

Returned Payments - gWorks Payments

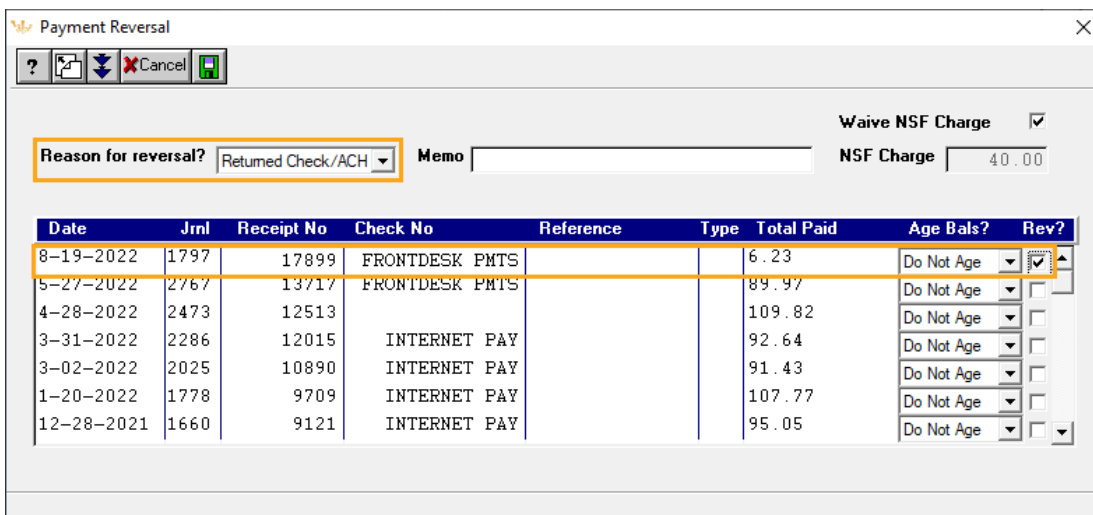


Returned Payments – gWorks Payments

This article provides instructions on how to process a returned utility payment that was paid via FrontDesk using gWorks Payments as a payment processor. For all other returned utility payments, see the [Returned Payments](#) Knowledge Base article.

Returned utility payments that were paid via FrontDesk using gWorks Payments, will automatically be deducted from the FrontDesk deposit on the day the payment was returned. (For more information on settling credit card payments, see [Settling Credit Card Payments - gWorks Payments](#). When you settle the credit card deposit, the deposit created in Bank Reconciliation will already deduct the amount of returned payment, so that Bank Reconciliation matches your bank statement. You will need to reverse the payment in Utility Billing and update General Ledger.

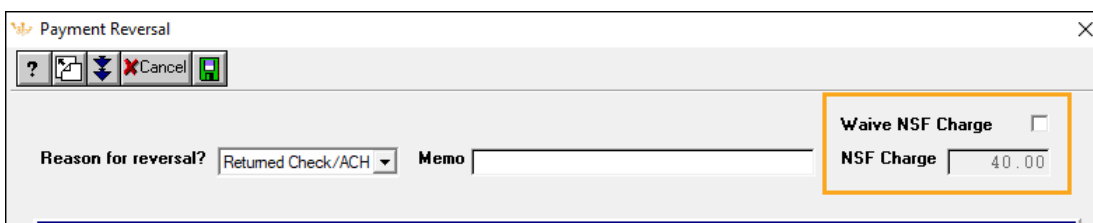
1. Select **Entry | Payments**. In the **Posting Date** field, enter the date the bank took back (reversed) the money for the returned payment on the **Payments Pre-Entry** window.
2. Enter the **Account Number** and click on the Reverse Payment *Rev Pmt* (CTRL+F5) button.
3. Select **Insufficient Funds** 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.



The screenshot shows the 'Payment Reversal' window. At the top, there are icons for help, print, save, cancel, and refresh. Below these, there are fields for 'Reason for reversal?' (set to 'Returned Check/ACH'), 'Memo', 'Waive NSF Charge' (checked), and 'NSF Charge' (40.00). The main part of the window is a table with the following columns: Date, Jrnl, Receipt No, Check No, Reference, Type, Total Paid, Age Bals?, and Rev?. The table contains several rows of payment data, with the first row (8-19-2022) highlighted in orange and having a checkmark in the 'Rev?' column.

Date	Jrnl	Receipt No	Check No	Reference	Type	Total Paid	Age Bals?	Rev?
8-19-2022	1797	17899	FRONTDESK PMTS			6.23	Do Not Age	<input checked="" type="checkbox"/>
5-27-2022	2767	13717	FRONTDESK PMTS			89.97	Do Not Age	<input type="checkbox"/>
4-28-2022	2473	12513				109.82	Do Not Age	<input type="checkbox"/>
3-31-2022	2286	12015	INTERNET PAY			92.64	Do Not Age	<input type="checkbox"/>
3-02-2022	2025	10890	INTERNET PAY			91.43	Do Not Age	<input type="checkbox"/>
1-20-2022	1778	9709	INTERNET PAY			107.77	Do Not Age	<input type="checkbox"/>
12-28-2021	1660	9121	INTERNET PAY			95.05	Do Not Age	<input type="checkbox"/>

If you charge 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.



This screenshot is similar to the previous one, but the 'Waive NSF Charge' checkbox is now unchecked, and the 'NSF Charge' field (40.00) is highlighted with an orange box, indicating it is greyed out.

4. After you have reversed the payment, you must update General Ledger. Your Cash Report will be out of balance until you do. 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.

Created: 01/11/2022 10:11:00 AM

Set the fields as follows:

- **Update General Ledger?** **Yes**
- **Clear Cash Posting Totals?** **Yes**
- **Update Bank Reconciliation?** **No**
- **Clear Bank Totals?** **Yes**

This will update General Ledger, but not Bank Reconciliation. The deposit in Bank Reconciliation will automatically be reduced when you settle the credit card payments.

6. Press F12 or click Process.

The screenshot shows a window titled "General Ledger Payment Update". It contains several input fields and dropdown menus. The "Report Date" field is highlighted with an orange box and contains "8-23-2022". Below it are "Calendar Period" (8-2022), "Fiscal Period" (8-2022), "Journal Number" (1798), "Service Code" (dropdown), and "User Type" (dropdown). A second orange box highlights the "Update General Ledger?" (Yes), "Clear Cash Posting Totals?" (Yes), "Update Bank Reconciliation?" (No), and "Clear Bank Totals?" (Yes) dropdowns. At the bottom, there is a "Print Device" dropdown set to "\\printserver\Kyocera TASKalfa 6(...", and two buttons: "Process" and "Cancel".