

Fixing Financial Transactions

Lori Bertrand
C Systems Global

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Fixing Financial Transactions

- Common Issues
 - Right amount, wrong ID
 - NSF's
 - Over/under payments
 - Credit card authorization issues
 - Refunds / Writeoffs
 - Incorrect deferral term
 - Credit/debit memos
 - Other Adjustments

Right amount, wrong ID

- Option 1: delete payment on wrong ID, rekey payment on correct ID
- Option 2: enter reverse (negative) payment on wrong ID, rekey payment on correct ID

Right amount, wrong ID

- Deleting vs reversing
 - Was it a cash/cheque payment?
 - If credit card payment, was it authorized via iMIS?
 - Is the original batch still open?
 - What are the internal Accounting policies?
 - Will/should the member see the adjustments?

Right amount, wrong ID

- Cash Dues – process reversing payment in Billing > Payment tab
- Accrual Dues – process reversing payment in AR Cash >> Cash Receipts
- Events, Orders - process reversing payment in AR Cash >> Cash Receipts
- Fundraising Pledge - process reversing payment in AR Cash >> Cash Receipts
- Fundraising Gift – enter negative gift in FR Payments
- **Cannot use Service Central to reverse payments**

Right amount, wrong ID

Original Dues Payment with gateway reference, paid thru date advancement

Dues/Subsription Payments by Individual

New Open Edit Delete Find

Transaction: 153629
Date: 07/13/2017
ID: 906305
Source Code: WEB
Check/CC: W_VISA
Pay Amount: 554.77

Lori Bertrand
(C) Systems Canada (TEST RECORD)
1351 Cinanni Crt Apt 4
Ottawa, ON K1T 127
CANADA
Type: CAN Candidate
Status: A
Paid Thru: 09/30/2018

CC #: *****1111
CSC:
Exp: *****
Authorize: 031310
Name on CC: Lori Bertrand
Gateway Ref#: A10NA5888B32

Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status
CHAP_GST_HST		0.00	2.60	09/30/2018	1		A
Chapter GST/HST			2.60	09/30/2018	1		A
Ottawa License Fees			20.00	09/30/2018	1		A
National GST/HST			74.75	09/30/2018	1		A
Provincial			449.04	09/30/2018	1		A

Trans. # Date Check# Amount Name

153629	07/13/2017	W_VISA	554.77	Lori Bertrand, (C) Systems Canada (TEST RECC
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Print Bill to Information Save Cancel

CHAPT/OTT	A	2018-09-30	2017-07-05	20.00	20.00	0.00	No
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Right amount, wrong ID

Create reversing payment, use same PaidThru (dues).

Enter something like VISA_REV for cc reversals; use original cheque number if applicable

Can use source code too, i.e ADJ.

Dues/Subscription Payments by Individual

New Open Edit Delete Find

Transaction: [] Lori Bertrand Type CAN Candidate
Date: 08/15/2017 (C) Systems Canada (TEST RECORD) Status A
ID: 906305 1351 Cinanni Crt Apt 4
Source Code: [] Ottawa, ON K1T 1Z7 Paid Thru 09/30/2018
Check/CC: VISA_REV CANADA

Pay Amount: -554.77
Total Balance: 554.77

Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status
PROVR	07/05/2017	0.00	50.00	09/30/2018	1		A
National Candidate							
Provincial Rebate	07/05/2017		50.00	09/30/2018	1		A
National GST/HST	07/05/2017		-74.75	09/30/2018			A
Provincial	07/05/2017		-449.04	09/30/2018			A
Provincial GST/HST	07/05/2017		-58.38	09/30/2018			A

Trans. # Date Check# Amount Name
153629 07/13/2017 W_VISA 554.77 Lori Bertrand,(C) Systems Canada (TEST RECC

New Bill From: 10/01/2016 Bill New Mem.Type Items

Print Bill to Information Bill New Save Cancel

Right amount, wrong ID

Note the balance is now back on items.

Paid thru date is not automatically reversed on billing items; and also not reversed on Status tab.

Results	Record History	Activities-All	Roster	AR/Cash	Events	Orders	Relationships	Change Log	B
Item	Status	Paid Thru	Bill Date	Amount	Payment	Balance	FR It		
▶ PROVR	A	2018-09-30	2017-07-05	-50.00	0.00	0.00	No		
NATL_GST_HST	A	2018-09-30	2017-07-05	74.75	0.00	74.75	No		
PROV	A	2018-09-30	2017-07-05	449.04	0.00	449.04	No		
PROV_GST_HST	A	2018-09-30	2017-07-05	58.38	0.00	58.38	No		
CHAPT/OTT	A	2018-09-30	2017-07-05	20.00	0.00	20.00	No		
PROV_SP_LEVY	A	2018-09-30	2017-07-05	0.00	0.00	0.00	No		
CHAP_GST_HST	A	2018-09-30	2017-07-05	2.60	0.00	2.60	No		
LICENSE	A	2018-09-30	2017-07-05	0.00	0.00	0.00	No		
R_D_FUND	A	2018-09-30	2017-07-05	0.00	0.00	0.00	No		

Right amount, wrong ID

Some reversals must occur in AR Cash.


