

Returned or Rejected Creditor Payments in REST Professional

Overview

On your bank statement a creditor payment has been credited back into the Trust Account. The Creditor payment has bounced back due to a wrong BSB and/or Account Number or the Account has been closed.

Solution

The funds will need to be sundry receipted back into REST. There are 2 options for receipting this back in:

- Option 1 Sundry Receipt the funds back to the property
- Option 2 Sundry Receipt into an internal owner account (i.e. AAJOURNAL) so that this can be paid out again without the transaction appearing back in against the owner statement and then back out again.

Option 1

If the client wants the transaction to appear again on the owner statement then follow the below:

- Sundry receipt the funds back to the property by going into Transactions> Sundry receipt.
 - Property Alpha index of the property that funds were originally deducted from
 - Incl GST Enter the amount of the returned funds including GST
 - Description Make reference to the payment that was originally made
 - Account code Use the same account code as was originally used when the

payment was done

• Click OK F12

🥬 Sundry Receipts - [Last Re	ceipt:00012361] -	[Printing: OFF]			
Property ARCH34	Property details 34 Archer Street ANNANDALE NSW 2038 Patrick Dempsey Mr Dempsey 02 9517 4589 02 9238 4785				*
		Balance 2945.05	Owner Sundry 450.00	Prop Sundry 450.00	Cancel - ESC
Incl GST \$250.00 Description Plumbing F Account code 335 Manage fee %	GST [1 Repairs - Returned B R & M - Painting	22.73	Excl GST \$2	27.27	Clear - F2 Comment - F4

- Payment Method Choose direct deposit
- Received from Put in the name of the Creditor

Total		Paymer	t method
\$25	0.00	Direct	deposit ~
Received date	06/09/17		
Received from	Desperate Plumbin	g-Reversal	~
Drawer			
Bank			
Branch			
Amount			
Banked date	05/09/17		

 Correct the creditor account details in the master file through Files> Creditor> Payment Tab, enter correct account details and click on OK F12 to save.

lpha index DESPPL	UMB Active	
Name Despera	te Plumbing	
eneral Payment N	tes Barcode Maintenance	
Payment method	Auto deposit (EFT) consolidated V	Cancel - ESC
Deposit account name	Desperate Plumbing	
Account number	741258963	Action - F1
BSB	082-785	
Comment	NAB Leichhardt	Claw, F2
ABN	23-789-654-123	
Email remittance to		
GST exempt ABN confirmed Charge supervision	Email work orders and quotes Email remittances Charge disbursement fee	Delete - F3
Show GST in credit	or remittance Save reference numbers	Add Mode - F4
Revenue Recovery		Search - F7
Prompt for Tenant I	woicing	D
Insurance Renewal	0/03/18 Date of last payment 30/10/15	
Die Die	pursement Payment Balance	Last Edits - P3
D/F Dis		

Note: You can now create a new creditor disbursement for this transaction and payout now or add to the creditor run (see end of this document for instructions on how to pay out through a one off creditor payment)

Option 2

In the event that you do not want the funds credited back to the owner card and thus appearing on the Owners' statement at the end of the month, you may choose to sundry receipt the funds into an internal account. Follow the below:

1. Sundry receipt the funds into AAJOURNAL by going through Transactions> Sundry $% \left({{{\rm{S}}_{{\rm{s}}}}} \right)$

receipt

- Property Alpha index is AAJOURNAL
- Incl GST Enter the amount of the returned funds including GST
- Description Make reference to the payment that was originally made and property
- Account code You can use the same account code as used originally, although as this is an internal owner N/A is sufficient.
- Click OK F12

Sundry Receipts - [Last Re Property AAJOURNAL	Property details Journal Control	- [Printing: OFF]	I		
	oouna conto	Balance 1600.00	Owner Sundry 1600.00	Prop Sundry 1600.00	Cancel - ESC
Incl GST \$250.00 Description Plumbing P Account code 336 Manage fee %	GST S Repairs - ARCH34 F R & M - Plumbing	22.73 Returned EFT	Excl GST \$2	27.27	Clear - F2

- Payment Method Choose direct deposit
- Received from Put in the name of the Creditor

Total		Payment method		
\$25	0.00	Dire	Direct deposit	
Received date	06/09/17			
Received from	Desperate Plumb	ing -Reversal		~
Drawer				
Bank				
Branch				
Amount				
Banked date	05/09/17			
			1 .	
		\checkmark	- I - S	٢.

- Correct the creditor account details in the master file through Files> Creditor> Payment Tab, enter correct account details and click on OK F12. See 2. above.
- Payout the creditor by doing a one off creditor payment (i.e. Go to Transactions > One Off Creditor Payment
 - Creditor put in the name of the original creditor
 - Property AAJOURNAL
 - Incl GST The amount of the original payment
 - Description Put in the details of the payment
 - EFT Reference put in the property or reference number

• Click OK F12

📣 One O	ff Credito	or Payments					
Creditor	DESPF Exp. li	PLUMB mit 0.00	Creditor details Desperate Plumb 149 Parramatta R Mike Deltino H:02 9555 74521 PAYMENT BY EF Desperate Plumb 082-785 741258963	ing load PETERSHA W:02 9555 7452 FT ing	M NS₩ 2049 M:0414 452 378		Cancel - ESC
Property AAJOURI EFT tota		RNAL	Property details Journal Control Journal Control	(owner: Aajo	URNAL)		Property Act - F1
	E	alance 1600.00	Outstand. due 0.00	Bal. after out. 1600.00	Disbs paid 0.00	Property disb. 0.00	Dissections - F8
	Incl GST	\$250.00	GST	\$22.73		\$227.27	Process - F9
De	escription	Plumbing Re	epairs - ARCH34 R	eturned EFT			
Acco	unt code	336 F	R & M - Plumbing				Liear · F4
EFT R	eference	17346					\checkmark
							OK - F12

Note:To "pay later", simply create a creditor disbursement and this will be processed and paid out with the next creditor's payment process.

06/09/2017 2:40 am AEST