

Correcting Incorrect Payments Entered into Point of Sale

If a payment is posted to the wrong account or if a payment is posted to an account and the money was not intended to be a utility payment, the correction should be made in Point of Sale so the correcting General Ledger entries will be generated.

Voiding the receipt and entering it correctly will fix the account.

- Step 1. If the **session has not been processed**, from Point of Sale, choose Receipting and Void Receipt. Enter the session id that contains the incorrect entry. Choose the incorrect entry and void it.
- Step 2. After voiding the incorrect entry, make the correct entry using the normal Point of Sale posting procedures.
- Step 3. If the **session has been processed**, from Point of Sale, choose Receipt History and Void History Receipt. Create a new session that will contain only the correcting entries. Find the incorrect receipt and void it.
- Step 4. After voiding the incorrect entry, make the correct entry using the normal Point of Sale posting procedures. Be sure to make the correcting entry into the new session that was created for the voided entry.
- Step 5. Close and process this session as usual. If you are using the General Ledger Interface, a session will appear in the interface that will correct the general ledger accounts.

If corrections like this are not made through Point of Sale, they may be made through each individual application but you must remember to notify the accounting department so they can correct the general ledger accounts.