

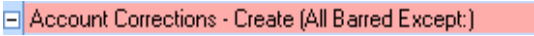
# How do I...

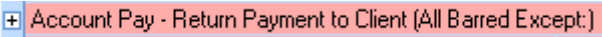
## Deal with a bounced cheque (FP19)

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

**Security Permissions:** Depending on the method used you will either have to have security permission to:

1. Remove a payment you must have security permission to create account corrections.
2. Return a payment to the client.



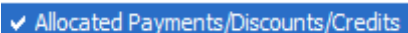


### Methods

#### 1 Return the payment

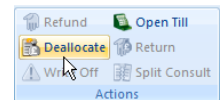
This is the best method as there is full traceability within the account window of the client and the transaction is in real time and does not involve changing historical data.

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



#### Step One – Deallocate the payment

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



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

#### Step Two – Return the payment

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

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

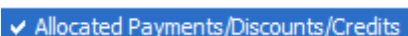
The returned payment will appear on the **DayBook** report for the day the payment was returned.

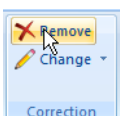
The 2 corrections can be viewed in the account window by right clicking and selecting **Account Corrections**.

#### 2 Remove the payment

Some practices just remove the payment and the client account will return to show the outstanding amount that was previously paid by the cheque. This can only be done if the payment is not in the closed accounting period.

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**.

The correction transaction can be displayed in the client account window by right clicking and selecting **Account Corrections**.

### ***Important Points***

1. 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.
2. If the payment was prior to today it will still be shown on **Historical Balance** reports created up to a date prior to today.
3. The **List Corrections** report can be run to list all or specified Account Corrections made in a given date range.