

Move a payment to another customer

Debtors Module> Analysis> Debtor Analysis

Move a payment to another customer when payment was incorrectly processed to the wrong customer account.

They currently show an outstanding balance of \$115 but have confirmed payment.

Debtors Module

Configuration

Activity

Analysis

Debtor Search

Customer Price Enquiry

Debtor Analysis

Debtors Document History

Debtors Transaction History

Dispatch Stock History

Document Management

Debtor Analysis

Customer: AIRBNB03 - Air BNB 03

Date From: 2025-02-01

Date To: 2025-08-11

Order By: Transaction Date

Currency: NZ Dollar

Outstanding Balance: 1 854.5500

Amount Due: 943.0700

Overdue: 926.4300

180+ days

150 days

120 days

90 days

60 days

30 days

Current

Total

240.9300

0.0000

0.0000

670.5500

0.0000

943.0700

0.0000

1 854.5500

Transactions

Item Sales

Debtor Detail

Activity

Quotes

Sales Orders

Jobs

Invoices

Credit Notes

Debit Allocations

Credit Allocations

Cashbooks

Journals

#	Att	Job	AI	Memo	Ship	Date	Sales Order No	Entry Source	Doc No	Description	Reference	Order No	Amount Due	Days Due	Due Date	Debit	Credit	Unallocated Amount
1						2025-07-25		Invoice	INV465	JO87897	Malcolm	07/25/2025		9	2025-08-20	770.5700		770.5700
2						2025-07-15		Invoice	INV464	JO87897	Malcolm	07/15/2025		9	2025-08-20	57.5000		57.5000
3						2025-07-08		Invoice	INV463	JO87897	Malcolm	07/08/2025		9	2025-08-20	115.0000		115.0000
4						2025-05-27		Invoice	INV456	Stock Count	Malcolm	05/27/2025	14.9500	-52	2025-06-20	14.9500		14.9500
5						2025-05-27		Invoice	INV457	Stock Count	Malcolm	05/27/2025	670.5500	-52	2025-06-20	670.5500		670.5500
6						2025-05-27		Credit Note	CN31	Stock Count	Malcolm		14.9500	-76	2025-05-27		14.9500	14.9500

A payment was mistakenly applied to the wrong customer account. Upon review of the cashbook, you find the funds were incorrectly allocated to **AIR BMB 01** instead of **AIR BMB 03**.

Debtors Module

Configuration

Activity

Analysis

Debtor Search

Customer Price Enquiry

Debtor Analysis

Debtors Document History

Debtor Analysis

Customer: AIRENB01 - Air BMB 01

Date From: 2025-02-01

Date To: 2025-08-11

Order By: Transaction Date

Currency: NZ Dollar

Outstanding Balance: 5 265.3300

Amount Due: 0.0000

Overdue: 5 380.3300

180+ days

150 days

120 days

90 days

60 days

30 days

Current

4 799.5800

580.7500

0.0000

0.0000

0.0000

0.0000

(115.0000)

Transactions

Item Sales

Debtor Detail

Activity

Quotes

Sales Orders

Jobs

Invoices

Credit Notes

Debit Allocations

Credit Allocations

Cashbooks

#	Att	Job	AI	Memo	Ship	Date	Sales Order No	Entry Source	Doc No	Description	Reference	Order No	Amount Due	Days Due	Due Date	Debit	Credit	Unalloc
1						2025-08-11		GL Cashbook	GLCB49	Payment Receiv...	ST202508			0	2025-08-11			115.0000
2						2025-03-28		Invoice	INV452	Grv	Malcolm	03/28/2025	523.2500	-113	2025-04-20	523.2500		
3						2025-03-22		Invoice	INV451	Grv	Malcolm	03/22/2025	57.5000	-113	2025-04-20	57.5000		
4						2025-02-26		Invoice	INV444	Stock Count	Malcolm	02/26/2025	414.5500	-144	2025-03-20	414.5500		
5						2025-02-13		Invoice	INV441	Stock Count	Malcolm	02/13/2025	1 495.6200	-144	2025-03-20	1 495.6200		

To resolve this, we need to adjust the incorrect account which in this case is **AIR BMB 01**. When determining whether to apply a debit or credit, simply perform the opposite of what currently appears in the account.