Invoice list is displayed, including balances of zero.

Enter the negative Payment amount and must update the Amt Paid with same negative amount on applicable invoice rows.

Cash receipts

New Open Edit Delete

Date Transaction Invoice Number

ID  Lori Bertrand
(C) Systems Canada (TEST RECORD) Type Candidate

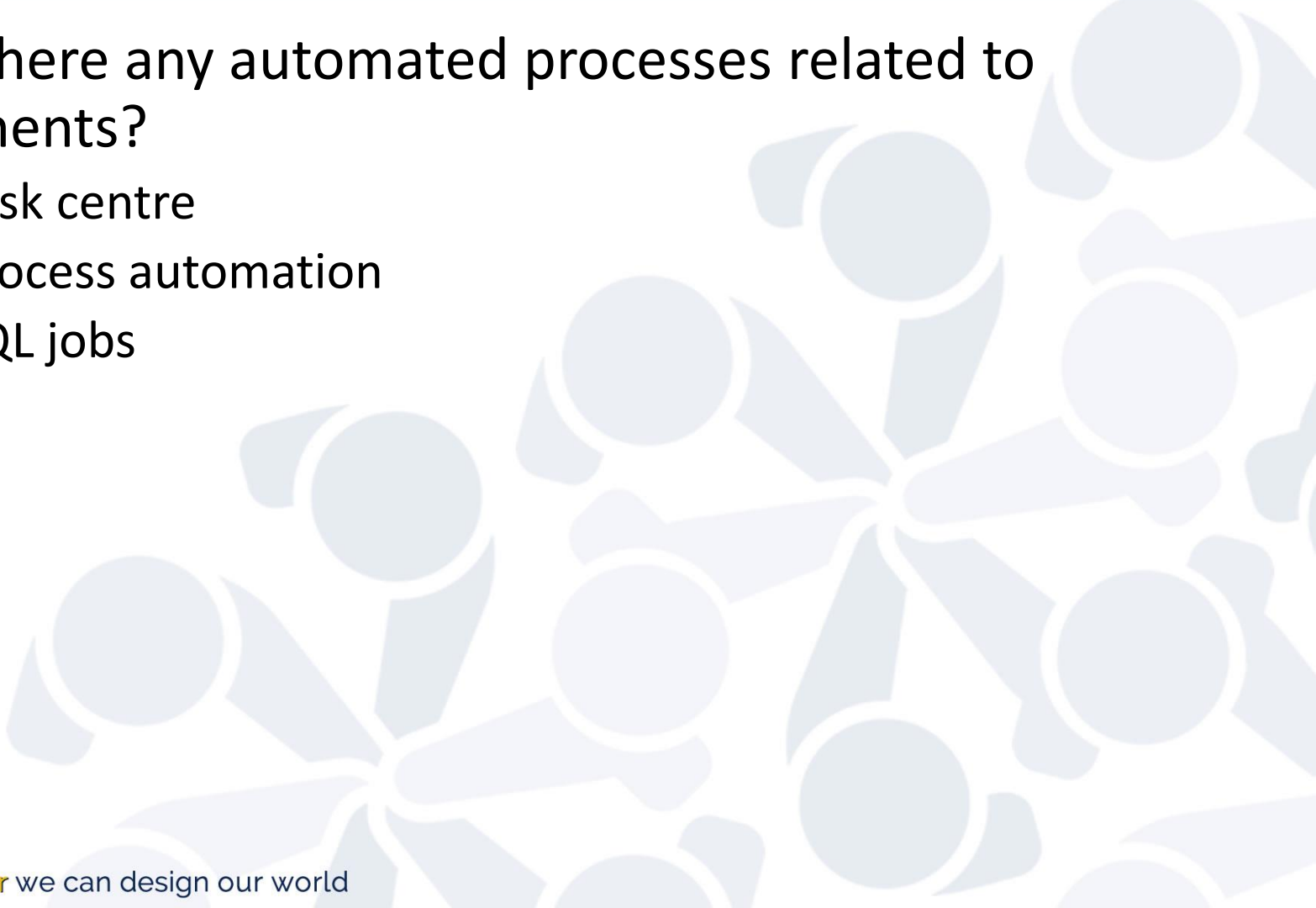
Check/CC Payment Amount (333.35 Over Applied)

Invoice	Date	Description	Balance	Amt Paid
R43144	07/05/2017	BERTRAND, LORI, One Day Professional F (PrePay - New)	0.00	-333.35
R43145	06/08/2017	2017 International Valuation	67.80	0.00
R43144	07/05/2017	BERTRAND, LORI, One Day Profe	0.00	0.00
R43146	07/14/2017	BERTRAND, LORI, AIC101 - Intr	0.00	0.00

Transaction	Date	Check#	Amount	Name

Right amount, wrong ID

- Are there any automated processes related to payments?
 - Task centre
 - Process automation
 - SQL jobs



NSFs

- Do you charge an admin fee for NSFs?
 - Create a product code/specific GL account
- Delete vs reverse the initial payment?
 - Reference NSF in Check/CC field
- Dues - Paid thru date rollback?

