

QUICK REFERENCE GUIDE

Unposting a Payment Applied to the Wrong Item or Customer

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Unpost a Payment Applied to Wrong Item or Customer

This guide covers the process for unposting a payment applied to the wrong Item or Customer. You'll need the AR Receivable Supervisor role to unpost a payment. Once the payment is unposted and the ARUpdate process has run, the payment can be manually applied to the correct Item or Customer.

Steps to complete:

- Step 1: Locate Relevant Information for the Unposting Process
- Step 2: Unpost the Payment
- Step 3: Run the ARUpdate Process Manually
- Step 4: Update the Deposit Payment tab with the Correct Item/Customer
- Step 5: Manually Apply the Payment

Step 1: Locate Relevant Information for the Unposting Process

After you have identified an Item that was incorrectly paid, you will need to find out more information so you can unpost the payment. Several screens are available to use. This example uses the *Item List* page with the **Advanced Search** option.

Begin by navigating to the *Item List* page.

1. **Navigation Links:** Accounts Receivable, Customer Accounts, Item Information, Item List.

- At the *Item List* page, click on the *Advanced Search* link to search by *Item ID*.
- Click on the *Status* field **Lookup** and select "ALL" so your search is not limited to only open invoices.
- In the **Reference Data** section, enter the *Item ID* that you want to unpost.

Favorites | Main Menu > Accounts Receivable > Customer Accounts > Item Information > Item List

Item List | **Advanced Search**

SetID: Unit: Customer: [ALBERT LEA CITY OF*](#)Level:

*Status: Search Preferences:

Item Responsible Parties

AR Specialist:

Credit Analyst:

Broker ID:

Collector:

Sales Person:

Reference Data

Item ID:

Entry Type:

- Click on the **Search** button. The *Item List* page displays with the selected Item displayed in the **Item List** section.

Favorites | Main Menu > Accounts Receivable > Customer Accounts > Item Information > Item List

Item List | **Advanced Search**

SetID: Unit: Customer: *Level:

*Status: [Advanced Search](#)

[Account Overview](#)

Row Selection:

Item Action:

Item List Personalize | Find | View All | First | 1 of 1 | Last

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	<input type="checkbox"/>	TRN01AR016	1		4 G1001	TRN0100006	Closed	NET30	IN		09/08/2016	-1		USD

Search Result Totals

Debits:	1	Debit Amount:	Currency:	USD
Credits:		Credit Amount:	Currency:	USD
Total:	1	Total Amount:	Currency:	USD
Selected:			Currency:	

- Click on the *Item ID* link in the **Item** column. The *Item Details* pages display with the **Detail 1** tab selected.

7. Click on the **Item Activity** tab. The invoice and payment activities display for the Item.

Item Information > Item List

Unit: G1001 Customer: TRN0100006ALBERT LEA CITY OF
Item ID: TRN01AR016 Line: 1 Days Late: -2 Status: Closed

Balance: 0.00 USD

Item Activities						
Sequence:	1	Accounting Date:	08/09/2016	Posted Date:	08/10/2016	
Entry Type	IN	Reason:		Voucher ID:		
Document:				Amount:	750.00	USD
Group Unit:	G1001	Group ID:	13791	Billing		
Sequence:	2	Accounting Date:	09/06/2016	Posted Date:	09/06/2016	
Entry Type	PY	Reason:	Worksheet Reason:	Voucher ID:		
Document:				Amount:	-750.00	USD
Group Unit:	G1001	Group ID:	13894	Payment		
Deposit Unit:	G1001	Deposit ID:	132950182	Payment ID:	CK 4986	

[Split](#) [Add Conversation](#) [View Audit Logs](#)

OK Cancel Apply

8. Make note of detailed information for the **Payment** Line that you must unpost, including the *Payment Sequence*, *Group ID*, *Payment ID*, and *Deposit ID*. **WARNING!** Make sure that you are noting the information for the Payment (PY) activity.

Step 2: Unpost the Payment

Begin by navigating to the *Payment Group* search page to access the original deposit and unpost it.

1. **Navigation Links:** Accounts Receivable, Receivables Update, Unpost Groups, Payment Group.
2. At the *Payment Group* page, accept the default *Deposit Unit* (the Business Unit) or select a different *Deposit Unit*.

