

# Fee Disputes

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Tool Search: Fees

When an online payment associated with a student fee is disputed, an alert appears and temporarily restricts certain actions until the dispute is resolved. A payment dispute occurs when a payer contests a credit card transaction with their financial institution. When a dispute is filed against an online payment, the Fees module:

- Labels the payment as a Disputed Payment on the fee’s payment line.
- Displays a warning banner in the Payment Detail side panel with a link to the Payments Reporter.
- Prevents voiding the disputed payment or its associated fee until the dispute is resolved.

## Identifying a Disputed Payment

When a payment is under dispute, the Description column for that transaction displays Disputed Payment on the fee’s payment detail line. A banner will appear stating that the fee is disputed with a link to the [Payments Reporter](#).

## Voiding a Fee Disputed Payment

You cannot void a fee that is currently under dispute. Attempting to do so displays the following message:

“There is a disputed online payment associated with this fee. Disputed payments cannot be voided until the dispute is resolved. Please navigate to the Payments Reporter for more information.”

## When a Dispute Is Resolved

Once the financial institution resolves the dispute, the restrictions are lifted and the payment status is updated accordingly:

Dispute Outcome	What Happens in Fees
<b>Won</b> (decided in your favor)	The transaction type changes back from Disputed Payment to Payment. No further action is needed.
<b>Lost</b> (decided in the payer’s favor)	A refund transaction is created in the Fees module. You can then void the fee if it is no longer valid.

After resolution, all voiding functionality returns to normal.