice or charged the wrong amount and their Transaction has not batched out. You will void the transaction in question and the card holder should release any money being held within 2 business days (depending on the Card Holder's bank). Only transactions in the "Current Batch" can be voided. If the transaction in question is in a batch from a previous date, you will need to issue a credit.

1. Sign into GovtPortal Back End



2. Find the transaction you wish to void under Today's Transactions & click the Void button

Today's Transactions -

DATETIME	TYPE	PAYMENTINFO	AMOUNT	CARDHOLDER	CCNUM	AUTHCODE	REFNUM	ACTION
2015-01-22 06:57:58	Sale	QuickSale Test - test	1.00		XXXXXXXXXXXX9245	007998	768780067	Void-Refund 

3. Confirm Transaction Info and Click Void

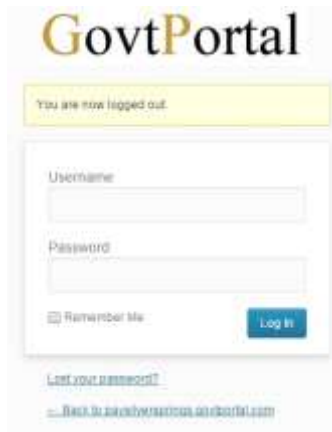
Date:	2014-10-28 11:47:43	
Account Holder:	Michael Liu	
Reference Number:	717788253	 
Amount:	1.00	
Auth Code:	451532	
Description:	1400005014	

4. Print Void Receipt if Necessary

WHEN & HOW TO ISSUE A CREDIT/REFUND

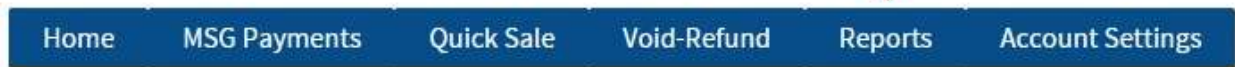
When a cardholder is charged twice or charged the wrong amount and their transaction has already batched out (in batch from previous date). You will credit the transaction in question and the card holder should receive the money back into their within 2 business days (depending on the Card Holder's bank). Only credit transactions that are not in the "Current Batch". If the transaction in question is in the "Current Batch" you can void the transaction.

1. Sign into GovtPortal Back End



The image shows the GovtPortal login interface. At the top, it says "GovtPortal" in a large, bold font. Below that, a yellow banner indicates "You are now logged out". The main area contains a login form with fields for "Username" and "Password", a "Remember Me" checkbox, and a "Log In" button. At the bottom, there is a link for "Lost your password?" and a link to "Back to mycityservices.ontario.ca".

2. Click Reports



3. Choose Dates You Would Like to Look at to Find the Transaction to be Refunded

Please Select Dates Range

Start: End:


5. Find the transaction you wish to refund & click the Refund button

2013-01-03 19:30:04	Sale	Fines	1.00	XXXXXXXXXXXX7892 044489	757633226	<input type="button" value="Void-Refund"/>
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7. Confirm Transaction Info and Click Refund

Date:	2014-10-28 11:47:43	
Account Holder:	Michael Liu	
Reference Number:	717788253	void
Amount:	1.00	
Auth Code:	451532	 refund
Description:	1400005014	

8. Print Refund Receipt if Necessary