

Reverse / Transfer / Split Payments

Last Modified on 05/26/2026 7:24 am PDT

Pathway: [Accounts](#) > [Search](#) > [Account](#)

From an account's AR History screen, the option to **Reverse/Transfer/Split** payment is available to manually recorded payments (payments made in either cash or check form).

The screenshot shows the AR History interface. At the top, there are summary boxes for different due date ranges: CURRENT (0.00), 1-30 DAYS (631.44), 31-60 DAYS (90.00), 61-90 DAYS (0.00), 91-120 DAYS (0.00), 120+ DAYS (0.00), and TOTAL (721.44). Below this is a table with columns: DATE, DUE DATE, PERIOD, SITE ID, TYPE, REFERENCE NO, AMOUNT, APPLIED AMOUNT, BALANCE, and RUNNING SUM. A context menu is open over the payment entry dated 07/03/24, with options: Email, Print Receipt, Record Chargeback, and Reverse / Transfer / Split. The 'Reverse / Transfer / Split' option is highlighted with a red arrow. A modal window titled 'PAYMENT REVERSAL / TRANSFER / SPLIT' is open, showing details for the reversal: DATE 07/03/2024, REFERENCE NO 49096 - Food4Less, Check # 1234, and AMOUNT \$ 300.00. The REVERSAL TYPE is set to 'Reverse Payment' and the REVERSAL DATE is 07/03/2024. There is a checkbox for 'APPLY INSUFFICIENT FUNDS FEE' with a value of \$ 15.00. A NOTE field contains the text 'Reverse Payment'. A green 'POST' button is at the bottom of the modal.

Permissions

The following permissions are required to Reverse/Transfer/Split payments:

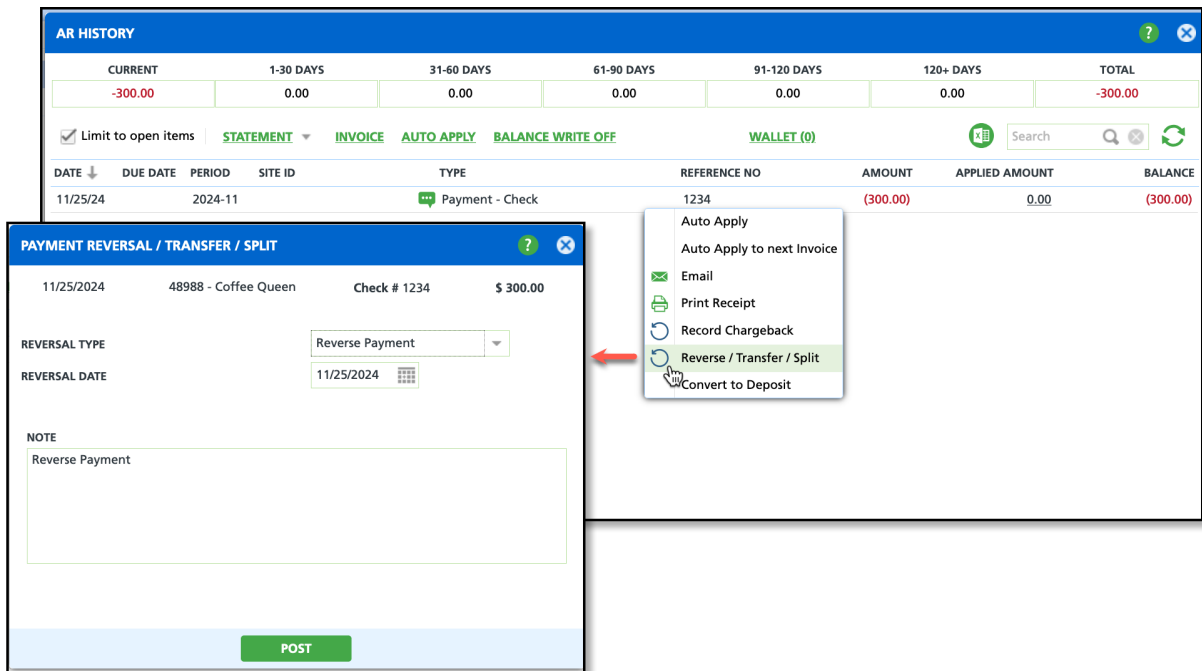
Permission ID	Permission Name
5	View Account
6	View Site
41	View AR History

Reverse A Payment

In scenarios such as a check returned for insufficient funds, the payment can be reversed on the customer's account using the Reverse Payment option. This does not create a refund (no funds were collected) and is not considered a voided payment.



