

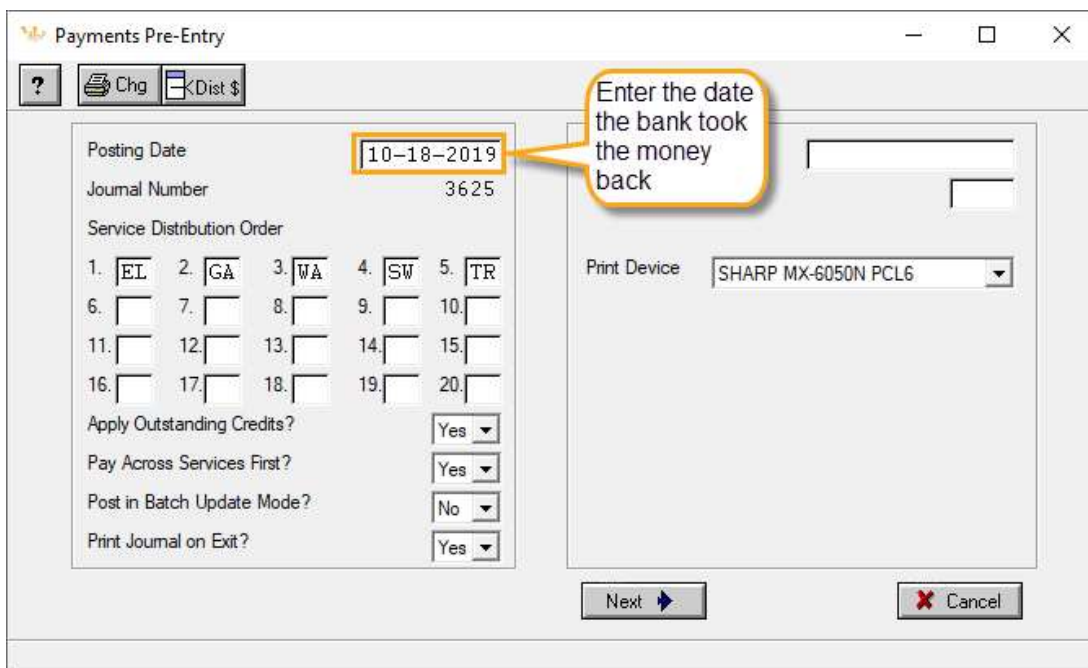
## Returned Payments

Returned utility payments are processed in Utility Billing, and then updated to General Ledger and Bank Reconciliation. The most common reasons payments are returned are insufficient funds or a failed ACH due to the wrong routing or account number. These are all processed in Utility Billing the same way, including payments initially entered in Receipt Management.

Returned payments should be processed before you have entered any payments in Utility Billing for the day, or after you have run General Ledger Payment Update for the day. If there are any non-updated payments, they will be combined on the same GL journal as the reversed payment.

