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How To Correct an Incorrect Payment

An incorrect payment will occur when an overpayment or underpayment amount is entered either on the Reservation or in Account Receivable Payments Entry. An incorrect payment type can also be corrected.

If overpayment is made, an Open Credit will appear in the Client's profile on Page 2. An Open Credit will also appear in the Accounts Receivable Enter Payment window. The Open Credit was created to alert the user that an overpayment has been made.

HOW TO CORRECT AN INCORRECT PAYMENT

This process will work when an incorrect payment has been applied to one or several invoices.

1. Click on **Accounts** and then **Accounts Receivable** on the upper menu.
2. Click on **Statements**, then **Payment Listing** and a **Payment Listing Criteria** window will appear.
3. For the **Start** date enter a date that should include the date the incorrect payment was made on, not necessarily the pick up date. If the user is not sure what date the payment was made on, begin by entering a start date for a year in the past.
4. For the **End** date leave today's date.
5. Place a check mark in **Selected Account Numbers**.
6. Click on **Proceed**. Highlight the **Account**, click on **Toggled Selected**, then **Process**. Send the report to the **Screen**.
7. Compare the **Amount** to the **Total** for each entry. Once you have located an incorrect payment note the entire reservation number and date of payment. If more than one reservation number is listed for the incorrect payment, just note the first one. Close the report.
8. Click on **Reservations** on the upper menu or the side icon toolbar. Click on **Find**. Enter the reservation number in the **Reserve No.** field. Click on **Find**.
9. Click on **Related** and then **Payments**.
10. Highlight the incorrect payment. Click on **Delete**. If this invoice was paid off along with several invoices by one large payment a **Payment Detail** window will appear indicating that "This payment is part of the following deposit" and will list all the invoices that were also paid off by the one large payment. These will also be deleted and the entire payment will have to be reapplied to all the corresponding invoices. It is recommended to make note of the reservations to make sure that the payment is reapplied. Click on **Close**.
11. Once this is completed and payment has been made correctly the user will need to update the customer's totals. Click on **Tables** on the upper menu or side icon toolbar, and then

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- click on **Customer**. Click on **Find** and enter the name of the Account or Bill To that had the incorrect payment. Click on **Find** to bring the profile onto the screen.
12. Click on **Page 2** of the customer's profile. If an overpayment was corrected there will still be an amount in the **Open Credit** field.
 13. Click on **Utility** and click on **Update Totals**. An **Update Account Totals** window will appear. Enter the Account or Bill To in **Starting Account Name** and **Ending Account Name**.
 14. Click on **Proceed**. Click on **Close** to close the customer profile and refresh the screen. Locate the customer's profile once more and verify on **Page 2** that the **Open Credit** field shows a zero balance.
 15. Click on **Close**.

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