After a payment has been reversed it will display similar to what is shown below. If a note was added, it can be viewed by hovering over the green note icon. An exclamation point indicates the payment was reversed.



1. Right-click within the row of the payment you would like to reverse.
2. Select **Reverse/Transfer/Split**.
3. Select **Reverse Payment** from the drop down options in the Payment Reversal/Transfer/Split popup window.
4. Enter a **Note** to record the reason the payment was reversed.
5. Select **Post** when finished.

Payment Reversal: Apply Insufficient Funds Fee

(Only applies to Payment Reversals and Charge Backs. Transfers and Split Payments are Excluded.)

If a payment reversal, or charge back is recorded for a payment, and the account class has been configured to include an insufficient funds fee, a manual charge is created for the account. For this, the following logic is used:

To learn more about configuring Account Class for processing insufficient funds fees, see the [Account Class Setup](#) documentation.

By default, the 'Apply Insufficient Funds Fee' check box is checked. The full fee is applied regardless if the reversal or charge back was for a partial amount.

PAYMENT REVERSAL / TRANSFER / SPLIT

05/03/2022 43358 - 888 CHINESE RESTAURANT Check # 11858967 \$ 595.51

REVERSAL TYPE: Reverse Payment

REVERSAL DATE: 05/03/2022

APPLY INSUFFICIENT FUNDS FEE . \$ 15.00

NOTE: Reverse Payment

POST

Transfer/Split Payments

Payments can be transferred or split between accounts to correct an error, or to satisfy a customer's payment handling request. Payments that are split or transferred to other accounts will be recorded as a reversal on the current account and applied as a payment on the target account(s).

Example Scenarios

- **Split Payments:** Customer has multiple accounts they would like the payment split between.
- **Transfer Payments:** Payment was made to the wrong account in error.

AR HISTORY

CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS	TOTAL
0.00	0.00	0.00	0.00	0.00	0.00	0.00

Limit to open items STATEMENT INVOICE AUTO APPLY BALANCE WRITE OFF WALLET (0)

DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE	RUNNING SUM
11/25/24	2024-11			Payment - Check	1234	(300.00)			0.00
11/25/24	2024-11			Payment Transfer - Check		Transferred \$ 300.00			00.00

PAYMENT REVERSAL / TRANSFER / SPLIT

11/25/2024 48988 - Coffee Queen Check # 1234 \$ 300.00

REVERSAL TYPE: Transfer or Split Payment

Search: caribou

Available funds to transfer or split

ACCOUNT ID	ACCOUNT NAME	STATUS	BALANCE	AMOUNT
49232	Caribou Coffee	Active	\$ 300.00	300

NOTE: Transfer or Split Payment

Click within Amount column to enter the transfer or split amount

POST

1. Right-click within the row of the payment you would like to transfer or split.
2. Select **Reverse/Transfer/Split**.
3. Select **Transfer/Split** from the drop down options in the *Payment Reversal /Transfer/Split* popup window.
4. Search for the account(s) the payment will be transferred to or split between in the **Search Account** field. Upon searching, the returned results will auto-populate in the payment editor section below the search.

5. Select within the **Amount** field and enter the amount that will be split or transferred.
 - The payment amount received displays at the top for reference.
 6. Enter a **Note** to record the reason the payment was either transferred or split. Notes display in the AR History screen with the change.
 7. Select **Post** when finished.
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Related Articles

[AR Payment Batch](#)
