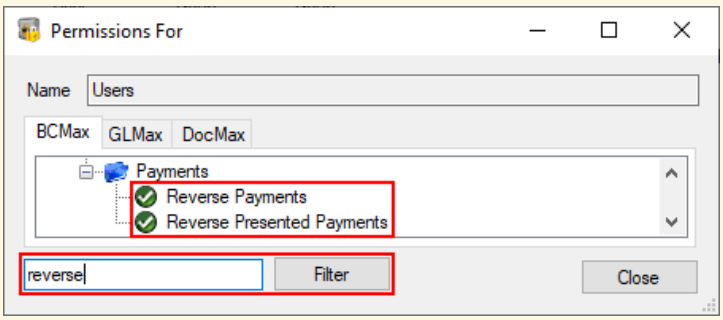
Payment Reversal Process

Last Modified on 23/09/2026 3:46 pm 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.

Some of the more common scenarios can include duplicate payments for the same invoice or payments created that have been identified with incorrect references or account details. Other instances can consist of drawing a payment different to the intended payment method, such as an EFT when requiring a BPay.

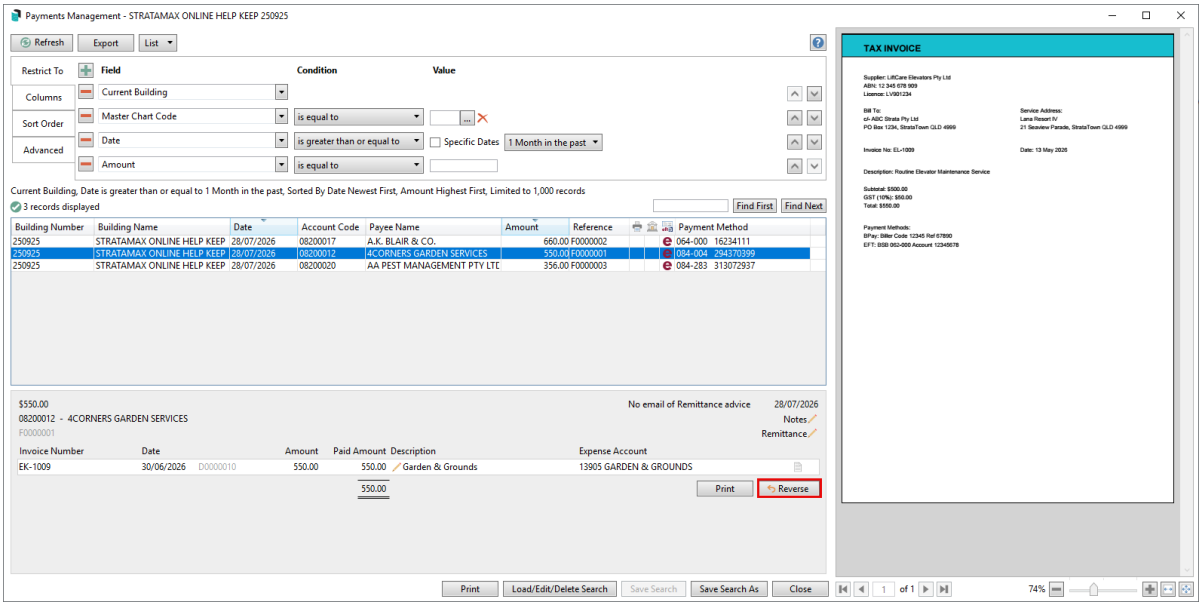
Access needs to be enabled via Security Setup to access the *Reverse* option/buttons in ***Payments Management.***



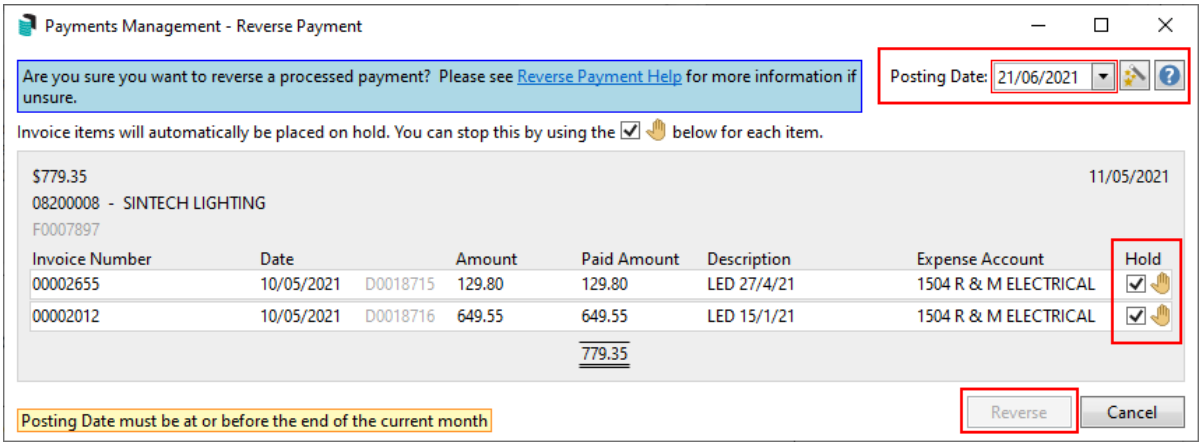
Created in Payments and not processed in EFT Manager

