



Reverse Payment Processing

Diversified Technology  
P.O. Box 949  
Bloomsburg, PA 17815  
Support Line: 800-537-8903 ext. 1  
Support@DiversifiedTechnology.com

# Reverse Payment Processing



## Table of Contents

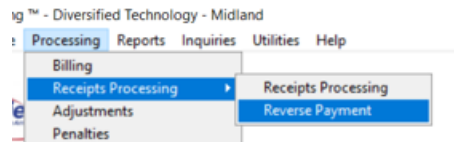
Reverse Payments .....	3
Reverse Payment Setup .....	3
Selecting A Transaction To Remove .....	4
Removing the Payment.....	5
Reviewing the Registers .....	6
Looking at the Adjustment.....	6

## Reverse Payments

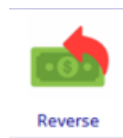
The **Reverse Payment** option will allow you to adjust a customer's account balances.

To access this option, you can do the following:

1. Select the **Processing** option from the Menu Toolbar
2. Select the **Reverse Payment**

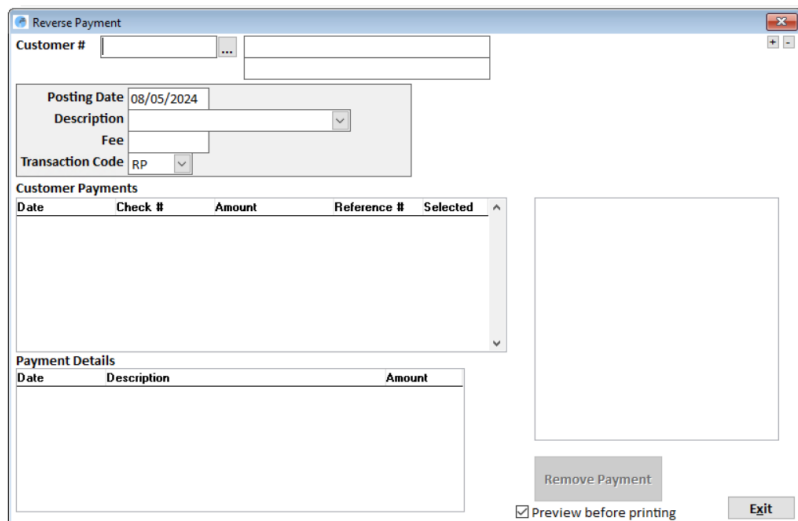


You can also enter by selecting the **Reverse Payment Icon** option from the Landing Page



## Reverse Payment Setup

In the **Reverse Payment** screen the posting date will always default to today's date. **Note: Backdating reverse payments will affect other reports; such as A/R Trial balance.**

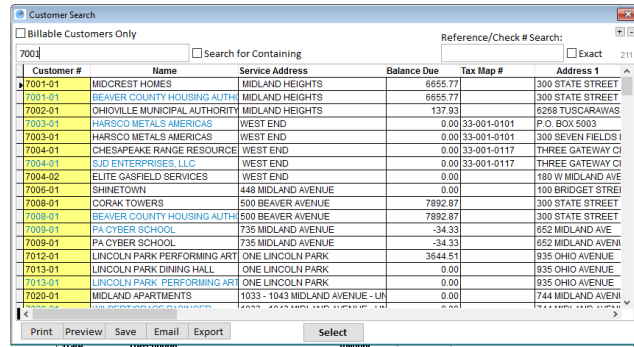


The screenshot shows the 'Reverse Payment' window with the following fields and sections:

- Customer #**: A text input field.
- Posting Date**: A date picker set to 08/05/2024.
- Description**: A dropdown menu.
- Fee**: A text input field.
- Transaction Code**: A dropdown menu set to 'RP'.
- Customer Payments**: A table with columns: Date, Check #, Amount, Reference #, and Selected. The table is currently empty.
- Payment Details**: A table with columns: Date, Description, and Amount. The table is currently empty.
- Remove Payment**: A button.
- Preview before printing**: A checkbox that is checked.
- Exit**: A button.