- Enter the other applicable search criteria collected in Step 1, including *Deposit ID*, *Group ID*, *Payment Sequence*, and *Payment ID*.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Unpost Groups > Payment Group

Payment Group

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Deposit Unit: = G1001 Q

Deposit ID: begins with 132950182

Payment Sequence: =

Payment ID: begins with

Payment Type: =

Entered Date: =

Posted Date: =

Assigned Operator ID: begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

Search Results

View All First 1-2 of 2 Last

Deposit Unit	Deposit ID	Payment Sequence	Payment ID	Group Unit	Group ID	Payment Type	Origin ID	Entered Date	Posted Date	Assigned Operator ID
G1001	132950182.1	CK 4986	G1001	13894	Payment	PS_AR	09/06/2016	09/06/2016	TRN01	
G1001	132950182.2	CK 5000	G1001	13895	Payment	PS_AR	09/06/2016	09/06/2016	TRN01	

- Click on the **Search** button.
- If more than one payment displays in the **Search Results** section, click on the payment you want to unpost. The *Payment Control* page displays, showing information from the deposit.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Unpost Groups > Payment Group

Payment Control Options Action

Deposit Unit: G1001 Deposit ID: 132950182 Payment ID: CK 4986

Accounting Date: 09/06/2016 Approved By: TRN01

Group Type: P Payment

Origin ID: PS_AR PS AR

Payment Type: Payment

Totals

Control:	-750.00	*Count:	1
Entered:	-750.00	Count:	1
Difference:	0.00	Count:	0
Posted:	-750.00	Count:	1

Control Data

Received: 09/06/2016
Entered: 09/06/2016
Posted: 09/06/2016
Assign: TRN01
User: TRN01

Group Status

Edit Status: Edited Accounting Entries: Balanced
Balanced: Yes Posting Action: Do Not Post
Posting Status: Complete

Save Return to Search Previous in List Next in List Notify

Payment Control | Options | Action

6. Click on **Options** tab.
7. Click on the **Unpost Reason Lookup** button and select a *Reason*.

Payment Control | **Options** | Action

Unit: G1001 Group ID: NEXT Description: Unpost

Keep Original Document Type

Unpost Reason: PAYMENT Payment Worksheet Unpost

Accounting Date: 09/06/2016 Edit Accounting Date

[Payment Control](#) | [Options](#) | [Action](#)

8. The *Accounting Date* should be the current date. If necessary, click on the **Edit Accounting Date** checkbox and change the date to the current date.
9. Click on the **Save** button.
10. Click on the **Action** tab.
11. **WARNING!** You must select the “**Batch Standard**” Action in the **Posting Action** section.
12. Click the **OK** button.

Payment Control | Options | **Action**

Unit: G1001 Unpost Group ID: 13896 Description: Unpost Accounting Date: 09/06/2016

Action: Batch Standard

Group Action **Posting Action** **Accounting Entry Actions**

 Action: Batch Standard

[Payment Control](#) | [Options](#) | [Action](#)

Step 3: Run the ARUpdate Process Manually

Next the ARUpdate process must be run to unpost the payment and create accounting entries in the General Ledger (GL). It is recommended that you run this process manually, rather than waiting for the batch process to run. This process removes the payment from the Item and reopens the Item.

Refer to the “Running the ARUpdate Process” topic in the [AR/BI 3 Accounts Receivable advanced User Guide](#) for assistance.

Step 4: Update the Deposit Payment tab with the Correct Item/Customer

Next, update the deposit **Payment** tab with the correct Item or Customer. Begin by navigating to the *Regular Deposit* page.

1. **Navigation Links:** Accounts Receivable, Payments, Online Payments, Regular Deposit.
2. Accept the default *Deposit Unit* or enter a *Deposit Unit*.
3. Enter the *Deposit ID* for the original deposit.
4. Click on the **Search** button. The *Regular Deposit* page displays.
5. Click on the **Payments** tab. If more than one payment was in the deposit, use the arrow keys to navigate to the payment you unposted. You are able to edit the unposted payment information.

Note: In this example, the deposit **Reference Information** section displays the incorrect *Item ID*.

6. **WARNING!** Do not check the “Payment Predictor” option. (If the Payment Predictor option is checked, the payment will be reposted when the batch processes run again.)
7. Update the **Reference** and/or **Customer** Information sections with the correct Item and/or Customer.

Favorites Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit

Totals Payments

Unit: G1001 Deposit ID: 132950182 Date: 09/06/2016 Balance: Balanced

Payment Information

Payment Seq: 1 *Payment ID: CK 4986 *Accounting Date: 09/08/2016

Amount: 750.00 Currency: USD

Rate Type: CRRNT Exchange Rate: 1.00000000

Payment Predictor Journal Directly Range of References

Payment Method: Check Attachments (0) View Audit Logs

Customer Information

Customer ID: Business Unit:

Remit From: Remit SetID:

Name:

Corporate: Corporate SetID:

SubCust1: SubCust2:

MICR ID: Link MICR

Detail References

Qual Code	Reference	To Reference
1	TRN02AR016	

Save Return to Search Notify Refresh Add UpdateDisplay

Totals | Payments

8. Click on the **Save** button.

Step 5: Manually Apply the Payment

Next, you will navigate to the *Create Worksheet* page and manually apply the payment. (**Navigation Links:** Accounts Receivable, Payments, Apply Payments, Create Worksheet.) If you need assistance with this step, refer to the "[Manually Apply an AR Payment](#)" topic.