

# Correcting Error in a Payment Batch (non-deposited)

Last Modified on 05/29/2026 4:02 pm EDT

For Payment Batches that have not yet been deposited, if an error was made on the amount of the payment or an incorrect customer number was entered, or the tape total entered on the batch header was incorrect, follow the instructions below to make the necessary corrections.

## Incorrect Amount Entered

1. From the Payment Processing form click the **View Checks** button to locate the payment to be corrected.

The screenshot displays the 'Payment Processing' window with a 'Batch List for' dialog box open. The main window shows 'Batch Tape Amount: 1,875.15', 'Amount Entered: 1,875.15', and 'Batch Balance: 0.00'. The 'Batch List for' dialog box contains a table with the following data:

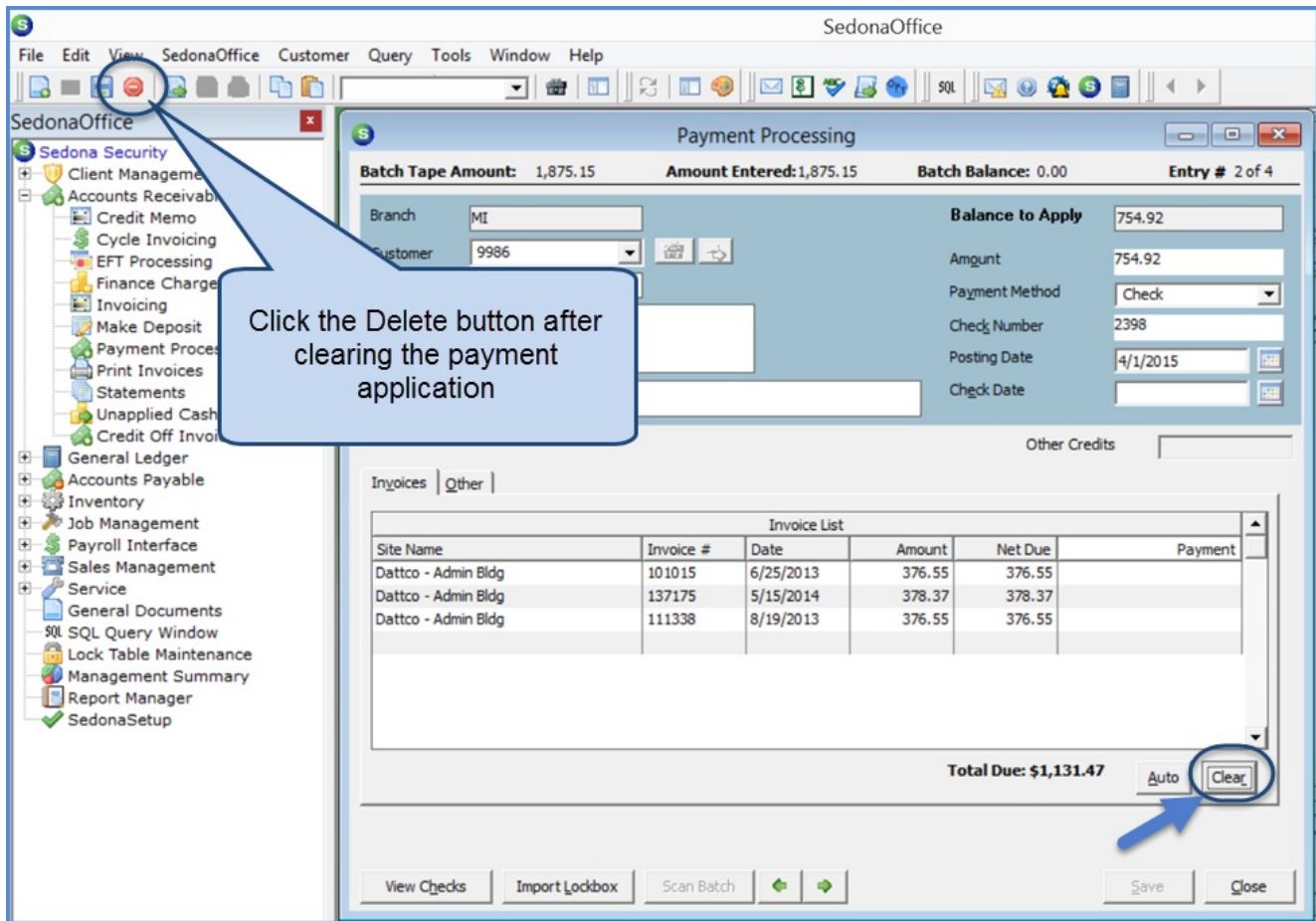
Check #	Customer #	Name	Amount
7811	9994	Futures Inc	374.71
2398	9986	Dattco - Admin Bldg	754.92
14225	9984	Novi-Annie Fisher School	745.52

At the bottom of the dialog box, it shows 'Check Count 3' and 'Total Amount 1875.15'. A blue arrow points to the 'View Checks' button in the main window, which is circled in red.

