Payment Reversal Process

Last Modified on 19/06/2025 11:59 am AEST

Reversing or deleting a payment can be done throughout the various stages of the process depending on the scenario. The below information details each scenario and the steps required based on each. These steps apply to StrataCash and non-StrataCash clients, and the information below should cover each scenario.

Some of the more common scenarios can include duplicate payments for the same invoice or payments created that have been identified with incorrect references or account details. Other instances can consist of drawing a cheque instead of the intended payment method.

Access needs to be <i>Management.</i>	enabled via Security Setup to access the <i>Reverse</i> of	option/buttons in <i>Payments</i>
	💀 Permissions For 🦳 —	
	Name Users BCMax GLMax DocMax	
	Payments Reverse Payments Reverse Presented Payments	~
	reverse Filter	Close

Created in Payments and not processed in EFT Manager

This process will allow for any identified payments required for reversal after it has been created via *Payments*.

- 1. Search or select Payments Management.
- 2. Locate and select the payment to be reversed.

🇃 Paymen	ts Management											_	×
Building:	STRATAMAX ONL	INE HELP 4061	8	0	Cheques	Not Printed				3			
Creditor:			×	Ö	Any	Not Present	ed						
Date Range	: Custom Range		~	Filter:	-		×				In	voice	
5	01/02/2020 💌 t	to 31/03/2020	•	Amount:	to		×	√ A	uto Shov	v Document	Landsez	aping 123	
Building	Name	C	ate	Creditor	Name	A	mount	Reference	Status	EFT ^		Invoice # Federat	
4061	STRATAMAX ONLI	NE HELP	02/03/2020	08200203	3 RIVERS PEST CON	TROL	995.00	F0000331	-	e 012-	Landscaping 23 Roody Rd, Richamond 4254	TO OC 45540 E2 Bundall Rd. Colourg, 3112 Phone: 03 5522	
4061	STRATAMAX ONLI	NE HELP	02/03/2020	08200256	ALL STAR ELECTRIC	AL	185.55	F0000330	÷.	E 5	Phane 05-5148 8479 Fax 05-5148 8479 accessful Flandscaninet23.com.au	4545 Pan 45 5528 4585	
4061	STRATAMAX ONLI	NE HELP	02/03/2020	08200184	ACES PTY LTD		150.00	F0000329	÷.	e 03			
4061	STRATAMAX ONLI	NE HELP	02/03/2020	08200203	3 RIVERS PEST CON	TROL	100.00	F0000328	÷	e 01	Providence Statement	Ballion Line Told	
4061	STRATAMAX ONLI	NE HELP	02/03/2020	08200090	ABSOLUTE ELECTRI	CAL 1	1,600.00	F0000326	÷	e 012-			
4061	STRATAMAX ONLI	NE HELP	25/02/2020	08200002	LMM SOLUTIONS P	TY LTD	55.00	F0000325	÷.	e 112-			
4061	STRATAMAX ONLI	NE HELP	25/02/2020	08200161	INSIDE OUTSIDE FA	CILITY SE 8	8,322.44	F0000323	- 	e 112-			
4061	STRATAMAX ONLI	NE HELP	25/02/2020	08200015	ALL SEASONS HOR	TICULTUF	480.00	F0000322	- -	e 112		Subtotal \$100.00	
4061	STRATAMAX ONLI	NE HELP	24/02/2020	08200107	TELSTRA		330.00	F0000321	- -	3 777		Total \$100.00	
4061	STRATAMAX ONLI	NE HELP	24/02/2020	08200017	ACT DOORLAND		220.00	F0000320	- 1	e 082-	Please make payment by Die	eet Deposit to \$58 013-313 ACC 319500197	
4061	STRATAMAX ONLI	NE HELP	24/02/2020	08200110	ADT FIRE MONITOR	ING	207.31	F0000319	- 	e 034	The state of the s	he your budged	
4061	STRATAMAX ONLI	NE HELP	18/02/2020	08200096	O'NEILL & BROWN	FIRE SER	472.09	F0000318	1	e 112-			
4061	STRATAMAX ONLI	NE HELP	17/02/2020	08200032	ICON WATER	(5,076.20	F0000317	- -	B 192			
4061	STRATAMAX ONLI	NE HELP	17/02/2020	08200020	LASER PLUMBING		169.40	F0000316	- 🖶 🏛	e 082-			
4061	STRATAMAX ONLI	NE HELP	17/02/2020	08200200	INTELLIGENT SERVI	CES	247.50	F0000315	- 🖶 🏛	e 012-			
4061	STRATAMAX ONLI	NE HELP	13/02/2020	08200005	MARITEX COMMER	CIAL	660.00	F0000314	- 	e 062-			
4061	STRATAMAX ONLI	NE HELP	13/02/2020	08200161	INSIDE OUTSIDE FA	CILITY SE	103.95	F0000313	- 	e 112 🗸			
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					_					Count: 22			
\$185.55 08200256 F0000330	- ALL STAR ELECTR	ICAL								02/03/2020			
Invoice Nu	umber D	ate		Amount	Paid Amount	Description	n						
000112	2	8/02/2020 DO	000362	100.00	100.00	Maintenar	nce						
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SCM Statu	s: Not Available				185.55					5 Reverse	Ⅰ 1 of 1 ► ►59%		

