

# Void or Reverse Payment

Last Modified on 05/15/2024 11:06 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 two 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 COD 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 COD 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* by highlighting the payment and selecting **Reverse**.

Select a Payment on Account

Pay Number	Date	Cust ID	Status
120330	03/01/2024	AndBa	
120331	03/01/2024	AndBa	
120332	03/01/2024	AndBa	
120333	03/01/2024	AndBa	
120334	03/01/2024	239873	
120335	03/01/2024	ZuzSa	
120336	03/06/2024	AndBa	
120337	03/12/2024	AndBa	
120338	03/12/2024	239873	

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

Payment Filter

Payment #     Date: 05/15/2024    Location: 00MAIN  
 Control #     Month: 4    <Customer>:  
 POA #

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

Payment on Accounts

Date: 05/15/2024    Payment Number: 120330

<Customer ID>: AndBa    Barry Anderson    Amt sent to UAC: 2500.00

Payment Amount: 2500.00    Regular

Surcharge Amount:    Description:

Payment Collected:    Clear Locks

Discount Amount: 0.00    <Disc Acct>: 4100000-00

Total Credit: 2500.00    Control #:     Use U/A Cash    Auto Apply

	Pay Method	Ref #	Pay Amount	Surcharge	Apply S
1	Check		2500.00	0.00	
2					

Reason:

	Date	Invoice #	Due	Gross	Unpaid Amt	Disc Date	<Discount>	Payment	Invoice Terms	Cor

View Invoices

Apply    Untag All    Print Form    Totals: 0.00    0.00

Email This    Show Email Addresses     Print on Save     Issue Check    **Reverse**    Cancel

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