

Reverse/Transfer/Split Payments

Last Modified on 07/19/2024 3:29 pm EDT

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 |

Payment Reversal

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.

The screenshot shows the AR History interface with a table of transactions. A context menu is open over the payment entry dated 07/03/24 for \$300.00. The menu options are: Email, Print Receipt, Record Chargeback, and Reverse / Transfer / Split. The 'Reverse / Transfer / Split' option is selected, opening a modal window. The modal window displays the following information:

- DATE: 07/03/2024
- REFERENCE NO: 49096 - Food4Less
- CHECK #: 1234
- AMOUNT: \$ 300.00
- REVERSAL TYPE: Reverse Payment
- REVERSAL DATE: 07/03/2024
- APPLY INSUFFICIENT FUNDS FEE: \$ 15.00
- NOTE: Reverse Payment
- POST button

Reverse A 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.



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 two overlapping windows from a software interface. The top window is titled "PAYMENT REVERSAL / TRANSFER / SPLIT". It displays a payment for 07/03/2024 from account 49096 - Food4Less, with check # 1234 for \$ 300.00. The reversal type is set to "Transfer or Split Payment". A search bar contains "wild mountain". Below is a table with columns: ACCOUNT ID, ACCOUNT NAME, STATUS, BALANCE, and AMOUNT. The table shows account 49121 Wild Mountain with a balance of \$ 300.00 and a split amount of 300. A red arrow points to the "300" in the AMOUNT column with the text "Click within Amount column to enter the split/transfer amount".

The bottom window is titled "AR HISTORY". It shows a summary table with columns: CURRENT, 1-30 DAYS, 31-60 DAYS, 61-90 DAYS, 91-120 DAYS, 120+ DAYS, and TOTAL. Below this is a table with columns: DATE, DUE DATE, PERIOD, SITE ID, TYPE, REFERENCE NO, AMOUNT, APPLIED AMOUNT, BALANCE, and RUNNING SUM. The table lists several transactions, including a "Payment - Check" for 07/03/24 with reference 1234 and amount (300.00). A red arrow points to a green note icon in the TYPE column for this row.

| ACCOUNT ID | ACCOUNT NAME | STATUS | BALANCE | AMOUNT |
|------------|---------------|--------|-----------|--------|
| 49121 | Wild Mountain | Active | \$ 300.00 | 300 |
| | | | | 0.00 |

| CURRENT | 1-30 DAYS | 31-60 DAYS | 61-90 DAYS | 91-120 DAYS | 120+ DAYS | TOTAL |
|---------|-----------|------------|------------|-------------|-----------|----------|
| 0.00 | 631.44 | 390.00 | 0.00 | 0.00 | 0.00 | 1,021.44 |

| DATE | DUE DATE | PERIOD | SITE ID | TYPE | REFERENCE NO | AMOUNT | APPLIED AMOUNT | BALANCE | RUNNING SUM |
|----------|----------|---------|---------|--------------------------|--------------|----------|----------------|---------|-------------|
| 07/19/24 | 2024-07 | | | Credit Memo - Adjustment | 900907 | (50.00) | 50.00 | | 1,021.44 |
| 07/03/24 | 2024-07 | | | Payment Transfer - Check | 1234 | 300.00 | | | 1,071.44 |
| 07/03/24 | 2024-07 | | | Payment - Check | 1234 | (300.00) | | | 771.44 |
| 06/01/24 | 06/21/24 | 2024-06 | | Invoice | 901052 | 631.44 | | 631.44 | 1,071.44 |
| 05/01/24 | 05/21/24 | 2024-05 | | Transferred \$ 300.00 | 900907 | 440.00 | (50.00) | 390.00 | 440.00 |

Transfer/Split Payments



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).

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 ledger with the change.
 7. Select **Post** when finished.
-