3. Click the *Reverse* button, either on the same line as the payment, or the button at the bottom part of the screen.

📄 Payments Manageme	ent - Reverse Paymer			ı ×			
Are you sure you want to unsure.	o reverse a processed	payment?	Please see <u>Rev</u>	<u>erse Payment Help</u> f	or more information if	Posting Date: 21/06/2021	• 🚯 📀
Invoice items will automa	atically be placed on	hold. You ca	n stop this by	using the 🗹 🤚 be	low for each item.		
\$779.35 08200008 - SINTECH LI F0007897	IGHTING	11,	/05/2021				
Invoice Number	Date		Amount	Paid Amount	Description	Expense Account	Hold
00002655	10/05/2021	D0018715	129.80	129.80	LED 27/4/21	1504 R & M ELECTRICAL	🗹 🖑
00002012	10/05/2021	D0018716	649.55	649.55	LED 15/1/21	1504 R & M ELECTRICAL	الي 🔁
				779.35			
Posting Date must be at	or before the end of	the current r	month			Reverse	Cancel

- 4. Check the *Posting Date* and remove the tick in the '*Hold*' box for the creditor to be placed back in *Payments*.
- 5. Click the *Reverse* button.
- Once a payment has been reversed, the creditor invoice then can be *reversed* in *Creditor Invoices*, or it can be created again in *Payments* (if the *Hold* box was unticked as per step 4 above).

Processed in EFT Manager, Not Authorised on SCM

To reverse a payment that has been processed in *EFT Manager* but not authorised on the SCM website

or uploaded to a different bank, the following should be done:

- 1. Search or select *Payments Management*.
- 2. Locate and select the payment to be reversed.

Paymen	ts Management									- 0	×
Building:	STRATAMAX ONLINE HELP	4061 💈	0	Cheques No	ot Printed			6			^
Creditor:		×	Ö	Any No	ot Presented						
Date Range	: Custom Range	~	Filter:		×				Invoic	e	
-	01/02/2020 • to 31/03/2	020 💌	Amount:	to	×	✓ A	uto Sho	w Document	Landscapin	g 123	
Building	Name	Date	Creditor	Name	Amount	Reference	Status	EFT ^		Invoice # Research	
4061	STRATAMAX ONLINE HELP	02/03/2020	08200203	3 RIVERS PEST CONTR	OL 995.00	F0000331	-	e 012-	Landscaping 23 Reedy Rd, Richamend 4734	TO OC 45340 13 Russelati Ref. Colturg, 3122 Plants 0 5523	
4061	STRATAMAX ONLINE HELP	02/03/2020	08200256	ALL STAR ELECTRICAL	L 185.55	F0000330		E 5	Phone 05-5248 8479 Fax 05-5248 8479 Proceeding the decomposition of the second	asas Paning SSN asas	
4061	STRATAMAX ONLINE HELP	02/03/2020	08200184	ACES PTY LTD	150.00	F0000329	-	e 03	All in an ownerst		
4061	STRATAMAX ONLINE HELP	02/03/2020	08200203	3 RIVERS PEST CONTR	ROL 100.00	F0000328	-	e 01	Ristman	UniPrim UniPrim Research Bester	
4061	STRATAMAX ONLINE HELP	02/03/2020	08200090	ABSOLUTE ELECTRICA	AL 1,600.00	F0000326	-	e 012			
4061	STRATAMAX ONLINE HELP	25/02/2020	08200002	LMM SOLUTIONS PTY	/ LTD 55.00	F0000325	-	e 112			
4061	STRATAMAX ONLINE HELP	25/02/2020	08200161	INSIDE OUTSIDE FACIL	LITY SE 8,322.44	F0000323		e 112			
4061	STRATAMAX ONLINE HELP	25/02/2020	08200015	ALL SEASONS HORTIC	CULTUF 480.00	F0000322		e 112		Subtotal \$100.00	
4061	STRATAMAX ONLINE HELP	24/02/2020	08200107	TELSTRA	330.00	F0000321		B 777		Total \$100.00	
4061	STRATAMAX ONLINE HELP	24/02/2020	08200017	ACT DOORLAND	220.00	F0000320		e 082	Please make payment by Direct Depo	ait to B68 or 2-313 ACC 339500397	
4061	STRATAMAX ONLINE HELP	24/02/2020	08200110	ADT FIRE MONITORIN	IG 207.31	F0000319	- 🖶 🏦	e 034	Raak yes to yes	- Sendland	
4061	STRATAMAX ONLINE HELP	18/02/2020	08200096	O'NEILL & BROWN FI	RE SER 472.09	F0000318	- 🖶 🏛	e 112			
4061	STRATAMAX ONLINE HELP	17/02/2020	08200032	ICON WATER	6,076.20	F0000317		B 192			
4061	STRATAMAX ONLINE HELP	17/02/2020	08200020	LASER PLUMBING	169.40	F0000316		e 082-			
4061	STRATAMAX ONLINE HELP	17/02/2020	08200200	INTELLIGENT SERVICE	S 247.50	F0000315	- 🖶 🏛	e 012-			
4061	STRATAMAX ONLINE HELP	13/02/2020	08200005	MARITEX COMMERCI	AL 660.00	F0000314	- 🖶 🏛	e 062-			
4061	STRATAMAX ONLINE HELP	13/02/2020	08200161	INSIDE OUTSIDE FACIL	LITY SE 103.95	F0000313	- 🖶 🏛	e 112 🗸			
<								>			
				_				Count: 22			
\$185.55 08200256 F0000330	- ALL STAR ELECTRICAL							02/03/2020			
Invoice Nu	umber Date		Amount	Paid Amount D	Description						
000112	28/02/2020	D0000362	100.00	100.00 N	Maintenance			Ê			
3423432	02/03/2020	D0000370	85.55	85.55 A	Auditors - Audit Ser						
SCM Statu	s: Not Available			185.55			6		Id 1 of 1 D D59%		

