

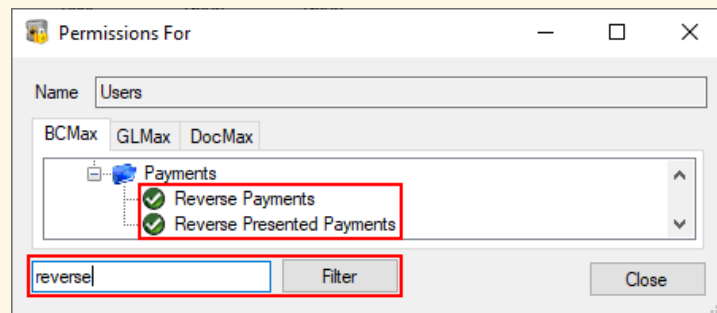
Payment Reversal Process

Last Modified on 19/06/2025 11:59 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.

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 cheque instead of the intended payment method.

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.

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.

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 various payments with columns for Building, Name, Date, Creditor, Name, Amount, Reference, Status, and EFT. The selected payment is from ALL STAR ELECTRICAL for \$185.55. To the right, an invoice preview for 'Landscaping 123' is visible. At the bottom, a summary table shows the total amount of \$185.55 and a 'Reverse' button.

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	03
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

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

The screenshot shows the 'Payments Management - Reverse Payment' window. It contains a confirmation message: 'Are you sure you want to reverse a processed payment? Please see [Reverse Payment Help](#) for more information if unsure.' Below this, it states: 'Invoice items will automatically be placed on hold. You can stop this by using the ☒ below for each item.' A table lists invoice items with columns for Invoice Number, Date, Amount, Paid Amount, Description, Expense Account, and a 'Hold' checkbox. The total amount is \$779.35. At the bottom, there is a 'Reverse' button and a 'Cancel' button. A red box highlights the 'Posting Date' field, which is set to 21/06/2021. Another red box highlights the 'Hold' checkboxes for the invoice items.

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"/>

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:

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: ☐ Cheques ☒ EFTs ☐ Any ☒ Auto Show Document

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	330.00	330.00	To 18 Feb 2020

SCM Status: Not Available 330.00

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.

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.