



Process

Documentation

Department:

Customer Support

Last Updated:

8/6/2025 10:59 AM

NAME OF PROCESS

Reversing a Check

Use Case / Objectives

When an AR invoice is mistakenly marked as paid, the reversal process allows you to correct the error. Reversing a payment updates the customer's account and restores the invoice to an open status, ensuring accurate tracking of receivables. This article will walk you through how to reverse a check.

Configuration, Training, and Reporting

This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document.

Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.

Menu options to access:

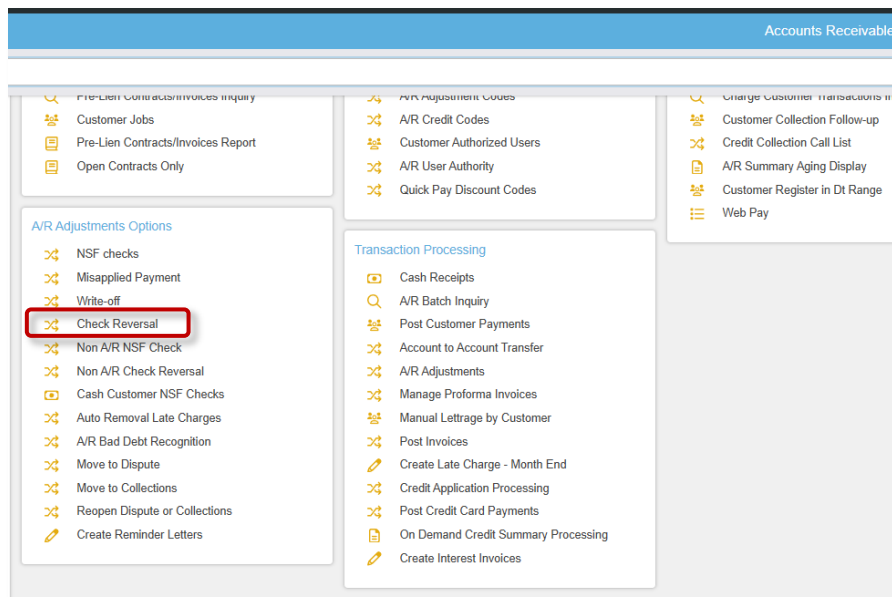
Accounts Receivable > Check Reversal

Reversing a Check

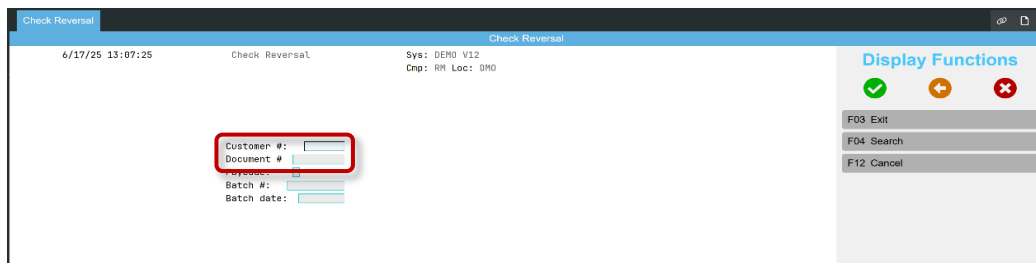
Process Steps

NOTE: Performing a check reversal will automatically undo all invoices associated with that check number and remove the corresponding payment entries from the general ledger. Proceed with caution and intention.

1. Log into the [Roleplay Environment](#) using your credentials.
2. Click on the **Accounts Receivable** menu.
3. In the **A/R Adjustments** section, click on **Check Reversal**.



4. On the **Check Reversal - Launch** screen type in the *Customer #* and the *Document #* (check number) in the corresponding fields. **NOTE:** If necessary, you can press F4 to search in either field.
5. Press Enter to continue.



- a. The **Check Reversal - Adjustment** screen opens displaying the details for the *Customer #* and *Document #* entered.

8/06/25 09:55:23 Check Reversal

Reason :

Customer #: 799 Turnkey Customer 2 317-555-1212

Document #: 555 Document Amount: 550.52 Payment date: 2/13/25

Document currency: USD Paycode: K CHECK

Options: 1=Display invoice

0	Invoice #	Payment	Adjust	Invoice	New balance	Inv date
<input type="checkbox"/>	69217-0001	550.52-		550.52	550.52	1/29/25

6. In the *Reason* field, press F4 to open the **Lookup Window**.

Lookup Window

1=Select

0 Cd Description

RE reversal

7. In the *O* (options) column, type 1 next to the desired option.

8. Press enter to select.

Check Reversal Check Reversal

6/17/25 13:11:20 Sys: DEMO V12

Reason : Cmp: RM Loc: DMO

Customer #: 799 Turnkey Customer 2 555-1212

Document #: 555 Payment date: 2/13/25

K CHECK

Lookup Window

1=Select

0 Cd Description

RE reversal

Bottom

Options: 1=	Invoice #	Payment	Adjust	Invoice	New balance	Inv date
0	69				.77	196.77 1/28/25