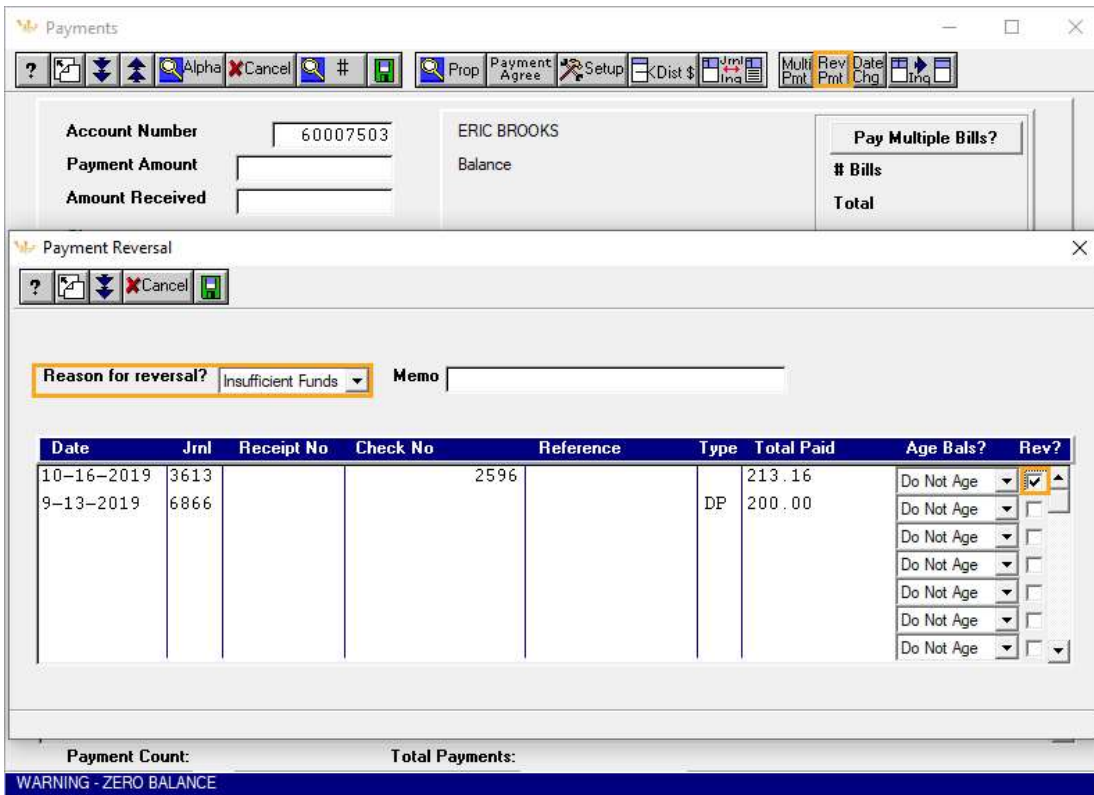
Please pay careful attention to the dates you use when processing a returned payment. SimpleCity will make entries to both General Ledger and Bank Reconciliation. It is imperative that these entries match each other and match your bank statement so that you stay in balance and can reconcile your bank statement.

1. Select **Entry | Payments**. In the **Posting Date** field, enter the date the bank took back (reversed) the money for the returned payment on the **Payments Pre-Entry** window.

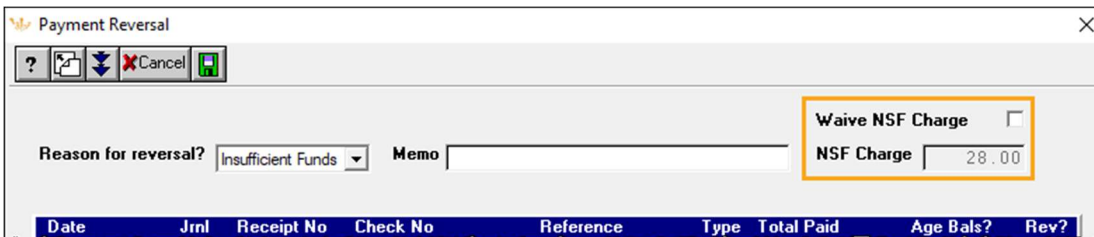


### Notes

- Enter the **Account Number** and click on the Reverse Payment *Rev Pmt* (CTRL+F5) button.
- Select **Insufficient Funds** in the **Reason for reversal?** field. Enter a **Memo** if you wish. Select the payment you want to reverse in the **Rev?** column. Press F12.



If you have your data set up to charge the customer an **NSF Charge**, this amount will be shown in a greyed box. You can click the box next to **Waive NSF Charge** if you wish to waive the charge.



- Backup your data using the **UBB4GL** backup ID.
- Select **Entry | General Ledger Payments Update**. Enter the date the bank took back the money for the returned check in the **Report Date** field. Press Save (F12) or click on Process. Verify the journal is correct.

