



## Knowledge Base Article

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Agent Tools web site: [www.viewmylisting9ae.com](http://www.viewmylisting9ae.com)

**Article ID:** 4174  
**Subject:** Correct an Erroneous Accounts Payable (A/P) Payment  
**Last Modified:** October 6, 2009

**Applies to:** Pro Gold i2 3.xx

**Purpose:** The Payables Tab in Pro Gold i2 is used to enter and pay vendor bills. When an incorrect payment is made on a bill, the incorrect payment must be deleted from the bill before the payment can be corrected.

**Procedure:** Delete the erroneous payment via the **Enter and Pay One Bill** icon on the **Accounting => Vendors** menu before making a new payment:

- **Main Menu => Accounting => Vendors** menu and select the **Enter and Pay One Bill** icon
- Enter **vendor** in search box at the bottom of the screen to search for the bill that needs correction
- On the **Search** screen, select the bill and click the **Select** button to bring up the bill
  - The bill can also be accessed through the **Checks** or **Adjustments** option in the Banking Tab. View the bill payment that was made and click the **Pencil** icon next to the red **Bill Payment** notation located near the top of the payment
- Located the payment information at the bottom of the bill
- If the bill shows "Paid" at the bottom left area of the screen, uncheck the **Paid Payments** option
- Delete the erroneous payment by clicking the red "X" next to the payment
- Click "OK" when the "Are You Sure You Want to Delete this Bill Payment?" message appears to continue with the payment deletion
- A message appears to verify the payment deletion
  - If the payment was a check, then Pro Gold i2 will void the check
  - If the payment was an Adjustment (for example, an electronic payment), then Pro Gold i2 will delete the Adjustment
- The payment will be removed from the bill and a new payment can be made, if needed

**References:** Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold i2 Documentation, and Training Webcasts:

<http://secured.progoldi2.com/webcast.aspx>

- The Enhancement HelpNet links are located on the right side of the web page.

**Related articles:** N/A

**Keywords:** Payment Error, 4174, Payables, Fix, Correct A/P

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