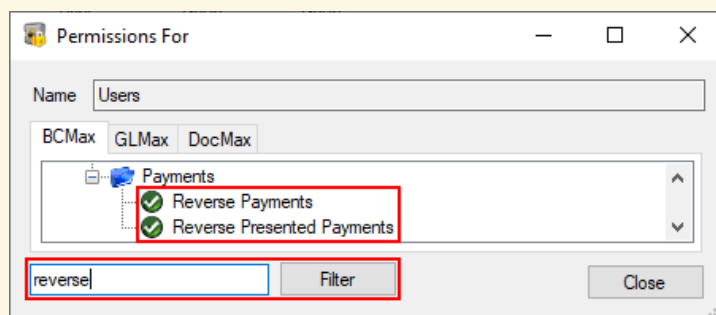


Payment Reversal Process

Last Modified on 23/09/2024 9:44 am AEST

Reversing or deleting a payment can be done throughout the various stages of the process depending on the scenario. The below information details each scenario and the steps required based on each. These steps apply to StrataCash and non-StrataCash clients and the information below should cover each scenario.

To access the *Reverse* option/buttons in **Payments Management** access does need to be enabled via **Security Setup**.



Created in Payments and not processed in EFT Manager

This process will allow for any identified payments required for reversal after it has been created via **Payments**.

1. Search or select **Payments Management**.
2. Locate and select the payment to be reversed.

The screenshot shows the 'Payments Management' window. At the top, there are filters for Building (STRATAMAX ONLINE HELP 4061), Creditor, Date Range (01/02/2020 to 31/03/2020), and Amount. A table lists 22 payments. The selected payment is from 02/03/2020 for 185.55 to ALL STAR ELECTRICAL (F0000330). An invoice preview for 'Landscaping 123' is shown on the right. A red box highlights the 'Reverse this payment' button at the bottom of the selected row.

Building	Name	Date	Creditor	Name	Amount	Reference	Status	EFT
4061	STRATAMAX ONLINE HELP	02/03/2020	08200203	3 RIVERS PEST CONTROL	995.00	F0000331		012
4061	STRATAMAX ONLINE HELP	02/03/2020	08200256	ALL STAR ELECTRICAL	185.55	F0000330		012
4061	STRATAMAX ONLINE HELP	02/03/2020	08200184	ACES PTY LTD	150.00	F0000329		037
4061	STRATAMAX ONLINE HELP	02/03/2020	08200203	3 RIVERS PEST CONTROL	100.00	F0000328		012
4061	STRATAMAX ONLINE HELP	02/03/2020	08200090	ABSOLUTE ELECTRICAL	1,600.00	F0000326		012
4061	STRATAMAX ONLINE HELP	25/02/2020	08200002	LMM SOLUTIONS PTY LTD	55.00	F0000325		112
4061	STRATAMAX ONLINE HELP	25/02/2020	08200161	INSIDE OUTSIDE FACILITY SE	8,322.44	F0000323		112
4061	STRATAMAX ONLINE HELP	25/02/2020	08200015	ALL SEASONS HORTICULTUF	480.00	F0000322		112
4061	STRATAMAX ONLINE HELP	24/02/2020	08200107	TELSTRA	330.00	F0000321		777
4061	STRATAMAX ONLINE HELP	24/02/2020	08200017	ACT DOORLAND	220.00	F0000320		082
4061	STRATAMAX ONLINE HELP	24/02/2020	08200110	ADT FIRE MONITORING	207.31	F0000319		034
4061	STRATAMAX ONLINE HELP	18/02/2020	08200096	O'NEILL & BROWN FIRE SER	472.09	F0000318		112
4061	STRATAMAX ONLINE HELP	17/02/2020	08200032	ICON WATER	6,076.20	F0000317		192
4061	STRATAMAX ONLINE HELP	17/02/2020	08200020	LASER PLUMBING	169.40	F0000316		082
4061	STRATAMAX ONLINE HELP	17/02/2020	08200200	INTELLIGENT SERVICES	247.50	F0000315		012
4061	STRATAMAX ONLINE HELP	13/02/2020	08200005	MARITEX COMMERCIAL	660.00	F0000314		062
4061	STRATAMAX ONLINE HELP	13/02/2020	08200161	INSIDE OUTSIDE FACILITY SE	103.95	F0000313		112

- Click the *Reverse* button, either on the same line as the payment, or the button at the bottom part of the screen.

The 'Reverse Payment' dialog box contains the following information:

- Confirmation message: "Are you sure you want to reverse a processed payment? Please see [Reverse Payment Help](#) for more information if unsure."
- Posting Date: 21/06/2021
- Invoice items will automatically be placed on hold. You can stop this by using the below for each item.
- Invoice total: \$779.35 (dated 11/05/2021)
- Invoice items table:

Invoice Number	Date	Amount	Paid Amount	Description	Expense Account	Hold
00002655	10/05/2021	129.80	129.80	LED 27/4/21	1504 R & M ELECTRICAL	<input checked="" type="checkbox"/>
00002012	10/05/2021	649.55	649.55	LED 15/1/21	1504 R & M ELECTRICAL	<input checked="" type="checkbox"/>
<u>779.35</u>						

Posting Date must be at or before the end of the current month

- Check the *Posting Date* and remove the tick in the '*Hold*' box for the creditor to be placed back in *Payments*.
- Click the *Reverse* button.
- Once a payment has been reversed, the creditor invoice then can be *reversed* in *Creditor Invoices*, or it can be created again in *Payments* (if the *Hold* box was unticked as per step 4 above).