Over/Under Payments

- Create A/R balance?
- Use Over_Under product code?
- Use Adj (adjustment) field in payment window
- Use Prepay line
- AVAIL_CREDIT (Dues)

Credit Card Authorization Issues

- UNKNOWN in auth code
- Paid in Paypal, not in iMIS
- Payment in iMIS, not in Paypal
- Void/refund in IMIS vs Virtual Terminal
- New PCI compliance rules

Credit Card Refunds

- Allow non-referenced credits?
 - What version of IMIS are you using
 - What are your PCI compliance settings
- Is there a credit balance to work with?
- Is it a Void or a Refund?
- Was the original authorization code “UNKNOWN”?
 - How do I reverse without authorizing it again?

Credit Card Refunds

- IMIS 20.2.25.x no longer allows decryption of credit card data
- IMIS 2017 no longer stores encrypted credit card number or expiry date. Gateway reference and authorization # only.

The screenshot shows the iMIS AR/Cash interface. The navigation bar includes Home, Customers, Billing, Events, AR/Cash, Orders, and Certificat. The left sidebar has a menu with 'Search credit card info' circled in green. The main content area is titled 'Search credit card info' and contains a search form with buttons for New, Open, Edit, and Delete. The search criteria include 'Credit Card #' with a radio button selected for 'Last Four' and a text box containing '4242'. Below the search form is a table with the following data:

Credit Card#	Exp.	Authorize	Gateway Reference #
4242 42** **** 4242	12/18	66 1434-0_11	90203003-503f-4ff2-a9e9-e95

Credit Card Refunds

- Create separate cash accounts for reversals?
- Create/select a gateway with no authorization

Cash accounts

New Open Edit Delete

Current Cash Accounts

CASH	Cash
MC	Mastercard
VISA	VISA

Code

Title

Type Cash Credit Card

Debit Card

Service Direct Debit

Account

Entity

CC Auth

Account No Authorization

Refunds / Writeoffs (non-credit card)

- Month end procedures - Credit Invoices
 - Mark/issue refunds
 - Refund clearing account (journal entry trail)
- Month end procedures – Writeoffs
 - Load debit balances list
 - Mark/issue writeoffs
 - Writeoff default account

Incorrect Deferral Term

- Dues
 - Term determined by billing info at product level
 - Must reverse the payment to the “wrong” term and re-enter to correct term
- Events
 - Term determined by Begin Date in Event definition
 - Cancel the registration(s), fix the event date, uncancel & re-enter the registration(s)

Fixing Financial Transactions

- **Helpful Deferred Income reports**
 - **Deferred Income Detail Report**
 - Helpful to identify problems before GL Interface is run
 - **Deferred Income Audit Report**
 - Helpful to reconcile transfer amounts
 - **Deferred Income Matrix Summary**
 - Print monthly (backup)

Credit/Debit Memos

- Accrual Dues
- Simple Order Entry
- Advanced Order Entry
 - AR/Cash vs Credit/Debit Memo Order Types
- Closed Event invoices
- Credit memos vs negative debit memos
 - Should result be zero charges vs charges/credits

Other Adjustments

- Special writeoff accounts
 - Bad Debt, Event writeoff
- Tax adjustments
 - Create tax products (for debit/credit memo adjustments)
- Prepaids
- Applying credit balances (* Tab)

Other Adjustments

- Enter * then Tab in Check/CC field
- Default shows credit balances for current ID
- Click All to see credit balance for any record in IMIS
- Enter pay amount for portion of credit to be used

Dues/Subscriptions Payments by Individual

New Open Edit Delete Find

Transaction: Lori Bertrand Type: CAN Candidate
(C) Systems Canada (TEST RECORD) Status: A
1351 Cinanni Crt Apt 4 Paid Thru: 09/30/2018
Ottawa, ON K1T 1Z7
CANADA

Date: 08/15/2017
ID: 906305
Source Code:
Check/CC: *
Pay Amount:
Total Balance: 604.77

Item: NATL_CAN Date Billed:
National Candidate
Provincial Rebate 07/05/20
National GST/HST 07/05/20
Provincial 07/05/20
Provincial GST/HST 07/05/20

Trans. #	Date	Check#	Ar
153632	08/15/2017	VISA_R	-5
153629	07/13/2017	W_VISA	5

New Bill From: 10/01/2016 Bill New Mem.Type Items

Print Bill to Information Bill New Save Cancel

Select Open Payments

Date	Amount	Name
07/05/2017	333.35	Lori Bertrand, (C) Systems Canada (TEST)

All Refresh OK Cancel

Questions?

- Thanks for participating.



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