

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... à 4. Transaction Processing... à 1. Transaction Input à 1. 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 – no sign, just the amount.
- Accept the entry with F1
- Enter your branch number (press ENTER will default) and an account number
- Enter the amount of the payment, no sign, just the amount.
- 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 – you MUST do this)
- 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 – you MUST do this)
- 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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