Processed in EFT Manager, Not Authorised on SCM

To reverse a payment that has been processed in *EFT Manager* but not authorised on the SCM website or uploaded to a different bank, the following should be done:

1. Search or select **Payments Management**.
2. Locate and select the payment to be reversed.

Payments Management

Building: STRATAMAX ONLINE HELP 4061

Creditor:

Date Range: Custom Range 01/02/2020 to 31/03/2020

Filter:

Amount: to

Cheques Not Printed

EFTs Any Not Presented

Auto Show Document

Building	Name	Date	Creditor Name	Amount	Reference	Status	EFT
4061	STRATAMAX ONLINE HELP	02/03/2020	08200203 3 RIVERS PEST CONTROL	995.00	F0000331		e 012
4061	STRATAMAX ONLINE HELP	02/03/2020	08200256 ALL STAR ELECTRICAL	185.55	F0000330		e 012
4061	STRATAMAX ONLINE HELP	02/03/2020	08200184 ACES PTY LTD	150.00	F0000329		e 037
4061	STRATAMAX ONLINE HELP	02/03/2020	08200203 3 RIVERS PEST CONTROL	100.00	F0000328		e 012
4061	STRATAMAX ONLINE HELP	02/03/2020	08200090 ABSOLUTE ELECTRICAL	1,600.00	F0000326		e 012
4061	STRATAMAX ONLINE HELP	25/02/2020	08200002 LMM SOLUTIONS PTY LTD	55.00	F0000325		e 112
4061	STRATAMAX ONLINE HELP	25/02/2020	08200161 INSIDE OUTSIDE FACILITY SE	8,322.44	F0000323		e 112
4061	STRATAMAX ONLINE HELP	25/02/2020	08200015 ALL SEASONS HORTICULTUF	480.00	F0000322		e 112
4061	STRATAMAX ONLINE HELP	24/02/2020	08200107 TELSTRA	330.00	F0000321		i 777
4061	STRATAMAX ONLINE HELP	24/02/2020	08200017 ACT DOORLAND	220.00	F0000320		e 082
4061	STRATAMAX ONLINE HELP	24/02/2020	08200110 ADT FIRE MONITORING	207.31	F0000319		e 034
4061	STRATAMAX ONLINE HELP	18/02/2020	08200096 O'NEILL & BROWN FIRE SER	472.09	F0000318		e 112
4061	STRATAMAX ONLINE HELP	17/02/2020	08200032 ICON WATER	6,076.20	F0000317		i 192
4061	STRATAMAX ONLINE HELP	17/02/2020	08200020 LASER PLUMBING	169.40	F0000316		e 082
4061	STRATAMAX ONLINE HELP	17/02/2020	08200200 INTELLIGENT SERVICES	247.50	F0000315		e 012
4061	STRATAMAX ONLINE HELP	13/02/2020	08200005 MARITEX COMMERCIAL	660.00	F0000314		e 062
4061	STRATAMAX ONLINE HELP	13/02/2020	08200161 INSIDE OUTSIDE FACILITY SE	103.95	F0000313		e 112

Count: 22

\$185.55 02/03/2020

08200256 - ALL STAR ELECTRICAL

F0000330

Invoice Number	Date	Amount	Paid Amount	Description
000112	28/02/2020	D0000362 100.00	100.00	Maintenance
3423432	02/03/2020	D0000370 85.55	85.55	Auditors - Audit Ser
SCM Status: Not Available			<u>185.55</u>	

Reverse this payment

Reverse

3. Click the **Reverse** icon, either on the same line as the payment, or the button at the bottom part of the screen.

Payments Management - Reverse Payment

Are you sure you want to reverse a processed payment? Please see [Reverse Payment Help](#) for more information if unsure.

Posting Date: 21/06/2021

Invoice items will automatically be placed on hold. You can stop this by using the below for each item.

\$779.35 11/05/2021

08200008 - SINTECH LIGHTING

F0007897

Invoice Number	Date	Amount	Paid Amount	Description	Expense Account	Hold
00002655	10/05/2021	D0018715 129.80	129.80	LED 27/4/21	1504 R & M ELECTRICAL	<input checked="" type="checkbox"/>
00002012	10/05/2021	D0018716 649.55	649.55	LED 15/1/21	1504 R & M ELECTRICAL	<input checked="" type="checkbox"/>
			<u>779.35</u>			

Posting Date must be at or before the end of the current month

Reverse Cancel

4. Check the **Posting Date** and remove the tick in the 'Hold' box for the creditor to be placed back in **Payments**.
5. Click the **Reverse** button.
6. Once a payment has been reversed, the creditor invoice then be **reversed** in **Creditor Invoices**, or it can be created in **Payments** (if the **Hold** box was unticked as per step 4 above).

