Move ROA Payment from one Customer to Another

(Note – this procedure has multiple steps so it is recommended that you do it only when you can run it from beginning to end uninterrupted.)

Accounts Receivable… à4. Transaction Processing… à1. Transaction Input à1. Add Transactions

- Enter the customer number **that has the payment posted to it, and shouldn’t**
- Enter 0 as the type (you are making a ‘fake’ invoice)
- Enter an invoice number
- Enter the same date that the payment was done
- Enter a reference if you wish
- Enter the amount of the payment – <u>no sign, just the amount</u>.
- Accept the entry with F1
- Enter your branch number (press ENTER will default) and an account number
- Enter the amount of the payment, <u>no sign, just the amount</u>.
- Accept the entry with F1

- Enter the customer number **that should have the payment posted to it, but doesn’t**
- Enter 0 as the type (you are making a ‘fake’ invoice)
- Enter an invoice number
- Enter the same date that the payment was done
- Enter a reference if you wish
- Enter the amount of the payment (WITH a sign – <u>you MUST do this</u>)
- Accept the entry with F1
- Enter your branch number (press ENTER will default) and the same account number you used in the steps above
- Enter the amount of the payment, (WITH a sign – <u>you MUST do this</u>)

- Update the entries to the customer accounts using the following process.

1. Accounts Receivable… à 4. Transaction Processing… à 3. Transaction Update

If the customer account is a Balance Forward account, then you are done.

See following page for Open Item Account Completion Procedure

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