



Reversing a “Remitted” and “Cleared” Receipt

If you have applied a receipt to an incorrect customer or entered it for the wrong amount you will need to reverse it and then re-enter it. Only reverse receipts when the status field reads ‘Remitted’.

Navigate: Receipt → Batch Summary

Step 1: Recall the Remitted Receipt

Using the **Batches Summary** window retrieve the receipt to be ‘Reversed’:

- Click on the **torch icon**
- In the find batches screen (see below) enter your batch number in both fields. Alternatively you can search using any of the other criteria.
- Click **Find**.

Find Batches

Main More

Batch Source

Batch Numbers AG/10/01/14/01 - AG/10/01/14/01

Batch Dates

GL Dates

Deposit Dates

Clear New Find

- In the receipts **Batches Summary** screen, click on **Receipts**. This will take you to the individual receipts within the batch called the Receipts Summary screen.
- Place the cursor in the receipt line you wish to reverse

Step 2: Reversing the Receipt

Receipts Summary (Cambridge University - GBP) - AG/10/01/14/01

Operating Unit	State	Receipt Number	Type	Receipt Date	Curren	Receipt Amount	Unapplied Amount
Cambridge University	Applied	AG/AK/10/01/14/01	Standard	10-JAN-2014	GBP	100.00	0

Confirm... 1 Reverse... 1 Search and Apply Apply New Open

- Click on the **Reverse** button

- b) In the reverse dialogue box you will need to enter the following information.
- **Category :** **Reverse Payment** (defaults in).
 - **Reason :** ALWAYS select **Payment Reversal** from the list of values.
 - **Comment :** This is a free text field to outline any specific reasons for the reversal.

- c) Click on the **Reverse** button and **save** your work.
- d) Adjust the amounts on the batch header accordingly so the control count and amount balance and batch have a status of closed.

Totals		
	Count	Amount
Control	0	0.00
- Actual	1	100.00
+ Reversed	1	100.00
Difference	0	0.00

Applied	0	0.00
Unapplied	0	0.00
On Account	0	0.00
Cash Claims	0	0.00
Prepayments	0	0.00
Unidentified	0	0.00
Miscellaneous	0	0.00
Returned	0	0.00

Reversing a Cleared Receipt

A receipt can be reversed if the STATUS box is marked '**remitted**' by following the process detailed above.

If the receipt is marked **cleared** it **must not** be reversed without prior action from Cash Management. This is because the receipt has already been reconciled to an entry on the bank statement.

The screenshot shows the 'Receipts (Cambridge University : GBP) - AG/22/08/13/01' window. The 'Receipt' section contains the following fields:

Receipt Method	BACS	Receipt Date	22-AUG-2013
Receipt Number	AG/OML/22/08/13/01/5	GL Date	22-AUG-2013
Receipt Amount	GBP 141,000.00	Maturity Date	22-AUG-2013
Receipt Type	Standard	Functional Amount	141,000.00
State	Cleared		

The 'Balances' section shows:

Unidentified	0.00
Applied	141,000.00
On Account	0.00
Unapplied	0.00
Cash Claims	0.00
Prepayments	0.00

The 'Detail' section includes:

Identify By	Trans Number	Earned Discounts	0.00
		Unearned Discounts	0.00
Customer	Name: CAMBRIDGE ASSESSMEI	Bank Charges	0.00
	Number: 118843		
	Location: DG-CAMBRIDGE		
	Taxpayer ID		

The 'Customer Bank' section shows:

Name	
Account	

The 'Remittance Bank' section shows:

Name	Barclays Bank
Branch	201719 Cambridge
Account	10921084

The 'Reference' field is empty, and the 'Postmark Date' field is empty. The 'Comments' field contains 'BACS LINE 44 14/08/13'. A blue callout bubble points to the 'State' field with the text 'Do not reverse if status is cleared'. At the bottom, there are buttons for 'Confirm... 1', 'Reverse... 1', 'Receipt History', 'Search and Apply', and 'Apply'.

Contact the Helpdesk Ask if Cash Management will un-match the receipt from the bank statement so the receipt status will return to **Remitted**.

Once this has been done

- Reverse the receipt using the steps outlined above.
- Then re-enter the receipt against the correct customer/transaction.
- If the receipt relates to a BACS payment, then inform Cash Management (via the Helpdesk) of the new receipt number.