

How to cancel a direct debit payment

You can cancel the debit card payment before the settlement time (3:15pm Eastern Standard Time). To do so, click on **'Cancel Payment'** located under **'Payments'** in the Main Menu. You'll be taken to the screen below.

Payments

- New Adhoc Payment
- Authorise Payments
- Advance Payments
- Cancel Payment**

Invoicing

Reporting

Support

Log Off

CANCEL PAYMENT

Use this screen to cancel a direct debit payment for a registered user. You can only cancel payments prior to **3:15 PM** on settlement date. For credit card payments and payments to non-registered users, please contact the [1-Stop Service Desk](#).

From Compay Client[CCN]

To Compay Client[CCN]

Transaction ID

Cancellation Status

Search

Request a payment cancellation

Click on **'Search'** to show the debit card payments.

The transactions are displayed in two sessions. The payments you paid to others displayed under **'Payable Transactions'**. The payments you will receive from others are displayed under **'Receivable Transactions'**. You can request a cancellation for both.

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From Compay Client[CCN]

To Compay Client[CCN]

Transaction ID

Cancellation Status

Search

Payable Transactions

Action	Cancellation Status	Payment Date	From ComPay Client [CCN]	To ComPay Client [CCN]	Transaction ID	Amount [Currency]	Reference 1	Reference 2	Cancellation Reason
Cancel		8/02/2017 12:00:00 AM	HAMBURG SUD AUSTRALIA PTY LTD [200430]	1-STOP CONNECTIONS PTY LTD [200419]	C3388742	110.00 AUD	101201	20170209	

Show 10 results per page | Pages 1 of 1 | First Previous - Next Last

Receivable Transactions

No Records Found

To cancel a payment, click on **'Cancel'** under the Action column. You will need to provide the cancellation reason and enter your password to proceed.

You are about to cancel the following payment.

Transaction ID: C3388742
 From Compay Client[CCN]: HAMBURG SUD AUSTRALIA PTY LTD [200430]
 To Compay Client[CCN]: 1-STOP CONNECTIONS PTY LTD [200419]
 Amount[Currency]: 110.00 [AUD]
 Cancellation Reason*:
 Enter Password*:

An email will be sent to the other party to review your cancellation request. And you are copied in the email.

Tue 7/02/2017 9:44 AM

 ComPay - Review Payment Cancellation C3388737 - 1-STOP CONNECTIONS PTY LTD / [1-STOP AUSTRALIA PTY LIMITED](#)

To: [Anthony Payn](#)
 Cc: [Anthony Payn](#)

Hi Anthony Payn,

1-STOP CONNECTIONS PTY LTD 200419 wishes to cancel a ComPay payment.
 Transaction ID - C3388737
 Amount : 201.00 AUD
 Reference 1 : DL201
 Reference 2 :
 Reason : cancelled by akomarov

1-Stop can cancel the payment, once we have your approval. Please:

- Go to the Cancel Payment screen in ComPay by clicking [here](#).
- Click the review button to review then approve or reject the cancellation.

IMPORTANT: please review before 3:15 PM Australian Eastern Standard Time (AEST).
 if 3:15 PM passes without your action, the ComPay payment will proceed as normal. In that case, we will leave it with the two parties to organise the reversal of funds with each other.

Best Regards,
 Service Desk
 1-Stop Connections Pty Ltd
 P 1300 881 055
 F + 61 (2) 9567 9967
 E helpdesk@1-stop.biz
 W www.1-stop.biz

If you search at the cancel payment screen, you will see the 'Cancellation Status' is now Pending. And no action is required by you.

CANCEL PAYMENT

Use this screen to cancel a direct debit payment for a registered user. You can only cancel payments prior to 3:15 PM on settlement date.
 For credit card payments and payments to non-registered users, please contact the [1-Stop Service Desk](#).

From Compay Client[CCN]:
 To Compay Client[CCN]:
 Transaction ID:
 Cancellation Status:

Action	Cancellation Status	Payment Date	From ComPay Client [CCN]	To ComPay Client [CCN]	Transaction ID	Amount [Currency]	Reference 1	Reference 2	Cancellation Reason
	Pending	8/02/2017 12:00:00 AM	HAMBURG SUD AUSTRALIA PTY LTD [200430]	1-STOP CONNECTIONS PTY LTD [200419]	C3388742	110.00 AUD	101201	20170209	Paid to the wrong payer

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Receivable Transactions
 No Records Found

Review a cancellation request

When you receive an email to review a cancellation, click on the 'Here' link takes you to the cancel payment screen in ComPay.



