



## Correct a Payment Recorded in Error

Property Management Solutions for Over 30 Years

### Overview

A payment recorded in error includes:

- the wrong payment amount
- posting to the wrong member
- paying off the wrong charges

1. Find the receipt in question by going to either <<AR, Member History>>, Receipt tab or <<AR, Receipt History>>. Use the <Filter> if needed to find the receipt in question.
2. Highlight the receipt.
3. Click the <Edit> button.
4. If the <Deposit Slip> button is dimmed see Procedure A below.
5. Click the <Deposit Slip> button. This brings up the deposit slip with all the receipts that were on that deposit.
6. Find the receipt on the deposit slip and click on it.
7. Click the <Void and Replace Highlighted Receipt> button.
8. Review the Warning to verify that this is the line item you want to modify.
9. Click OK. (If the item has already been reconciled you will get an additional warning message. Continue by clicking OK.)
10. When the Member Receipt form displays make the appropriate changes and entries.
11. Click <Post>. You will be returned to the deposit slip.
12. If you made changes to the amount of the receipt you will need to enter the new deposit amount.
13. Click <Post>.
14. Click the <Cancel> button to get back to <<Member History>>.

### Procedure A - If the Deposit Slip button is dimmed

1. Click the <Cancel> button
2. Click the <Void> button
3. Double click in the [Void Date] field to enter the posting date
4. Click <Post>
5. Click the <Member Receipt> speedbutton
6. Reenter the receipt