

Reversing Cash Receipts

Intro After you post cash receipts, you can no longer edit or delete them. So, what if you make a mistake?

You must enter a reverse cash receipt transaction. The Reversing Cash Receipts process cancels the cash receipt and adds the previously paid invoice amount back to the invoice. If the invoice was paid in full, the invoice was paid in full, the invoice will be reopened.

Objectives

In this course,

- Explore the fundamentals of the reversal process.
- Learn to locate a receipt to reverse and enter the reversal.
- And then, see how to review the reversal.

Understanding the Cash Receipt Reversal Process

Reversing Cash Receipts will:

- Create a receipt that contains a reversing entry. This negative receipt updates the balances of allocated invoices. This process leaves an audit trail.
- Allows the application of new cash receipts to invoices to which the original receipt applied.
- Reverses journals in books affected by posting of the original receipt.

Note that you cannot use this process to reverse a miscellaneous cash receipt, or a deposit applied to an invoice.

Reversing a Cash Receipt

Let's see this process in action. Start by navigating to the Reverse Cash Receipt.

The next step is to locate the cash receipt. The allocation was incorrect, and we need to reverse the receipt.

You can look for it in the landing page or open the search with the search icon in Receipt Number. We can use the customer, check number, and bank account as search criteria. We enter the customer ID.

Search and select the Receipt.

And tap OK.

The system displays the details, including the customer, check number, amount, and bank account.

To reverse it, move to the Reverse Date field. Use the calendar tool to select today's date.

Enter a Reason in the field to the right. The system does not require this, but it is a best practice to enter the reason for this transaction.

Now tap the Reverse button.

The application displays a warning, "Are You Sure". Tap Yes.

You'll see the moving bar across the top and a message that the cash receipt was reversed successfully.

Reviewing the Reversal in the Customer

The reversal is complete. Let's look at it in the Customer Tracker.

In the Customer Tracker Landing page, Ace Brown is the first customer. Tap the customer id.

Move to the Activity tab.

From the nav tree select Payments and tap Retrieve.

Note that two entries exist for invoice 10270. One is the initial cash receipt and the other is the reversal that we just posted. The reversal displays a negative payment amount.

Recap

In this course,

- Explored the fundamentals of the reversal process.
- Located a receipt to reverse and entered the reversal.
- And then, we reviewed the reversal.

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. Epicor, the Epicor logo, and are trademarks of Epicor Software Corporation, registered in the United States and other countries. All other marks are owned by their respective owners. Copyright © 2021 Epicor Software Corporation. All rights reserved.

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit www.epicor.com.



Corporate Office

804 Las Cimas Parkway
Austin, TX 78746
USA

Toll Free: +1.888.448.2636
Direct: +1.512.328.2300
Fax: +1.512.278.5590

Latin America and Caribbean

Blvd. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico

Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa

No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom

Phone: +44.1344.468468
Fax: +44.1344.468010

Asia

238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore

Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand

Suite 2 Level 8,
100 Pacific Highway
North Sydney, NSW 2060
Australia

Phone: +61.2.9927.6200
Fax: +61.2.9927.6298