A/R - Removing/Applying Disbursements
AV Ref # 538

This document will explain:

- The need to edit previous disbursements
- Easily removing, editing or applying incorrect disbursements

There is also a video showing how to perform this function:
Remove Disbursements – AV Ref# 456

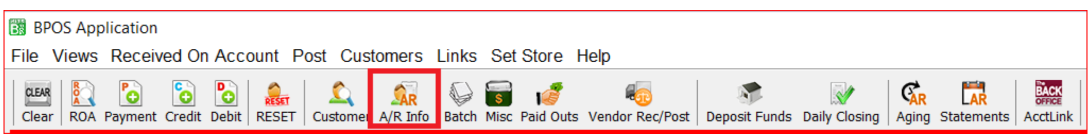
About:

Sometimes, you will apply a payment or credit to a specific invoice and then discover it was applied in error or you discover a customer has a credit on their account that was never applied. Both scenarios are easy to address via the Edit Disbursement function.

How To Remove a Disbursement Posted Incorrectly:

1. Go to **Views → Bookkeeping.**

2. Click on the **A/R Info & Lookup** icon on your toolbar:



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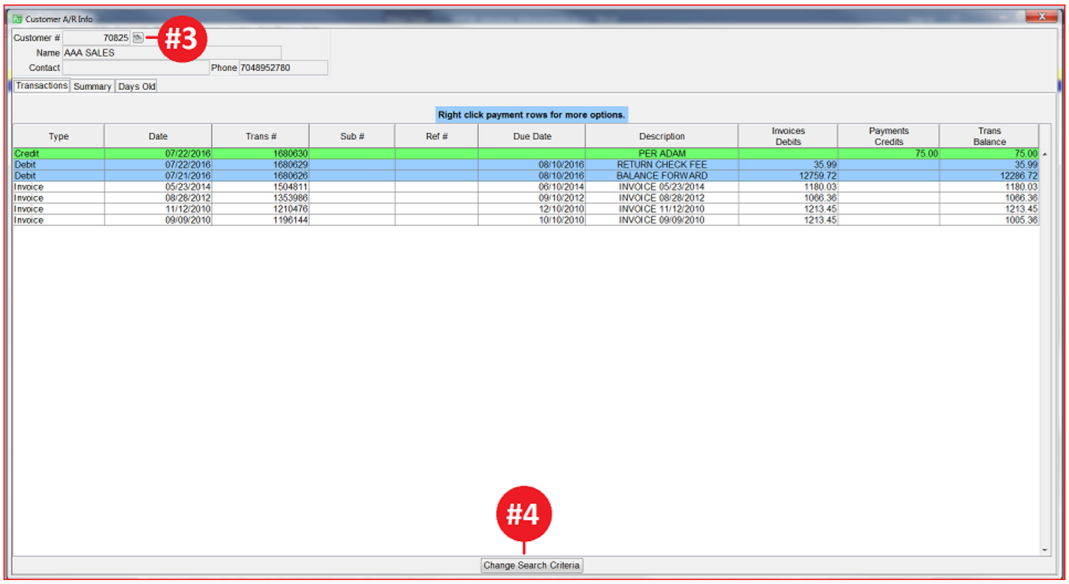
3. On the **Customer A/R Info** screen (shown below), find your customer by clicking on the binoculars beside the **Customer #** field, find your customer and double-click to make them the Active customer.

4. To find a prior transaction that has already been disbursed or paid, click on the **Change Search Criteria** button at the bottom:



