



## 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.

**Reverse**

Date: 13-JAN-2014      GL Date: 13-JAN-2014

Category: Reverse Payment      Reverse Payment

Reason: Payment Reversal      The payment was reversed

Comment: INCORRECT RECEIPT AMOUNT

Debit Memo Reversal

Type:      Document Num:      [ ]

Account:      [ ]

Reverse      Cancel

- 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.

**Receipt Batches (Cambridge University)**

Batch Type: Manual-Regular      Batch Source: Manual Receipts

Batch Number: AG/10/01/14/01      Currency: GBP

Batch Date: 10-JAN-2014      Receipt Class: Manual Receipts

GL Date: 10-JAN-2014      Payment Method: Cash/Cheque

Deposit Date: 10-JAN-2014      Bank Name: Barclays Bank

Comments:      Bank Account Number: 10921084

Totals		Count	Amount	Count	Amount
Control		0	0.00	Applied	0.00
- Actual		1	100.00	Unapplied	0.00
+ Reversed		1	100.00	On Account	0.00
Difference		0	0.00	Cash Claims	0.00
				Prepayments	0.00
				Unidentified	0.00
				Miscellaneous	0.00
				Returned	0.00

Transmission

Name:      Status: Closed       Partially Purged

Lockbox:      Operating Unit: Cambridge University      [ ]

Batch:      Receipts



## 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.

### 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.