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Article ID: 4236
Subject: How to Delete an Agent Receivable Payment
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Applies to: Pro Gold i2 2.xx, 3.xx

Purpose: The Receivables area in Pro Gold is used to process invoices, typically for agents. Payments can be applied to agent invoices by deducting them from a commission or manually through the Receivables Tab. When a payment is credited to an agent invoice in error, it can be reversed in order to make corrections as necessary. The steps to reverse the payment will depend on the method that was used to enter the payment.

Procedure: Actions to reverse a payment made to an agent receivable are listed below:

Step 1: Log into Pro Gold.

Step 2: If the receivable payment was made by deducting an agent's commission check, follow Step 3. If the payment was made manually through the Receivables Tab, then follow Step 4.

Step 3: Reverse a payment made by deducting the invoice payment from the agent's commission check while processing commission on a property.

- a. Click on the Properties tab and select the **"Work with Properties"** icon.
- b. Select the property that was used to takes the receivable amount out of the commission.
- c. Click on the **"Comm. Tree"** tab.
- d. Click on the **"Undo Closing"** button in the bottom right area of the screen. This will undo the commission processing for this property and delete the receivable payment taken from the commission.
- e. Re-process the commission as needed.

Step 4: Delete a manual payment made through the Receivables Tab.

- a. Click on the **Receivables Tab** and select **"Work with Customer"**.
- b. Select a customer by using the **"Quick Find"** dropdown at the top of the screen or the **"Find"** button at the bottom of the screen.
- c. Click the **"Invoice History"** button at the bottom of the screen to view the invoices for this customer.
- d. Click on the **"Invoice"** button next to the invoice that needs a payment removed.
- e. At the bottom of the invoice are the payments that have been made on that particular invoice.
- f. Click the red **"X"** next to the payment that needs to be deleted.
- g. Click **"Yes"** to the prompt.
- h. The receivable payment will be deleted.

Additional Information: 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: Accounts Receivable, A/R, Delete Receipt Payment, Undo, Reverse Pay, 4236

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