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.



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

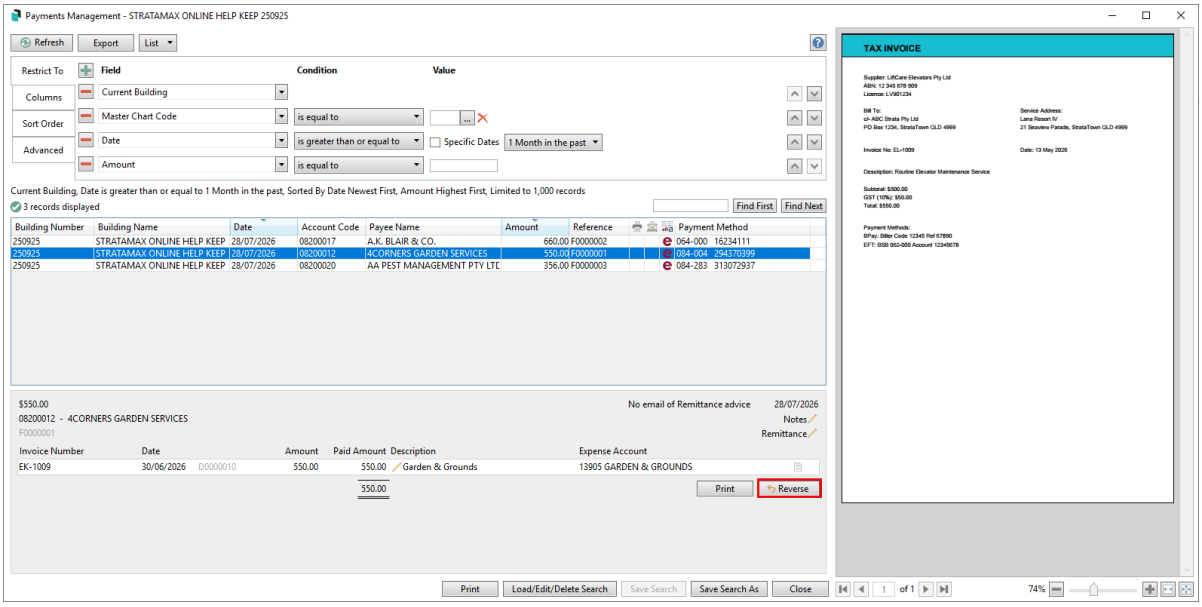


4. Check the *Posting Date* and remove the tick in the *'Hold'* box for the creditor to be placed back in ***Payments***.
5. Click the *Reverse* button.
6. Once a payment has been reversed, the creditor invoice then can be *reversed* in ***Creditor Invoices***, or it can be created again in ***Payments***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

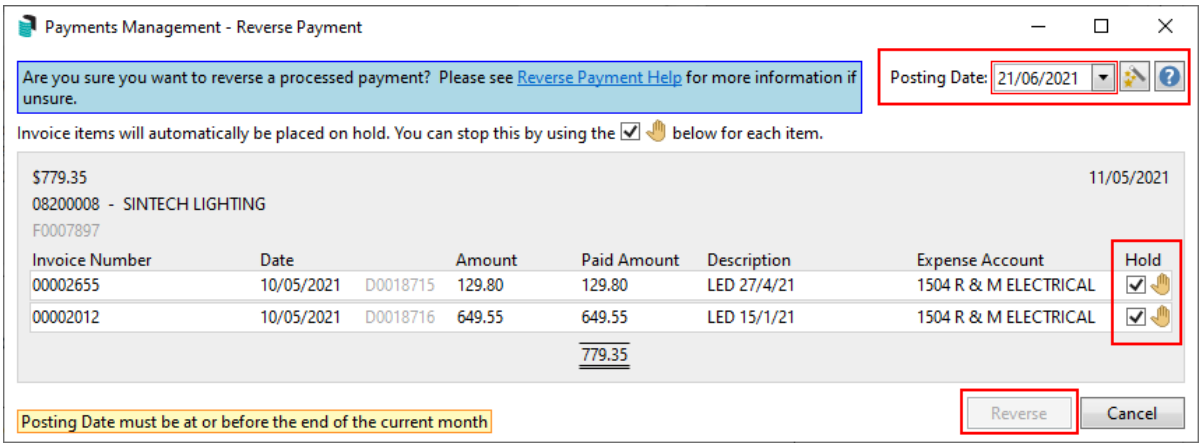
Processed in EFT Manager, Not Authorised on SCM

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.