Hi Anthony Payn,
1-STOP CONNECTIONS PTY LTD 200419 wishes to cancel a ComPay payment.
Transaction ID - C3388737
Amount : 201.00 AUD
Reference 1 : DL201
Reference 2 :
Reason : cancelled by akomarov
1-Stop can cancel the payment, once we have your approval. Please:

- Go to the Cancel Payment screen in ComPay by clicking [here](#).
- Click the review button to review then approve or reject the cancellation.

IMPORTANT: please review before 3:15 PM Australian Eastern Standard Time (AEST).
if 3:15 PM passes without your action, the ComPay payment will proceed as normal. In that case, we will leave it with the two parties to organise the reversal of funds with each other.



The Action column will display a 'Review' button.

CANCEL PAYMENT

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From Compay Client[CCN]
To Compay Client[CCN]
Transaction ID
Cancellation Status

Payable Transactions
No Records Found

Receivable Transactions

Action	Cancellation Status	Payment Date	From ComPay Client [CCN]	To ComPay Client [CCN]	Transaction ID	Amount [Currency]	Reference 1	Reference 2	Cancellation Reason
<input type="button" value="Review"/>	Pending	8/02/2017 12:00:00 AM	HAMBURG SUD AUSTRALIA PTY LTD [200430]	1-STOP CONNECTIONS PTY LTD [200419]	C3388742	110.00 AUD	101201	20170209	Paid to the wrong payer

Show 10 results per page | Pages 1 of 1 | First Previous - Next Last

Click on 'Review' takes you to review the cancellation request. You can approve or reject the request.

You are about to approve or reject the following payment cancellation request.

Transaction ID: C3388742
From Compay Client[CCN]: HAMBURG SUD AUSTRALIA PTY LTD [200430]
To Compay Client[CCN]: 1-STOP CONNECTIONS PTY LTD [200419]
Amount[Currency]: 110.00 [AUD]
Cancellation Reason: Paid to the wrong payer
Review Comment:
*must provide if you reject this request
Enter Password*:

Go back to the cancel payment screen, the cancellation status will display your review result - Approved or Rejected. And no action required.

CANCEL PAYMENT

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From Compay Client[CCH]

To Compay Client[CCH]

Transaction ID

Cancellation Status

Payable Transactions

No Records Found

Receivable Transactions

Action	Cancellation Status	Payment Date	From ComPay Client [CCH]	To ComPay Client [CCH]	Transaction ID	Amount [Currency]	Reference 1	Reference 2	Cancellation Reason
	Approved	8/02/2017 12:00:00 AM	HAMBURG SUD AUSTRALIA PTY LTD [200430]	1-STOP CONNECTIONS PTY LTD [200419]	C3388742	110.00 AUD	101201	20170209	Paid to the wrong payer

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If you approve the cancellation, a cancellation approved email will be sent to both parties involved in the payment. The payment is now cancelled.



Hi Kao Wong,

Success! The payment has been cancelled.

From : 1-STOP CONNECTIONS PTY LTD 200419
 To : [redacted]
 Transaction ID : C3431804
 Amount : 102.00 AUD
 Reference 1 : DL102
 Reference 2 :

If you require any further information or assistance, please contact us using the details below.

Thank you.

Best Regards,
 Service Desk



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If you don't want to approve the cancellation, you can reject it. Then, a cancellation rejected email will be sent to both parties involved in the payment. The payment will be processed as normal.



Hi Dhara Patel,

[redacted] has rejected your request to cancel the payment:

Transaction ID : C3431806
 Amount : 103.33 AUD
 Reference 1 : Inv103
 Reference 2 :
 Reason : reject by [redacted]

We will therefore process the payment as normal, and funds will be transferred shortly.

If you require any further information or assistance, please contact us using the details below.

Thank you.

Best Regards,
 Service Desk



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Cancellation request not reviewed

If your cancellation request is not reviewed, we will send a missed payment email to both parties after settlement time.



Mon 6/02/2017 3:35 PM

ComPay – Missed Payment Cancellation C3388733 – [REDACTED] / 1-STOP CONNECTIONS PTY LTD

To: [REDACTED]
Cc: [REDACTED]

Hi [REDACTED],

Unfortunately, we were not able to cancel the payment as we did not receive confirmation to do so from [REDACTED].

If you still want to cancel the payment, we suggest you contact the [REDACTED] directly to request a reversal of funds.

If you require any further information or assistance, please contact us using the details below.

Thank you.



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