In this case, as shown below the \$115 is in the **Credit** column and you'll therefore need to process a **Debit** to AIR BMB 01 to reverse the misallocation.

Debtor Analysis

Search

View

Clone

Create Template

Related Transactions

Create Reminder

Export

Print Grid

Print Doc

Print

Customer:

AIRBNB01 - Air BNB 01

View

Open Item:

Outstanding Balance:

5 265.3300

Date From:

2025-02-01

Date To:

2025-08-11

Amount Due:

0.0000

Order By:

Transaction Date

Currency:

NZ Dollar

Overdue:

5 380.3300

180+ days

4 799.5800

150 days

580.7500

120 days

0.0000

90 days

0.0000

60 days

0.0000

30 days

0.0000

Current

(115.0000)

Total

5 265.3300

Transactions

Item Sales

Debtor Detail

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Credit Allocations

Cashbooks

Journals

Merchandise

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Remove Paging

Debtor Enquiry

Displaying 1 - 5

#	Att	Job At	Memo	Ship	Date	Sales Order No	Entry Source	Doc No	Description	Reference	Order No	Amount Due	Days Due	Due Date	Debit	Credit	Unallocated Amount	Division
1					2025-08-11		GL Cashbook	GLCB49	Payment Receiv...	ST202508			0	2025-08-11		115.0000	115.0000	
2					2025-03-28		Invoice	INV452	Grv	Malcolm	03/28/2025	523.2500	-113	2025-04-20	523.2500		523.2500	
3					2025-03-22		Invoice	INV451	Grv	Malcolm	03/22/2025	57.5000	-113	2025-04-20	57.5000		57.5000	
4					2025-02-26		Invoice	INV444	Stock Count	Malcolm	02/26/2025	414.5500	-144	2025-03-20	414.5500		414.5500	
5					2025-02-13		Invoice	INV441	Stock Count	Malcolm	02/13/2025	1 495.6200	-144	2025-03-20	1 495.6200		1 495.6200	

If you're working within the **Allocations** screen, the same principle applies:
 When the amount appears in the **Credit** lines, you'll need to process a **Debit** to correct it

Debtors Module

Configuration

Activity

Customer Dashboard

Debtors Journal Transactions

Quotation

Sales Order

Sales Order Confirm

Invoices

Dispatch Stock

Collect / Deliver

Credit Notes

Allocations

Allocation Decimal Journal

Template List

Interest Transaction

Collections

Debtors Allocations

Search

Allocate All

Hive Allocate

Memo

Functions

Allocation Trail

Print

Billing Group:

All

Customer:

AIRBNB01 - Air BNB 01

Currency:

New Zealand - NZ Doll

NZ Dollar (NZD)

Amount:

0

Allocate

Find Value

Refresh Grid After Allocate:

Date From:

2025-02-11

-

Yr.

Date To:

2025-08-11

+

Status:

Partial and Unallocated

Grid View:

Application

Select:

Next With Credit Lines

Next With Debit Lines

Either Credit Or Debit Lines

Credit Lines:

Page 1 of 1

Selected Credit Amount: 0.00

Line Allocate

Related Transactions

View Document

#	Att	Date	Doc. No.	Description	Reference	Credit	Allocated Amount	Status
1		2025-08-11	GLCB49	Payment Received from AIRBNB	ST202508	115.00		Unallocated

Debit Lines:

Page 1 of 1

Selected Debit Amount: 0.00

Select All

Select None

Line Allocate

Related Transactions

View Document

#	Allocate	Allocat	Att	Date	Doc. No.	Description	Reference	Debit	Allocated Amount	S
1				2025-02-13	INV441	Stock Count	Malcolm	1,495.62		U
2				2025-02-26	INV444	Stock Count	Malcolm	414.55		U
3				2025-03-22	INV451	Grv	Malcolm	57.50		U
4				2025-03-28	INV452	Grv	Malcolm	523.25		U

We now need to process a **Debtors Journal Transaction** to counter this error

Creating a Debtors Journal Debit

Debtors Module> Activity> Debtors Journal Transaction

Debtors Module

Debtors Transaction Search

Search **Add** Edit Clone Delete Process Process All Print / Import

Basic Search Custom Search Expand

Debtor Name: Status: All

Date From: 2025-07-11 Date To: 2025-08-11

Page 0 of 0 Remove Paging:

#	Att	Memo	Date	Action	Code	Debtor	Description
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Configuration

Activity

- Customer Dashboard
- Debtors Journal Transactions**
- Quotation
- Sales Order
- Sales Order Confirm
- Invoices
- Dispatch Stock
- Collect / Deliver
- Credit Notes
- Allocations

Click **"Add"** to begin a new transaction.