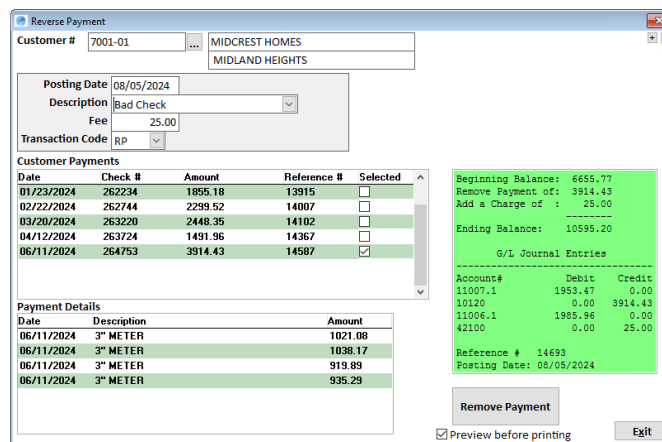
### Selecting A Transaction To Remove

Select the magnifying glass to the right of the customer # and put in the customer number that you wish to remove the payment.



Customer #	Name	Service Address	Balance Due	Tax Map #	Address 1
7001-01	MIDCREST HOMES	MIDLAND HEIGHTS	6655.77		300 STATE STREET
7001-01	BEAVER COUNTY HOUSING AUTH	MIDLAND HEIGHTS	6655.77		300 STATE STREET
7002-01	OHIOVILLE MUNICIPAL AUTHORITY	MIDLAND HEIGHTS	137.93		6288 TUSCARAWAS
7003-01	HARSCO METALS AMERICAS	WEST END	0.00	33-001-0101	P.O. BOX 5003
7003-01	HARSCO METALS AMERICAS	WEST END	0.00	33-001-0101	300 SEVEN FIELDS I
7004-01	CHESAPEAKE RANGE RESOURCE	WEST END	0.00	33-001-0117	THREE GATEWAY CI
7004-01	SJD ENTERPRISES, LLC	WEST END	0.00	33-001-0117	THREE GATEWAY CI
7004-02	ELITE GASFIELD SERVICES	WEST END	0.00		180 W MIDLAND AVE
7006-01	SHINETOWN	448 MIDLAND AVENUE	0.00		100 BRIDGET STREET
7008-01	CORAK TOWERS	500 BEAVER AVENUE	7892.87		300 STATE STREET
7008-01	BEAVER COUNTY HOUSING AUTH	500 BEAVER AVENUE	7892.87		300 STATE STREET
7009-01	PA CYBER SCHOOL	735 MIDLAND AVENUE	-34.33		652 MIDLAND AVE
7009-01	PA CYBER SCHOOL	735 MIDLAND AVENUE	-34.33		652 MIDLAND AVE
7012-01	LINCOLN PARK PERFORMING ART	ONE LINCOLN PARK	3644.51		935 OHIO AVENUE
7013-01	LINCOLN PARK DRIVING HALL	ONE LINCOLN PARK	0.00		935 OHIO AVENUE
7013-01	LINCOLN PARK PERFORMING ART	ONE LINCOLN PARK	0.00		935 OHIO AVENUE
7020-01	MIDLAND APARTMENTS	1033 - 1043 MIDLAND AVENUE - UN	0.00		744 MIDLAND AVENUE

- Posting Date – The date you are processing the transaction.
- Description – Select from the drop-down choices or put in your own description.



Customer # 7001-01 MIDCREST HOMES  
MIDLAND HEIGHTS

Posting Date 08/05/2024  
Description Bad Check  
Fee 25.00  
Transaction Code RP

Date	Check #	Amount	Reference #	Selected
01/23/2024	262234	1855.18	13815	<input type="checkbox"/>
02/22/2024	262744	2299.52	14007	<input type="checkbox"/>
03/20/2024	263220	2448.35	14102	<input type="checkbox"/>
04/12/2024	263724	1491.96	14367	<input type="checkbox"/>
06/11/2024	264753	3914.43	14587	<input checked="" type="checkbox"/>

Payment Details

Date	Description	Amount
06/11/2024	3" METER	1021.08
06/11/2024	3" METER	1038.17
06/11/2024	3" METER	919.89
06/11/2024	3" METER	935.29

Beginning Balance: 6655.77  
Remove Payment of: 3914.43  
Add a Charge of: 25.00  
Ending Balance: 10595.20

