

# Void or Reverse Payment

Last Modified on 05/18/2022 11:55 am CDT

## Void

If a payment entered in the current fiscal month was entered incorrectly, the payment may be voided. This is done from *A/R / Payments* by selecting the payment and then choosing **Void**. Voiding a payment removes the payment from the Customer's account, therefore adjusting the Customer balance, reopening the Invoices, and affecting the general ledger. Voided payments do not show on the Customer Statement. When there are 2 payments on an Invoice (one that is a duplicate) and when the duplicate payment is voided, the Invoice will NOT be marked as unpaid unless the amount due does not equal the amount paid.

There are some types of payments that cannot be voided. Payments on C.O.D. Invoices, payments on partially invoiced Bookings, and paid Bookings that were paid with multiple payments cannot be voided.

## Reverse

Sometimes payments entered in prior fiscal months need corrected. These payments cannot be voided but may often be reversed. Reversing a payment is done from *A/R / Payments* by selecting the payment and then choosing **Reverse**. Reversing a payment leaves the original payment in the fiscal month where it was originally saved but adds an additional offsetting payment into the current fiscal month. The Customer balance is adjusted by reversing a payment, Invoices from the original payment are reopened, and the general ledger is affected accordingly.

Some types of payment cannot be reversed. Payments on C.O.D. Invoices, partially invoiced Bookings, and paid Bookings that were paid with multiple payments cannot be reversed.

## Prior Month

Reverse a customer payment made in a prior fiscal month. At *Accounting / AR / Payments*, highlight the payment and select **Reverse**.

Pay Number	Date	Cust ID	Status
120240	07/09/2021	AndBa	
120241	10/01/2021	AndBa	
120242	10/04/2021	AdeLI	
120243	10/04/2021	AndBa	
120244	10/06/2021	238673	Voided
120245	10/06/2021	238673	
120246	10/06/2021	238673	
120247	10/06/2021	238673	
120248	10/06/2021	238673	

Buttons: Add, Edit, Void, **Reverse**, Cancel, Reprint, Print Options

Payment Filter: ☒ Payment #, ☐ Control #, ☐ POA #

Date: 01/27/2022, Month: 1, Location: 00MAIN, <Customer>

Apply

On the window that follows, choose **Reverse** at the bottom of the screen to finish the reversal process.

Reversing a payment will re-open the Invoice(s) paid by the payment and reset the customer balance. The payment can then be re-entered if necessary.

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