Complete the required fields, then click **"Next"**.

Edit Transaction

Line

Attachments Memo Clone Create Template Custom Fields Create Reminder Close

Master:

Action: **1** Debtors Journal Debit Outstanding Balance: **5,248.07**

Date: **2** 2025-08-11 Reference: **3** GLCB49

Debtor: **4** AIRBNB01 - Air BNB 01

Currency: NZ Dollar Exchange Rate: 1

Amount Inc VAT: **5** 115

VAT Account: No Tax VAT Type: No Tax Type

Description: **6** Payment Received from AIRBNB

Additional Comment:

Previous **Next** Save Save & Close Save & New Process

Action	Select Debtors Journal Debit
Date	Ideally, use the same date the payment was received to ensure accurate reconciliation
Reference	Use a reference that links directly to the transaction you're correcting—such as the original document number.
Debtor	Select the name of the debtor associated with the correction.
Amount	Enter the exact amount being corrected, inclusive of GST if applicable.
Description	For consistency, use the same description that appeared on the original payment (e.g., “Payment Received from AIRBNB”).

Applying a Payment via Contra Journal

1. **Tick the “Contra Journal” checkbox** to indicate this is a contra entry.
2. **Select the appropriate debtor** from the “Contra Debtor” dropdown, this is the account the payment will be applied to.
3. Once all relevant fields are completed, click **“Next”** this will open the Process button.
4. Click **“Process”** to apply the journal entry and update the debtor’s account accordingly.

Edit Transaction

×

Line

Attachments

Memo

Clone

Create Template

Custom Fields

Create Reminder

Close

Cost Centres:

Region:

Division:

Project:

Track It:

Contra Journal:

Contra Journal:

Select:

Debtor

Creditor

Contra Debtor:

Contra Creditor:

Branch:

Branch:

Credit Card Surcharge:

Credit Card:

Surcharge %:

Surcharge Value:

Debtor Trans. Link:

Previous

Next

Save

Save & Close

Save & New

Process

If you have a look at each of the customers now you will see the correction.

Debtor Analysis

Search

View

Clone

Create Template

Related Transactions

Create Reminder

Export

Print Grid

Print Doc

Print

Customer:

AIRBNB01 - Air BNB 01

View

Open Item:

Outstanding Balance:

Date From:

Date To:

Amount Due:

Order By:

Currency:

Overdue:

180+ days

150 days

120 days

90 days

60 days

30 days

Current

4 799.5800

580.7500

0.0000

0.0000

0.0000

0.0000

0.0000

Transactions

Item Sales

Debtor Detail

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Debit Allocations

Credit Allocations

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Remove Paging:

Debtor Enquiry

#	Att	Job	AI	Memo	Ship	Date	Sales Order No	Entry Source	Doc No	Description	Reference	Order No	Amount Due	Days Due	Due Date	Debit	Credit
1						2025-08-11		GL Cashbook	GLCB49	Payment Receiv...	ST202508			0	2025-08-11		115.0000
2						2025-08-11		Debtors Journal	DMJRN27	Payment Receiv...	GLCB49			40	2025-09-20	115.0000	
3						2025-03-28		Invoice	INV452	Grv	Malcolm	03/28/2025	523.2500	-113	2025-04-20	523.2500	
4						2025-03-22		Invoice	INV451	Grv	Malcolm	03/22/2025	57.5000	-113	2025-04-20	57.5000	
5						2025-02-26		Invoice	INV444	Stock Count	Malcolm	02/26/2025	414.5500	-144	2025-03-20	414.5500	
6						2025-02-13		Invoice	INV441	Stock Count	Malcolm	02/13/2025	1 495.6200	-144	2025-03-20	1 495.6200	