3. Click the *Reverse* icon, either on the same line as the payment, or the button at the bottom part of the screen.

Payments Managem	ent - Reverse Paymer		C) ×								
Are you sure you want to unsure.	o reverse a processed	l payment?	Please see <u>Rev</u>	<u>erse Payment Help</u> f	or more information if	Posting Date: 21/06/2021	• 🔊 📀					
nvoice items will automatically be placed on hold. You can stop this by using the 🗹 🤚 below for each item.												
\$779.35 08200008 - SINTECH L F0007897	lighting	11	/05/2021									
Invoice Number	Date		Amount	Paid Amount	Description	Expense Account	Hold					
00002655	10/05/2021	D0018715	129.80	129.80	LED 27/4/21	1504 R & M ELECTRICAL	🗹 🤚					
00002012	10/05/2021	D0018716	649.55	649.55	LED 15/1/21	1504 R & M ELECTRICAL	🗹 🤚					
				779.35								
Posting Date must be at	osting Date must be at or before the end of the current month											

- 4. Check the *Posting Date* and remove the tick in the '*Hold*' box for the creditor to be placed back in *Payments*.
- 5. Click the *Reverse* button.
- Once a payment has been reversed, the creditor invoice then be *reversed* in *Creditor Invoices*, or it can be created in *Payments* (if the *Hold* box was unticked as per step 4 above).

Payments Processed in EFT Manager and Authorised on SCM but Not Presented

Follow this process to reverse a payment in StrataMax that has been uploaded to the*StrataCash website*, and authorised. For all other banks, if the ABA file has been uploaded, this should be considered carefully before reversing a payment as it will not remove it from being paid if already done online.

If you are not a StrataCash client, this process should still be followed if the created payment file has been completed but has not been uploaded, or was not authorised on the bank's website.

 If you're a StrataCash client, *Reject the payment on the StrataCash website*<u>if</u> it was already uploaded.

If not a StrataCash client, confirm that the payment wasn't already authorised on your bank's website, or if it was already authorised, make sure it has already been cancelled.

It is possible to stop at this point because the reversal transaction will be created automatically during the banking process the next day (refer to Returned Payment in Bank Reconciliation). If the reversal is required immediately continue with the below steps.

- 2. Search or select Payments Management.
- 3. Locate and select the payment to be reversed.
- 4. Click the *Reverse* icon, either on the same line as the payment, or the button at the bottom part of the screen.

