

Reverse / Transfer / Split Payments

Last Modified on 01/28/2025 12:33 pm PST

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 with a modal for reversing a payment. The modal displays the following information:

- DATE:** 07/03/2024
- REFERENCE NO:** 49096 - Food4Less
- CHECK INFO:** Check # 1234, \$ 300.00
- REVERSAL TYPE:** Reverse Payment
- REVERSAL DATE:** 07/03/2024
- APPLY INSUFFICIENT FUNDS FEE:** \$ 15.00
- NOTE:** Reverse Payment
- POST:** A green button to confirm the reversal.

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.

AR HISTORY

CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS	TOTAL
-300.00	0.00	0.00	0.00	0.00	0.00	-300.00

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

DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
11/25/24		2024-11		Payment - Check	1234	(300.00)	0.00	(300.00)

PAYMENT REVERSAL / TRANSFER / SPLIT

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

REVERSAL TYPE: Reverse Payment

REVERSAL DATE: 11/25/2024

NOTE: Reverse Payment

POST

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.

The screenshot shows the AR History interface with a table of payments. A red arrow points to a right-click action on a payment row. A popup window titled "PAYMENT REVERSAL / TRANSFER / SPLIT" is open, showing a search for "Caribou Coffee" and an amount of 300.00. Red arrows highlight the "Search" field, the "Transfer or Split Payment" dropdown, the "Amount" field, and the "POST" button.

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					00.00

PAYMENT REVERSAL / TRANSFER / SPLIT

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

REVERSAL TYPE: Search [Transfer or Split Payment]

Available funds to transfer or split

caribou

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

NOTE: Transfer or Split Payment

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.

Related Articles

[AR Payment Batch](#)