3. Click the *Reverse* button at the bottom part of the screen.



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.

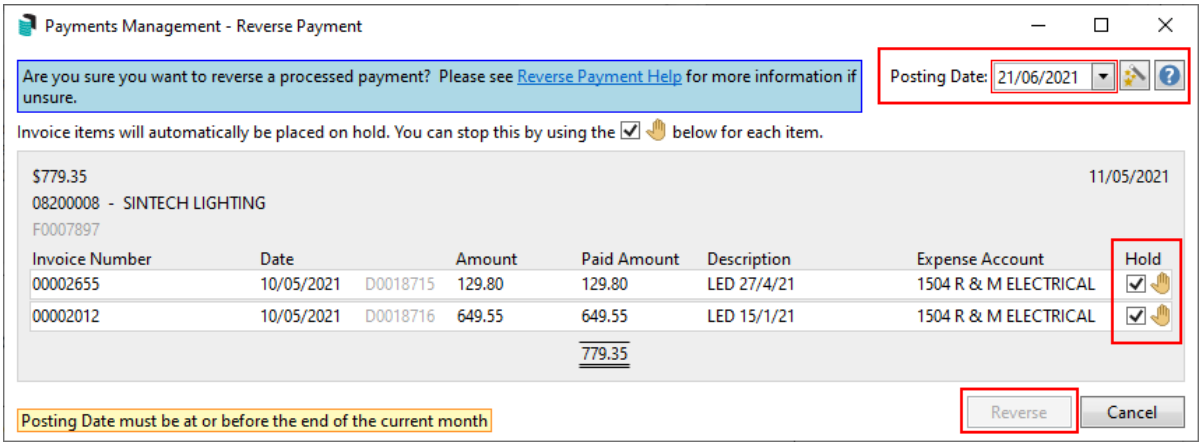
If you are not a StrataCash client, this process should still be followed if the created payment file has been completed but has not been uploaded, or was not authorised on the bank's website.

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.



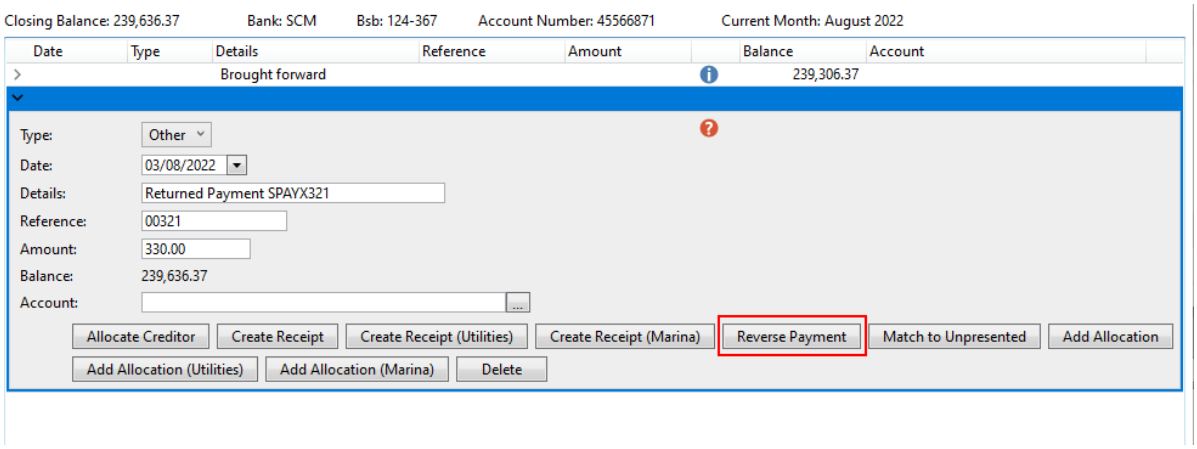
5. Check the *Posting Date* and remove the tick in the *'Hold'* box for the creditor to be placed back in ***Payments***.
6. Click the *Reverse* button.
7. Once a payment has been reversed, the creditor invoice then can be *reversed* in ***Creditor Invoices***, or it can be created again in ***Payments***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

