


# How do I...

## Remove a payment (FP19)

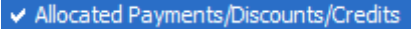
**RoboVet Version:** Feature Pack 19 but this document is appropriate for previous versions of RoboVet 5.

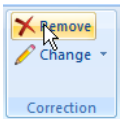
**Security Permissions:** To remove a payment you must have security permission to create account corrections.



### Method

In the account window right click and select **Allocated Payments/Discounts/Credits**.





Highlight the payment to remove, left click on **Remove** in the **Correction** section of the toolbar. This option will not be available to users without the appropriate security permission.

Take a note of the type of payments and the date and time it was taken.

Add a reason for removing the payment and click on **Accept**.

### Important Points

1. There are very few instances when payments should be removed. Typically it is used if the wrong amount was taken or the payment has been used to credit the wrong account.
2. If a payment has been used to pay the wrong account transaction(s) then it can be **De-allocated** rather than removed. The payment can then be allocated correctly.
3. If a payment is removed and then re-entered then the payment should be re-dated to the original payment date **and Surgery** to make sure that the **DayBook** for the original payment date is still correct.
4. You will not be able to remove a payment if it was made in a closed accounting period.
5. The payment will no longer show on the **DayBook** report so if the payment was not made today the **DayBook** report will need to be re-run for the period.
6. If the payment was prior to today it will still be shown on **Historical Balance** reports created up to a date prior to today.
7. The correction transaction can be displayed in the client account window by right clicking and selecting **Account Corrections**.
8. The **List Corrections** report can be run to list all or specified **Account Corrections** made in a given date range.