



Change a Charge-Void, Reverse, Edit

Property Management Solutions for Over 30 Years

Overview

This document explains how to void or modify a charge to the tenant.

Once a tenant is charged for anything his account reflects the amount remaining to be paid. The unpaid charges can be found in <<AR, Tenant History>>, Unpaid Charges tab.

- If the charge has already been paid off you must return the money using the <<AR, Adjust Open Credits>> function.
- If the charge amount needs to be changed for any reason, there are several ways to do it in <<Tenant History>>.

To eliminate the entire original charge

1. Highlight the transaction and click the <Void> button
2. Double click in the [Void Date] field to enter the posting date
3. Click on <Post>

The screenshot shows the 'Tenant History' window for unit FAIR436: 436 Fairway Drive, tenant BRUNO: Joseph P. Bruno. It displays financial summary data and a table of transactions. The '10/2/2018' 'Trash Removal' transaction is highlighted in blue. A red arrow points to the 'Void' button in the right-hand action menu.

Posted	Description	Amount	Due Date	Paid	Remaining	Memo
6/1/2018	Rent	\$1,170.00	6/1/2018		\$1,170.00	
7/1/2018	Rent	\$1,170.00	7/1/2018		\$1,170.00	
7/1/2018	Tax on Rent	\$58.50	7/1/2018		\$58.50	5% of Rent
10/1/2018	Rent	\$1,140.00	10/1/2018	\$1,125.00	\$15.00	
10/2/2018	Trash Removal	\$25.00	10/2/2018		\$25.00	

Tenant History

Unit: FAIR436: 436 Fairway Drive
 Tenant: BRUNO: Joseph P. Bruno

Balance: \$2,003.50 Unpaid Charges: \$2,438.50
 Deposits: \$1,325.00 Advance Payments: \$0.00
 Open Credits: \$435.00

Current: \$40.00
 30 Days: \$0.00
 60 Days: \$0.00
 90 Days: \$2,398.50
 Not Yet Due: \$0.00
 Total: \$2,438.50

Posted	Description	Amount	Due Date	Paid	Remaining	Memo
6/1/2018	Rent	\$1,170.00	6/1/2018		\$1,170.00	
7/1/2018	Rent	\$1,170.00	7/1/2018		\$1,170.00	
7/1/2018	Tax on Rent	\$58.50	7/1/2018		\$58.50	5% of Rent
10/1/2018	Rent	\$1,140.00	10/1/2018	\$1,125.00	\$15.00	
10/2/2018	Trash Removal	\$25.00	10/2/2018		\$25.00	

Void Accounts Receivable Set

Profile Search Dashboard Internet Publishing Profiles

Void Date:

Date	Type	Description	Amount	Memo
10/2/2018	Charge	Trash Removal	\$25.00	

General Ledger

or

- Highlight the transaction and click the <Reverse> Button
- Click <OK> on the Warning screen

To forgive the amount remaining to be paid

- Highlight the transaction and click the <Reverse> Button
- Click <OK> on the Warning screen

Warning

Ready to reverse a charge. Reversing posts a negative charge on today's date for the total of the unpaid balance.

OK Cancel

To decrease or increase the amount of the original charge

- Highlight the transaction and click the <Edit> button

2. Enter the amount you want the charge to be (you cannot make it less than has already been paid - if this is the case you must follow the procedure for "[Payment Recorded in Error – How to #208](#)" and apply the money to another charge).
3. Click <Post>

Edit Charge

Date: 10/1/2018 Void Date: []

Due By: 10/1/2018

Unit: FAIR436: 436 Fairway Drive

Tenant: []

Charge: RENT: Rent

Amount: \$1,140.00 Amount Paid: \$1,125.00

Memo: []

Comment: []

Disputed

Deposit

Taxable

Pay Management Group

Control: AR-234-RENT

Status: []

Entered: LYN: 10/1/2018, 9:01 am

Modified: LYN: 10/2/2018, 1:48 pm

Type	Post Date	Amount	Memo
Pay Charge	10/2/2018	\$1,125.00	

General Ledger

Show Fees

Help Post Cancel