Removing Erroneous Customer Payments in AlarmBiller

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The following steps can be used to remove a payment from acustomer's account if the check becomes NSF, or if the check was entered in error and the payment is locked down and cannot be deleted.

Step 1 – Remove the payment from the invoice

If the payment is applied to an invoice, itmust first be unapplied. To do this –

1. Pull up the customer the payment is for by searching the customer, or locating them on the Customers tab.

2. In the Invoices section, click the 'Show All Invoices' checkbox so that paid invoices appear in the list.

3. Select the invoice the payment is on.

4. Select the Payments Applied tab for the invoice.

5. Click the Unapply button to the right of the payment.

Step 2 – Send the payment to be a refund check

In our scenario, we are not actually issuing a refund check to the customer, but we must pretend we are in order to get the payment off of the account.

1. Navigate to the customer's payments screen.

2. Select Issue Refund Check in the top right.

3. Enter the check information and the refund amount on the payment line and select Add Refund Check.

Step 3 – Remove the Refund Check

Since we do not actually wish to print a refund check for this customer, we need to remove the check from the print queue.

1. Navigate to Vendors.

2. Navigate to Print Checks.

3. Check the box to the left of the refund check we just created.

4. Select Remove From Queue at the top.

At this point the payment has been successfully removed from the customer's account, and the funds have been removed from your bank account.