🔋 Payments Manageme	ent - Reverse Paymer		- 0	ı ×								
Are you sure you want to unsure.	reverse a processed	l payment? 🖡	Please see <u>Rev</u>	<u>erse Payment Help</u> f	or more information if	Posting Date: 21/06/2021 🔻	· 🔊 📀					
nvoice items will automatically be placed on hold. You can stop this by using the 🗹 🤚 below for each item.												
\$779.35 08200008 - SINTECH LI F0007897	IGHTING	11,	/05/2021									
Invoice Number	Date		Amount	Paid Amount	Description	Expense Account	Hold					
00002655	10/05/2021	D0018715	129.80	129.80	LED 27/4/21	1504 R & M ELECTRICAL	🗹 🤚					
00002012	10/05/2021	D0018716	649.55	649.55	LED 15/1/21	1504 R & M ELECTRICAL	ال 🖌					
				779.35								
Posting Date must be at	osting Date must be at or before the end of the current month											

- 5. Check the *Posting Date* and remove the tick in the '*Hold*' box for the creditor to be placed back in *Payments*.
- 6. Click the *Reverse* button.
- Once a payment has been reversed, the creditor invoice then can be *reversed* in *Creditor Invoices*, or it can be created again in *Payments* (if the *Hold* box was unticked as per step 5 above).

Reverse Payments | Returned Payment in Bank Reconciliation

Follow this process once the presented payment has been returned and has an entry in **Bank** *Reconciliation* (similar to the below) for processing.

This will create a reversal record against the creditor account and mark the original *Creditor Invoice* as unpaid. Once the payment has been reversed, the creditor invoice then can be *reversed* in *Creditor Invoices*, or it can be created in *Payments*.

1. Search or select *Bank Reconciliation* and select the reversal transaction

Date	Туре	Details	Refer	ence	Amount		Balance	Account	
>		Brought forward				0	239,306.37		
r									
Туре:	Other	~				0			
Date:	03/08/20)22 💌							
Details:	Returne	d Payment SPAYX321							
Reference:	00321								
Amount:	330.00								
Balance:	239,636.3	37							
Account:						_		_	
Allo	cate Creditor	Create Receipt	Create Receipt	(Utilities)	Create Receipt (Mar	ina)	Reverse Payment	Match to Unpresented	Add Allocation
Add	Allocation (U	Jtilities) Add Alloc	ation (Marina)	Delete					

- 2. Click *Reverse Payment* and the *Payments Management* screen will open displaying the payments matching the returned amount.
- 3. Select the payment and click the *Reverse* button.

🗿 Paymer	nts Management											-		×
Creditor:			×	Filter:	○ Cheques ● EFTs ○ Any	×				۲				^
							1		✓ Auto Si	iow Document				
Building	Name		Date	Creditor	Name	Amount	Reference St	itatus	EFT					
4061	STRATAMAX OF	NLINE HELP	24/02/2020	0820010	07 TELSTRA	330.00	F0000321		B 7773 8	21262941(为				
4061	STRATAMAX ON	NLINE HELP	26/11/2019	0820010	07 TELSTRA	330.00	F0000263	*	B 7773 8	2126294107	Pausa this naumont			
4061	STRATAMAX ON	NLINE HELP	11/10/2018	0820001	5 ALL SEASONS HOP	RTICULTUF 330.00	F0000010	7	e 112-908	484332799	Reverse this payment			
٢.										3				
										Count: 3				
\$330.00 08200107 F0000321	- TELSTRA									24/02/2020				
Invoice N	umber	Date 24/02/2020	D0000355	Amount	Paid Amount	Description								
SCM Statu	-9 us: Not Available	24/02/2020	0000333	530.00	330.00	10 18 FED 2020				Reverse	91%		+ =	, ,

 Review the reversal and remove the tick in the *Hold* box for the balance to be placed back in the in *Payments*, then click the *Reverse* button.

Payments Manageme	ent - Reverse Paym	ent			_		×					
Are you sure you want to	reverse this paym	ent?			Posting Date: 01/	03/2020	• ?					
Invoice items will automatically be placed on hold. You can stop this by using the 🗹 🤚 below for each item.												
\$330.00 08200107 - TELSTRA F0000321						24/0	2/2020					
Invoice Number	Date		Amount	Paid Amount	Description		Hold					
86155940-9	24/02/2020	D0000355	330.00	330.00	To 18 Feb 2020							
SCM Status: Not Availa	ble			330.00								
					Reverse	C	ancel					

5. If any other entries in the *Back Reconciliation* needs manual processing, action those first before clicking the *Auto Reprocess* button to finalise the bank statement.