

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.

Posting Date		10-18-2019		the bank the mone back	142-531-7431F	-	2		
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6.	7.	8.	9.	10.					
11.	12.	13.	14.	15.					
16.	17.	18.	19.	20.					
Apply Out	tstanding Cr	edits?		Yes 🔻					
Pay Acros	ss Services	First?		Yes 🔻					
Post in Ba	atch Update	e Mode?		No -					
Print Jour	nal on Exit?	E.		Yes 💌					

Notes



- 2. Enter the Account Number and click on the Reverse Payment <u>Rev Pmt</u> (CTRL+F5) button.
- 3. 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.

Account Number 60007503 Payment Amount Amount Amount			17503	ERIC BROOKS Balance				Pay Multiple Bills? # Bills Total	
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eason for reve	ersal? 🛛	nsufficient Funds	→ Memo						
Date	ersal?	nsufficient Funds Receipt No	Memo Check No	2596	Reference	Туре	Total Paid	Age Bal	s? Rev

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.

🦦 Payment Reversal	×
Reason for reversal? Insufficient Funds 💌 Memo	Waive NSF Charge
Date Jrnl Receipt No Check No Reference Type Tota	al Paid Age Bals? Rev?

- 4. Backup your data using the **UBB4GL** backup ID.
- 5. 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 <u>Save</u> (F12) or click on <u>Process</u>. Verify the journal is correct.

