

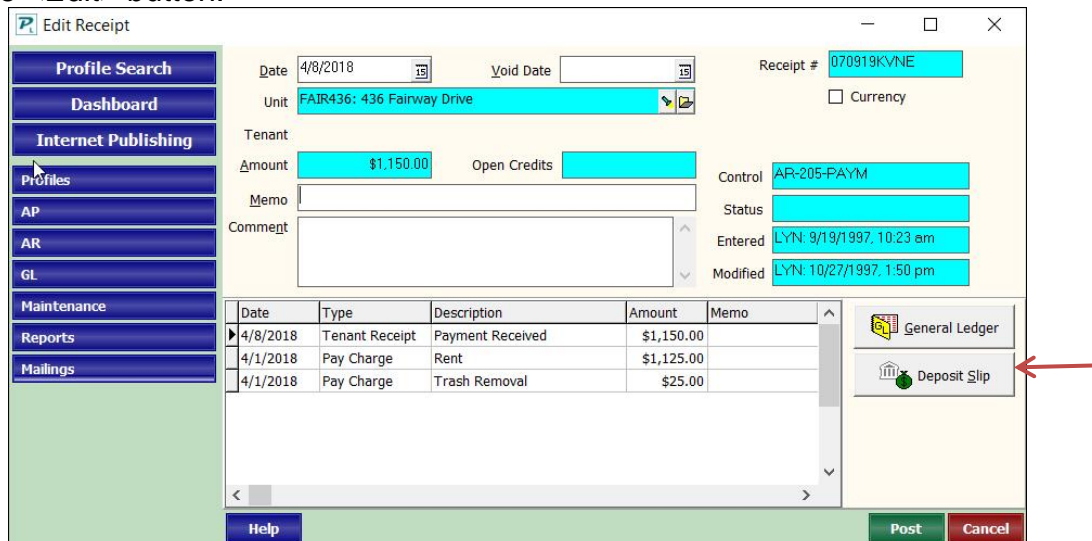
Overview

How to fix a payment recorded in error, including a wrong payment amount, posting to the wrong tenant, or paying off the wrong charges.

A payment recorded in error includes:

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

1. Find the receipt in question by going to either <<AR, Tenant 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.



Edit Receipt

Date: 4/8/2018 Void Date: Receipt #: 070919KVNE

Unit: FAIR436: 436 Fairway Drive Currency:

Tenant: Amount: \$1,150.00 Open Credits: Control: AR-205-PAYM

Memo: Status: Entered: LYN: 9/19/1997, 10:23 am

Comment: Modified: LYN: 10/27/1997, 1:50 pm

Date	Type	Description	Amount	Memo
4/8/2018	Tenant Receipt	Payment Received	\$1,150.00	
4/1/2018	Pay Charge	Rent	\$1,125.00	
4/1/2018	Pay Charge	Trash Removal	\$25.00	

Buttons: General Ledger, Deposit Slip (highlighted with red arrow), Post, Cancel

4. If the <Deposit Slip> button is dimmed the receipt has not been put on a deposit slip so you can simply void the receipt and reenter it correctly.
5. Click the <Deposit Slip> button. This brings up the deposit slip with all the receipts that were on that deposit.

Deposit Slip

Deposit Date: 4/19/2018 Show All Undeposited Receipts

Bank: CHECKING: Bank Account Checking

Total Deposit: \$2,300.00

Memo:

Comment:

Total Marked: \$2,300.00

Total Deposit: \$2,300.00

DIFFERENCE: \$0.00

Mark All Start Over

Void and Replace Highlighted Receipt

Edit Highlighted Receipt

Disable Marking When Row Clicked

Date	Description	Memo	Amount	Mark
4/6/2018	SCHRADER: Phyllis Schrader		\$1,150.00	<input checked="" type="checkbox"/>
4/8/2018	BRUNO: Joseph P. Bruno		\$1,150.00	<input checked="" type="checkbox"/>

Sort By Date Sort by Amount


2 Marked

1 All 2 Marked 3 Unmarked 4 Stale

Help Post Report Print Cancel

1. Find the receipt on the deposit slip and click on it.
2. Click the <Void and Replace Highlighted Receipt> button.
3. Review the Warning to verify that this is the line item you want to modify.

Warning

 Ready to VOID and replace a receipt dated 4/8/2018 from BRUNO: Joseph P. Bruno in the amount of \$1,150.00.

OK Cancel

4. Click OK. (If the item has already been reconciled you will get an additional warning message. Continue by clicking OK as long as the deposit amount will not change. If the deposit amount will change and the deposit has been cleared, see Situation A.)
5. When the Tenant Receipt form displays make the appropriate changes and entries.

Tenant Receipt

Date: 4/8/2018 Receipt #: 070919K\VNE Currency

Unit: FAIR436: 436 Fairway Drive

Tenant: BRUNO: Joseph P. Bruno

Bank: CHECKING: Bank Account Checking

Payment: \$1,150.00 Distribute Prorate Apply Open Credits

Memo:

Comment:

Current Charges Owed: \$1,205.00

Starting Open Credits:

Current Charges Paid: \$1,150.00

Discounts Given:

New Charges Paid:

Final Open Credits:

Due Date	Charge	Owed	Apply to Charge
4/1/2018	Rent	\$1,125.00	Amount \$1,125.00 <input type="checkbox"/> Skip
4/1/2018	Trash Removal	\$25.00	Amount \$25.00 <input type="checkbox"/> Skip
6/13/2018	New Charge	\$55.00	Amount <input type="checkbox"/> Skip

Help New Post Print Skip All Cancel

6. Click <Post>. You will be returned to the deposit slip.
7. If you made changes to the amount of the receipt the deposit amount will be changed.
8. Click <Post>.
9. Click the <Cancel> button to get back to <<Tenant History>>.