Unpost a Payment Applied to Wrong Item or Customer

This guide shows you how to “unpost” a payment that has been applied to the wrong AR 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.

1. Navigate to the Item List page using one of the options below.

<table>
<thead>
<tr>
<th>Navigation Options</th>
<th>Navigation Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Navigation Collection</td>
<td>Accounting, Accounts Receivables, Review Payments and Items, left-menu, Customer Accounts, Item List.</td>
</tr>
<tr>
<td>WorkCenter</td>
<td>Accounting, Accounts Receivables. The Item List page displays by default.</td>
</tr>
</tbody>
</table>
2. At the Item List page, click on the Advanced Search link to search by Item ID.

3. Click on the Status field Lookup and select “ALL” so your search is not limited to only open invoices.

4. In the Reference Data section, enter the Item ID that you want to unpost.

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

6. 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 Maintenance](image)

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**

Next, you unpost the payment.

1. Navigate to the **Payment Group** search using one of the options below.

<table>
<thead>
<tr>
<th>Navigation Options</th>
<th>Navigation Path</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Navigation Collection</strong></td>
<td>Accounting, Accounts Receivable, Process Accounts Receivable, left-menu, Unpost Groups, Payment Group.</td>
</tr>
</tbody>
</table>

2. At the **Payment Group** page, accept the default **Deposit Unit** (the Business Unit) or select a different **Deposit Unit**.

3. Enter the other applicable search criteria collected in Step 1, including **Deposit ID**, **Group ID**, **Payment Sequence**, and **Payment ID**.
4. Click on the Search button.

5. 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.
6. Click on **Options** tab.
7. Click on the **Unpost Reason Lookup** button and select a **Reason**.

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.
12. Click the OK button.

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### 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 “[Run the ARUpdate Process” 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. Navigate to the Regular Deposit page using one of the options below.

<table>
<thead>
<tr>
<th>Navigation Options</th>
<th>Navigation Path</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Navigation Collection</strong></td>
<td>Accounting, Accounts Receivable, Enter and Complete Payments. The Regular Deposit page will display by default.</td>
</tr>
<tr>
<td><strong>WorkCenter</strong></td>
<td>Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Enter Payments, Regular Deposit.</td>
</tr>
</tbody>
</table>

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.

   ![Payment Information Screen]

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.

   ![Reference Information Screen]

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. If you need assistance with this step, refer to the “Use a Payment Worksheet to Apply Payments” guide.