9. The *Reason* will now populate in the field.

Check Reversal Check Reversal

6/17/25 13:11:20 Sys: DEMO V12

Reason : reversal Cmp: RM Loc: DMO

Customer #: 799 Turnkey Customer 2 317-555-1212

Document #: 555 Document Amount: 196.77 Payment date: 2/13/25

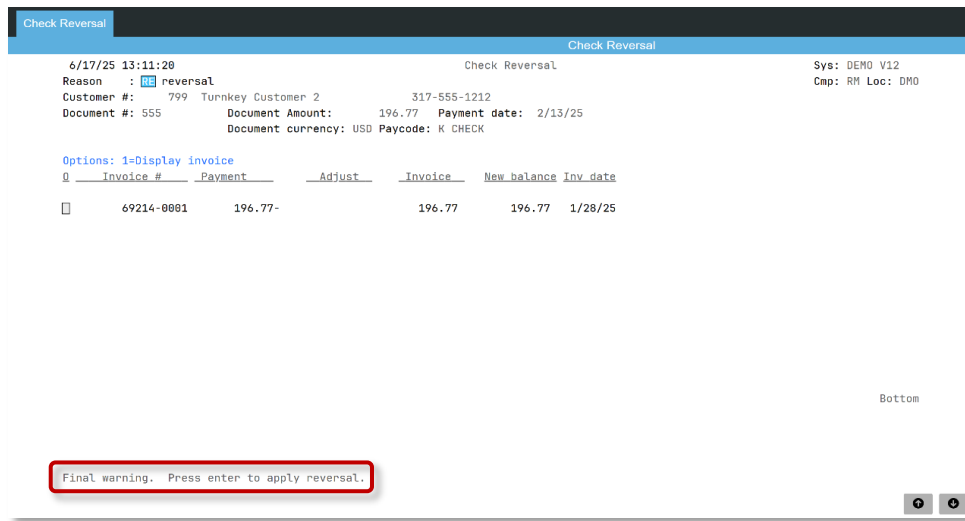
Document currency: USD Paycode: K CHECK

Options: 1=Display invoice

0	Invoice #	Payment	Adjust	Invoice	New balance	Inv date
<input type="checkbox"/>	69214-0001	196.77-		196.77	196.77	1/28/25

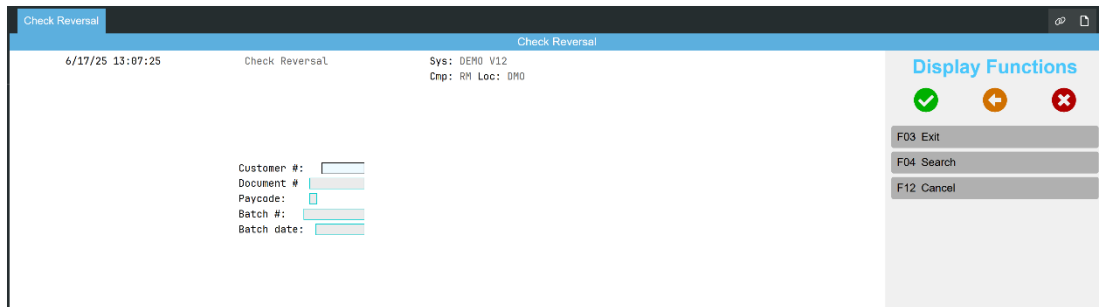
10. Press enter.

- a. The screen will issue a warning at the bottom of the screen.



11. Press enter to confirm the check reversal.

- 12. The check is reversed and the **Check Reversal - Launch** screen displays.



- 13. You can enter another reversal or press F03 to exit the screen and return to the **Account Receivable** menu screen.

Reference Glossary

Field Definitions for Tasks

Check Reversal - Launch

- *Customer Number* - Enter the number of the customer associated with the check to be reversed.
- *Document Number* - Enter the number of the check to be reversed. If you do not know the number, press F4 to access the **A/R Customer Check Lookup** popup window where you can select the check from a list of checks for the entered customer.
- *Pay Code* - If necessary, enter the payment code associated with the check to be reversed.
- *Batch Number* - Enter the number of the cash receipts batch that contains the check to be reversed. If you do not know the number, press F4 to access the **A/R Customer Check Lookup** popup window where you can select the check from a list of checks for the entered customer.
- *Batch Date* - If necessary, enter the date of the cash receipts batch that contains the check to be reversed. If you do not know the number, press F4 to access the **A/R Customer Check Lookup** popup window where you can select the check from a list of checks for the entered customer.

Check Reversal - Adjustment

- *Reason* - Enter a code that represents the reason for the NSF adjustment. If you do not know the code, press F4 to search for it.
- *Customer Number* - Displays the number of the customer associated with the check.
- *Document Number* - Displays the number of the check that you are reversing.
- *Document Amount* - Displays the amount of the check that you are reversing.
- *Payment Date* - Displays the date the check payment was entered.
- *NSF Charge* - Enter the amount you are charging the customer for the NSF check. Leave the field blank if you do not want to apply a charge.
- *Document Currency* - Displays the currency of the check.
- *Pay Code* - Displays the payment code for the check.
- *Invoice Number* - Displays the invoice that was paid by the check.
- *Payment Amount* - Displays the amount from the check that will be reversed.
- *Adjustment Amount* - Displays the total amount of other adjustments entered for the invoice.
- *Invoice Amount* - Displays the original amount of the invoice.
- *New Balance* - Displays the amount of the invoice after the check reversal.
- *Invoice Date* - Displays the date of the invoice.