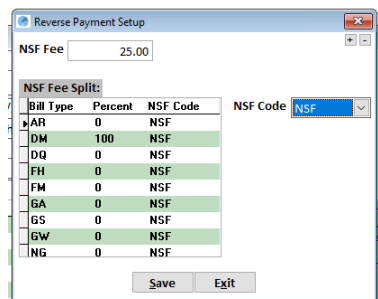
G/L Journal Entries

Account#	Debit	Credit
11007.1	1953.47	0.00
10120	0.00	3914.43
11006.1	1985.96	0.00
42100	0.00	25.00

Reference # 14693  
Posting Date: 08/05/2024

Remove Payment  
Preview before printing  
Exit

- Fee – If there is a fee associated with this transaction you would place it here. A static fee will show if it has been set up. (Right-click in the white area to the right of the customer's name – it will bring up a **Reverse Payment Setup Screen** the fee can be placed in the box as well as the service that the fee would be applied to. The fee can be applied to multiple services by percentage.)



NSF Fee 25.00

Bill Type	Percent	NSF Code	NSF Code
AR	0	NSF	NSF
DM	100	NSF	NSF
DQ	0	NSF	NSF
FI	0	NSF	NSF
FM	0	NSF	NSF
GA	0	NSF	NSF
GS	0	NSF	NSF
GW	0	NSF	NSF
NG	0	NSF	NSF

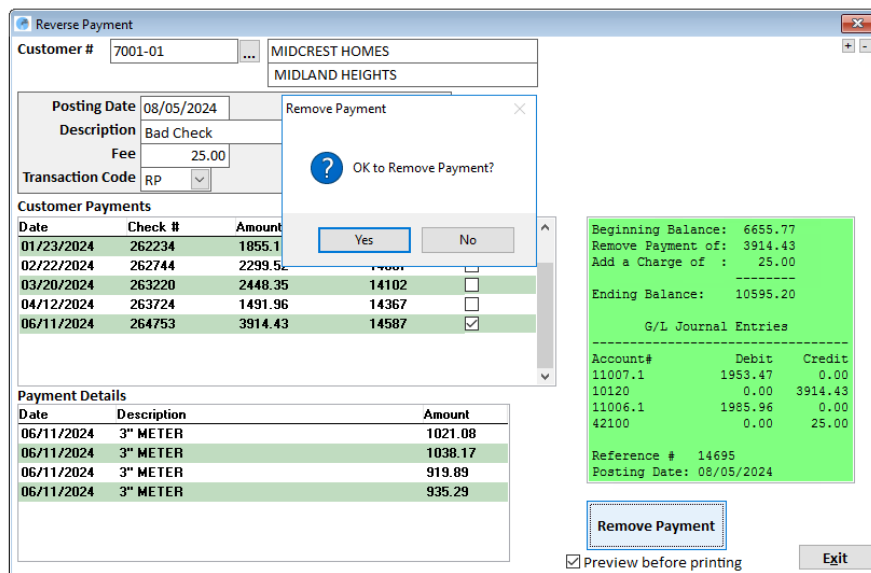
Save Exit

## Reverse Payment Processing

- The **Transaction Code** field is used to select a transaction type from the list of transaction types you have listed in the billing system. Most clients have a specific transaction code for returned payments.
- You can select which payment you would like to reverse by clicking the check box underneath selected on the customer payments screen and once doing so the **Payment Details** section at the bottom of the screen will populate with details on how the payment was applied to the services that the customer has.
- The right side of the window will populate with the customer's beginning balance, The payment being removed and amount, the fee that may be charged for the returned payment, what the customer's ending balance will be after the payment is reversed, reference number and posting date. This is pictured below.
- Once you have selected the payment and reviewed things you will click the Reverse Payment Button on the bottom right of the screen. A popup window will show asking you if you are sure you would like to reverse the payment.

### Removing the Payment

- Check the **Preview before Printing** box to view the Payment Reversal Register. After confirming to reverse the payment a register will be generated showing you the details of the reversed payments that you can save and/or print out and the payment will be reversed on the customer's account. If general ledger account numbers are being used a register will be produced showing the journal entries.



