Sentral Finance – Correcting a Payment Method

Front Office Reverse Payment

Key highlights

Why use this feature?

Allows front office staff to correct any payment method processing errors

What this feature offers

Ability to reverse a payment to enable the correct payment method to be noted

Transparency for payment changes by making this transaction data available

Pre-requisites

- Fee created
- Payment made (full or partial)

Search, locate and reverse payment

1. Go to Finance module | Registers | Payments Register.
2. Do one of the following to locate the payment and fee.
   a. Select search criteria, and then select Filter.
      Payments matching your search criteria are listed.
   b. Search for the student via the top right-hand search box.
      The Student Overview screen displays.
      i. Select Payments in the left menu.
      ii. Under Payments, locate the payment. Apply filters to refine your search if required.
3. Select Details to view payment information and the associated fee.
4. Select the Document No, and then the Reverse Payment via the dropdown next to Details.
5. In Confirm Reverse Payment Details:
   a. Enter details for the reverse payment.
   b. Select Confirm. The payment can be re-processed with the correct payment method.

To reprocess a payment

1. With the Fees Register still open, select Actions and choose Receive a Payment.
   Depending on the payment method selected, additional details will be required, for example where cheque is selected, the cheque details need to be entered.
2. Is it a full or partial payment?
   o For full payment, select Pay All.
   o For partial payment, select Pay next to a line item, and choose a payment method.
3. Enter the payment details.
   o Amount
   o Payment date – defaults
   o Till location – select an option from the list
   o Financially Responsible Adult – select an option from the list. These are the associated contacts
   o Payment Description – (Optional) enter additional information
   o Complete the additional details requested for the selected payment method:
      o **Cash**: estimated bank deposit date
      o **Cheque**: Cheque details and estimated bank deposit date
      o **Money Order**: money order details
      o **EFTPOS**: EFTPOS terminal details
      o **Bank Deposit Date**: the estimated date you expect to bank funds.
   o Select Apply.
4. Select Confirm to process the payment.
   Payment is completed and the fee status is updated if paid in full. Where partially paid, a label is added for quick reference.

Need more information?

Finance User Guide