Reverse Payments | Returned Payment in Bank Reconciliation

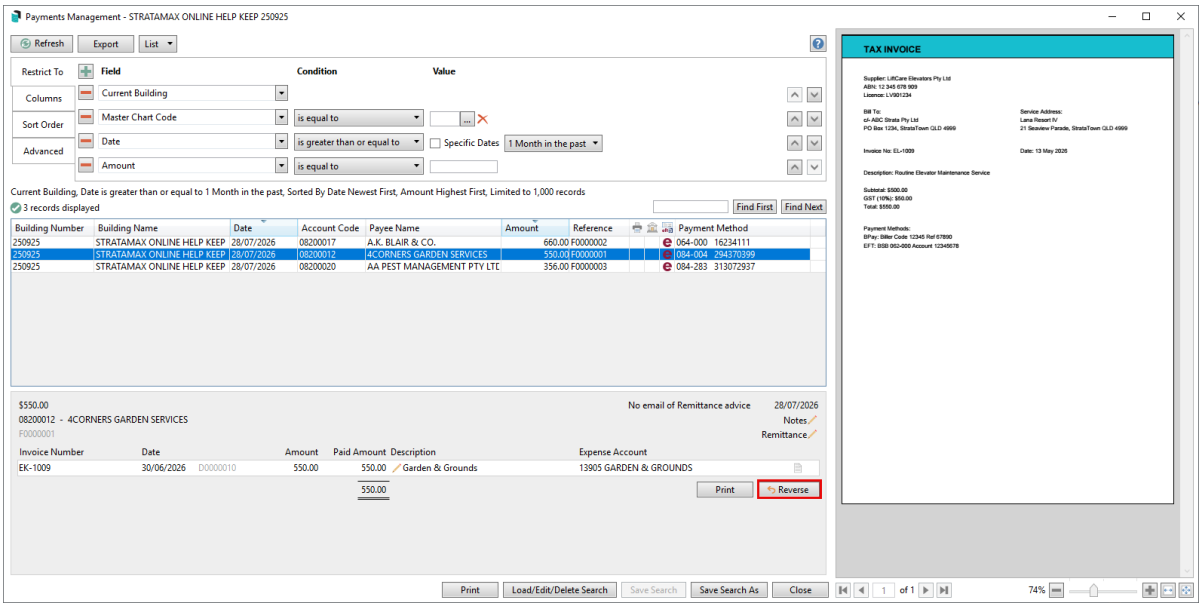
Follow this process once the presented payment has been returned and has an entry in ***Bank Reconciliation*** (similar to the below) for processing.

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***.

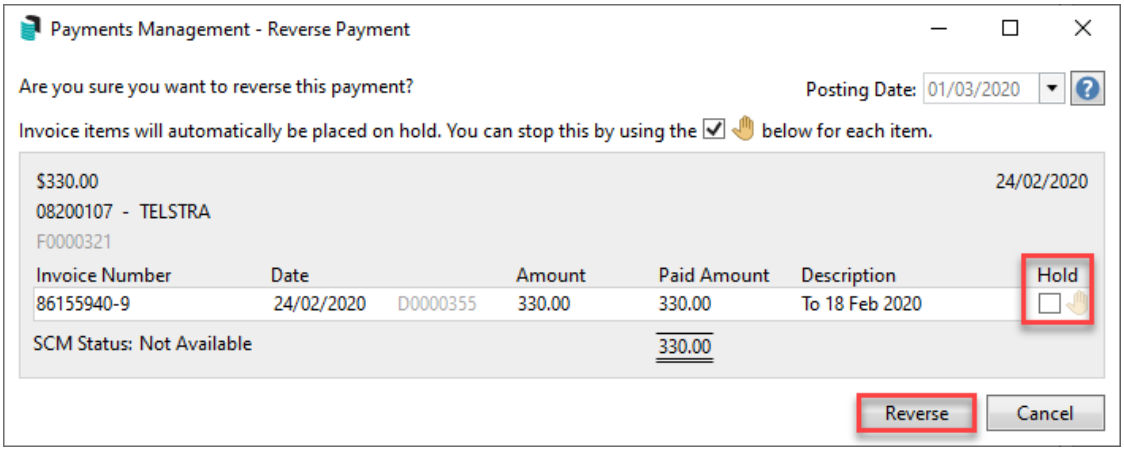
1. Search or select ***Bank Reconciliation*** and select the reversal transaction.



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.



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



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.