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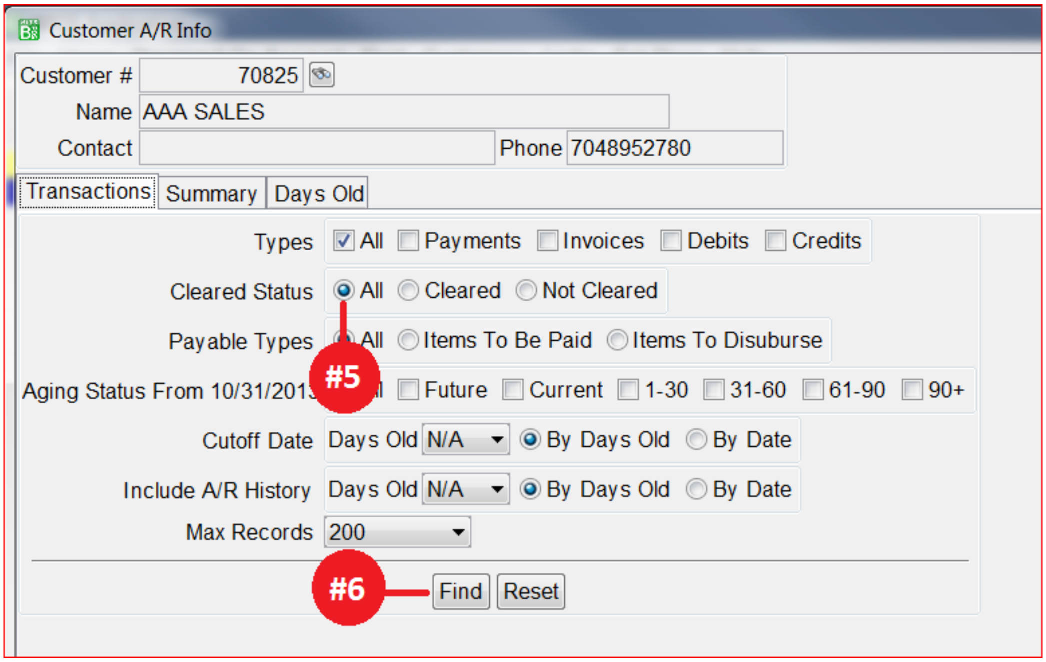
5. On the **Customer A/R Info** screen (shown below), select **Cleared Status** = **ALL**.

6. Click on **Find**:



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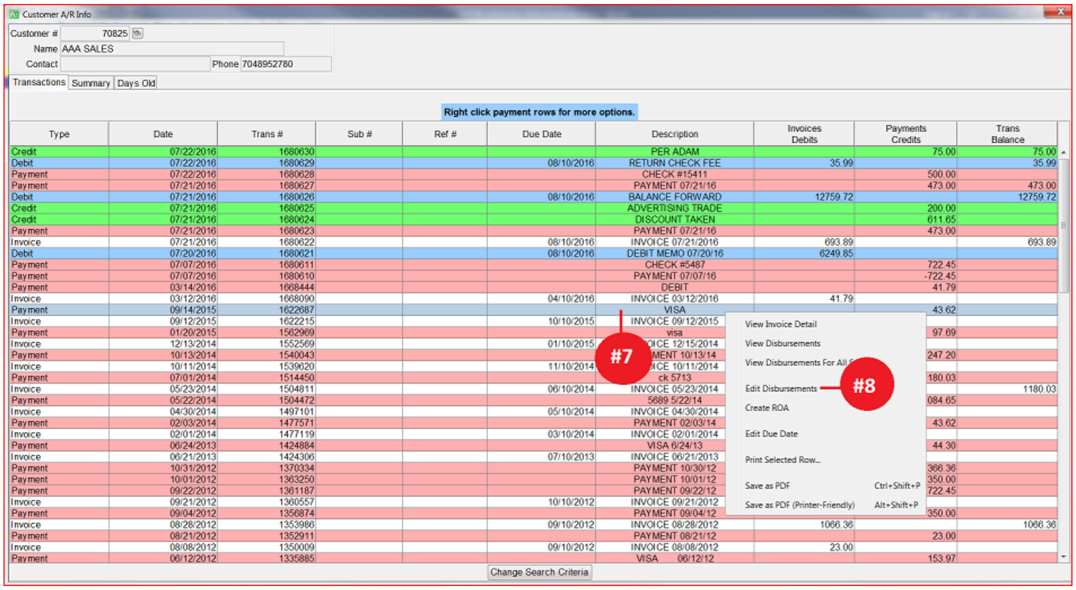
7. On the **Customer A/R Info** screen (shown below), locate the transaction in question and right-click on it.