Debtor Analysis

Search

View

Clone

Create Template

Related Transactions

Create Reminder

Export

Print Grid

Print Doc

Print

Customer: AIRBNB03 - Air BNB 03

Open Item:

Outstanding Balance: 1 739.5500

Date From: 2025-02-01

Date To: 2025-08-11

Amount Due: 943.0700

Order By: Transaction Date

Currency: NZ Dollar

Overdue: 926.4300

180+ days
240.9300

150 days
0.0000

120 days
0.0000

90 days
670.5500

60 days
0.0000

30 days
943.0700

Current
(115.0000)

Transactions

Item Sales

Debtor Detail

Activity

Quotes

Sales Orders

Jobs

Invoices

Credit Notes

Debit Allocations

Credit Allocations

Cashbooks

Page 1 of 1

Remove Paging:

Debtor Enquiry

#	Att	Job Al	Memo	Ship	Date	Sales Order No	Entry Source	Doc No	Description	Reference	Order No	Amount Due	Days Due	Due Date	Debit	Credit
1					2025-08-11		Debtors Journal	DMJRN28	Payment Receiv...	GLCB49			0	2025-08-11		115.0000
2					2025-07-25		Invoice	INV465	JOB7897	Malcolm	07/25/2025		9	2025-08-20	770.5700	
3					2025-07-15		Invoice	INV464	JOB7897	Malcolm	07/15/2025		9	2025-08-20	57.5000	
4					2025-07-08		Invoice	INV463	JOB7897	Malcolm	07/08/2025		9	2025-08-20	115.0000	
5					2025-05-27		Invoice	INV456	Stock Count	Malcolm	05/27/2025	14.9500	-52	2025-06-20	14.9500	
6					2025-05-27		Invoice	INV457	Stock Count	Malcolm	05/27/2025	670.5500	-52	2025-06-20	670.5500	
7					2025-05-27		Credit Note	CN31	Stock Count	Malcolm		14.9500	-76	2025-05-27		14.9500

To finalize the process correctly, you'll need to complete allocations on **both debtor accounts**. This ensures that all transactions are accurately reconciled, and the accounts reflect the intended balances

Allocations

Debtors Module> Activity> Allocations

Debtors Allocations

Search

Allocate All

Hive Allocate

Memo

Functions

Allocation Trail

Print

Billing Group: All

Customer: AIRBNB01 - Air BNB 01

Currency: New Zealand - NZ Doll NZ Dollar (NZD)

Amount: 0

Refresh Grid After Allocate:

Date From: 2025-02-11

Date To: 2025-08-11

Status: Partial and Unallocated

Grid View: Application

Select:

Next With Credit Lines

Next With Debit Lines

Either Credit Or Debit Lines

All Debtors

Credit Lines:

Page 1 of 1

Selected Credit Amount: 115.00

Line Allocate

Related Transactions

View Document

#	Att	Date	Doc. No.	Description	Reference	Credit	Allocated Amount	Status
1		2025-08-11	GLCB49	Payment Received from AIRBNB	ST202508	115.00		Unalloc

Debit Lines:

Page 1 of 1

Selected Debit Amount: 0.00

Select All

Select None

Line Allocate

Related Transactions

#	Allocate	Allocat	Att	Date	Doc. No.	Description	Reference	Debit	Allocated A
1				2025-02-13	INV441	Stock Count	Malcolm	1,495.62	
2				2025-02-26	INV444	Stock Count	Malcolm	414.55	
3				2025-03-22	INV451	Grv	Malcolm	57.50	
4				2025-03-28	INV452	Grv	Malcolm	523.25	
5				2025-08-11	DMJRN27	Payment Received from AIRBNB	GLCB49	115.00	

- **Locate matching entries** in both the **Credit** and **Debit** sections.

Focus on transactions with the same **amount**, **date**, and **reference**—such as a payment received and its corresponding invoice or debit note.

1. **Select the matching lines** by highlighting the relevant transaction in the **Credit** section and ticking the checkbox beside the corresponding entry in the **Debit** section.
2. Once both lines are selected, click **Allocate** to process the transaction.
This action reconciles the payment against the appropriate debit entry, ensuring accurate account alignment.

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