Reverse / Transfer / Split Payments

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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).

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.

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.

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.

Related Articles

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