

Steps to Reversing Creditor Payments Strata Master

This article will provide steps to reversing creditor payments, BPay files, ABA/Direct Entry files, Management fees and cheques in brief.

What is the Payment Status Now, in other words, Where Is It from Strata Master's Point of View?

This is always the first check. Support will always ask you this.

1. Click on Quick Reports icon in your toolbar



2. Select the Payment tab

3. enter the Plan number and the payment date range.

4. Beneath the payment date, change the radio button to 'Date Paid' - this is important.

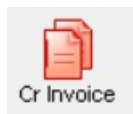
5. click the binoculars search button.

6. From the list showing, locate the relevant payment and check the 'status' column-

- EFT Pending means the Bank file has not yet been created and the payment is still in 'Payments' in Strata Master
- Unpresented means the Bank file has been created, but the payment has not yet shown on the bank statement. Check if this file has been uploaded to the bank website. If not, you can reverse the bank file and the transaction. If it has been uploaded to the bank, you would have to seek the funds return.
- Presented means the funds have been paid to the creditor and the creditor has received the funds. You would need to seek the funds return.

7. Take note of the Batch number if 'Unpresented' . You will find that in the columns 'BPAY batch number' or 'DE batch number'.

8. If not showing in the payment tab, click on the Cr.Invoices tab as the transaction may still be in Creditors and not yet paid. You can delete or edit the invoice from Cr Invoice screen.



9. **Refer the relevant option below for further steps.**

Reversing a Payment with Status EFT Pending

1. Accounting > Adjustments > Search/cancel Payments, enter date of the payment and click binoculars

search. It is not likely any other search fields would be required. Locate the required payment to reverse and click the cancel button. Link with screenshots in 'Useful Links' below.

2. This pushes the payment back to an invoice in Cr Invoice, where you can edit or delete the invoice.

Reversing a BPay Payment when Bank File (Bulk BPay) is Rejected on Upload to Bank, or Not Yet Uploaded - Status Unpresented

1. Accounting > Adjustments > Search/cancel Bulk BPay Payments File, enter batch number and click the cancel button, pushing the file back into payments.



2. Accounting > Adjustments > Search/cancel Payments, enter date of the payment and click binoculars search. It is not likely any other search fields would be required. Locate the required payment to reverse and click the cancel button, as shown above. This pushes the payment back to an invoice in Cr Invoice, where you can edit or delete the invoice.

Reversing an EFT Payment when Bank File (ABA/DE) is Rejected on Upload to Bank, or Not Yet Uploaded - Status Unpresented

1. Accounting > Adjustments > Cancel Direct Entry Payments file, enter batch number and click the cancel button, pushing the file back into payments.



2. Accounting > Adjustments > Search/cancel Payments, enter date of the payment and click binoculars search. It is not likely any other search fields would be required. Locate the required payment to reverse and click the cancel button, as shown above. This pushes the payment back to an invoice in Cr Invoice, where you can edit or delete the invoice.

Reversing a Management Fee prior to Upload to the Bank - Status Unpresented

Management Fees are processed through Cr Invoice > Pay and then are included in a created Direct Entry (ABA) file to the bank.

1. Check steps for EFT files above. Management fees are reversed in the same manner.

2. If you cannot locate the Management Fee in a Direct Entry file or in Payments, check the Cr Invoice list for the relevant Plan. You can edit or delete the fee here.

Reversing/Cancelling a Cheque - Status Unpresented

You will only reverse/cancel a cheque if it has been lost and is still showing as unpresented in our Bank Reconciliation.

1. Confirm that the cheque has been lost by contacting the payee.

2. Inform the bank that the cheque has been lost, so it is not deposited by the payee later.

3. Go to Accounting > Adjustments > Search/cancel payments. Cancellations of a cheque are dated at the current date, not the original date of the cheque. This will not affect prior financial periods.

4. Go to Cr Invoices for the relevant Plan, delete or reissue cheque cheque as required.

Dates

Reversals and cancellations through the function buttons are dated the current date, so as to not affect prior periods financials.

It would be highly unusual to be reversing EFT or BPay payments from a prior period, as once uploaded to the bank and the funds have left your bank account, you would need to have the funds returned. In this case you would receipt the funds back into Strata master.

Useful Links

<https://kb.rockend.com/help/how-to-searchcancel-payments-in-strata-master>

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