**Reverse Payment**

Customer # 7001-01 MIDCREST HOMES  
MIDLAND HEIGHTS

Posting Date 08/05/2024  
Description Bad Check  
Fee 25.00  
Transaction Code RP

**Customer Payments**

Date	Check #	Amount	
01/23/2024	262234	1855.1	
02/22/2024	262744	2299.5	
03/20/2024	263220	2448.35	14102
04/12/2024	263724	1491.96	14367
06/11/2024	264753	3914.43	14587

**Payment Details**

Date	Description	Amount
06/11/2024	3" METER	1021.08
06/11/2024	3" METER	1038.17
06/11/2024	3" METER	919.89
06/11/2024	3" METER	935.29

**Remove Payment**

OK to Remove Payment?

Yes No

Beginning Balance: 6655.77  
Remove Payment of: 3914.43  
Add a Charge of : 25.00  
Ending Balance: 10595.20

**G/L Journal Entries**

Account#	Debit	Credit
11007.1	1953.47	0.00
10120	0.00	3914.43
11006.1	1985.96	0.00
42100	0.00	25.00

Reference # 14695  
Posting Date: 08/05/2024

**Remove Payment**

☒ Preview before printing **Exit**



## Reverse Payment Processing

### Reviewing the Registers

- Registers for the payment reversal are below:

Diversified Technology - Midland					
Payment Reversal Register					
Posting Date	08/05/2024		Run Date	08/05/2024	
Reference	AJ 14697		Run Time	15:48:35	
Customer #	7001-01		MIDCREST HOMES		Page 1
Date	Bill/Service Type	Description	Amount		
		Beginning Balance	6655.77		
Remove the Following Payments:					
06/11/2024	SH - 3	3" METER	1021.08		
06/11/2024	WH - 3	3" METER	1038.17		
06/11/2024	SH - 3	3" METER	919.89		
06/11/2024	WH - 3	3" METER	935.29		
		Add a charge of	25.00		
		Ending Balance	10595.20		

Diversified Technology - Midland

Page 1

Posting Date08/05/2024

Payment Reversal Journal Summary

Reference AJ 14697

Customer 7001-01 MIDCREST HOMES

GL Number	Description	Debit	Credit
11007.1		1953.47	0.00
10120		0.00	3914.43
11006.1		1985.96	0.00
42100		0.00	25.00
Final Totals		3939.43	3939.43

### Looking at the Adjustment

## Reverse Payment Processing

- This process will create an adjustment showing the reason for the adjustment and what services were affected.

Customer Maintenance

[7001-01] MIDCREST HOMES

Parcel

- MIDLAND HEIGHTS

Other Address

- BEAVER COUNTY HOUSING A

Services

- 3" METER [SH-3]
  - 21694984-03F51400
- 3" METER [WH-3]
  - 21694984-03F51400

Liens

Old History

Payment Plans

Comments

Images

Statistics

Customer Change Log

Deposit/Refund

History

Consumption History

Reports

- Billings [285]
- Payments [277]
- Adjustments [7]
  - 08/05/2024 [ \$3,939.43]
  - 07/24/2024 [ \$-185.52]
  - 07/24/2024 [ \$-18.55]
  - 08/25/2022 [ \$-1,855.18]
  - 03/05/2021 [ \$-17,977.91]
  - 11/17/2017 [ \$-136.37]
  - 11/09/2017 [ \$-136.37]

Adjustment Detail

Customer # 7001-01

Name MIDCREST HOMES

Reference # 14697

Check/Ref# Bad Check

Date 08/05/2024 Due Date 08/05/2024

Amount 3939.43

Balance Due 25.00

Service Detail

Service Description	Amount	Balance Due	Transaction Description
3" METER [SH-3]	1940.97	0.00	Reverse Payment [RP]
3" METER [WH-3]	1973.46	0.00	Reverse Payment [RP]
3" METER [SH-3]	12.50	12.50	Bounced ck [NSF]
3" METER [WH-3]	12.50	12.50	Bounced ck [NSF]

Related Transactions

Date	Transaction Type	Service	Amount	Reference/Check #	Discount	Reference #
------	------------------	---------	--------	-------------------	----------	-------------