

# Transferring Worldpay Payments between Customers

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There are three possible ways to transfer a Worldpay payment from one Customer to another:

1. Enter a negative payment on the Customer account the payment was applied to (the wrong Customer) using *Adjustment* as the *Pay Method*. Post the payment to Unapplied Cash, which will cause the Customer to have a negative UAC balance (meaning they owe this amount). Take a positive Payment with *Adjustment* as the *Pay Method* on the correct Customer and apply as needed. The two Payments will offset each other. Note that any Invoices or Bookings paid by the original Payment will not be reopened.
2. Reverse the Payment in Agvance, prompting a reversal to be processed through Worldpay. Log into the Worldpay iQ portal and reverse the payment processed with the reverse Payment in Agvance. Take a Payment on the correct Customer, using *Adjustment* as the *Pay Method*, posted to the same General Ledger Account where the credit card payments are posted.
3. Reverse the Payment in Agvance, prompting a reversal to be processed through Worldpay. Contact the Customer for the card information and take a credit card Payment on the correct Customer account in Agvance.