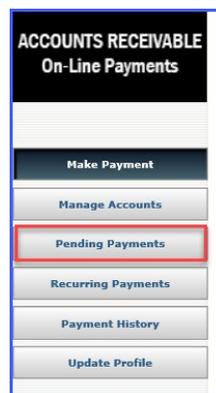


## How do I cancel/void/delete a pending credit card payment?

Page 1 of 3

**Note:** You must be a Registered User with a User ID and Password in order to cancel/void a credit card Payment.

1. Log in to the online payment portal  
<https://purdue.university/onlinepay>
2. From the Welcome to the Electronic Payment System  
Enter your User ID and Password → Click on **Log In**
3. Select from the left side of the screen, **Pending Payments** to view, Edit and Delete your pending payments



4. From the Pending Payments screen select the pending payment(s) you wish to void/cancel
  - a. Click the radial button next to the payment you wish to cancel/void/delete
  - b. Click **Delete Payment** to go to Delete Payment Verification - Invoice screen**Note:** if the **Delete Payment** button is not present, the credit card payment has processed and cannot be deleted



c. Review the payment(s) you wish to cancel/void/delete

**Note:** if the payment you wish to cancel/void/delete contains multiple invoice payments the entire payment amount will be deleted when you press confirm. You cannot void just one of the multiple payments.

1) Scroll down to select **Confirm** to cancel/void/delete or **Cancel** to cancel the request

**Delete Payment Verification - Invoice**

Confirmation Number: XW2DUE000001008

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**Your Payment Detail**

Payment Amount: \$9,500.00

Scheduled Payment Date: Aug-05-2020

Customer Number: 3333333

Invoice Amount 1: \$3,500.00

Invoice Number 1: 456321789

Invoice Amount 2: \$2,500.00

Invoice Number 2: 412365789

Invoice Amount 3: \$3,500.00

Invoice Number 3: 478965123

Invoice Amount 4: \$0.00

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**Your Account Detail**

Card Account Nickname\*: Dog's account

Cardholder Name\*: Donald Duck

Credit Card or Debit Card Number: XXXXXXXXXXXXX1111

Credit Card or Debit Card Type: Visa Credit

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**Your Account Detail**

Card Account Nickname\*: Dog's account

Cardholder Name\*: Donald Duck

Credit Card or Debit Card Number: XXXXXXXXXXXXX1111

Credit Card or Debit Card Type: Visa Credit

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**Your Credit/Debit Card Billing Information**

Billing Street Address 1\*: 45

Billing Street Address 2:

Billing Street Address 3:

Billing City\*: Lafayette

Billing State\*: IN

Billing Zip Code\*: 47909

Billing Country\*: United States

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E-mail Address: email@email.com

**Confirm** **Cancel**

d. Final Step – scroll down to click on **OK** to process the cancel/void/delete request

E-mail Address: email@email.com

**OK**

How do I cancel/void/delete a pending credit card payment?

5. Confirmation email will be sent to email address in your user profile

ar@purdue.edu <noreply@payconnexion.com> | Doland, Edie M.  
Cancelled Payment for Invoice

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**ACCOUNTS RECEIVABLE** On-Line Payments | If you have questions regarding your invoice/ statement of account, please refer to the Contact us information listed in the upper right hand corner of the document. | **PURDUE UNIVERSITY** | **PNW** PURDUE UNIVERSITY NORTHWEST | **PURDUE UNIVERSITY FORT WAYNE**

\*\*\* PLEASE DO NOT RESPOND TO THIS EMAIL \*\*\*

This email is to confirm the cancellation of your payment on Aug-04-2020 for Invoice.

<b>Cancellation Confirmation Number:</b>	XW2DUE000001012
<b>Confirmation Number:</b>	XW2DUE000001008
<b>Confirmation Date (ET):</b>	Aug-04-2020 11:54:44 PM
<b>Payer Name:</b>	Sofie Stevenson

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<b>Payment Amount:</b>	\$9,500.00
<b>Invoice Number 1 :</b>	456321789
<b>Invoice Amount 2 :</b>	\$2,500.00
<b>Invoice Number 2 :</b>	412365789
<b>Invoice Amount 3 :</b>	\$3,500.00
<b>Invoice Number 3 :</b>	478965123
<b>Invoice Amount 4 :</b>	\$0.00
<b>Scheduled Payment Date:</b>	Aug-05-2020

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<b>Account Nickname:</b>	Dog's account
<b>Cardholder Name:</b>	Donald Duck
<b>Card Number:</b>	XXXXXXXXXXXX1111
<b>Card Type:</b>	Visa Credit