8. Select the **Edit Disbursements** option:



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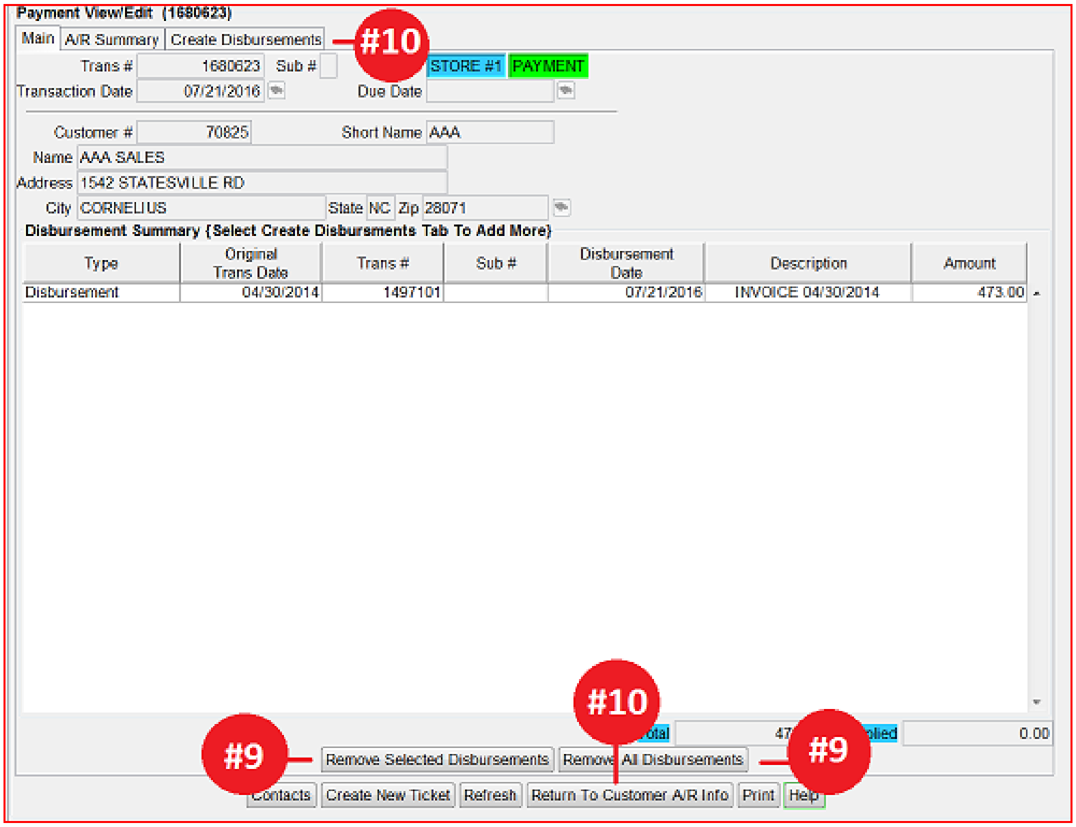
9. Click on the **Remove All Disbursements** button at the bottom or to remove only one, click on **Remove Selected Disbursements**.

10. You can either click on the **Create Disbursements** tab to disburse the payment or you can select the **Return To Customer A/R Info** button:



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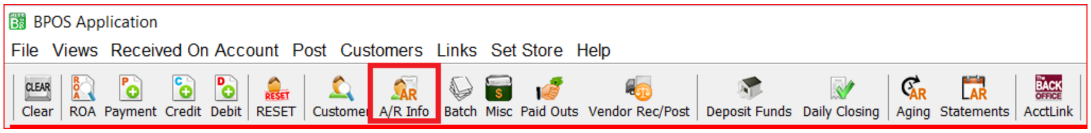
To Disburse a Payment or Credit That Was Never Disbursed:

1. Go to **Views → Bookkeeping.**

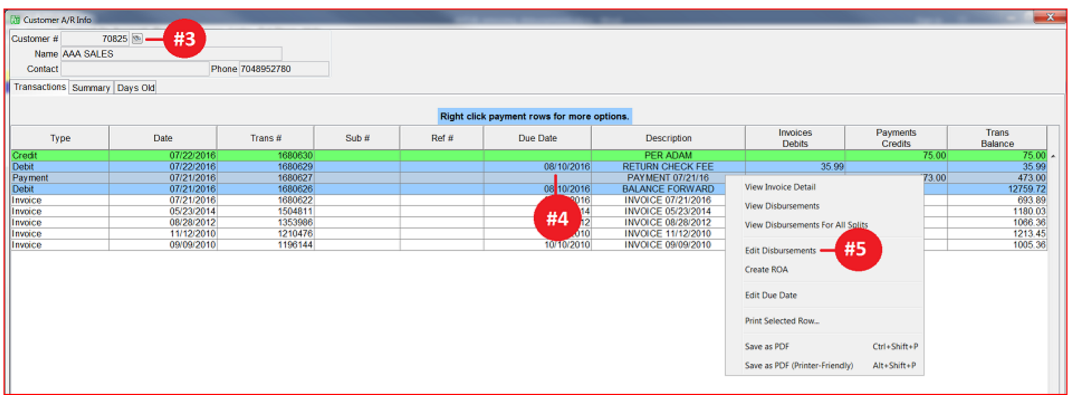
2. Click on the **A/R Info & Lookup** icon on your toolbar:



3. On the **Customer A/R Info** screen (shown below), find your customer by clicking on the binoculars beside the **Customer #** field, find your customer and double-click to make them the Active customer.

4. Find your credit transaction (could be a payment, a credit memo or an invoice with a negative amount) and right-click on it.

5. Click on Edit Disbursements:



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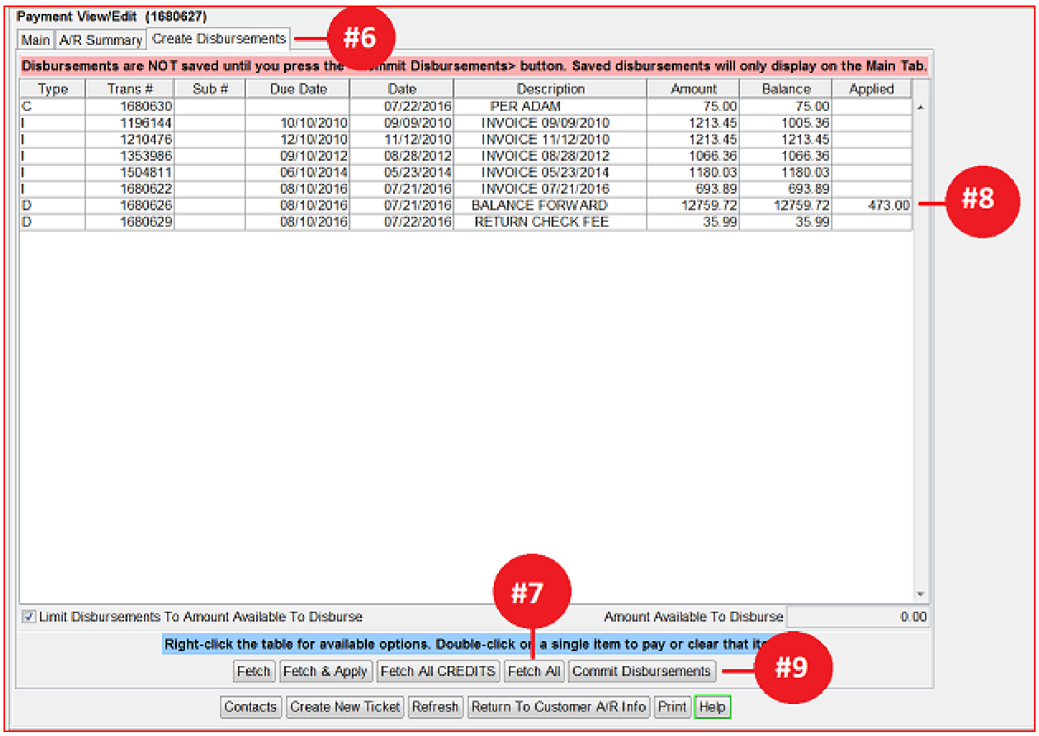
6. On the **Payment View/Edit** screen (shown below), click on **Create Disbursements** Tab.

7. Click on the **Fetch All** button at the bottom of the screen.

8. Find the transaction you wish to disburse to and double-click.

9. When you have finished disbursing the credit, click on the **Commit Disbursements** button at the bottom:



Option Settings:

Note – Users must have password permission to make edits to disbursements (P17). If you need to give a user permission to have the permission setting, please contact your system administrator.