

- Click the **Subscriber** tab, then **Cancel Payment** from the left-hand side
- Search for the appropriate member

**Payment Cancellation**

Payment search will only return subscriber records that include payments eligible for cancellation.

Search By:

Last Name:

Account Number:

User ID:

Payment Amount:

- Click the Subscriber's name
- Mark the **Cancel** checkbox and the appropriate **Reason for Return**

**Payments Available for Cancellation**

\* You have selected 0 payment(s) for cancellation

Please click on the subscriber(s) name to select the payment(s) you wish to cancel.  
After selecting the payment to cancel, please assign a "Reason for Return" code and click on "Submit".

Name	SSN	USERID
Bob Billpayer	*****1234	90001111

Account #	Account Type	Payee Name	Amount	Process Date	Cancel	Reason for Return
123123	Checking	ABC Utilities	\$100.00	12/24/09	<input type="checkbox"/>	R01 - Insufficient Funds

- Submit