Correcting Error in a Payment Batch (non-deposited)

Last Modified on 01/10/2023 10:07 am EST

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.

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2. A list of all payments entered into the batch will be displayed. The payments are listed in the order in which they were entered by the User. 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 will fill 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.on 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 will be displayed. The payments are listed in the order in which they were entered by the User. 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 will fill 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 will fill into the Payment Processing form. Click the Delete button located on the Main Application Function Button Toolbar to remove the payment. You may now enter a new payment for the correct customer number.

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Correcting the Batch Tape Total

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

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

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2. The Batch Information form will be displayed. Make your corrections; if the batch is now in balance, check the Ready to Deposit checkbox, then click the Save button when finished.

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