

QUICK REFERENCE GUIDE

November 1, 2019

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.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivables, Review Payments and Items, left-menu, Customer Accounts, Item List.
WorkCenter	Accounting, Accounts Receivables. The Item List page displays by default.

The screenshot shows the 'Item List' page interface. At the top, there are two tabs: 'Item List' and 'Advanced Search', with 'Advanced Search' highlighted. Below the tabs are search filters: 'SetID' (G1001), 'Unit' (G1001), 'Customer' (empty), and '*Level' (No Relationship). There is also a '*Status' dropdown set to 'Open' and a 'Search' button. Below the search filters are two sections: 'Row Selection' with a 'Range' input, 'GO' button, 'Select All' button, and 'Deselect All' button; and 'Item Action' with a 'Select Action...' dropdown and a 'GO' button. At the bottom, there is a 'Search Result Totals' section with a table:

Search Result Totals		
Debits	Debit Amount	Currency
Credits	Credit Amount	Currency
Total	Total Amount	Currency
Selected		Currency

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- 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.

The screenshot shows the 'Advanced Search' interface. At the top, there are search filters for SetID (G1001), Unit (G1001), Customer, and *Level (No Relationship). The '*Status' dropdown is highlighted with a red box and set to 'All'. Below this is a 'Search Preferences' field. A row of buttons includes Search, Cancel, Clear, Save, and Delete. The 'Item Responsible Parties' section includes dropdowns for AR Specialist, Credit Analyst, Broker ID, Collector, and Sales Person, each with an 'Equal' dropdown and a search field. The 'Reference Data' section has an 'Item ID' dropdown set to 'Equal' and a text field containing '00000491362', which is also highlighted with a red box. Below it is an 'Entry Type' dropdown set to 'Equal' and another search field.

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

The screenshot shows the 'Item List' page after a search. The search filters are the same as in the previous screenshot. The 'Search' button has been clicked. Below the search filters are 'Row Selection' and 'Item Action' sections. The 'Item List' table is displayed with the following data:

Seq Nbr	Select	Item#	Activities	Line	Unit	Customer ID	Status	Item Balance	Terms	Entry Type	Entry Reason	Due	Days Late
1	<input type="checkbox"/>	00000491362		2	1 G1001	TRN000002	Closed		NET30	IN		10/26/2018	-30

Below the table is a 'Search Result Totals' section with the following data:

Category	Count	Description	Currency
Debits	1	Debit Amount	USD
Credits		Credit Amount	USD
Total Selected	1	Total Amount	USD

- 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.

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.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Process Accounts Receivable, left-menu, Unpost Groups, Payment Group.

- 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*.

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 =

Deposit ID begins with

Payment Sequence =

Payment ID begins with

Payment Type =

Entered Date =

Posted Date =

Assigned Operator ID begins with

Case Sensitive

[Basic Search](#)

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.

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Payment Control Options Action

Deposit Unit G1001 Deposit ID TRN010 Payment ID CK 7895

Accounting Date 09/26/2018 Approved By 01159534

Group Type P Payment Currency Control USD Format USD

Origin ID PS_AR PS AR Partial Unpost

Payment Type Payment

Totals

Control	-400.00	*Count	1
Entered	-400.00	Count	1
Difference	0.00	Count	0
Posted	-400.00	Count	1

Control Data

Received	09/26/2018
Entered	09/26/2018
Posted	09/26/2018
Assign	01159534
User	01159534

Group Status

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

Save Return to Search Notify

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

Accounting Date 09/26/2018 Edit Accounting Date

Payment Worksheet Unpost

Save Return to Search Notify

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.

The screenshot shows a software interface with three tabs: 'Payment Control', 'Options', and 'Action'. The 'Action' tab is active. Below the tabs, there are fields for 'Unit G1001', 'Unpost Group ID 21183', 'Description Unpost', and 'Accounting Date 09/26/2018'. Underneath, the 'Action' is set to 'Batch Standard'. There are three main sections: 'Group Action' with a 'Delete Unpost' button; 'Posting Action' which is highlighted with a red box and contains 'Action: Batch Standard' (with a dropdown arrow) and an 'OK' button; and 'Accounting Entry Actions' with a 'Review Unpost Now' button. At the bottom of the interface are three buttons: 'Save', 'Return to Search', and 'Notify'.

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.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Enter and Complete Payments. The Regular Deposit page will display by default.
WorkCenter	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Enter 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.

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- 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*.

The screenshot shows the 'Payments' tab in the SWIFT interface. The 'Reference Information' table at the bottom is highlighted with a red border, showing an incorrect 'Qual Code' of '1' and a 'Reference' of '00000491362'. The 'Save' button at the bottom left is also highlighted with a red border.

Qual Code	Reference	To Reference
1	00000491362	

- 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.)
- Update the **Reference** and/or **Customer** Information sections with the correct Item and/or Customer.

This screenshot is a close-up of the 'Reference Information' table. The 'Qual Code' is '1' and the 'Reference' is '00000491363'. The 'Save' button at the bottom left is highlighted with a red border.

Qual Code	Reference	To Reference
1	00000491363	

- 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.