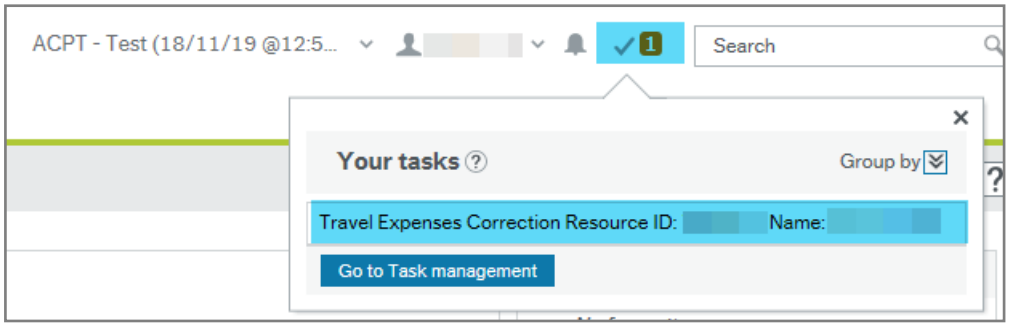
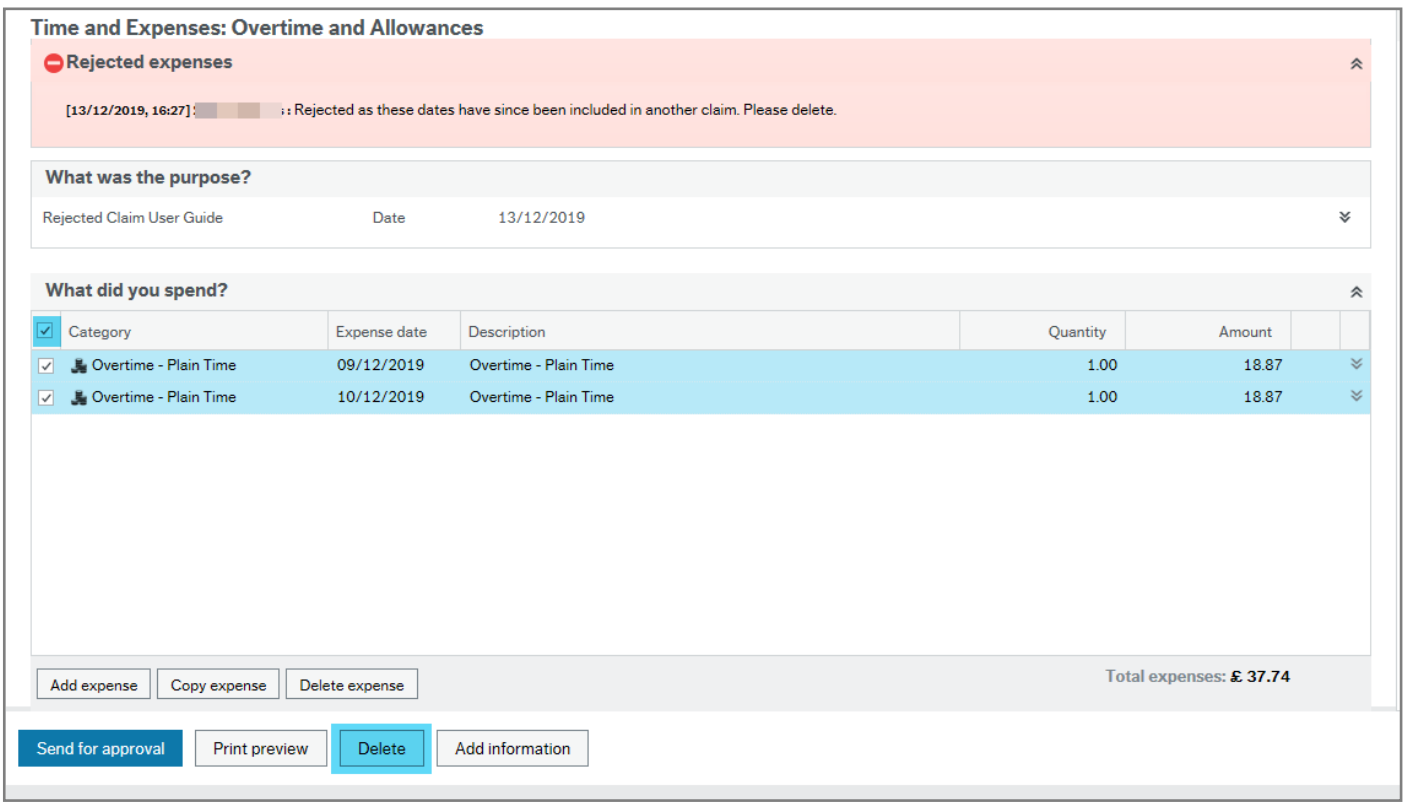
How to Delete a Rejected Transaction

There may be instances where you have submitted a claim which has an error and has been rejected back to you. If you the claim is no longer required, or you have already submitted a new claim you can delete the full transaction from the system.

It is best practice to ensure that rejected claims are either amended & resubmitted or fully deleted as shown below.

A rejected claim will show in your task list as highlighted below. To open the claim details simply double click on the task from your task list.



Once the rejected claim has been opened you can then tick the box highlighted below which will select all lines of your rejected claim & then click the Delete. A warning message will appear on screen. Click on the Delete option in this message to fully remove your claim from the system.