Payments Processed in EFT Manager and Authorised on SCM but Not Presented

Follow this process to reverse a payment in StrataMax that has been uploaded to the [StrataCash website](#), and authorised. For all other banks, if the ABA file has been uploaded, this should be considered carefully before reversing a payment as it will not remove it from being paid if already done online.

If you are not a StrataCash client, this process should still be followed if the created payment file has been completed but has not been uploaded, or was not authorised on the bank's website.

1. If you're a StrataCash client, [Reject the payment on the StrataCash website](#) if it was already uploaded.
If not a StrataCash client, confirm that the payment wasn't already authorised on your bank's website, or if it was already authorised, make sure it has already been cancelled.

It is possible to stop at this point because the reversal transaction will be created automatically during the banking process the next day (refer to Returned Payment in Bank Reconciliation). If the reversal is required immediately continue with the below steps.

2. Search or select **Payments Management**.
3. Locate and select the payment to be reversed.
4. Click the *Reverse* icon, either on the same line as the payment, or the button at the bottom part of the screen.

Invoice Number	Date	Amount	Paid Amount	Description	Expense Account	Hold
00002655	10/05/2021	D0018715 129.80	129.80	LED 27/4/21	1504 R & M ELECTRICAL	<input checked="" type="checkbox"/> [hand icon]
00002012	10/05/2021	D0018716 649.55	649.55	LED 15/1/21	1504 R & M ELECTRICAL	<input checked="" type="checkbox"/> [hand icon]
		<u>779.35</u>				

5. Check the *Posting Date* and remove the tick in the 'Hold' box for the creditor to be placed back in **Payments**.
6. Click the *Reverse* button.
7. Once a payment has been reversed, the creditor invoice then can be *reversed* in **Creditor Invoices**, or it can be created again in **Payments** (if the *Hold* box was unticked as per step 5 above.)

Reverse Payments | Returned Payment in Bank Reconciliation

Follow this process once the presented payment has been returned and has an entry in **Bank Reconciliation** (similar to the below) for processing.

This will create a reversal record against the creditor account and mark the original **Creditor Invoice** as unpaid. Once the payment has been reversed, the creditor invoice then can be **reversed** in **Creditor Invoices**, or it can be created in **Payments**.

1. Search or select **Bank Reconciliation** and select the reversal transaction

Closing Balance: 239,636.37 Bank: SCM Bsb: 124-367 Account Number: 45566871 Current Month: August 2022

Date	Type	Details	Reference	Amount	Balance	Account
>		Brought forward			239,306.37	

Type: Other ?

Date: 03/08/2022

Details: Returned Payment SPAYX321

Reference: 00321

Amount: 330.00

Balance: 239,636.37

Account: ...

Allocate Creditor
Create Receipt
Create Receipt (Utilities)
Create Receipt (Marina)
Reverse Payment
Match to Unpresented
Add Allocation

Add Allocation (Utilities)
Add Allocation (Marina)
Delete

2. Click **Reverse Payment** and the **Payments Management** screen will open displaying the payments matching the returned amount.
3. Select the payment and click the **Reverse** button.

Payments Management - □ ×

Creditor: ... Filter: ...

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Building	Name	Date	Creditor	Name	Amount	Reference	Status	EFT
4061	STRATAMAX ONLINE HELP	24/02/2020	08200107	TELSTRA	330.00	F0000321		7773 8212629411
4061	STRATAMAX ONLINE HELP	26/11/2019	08200107	TELSTRA	330.00	F0000263		7773 82126294107
4061	STRATAMAX ONLINE HELP	11/10/2018	08200015	ALL SEASONS HORTICULTUF	330.00	F0000010		112-908 484332799

Count: 3

\$330.00 24/02/2020

08200107 - TELSTRA

F0000321

Invoice Number	Date	Amount	Paid Amount	Description
86155940-9	24/02/2020	D0000355 330.00	330.00	To 18 Feb 2020


SCM Status: Not Available 330.00


Reverse
91%

4. Review the reversal and remove the tick in the **Hold** box for the balance to be placed back in the **Payments**, then click the **Reverse** button.

Payments Management - Reverse Payment

Are you sure you want to reverse this payment? Posting Date: 01/03/2020

Invoice items will automatically be placed on hold. You can stop this by using the  below for each item.

\$330.00					24/02/2020	
08200107 - TELSTRA						
F0000321						
Invoice Number	Date		Amount	Paid Amount	Description	Hold
86155940-9	24/02/2020	D0000355	330.00	330.00	To 18 Feb 2020	<input type="checkbox"/> 
SCM Status: Not Available				<u>330.00</u>		

Reverse Cancel

5. If any other entries in the **Back Reconciliation** needs manual processing, action those first before clicking the *Auto Reprocess* button to finalise the bank statement.