2. A list of all payments entered into the batch opens. The payments are listed in the order in which they were entered. Double-click on the payment to be corrected or highlight the payment line and click the **Save** button located at the lower right of the list.
3. The customer payment information fills into the Payment Processing form. Click the **Clear** button located at the lower right of the form to remove the applied payment from the invoices. Enter the correct amount of the payment into the Amount field in the header area of the Payment Processing form, then apply the payment to the desired invoices. Click the **Save** button when finished.

# Payment Entered for the Wrong Customer

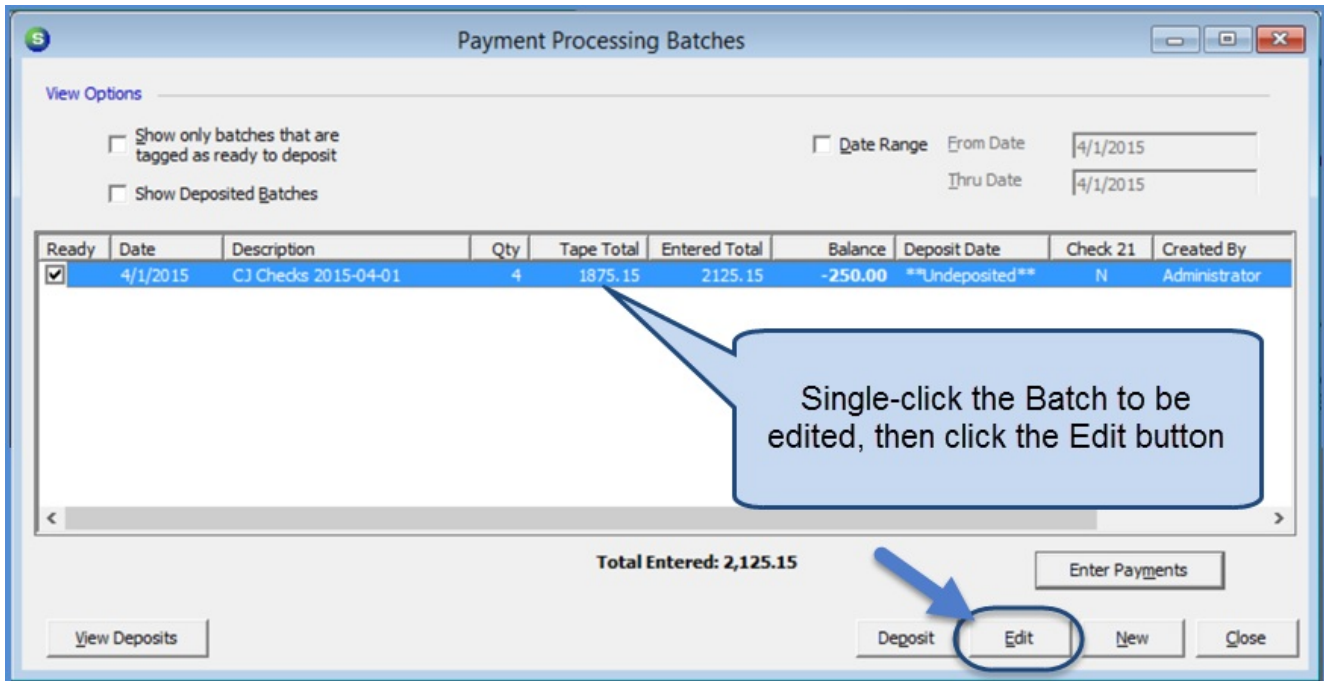
1. From the Payment Processing form click the **View Checks** button to locate the payment to be corrected.
2. A list of all payments entered into the batch opens. The payments are listed in the order in which they were entered. Double-click on the payment to be corrected or highlight the payment line and click the **Save** button located at the lower right of the list.
3. The customer payment information fills into the Payment Processing form. Click the **Clear** button located at the lower right of the form to remove the applied payment from the invoices.
4. The customer payment fills into the Payment Processing form. Click the **Delete** button located on the Main Application Function Button Toolbar to remove the payment. You can now enter a new payment for the correct customer number.



# Correcting the Batch Tape Total

If the incorrect amount was entered for the batch tape total, this can be corrected.

1. From the Payment Processing Batches list, click once on the Batch that needs to be edited, and click the **Edit** button at the lower right of the batch list.



2. The Batch Information form opens. Make your corrections; if the batch is now in balance, select the **Ready to Deposit** checkbox, and click the **Save** button when finished.

